

**Tollcross Housing Association Limited**  
**Minute of the Management Committee Meeting**  
**held online on Monday 6<sup>th</sup> July 2020**

**Present:**

Andrea Bell (Chair) Chris Elliot, Esther Skimins, Bill Dougan, Ellen Garscadden, Ellen Stewart, John McMorrow and Steve Fleming

**In Attendance:**

Clive Douglas, Chief Executive	Anne Fitzsimons, Corporate Services Director
Tom Hastings, Finance Director	Fiona Mills, Housing Director
Frank Donohoe, Technical Director	Marie Campbell, Corporate Services Officer (Minutes)

**Item 1**

Apologies and Declaration of Interest:

- 1.1. **Apologies:** Theresa Findlay, Agnes Philips, Clare Newton, Ian Smith, Brian McNally
- 1.2. **Leave of Absence:** Geraldine Connolly
- 1.3. **Declarations of Interest:** None

**Item 2**

**Minutes of Previous Meetings:**

- 2.1 Minute of the Management Committee Meeting held on 8<sup>th</sup> June 2020:
  - i. Matters Arising and Correction to Minute – None
  - ii. Approval of Minutes – The Minute was approved by general consent.
  - iii. Decisions taken between Meetings – None.
- 2.2 Minutes of Sub Committee Meetings – No Minutes due.

**Item 3**

**Finance Report – Loan Portfolio Submission** – Committee noted that as at 31<sup>st</sup> March 2020, the Association owned 2301 properties with 1870 used as security over loan facilities with 431 properties unencumbered. A facility of £5.2M has been fully drawn down from the Clydesdale Bank with an outstanding balance of £4.2M, paid quarterly including capital and interest. A facility of £29.2M has been fully drawn down from Royal Bank of Scotland with an outstanding balance of £25.9M, paid by quarterly interest payments and an annual capital payment. It was noted that no covenants have been breached and a report is submitted quarterly to the Audit & Business Sub Committee and annually to the banks. It was noted that Royal Bank of Scotland has agreed to delay the stock valuation due to the pandemic. Committee approved the Loan Portfolio and authorised the submission of the return to the Scottish Housing Regulator.

- 3.1 In response to a query raised later in the meeting, it was noted that an updated budget will be prepared for September 2020 to March 2021.

**Item 4**

**Housing Report** - Committee noted the detailed report and in particular the following points:

- 4.1 **Applications/Allocations** – Progress is being made with online applications and a pilot letting scheme is being implemented. In addition, it was noted that a further 5 properties have been let to Glasgow City Council for temporary homeless bringing the total to 10 properties.

- 4.2 **Arrears** – Rent arrears continue to be a concern with total arrears at 30<sup>th</sup> June 2020 standing at over £252k. It was noted that all cases are now being reviewed in order to ensure that we are assisting those in genuine hardship wherever possible and taking stronger action where necessary. To facilitate this, changes have made to the arrears procedure in order to demonstrate how this is being managed over coming months. It was, however, noted that the court system has a considerable backlog of cases to deal with and, therefore pursuing cases to any conclusion may take some time.
- 4.3 **Anti-Social Behaviour Complaints** – All cases are being pursued as far as is possible and efforts will continue ensure the most serious cases are prioritised, working closely with Police Scotland.
- 4.3.1 In response to a query raised later in the meeting, it was noted that where serious cases are concerned, there must be a conviction, either in the property or vicinity, before the Association can progress a decree.
- 4.4 **Voids** – It was noted that working closely with the Maintenance team, it is hoped to re-commence letting voids over the coming weeks.
- 4.5 **Food Parcels. Etc.** – This service has now ceased, however, it is hoped that the introduction of the Pantry will assist to ease any pressure being felt by tenants.
- 4.6 **Welfare Advice & Income Maximisation** – This service has continued to be provided throughout the period via the funded post. It is hoped that over coming weeks, volunteers at the Advice Centre can also re-commence services.

