

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



Present: Chris Elliot (Vice Chair), Bill Dougan, John McMorrow, Drew McPhail, Esther Skimins, Ian Smith, Sharon May, Ellen Garscadden, Agnes Philips, Theresa Findlay and Steve Fleming

In Attendance:

Clive Douglas, Chief Executive

Frank Donohoe, Technical Director

Fiona Mills, Housing Director

Anne Fitzsimons, Corporate Director

Tom Hastings, Finance Director

Marie Campbell, Corporate Services Officer

(Minutes)

Item 1 Apologies, Declaration of Interest, Resignation and Leave of Absence:

- i. **Apologies:** Andrea Bell, Margaret Cooper and Geraldine Connolly
- ii. **Declarations of Interest:** None.

Item 2 Minutes of Previous Meetings:

2.1 Minutes of the Management Committee Meeting held on 25th October 2021

i. Matters Arising and Correction to Minute:

- (a) **Minute 3 – Annual Assurance Statement 2021** – It was noted that the Statement has now been submitted to the Scottish Housing Regulator and published on the Association's website and within the Autumn newsletter out to customers..

ii. Approval of Minutes – The Minute was approved by general consent.

iii. Decisions taken between Meetings – None.

2.2 Minutes of Sub Committee Meetings:

i. Minutes of the Audit & Business Sub Committee Meeting held on 9th August 2021 – Noted.

Item 3 Membership Report to 30th November 2021 – Committee noted that there were no new applications and no cancellations. The total membership as at 30th November 2021 is 114 with the seal last used on 25th October 2021 for a share certificate.

Item 4 Policy Review:

- 4.1 **Handling Serious Complaints against the Chief Executive** – Committee noted the Policy on Handling Serious Complaints against the Chief Executive and associated equalities impact assessment, which had been considered and approved by the Audit Sub-Committee at the meeting held 8th November 2021.
- 4.2 **Customer Engagement Strategy** – Committee noted the Strategy, Action Plan and the associated equalities impact assessment and approved same for immediate implementation. It was noted that the strategy and action plan to be published on the Association's website and in the next edition of the quarterly newsletter. Committee also agreed that a summary of the ways to

get involved would be added to page 6 and a suite of community images would be used throughout the document.

- Item 5 Proposed Rent Increase 2022/23** – Committee considered the detailed report. Lengthy discussion ensued and in considering that; inflation is currently at 4%; costs for materials, services and employment are rising and; additional costs are being incurred as a result of taking on the bulk uplifts, it was agreed to;
- 5.1 consult with tenants on the proposed increases of 3.6%, providing an explanation for the increase required, a comparability table and confirm that overall our rents remain below the Scottish average.
 - 5.2 approve the narrative for the rent consultation article for the Winter 2021 Newsletter.
 - 5.3 consider the feedback from the consultation at the meeting scheduled for 31st January 2022.
- Item 6 Communal Heating Charge Review 2022/23** – Committee noted the detailed report and that no increase will be levied for the period 2022/23.
- Item 7 Arrears Update** – Committee noted that staff continue to monitor and work with tenants on all arrears cases, ensuring assistance is provided wherever possible. It was noted that during October arrears reduced by a further £3,398.
- Item 8 Policy Review:**
- 8.1 **Factoring Policy** – Committee noted the policy alongside the equalities impact assessment and approved same for immediate implementation.
 - 8.2 **Factoring Debt Recovery Policy** - Committee noted the policy alongside the equalities impact assessment and approved same for immediate implementation.
 - 8.3 **Statement of Services** – It was noted that the Statement of Services is being updated and distributed as appropriate.
- Item 9 RBS Lending and Libor Transition** – Committee noted the detailed report and in conclusion agreed to progress with the pre-cessation option with 5 year historic median CAS. It was also agreed that the Finance Director be authorised to sign the appropriate paperwork.
- Item 10 Development Update** – Committee noted the update and in particular that the defects on Phase 2 and the office are now completed, however, some retention monies are being withheld with regard to landscaping works.
- Item 11 A.O.C.B.**
- 11.1 **ARC Submission 2021/Landlord Performance Report** – Committee noted an error in the submission figures for Performance Indicator 6 with the correct figure amended to 80.43% from 81.48%, noting that the Scottish Housing Regulator has been advised and the Landlord performance Report updated.

- 11.2 **Easthall Park Housing Association** – Committee noted and approved the appointment of Clive Douglas, Chief Executive, to the Committee of Easthall Park Housing Co-operative.
- 11.3 **Covid 19** – It was noted that office opening arrangements and the possible strategy away day will be reviewed as appropriate as details of the new variant become known.
- 11.4 **Brian McNally** – Committee noted that thank you card received for the retirement gift sent to Brian.
- 11.5 **Smoke & Heat Detectors** – It was noted that the new legislation is due to be implemented at 1st February 2022 with access continuing to be an issue. Accordingly, it was noted that the same process as per the gas regulations are being considered in order to progress implementation.

Item 14 **Date and Time of Next Meeting:** 31st January 2022 @ 6pm.