

Tollcross Housing Association Limited
Minute of the Management Committee Meeting
held on Monday 29th March 2021

Present:

Andrea Bell, Bill Dougan, Brian McNally, Ian Smith, Steve Fleming, Esther Skimins, Agnes Philips, Ellen Stewart, Ellen Garscadden and John McMorrow.

In Attendance:

Clive Douglas, Chief Executive
Frank Donohoe, Technical Director
Nicole Micoud Corporate Services Assistant (Minutes)

Anne Fitzsimons, Corporate Services Director
Fiona Mills, Housing Director

Item 1 Apologies and Declaration of Interest:

1.1. **Apologies:** Chris Elliot, Theresa Findlay and Geraldine Connolly.

Item 2 Minutes of Previous Meetings:

2.1 **Minutes of the Management Committee Meeting held on 22nd February 2021:**

- 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 **Minute of the Audit & Business Sub Committee meeting held on 8th February 2021**– Noted.

Item 3 Arrears Update – Committee noted the report and in particular the fluctuation in arrears over the course of the current year with a total of +£241k at end February 2021. Committee further noted that the Association now has 584 tenants receiving Universal Credit and this is a 1% increase since last month. 40% of those cases are in arrears. All arrears cases are being managed and assistance provided wherever possible.

Item 4 Appointment of Contractor for Electrical Inspection and Repair 2021-26 Contract – Committee noted that due process was followed in the tendering of the contract with 13 submissions considered. All tenderers will be contacted in writing to advise of the results and a period of standstill put in place in event that the decision is challenged. Accordingly, noting the successful company identified on the basis of price and quality, Committee approved the appointment of Magnus Electrical Services to carry out the Electrical Inspection and Repair works for the period 2021-26.

Item 5 Appointment of Contractor for Gas Servicing & Repairs 2021-24 Contract - Committee noted that due process was followed in the tendering of the contract with 5 submissions considered. All tenderers will be contacted in writing to advise of the results and a period of standstill put in place in event that the decision is challenged. Accordingly, noting the successful company identified on the basis of price and quality, Committee approved the appointment of City Technical Services UK Ltd to carry out the Gas Servicing & Repairs works for the period 2021-24.

- Item 6** **Membership Report to 28th February 2021** - Committee noted that there were no new applications or cancellations during the period. The total membership at 31st March 2021 stands at 116. The seal was last used on 7th December 2020 for a share certificate.
- Item 7** **PIN and Events Focus Group Update** – committee members noted the following items in particular:
- 7.1** It was noted that the PIN members continue to carry out work, albeit limited, relating to tenant participation and performance review.
- 7.2** It was noted that the Events Focus Group members met virtually to discuss the celebration of Easter this year and proposed that the Association donate £1,000 to the Glasgow City Council's Easter project. Committee members further noted that all primary school children, sick children and children who receive support in Glasgow would receive an Easter egg to highlight the recognition of the incredible year they've had to endure. This will be advertised in our Spring Newsletter.
- 7.3** It was noted that Urban Fox are preparing to deliver afternoon teas and some daffodils to all residents at our Sheltered Housing Complexes for Easter.
- Item 8** **Policy Review – Model Complaints Handling Procedure and Unacceptable Actions Policy** – Committee members agreed as follows:
- 8.1** **Model Complaints Handling Procedure** – Following the latest revision update from the Scottish Public Services Ombudsman Committee members considered and approved the changes highlighted in yellow within Appendix 1 of the report.
- 8.2** **Summary of Complaints Handling Procedure** – Committee members considered and approved the summary contained within the original Model Complaints Handling Procedure to be created as a separate leaflet to be distributed to customers as and when required.
- 8.3** **SPSO Support and Guidance Video** – It was noted that Committee members will take the time to watch the short video outlining an overview of the changes to the revised Model Complaints Handling Procedure at their leisure.
- 8.4** **Unacceptable Actions Policy and Equalities Impact Assessment** – Committee members approved the Policy and the Equalities Impact Assessment for immediate implementation.

Item 9 Development Update

9.1 Committee members noted the following updates outlined within the report in particular:

- Dunira Street Phase 1.
- New Office Building, 868 Tollcross Road.
- Dunira Street Phase 2.
- Canmore Street/Glamis Road – Mid Market Rent Properties.
- Altyre Street.
- Easterhill Street.

9.2 Parkhead Bus Depot – Business Confidential.

Item 10 Subsidiary Update – Committee members noted that Auchenshuggle Develops is functioning as intended and the first Gift Aid payment of profits from the subsidiary will be made to the Association before the end of March 2021.

Item 11 Risk Register Review – Committee members noted the revised format of the Major Risk section of the register and considered the current risks in particular relating to the Coronavirus Pandemic. Committee members further noted that there is a separate register containing all relevant information relating to COVID-19 and this is updated on a regular basis. Committee members were happy with the new format presented to them and approved this with immediate implementation.

Item 12 A.O.C.B.

12.1 Annual Leave and Public Holiday Allowance – After further consideration Committee members approved the following items in particular:

12.1.1 Additional Annual Leave Days – Committee members approved to grant all staff the public holidays that fell during the first lockdown period which was a total of 7 days.

12.1.2 Carry Forward Balance – Committee members considered the current guidance issued by the Scottish Government and EVH in relation to an increase on staff carry forward balance to 15 days for over a period of 3 years.

12.2 Scottish Housing Regulator Notification: 9 Year Rule – It was noted that the Association received a notification from the SHR in relation to our long serving committee members.

12.3 Notifiable Event – Committee members noted the latest update on the recent notifiable event.

12.4 Quarterly Health & Safety Update – It was noted that EVH are due to release an update to their control manual in April 2021.

12.5 Management Committee Profiles – Committee members were advised that additional information has been requested as part of their individual profiles and once this has been received these will be published on the Association's website.

Item 13 Date & Time of Next Meeting – Monday, 26th April 2021 at 6.00 pm (Online: MS Teams)