**Item 5 Maintenance Report** – Committee noted the detailed report and in particular the following points:

- 5.1 **Staffing** – Seven staff are currently working at home taking repairs calls with two Maintenance Officers assisted by the Handyman, now working from the office, prioritising voids to bring them up to a lettable standard.
- 5.2 **Repairs Service** – A total of 271 emergency jobs have been carried out from 1<sup>st</sup> April – 30 June, all made safe within our 6 hour timescale. A further 439 non-emergency jobs have been done. Repairs spend is £91k against a budget of £259k year to date, including void repair works (£8k) to date.
- 5.3 **Stairwell Cleaning** – This service has continued as normal.
- 5.4 **Bulk Uplift /Waste** – This service is still suspended by Glasgow City Council with the Association's contractors assisting to tidy up wherever possible.
- 5.5 **Landscape Works** – This service has continued through the period.
- 5.6 **Cyclical and Major Works** – It is hoped to re-commence all works within the coming weeks.
- 5.7 **Gas Servicing** – 411 (89.5%) properties have been serviced within timescale. A total of 48 properties (10.5%) have not provided access to carry out the gas service within the regulatory 12 month period. These cases are being pursued. The Chief Executive is providing a report on gas servicing performance on a weekly basis to the Scottish Housing Regulator.

**Item 6 Corporate Report** - Committee noted the detailed report and in particular the following points:

- 6.1 **AGM 2020** - Four members of the Management Committee and the co-opted member are due to retire at the next AGM, namely, Andrea Bell, Brian McNally, Ellen Stewart, Steve Fleming and John McMorro (Co-optee). Further details of the AGM will follow in due course.
- 6.2 **Staffing** – At 30<sup>th</sup> June, 45 staff were employed by the Association with 10 staff currently furloughed. The Care Inspectorate is also updated regularly on sheltered housing staffing/COVID-health issues.
- 6.3 **Staff Terms & Conditions of Employment** - Committee noted the changes to the Terms and Conditions of Employment.
- 6.4 **Disciplinary & Grievance Policies and Procedures** – Committee approved the revised policies and procedures and new equality impact assessments.
- 6.5 **Governing Body Performance Review Policy** – Committee approved the revised policy and new equality impact assessment.
- 6.6 **Health & Safety Expenditure** – Committee noted there will be additional expenditure to prepare for staff returning to work in the wake of the pandemic.
- 6.7 **Scottish Housing Regulator** – Committee noted the verbal update on the monthly report being submitted to the Regulator.
- 6.8 **ARC** – It was noted that the draft submission will be brought to the Management Committee on 27<sup>th</sup> July for consideration and approval, in advance of issuing to Regulator by 31<sup>st</sup> July 2020.
- 6.9 **Registers** – Committee noted the summary of the gifts & hospitality and benefits & payments register and there were no attempted fraud or bribery recorded during the year. All registers are available for inspection and in turn will be signed by the Chief Executive and Chair/Secretary.
- 6.9 **Happy to Translate** - Committee approved the annual affiliation fee of £660.
- 6.10 **Membership** - Committee approved the application for membership in respect of Reference: 2020/1 with no cancellations during the period. The total membership at 31<sup>st</sup> July 2020 now stands at 128. The seal was last used on 17<sup>th</sup> December 2019 to authorise a Share Certificate.

Steve Fleming joined the meeting at this stage.

**Item 7 Development Report** – Committee noted that no progress has been made on projects since the lockdown. Committee further noted:

- 7.1 **Office - 868 Tollcross Road** – The contractor is now wishing to pursue defects prior to staff returning. It was noted that retention monies are still with the Association and the final account has yet to be agreed.
- 7.2 **Glamis Road/Canmore Street - Mid Market Rent** – Upon receipt of letting agent registration, it is hoped to let the properties in the coming weeks.
- 7.3 **The Pantry** – It is hoped to have the project up and running by end July 2020 with £4k spent to date, however, it is hoped that this may be recovered through grants. A funding application is being made to the Lottery.
- 7.4 **Staff Return to Work** – Following various agency guidance, risk assessments and taking all the steps necessary to ensure health and safety, it

was noted that the proposed date for staff returning to work in the office, where circumstances permit, is Tuesday 21<sup>st</sup> July 2020.

**Item 8 Any Other Competent Business**

- 8.1 **Assignment Case** – Following a case being upheld in favour of the applicant, it was noted that an appeal hearing was initiated and the final judgement awaited, the result of which may require a change to the Succession Policy.

**Item 9 Date and Time of Next Meeting: 27<sup>th</sup> July 2020 @ 6pm**