

Tollcross Housing Association Limited
Minute of the Management Committee Meeting
held on Monday 31st January 2022

Present:

Andrea Bell, Agnes Philips, Ellen Garscadden, Chris Elliot, Theresa Findlay, Bill Dougan, Drew McPhail, John McMorro and Geraldine Connolly

In Attendance:

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

- Item 1** Apologies and Declaration of Interest:
- 1.1. Apologies: Ian Smith, Margaret Cooper, Sharon May, Esther Skimins and Steve Fleming
- Item 2** Minutes of Previous Meetings:
- 2.1 Minutes of the Management Committee Meeting held on 29th November 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 Minutes of the Operations Sub Committee Meeting held on 18th October 2021 – Noted.
- Item 3** **Proposed Budget 2022/23** - Committee noted the detailed budget and the assumptions made to 31st March 2023. It was further noted that figures are in line with the best information available at the time of setting the budget and, therefore, the figures are subject to review throughout the year with significant changes being reported as soon as is practicable. In noting that the Association is forecast to remain in a stable and healthy financial position at the year end, the following points were highlighted;
- 3.1 **Rent Increase** – A proposed increase of 3.6% has been included within the budgets. (See Item 5 below).
 - 3.2 **Repairs** – The rising costs of materials is being monitored.
 - 3.3 **Salary Negotiations** – It was noted that whilst a 3.3% increase has been assumed, the 22/23 increase is still under negotiation and there is concern regarding the outcome of negotiations in light of the increased figures for inflation, national insurance and in turn the proposed rent increase.
 - 3.4 In conclusion, noting the assumptions made and the ongoing monitoring/reporting throughout the year, Committee approved the budget for the year to 31st March 2023.
- Item 4** **Proposed Factoring Fee for 2022/23** – Committee approved the two levels of Factoring Management Fee of £152.00 (paperless) and £166 (traditional), an increase of the Sales Administration Fee to £65 (and £97.50) and an increase in the Final Demand fee to £15.00 for the 2022-23 financial year.

- Item 5** **Proposed Rent Increase and Heating Increase Consultation 2022/23** - At the Management Committee meeting held on 29th November 2021, Committee agreed to consult with tenants on a 3.6% increase in rent for the year 2022/23 and no increase in heating charges for common heating systems, where applicable.
- 5.1 Following consultation with all tenants on the rent increase via the Association's newsletter, website, including expenditure details, alongside an independent survey undertaken by Messrs Research Resource, it was noted that that the only feedback received was through the independent survey which saw a fairly even split of those in support/not in support of the increase.
- 5.1.1 In response to a query raised, it was agreed to consider producing a separate publication for the rent increase consultation, rather than including this in the newsletter.
- 5.2 Committee approved the implementation of the proposed rent increase of 3.6% from 1st April 2022. It was further agreed that in communicating the increase to tenants, comparisons with other landlords should be provided alongside examples of the actual impact on rents.
- Item 6** **Rent Arrears Update** – Committee noted that as of 31st December 2021, arrears rose by approximately £14k, with staff continuing to manage all cases. In addition, it was noted that the Association has submitted an application for a grant to Glasgow City Council, to assist some tenants with their arrears – a response is awaited and a further update will be provided at the next meeting.
- 6.1 It was highlighted that the arrears figure at 31st December 2021 was inclusive of arrears on mid-market rent properties.
- Item 7** **Housing Management 21/22 Quarter 3 & Cumulative KPIs** – Committee noted the detailed report which was submitted to the Operations Sub Committee on 24th January 2022, noting an overall good performance on the targets set. The following points were highlighted;
- 7.1 **Indicator C6** – As the figure was not available at the Operation Sub Committee, it was noted that the total direct payments made via Housing Benefit and Universal Credit in Quarter 3 was £1,164,950.60.
- 7.2 **Indicator 30** – It was noted that good progress is being made with the average time to let properties reducing to 40 days in Quarter 3 and it is hoped that the trend will continue with the easing of restrictions.
- Item 8** **Fire Safety Update** – It was noted that as of 31st January 2022, 19 properties remain to be fitted with the new smoke/heat detector systems with priority being given by staff and contractors to complete by 1st February 2022. It was also noted that, as directed by the Scottish Housing Regulator, the Association has completed a tenant safety/compliance survey and feedback is awaited.

- Item 9** **Maintenance 21/22 Quarter 3 & Cumulative KPIs** – Committee noted the detailed report which was submitted to the Operations Sub Committee on 24th January 2022, noting an overall good performance on the targets set. The following point was highlighted;
- 9.1 **Indicator 6** - It was noted that upon request from the Scottish Housing Regulator the recording of SHQS and EESSH failure figures require to be combined. Accordingly, this resulted in an amendment to the ARC submission and a slight downturn in performance for Quarter 3.
- Item 10** **Policy Review:**
- 10.1 **Repairs & Maintenance Policy** - Committee noted the Equality Impact Assessment and approved the Repairs and Maintenance Policy for onward consultation with stakeholders.
- 10.2 **Void Management Policy** - Committee noted the Equality Impact Assessment and approved the Void Management Policy for onward consultation with stakeholders.
- Item 11** **Health & Safety Update** – Committee noted the detailed report updating on health and safety issues including COVID-19 incidents.
- 11.1 **Office Working** – Following recent changes in the guidance on office working, all staff will now return to office working on a phased basis with full return anticipated on 21st February 2022. It was noted that once services are stabilised, consideration will be given to hybrid working.
- Item 12** **Data Protection Update** – Committee noted the update and that all cases are being handled in accordance with the Association’s Data Protection and Freedom of Information Policies and Procedures.
- Item 13** **Corporate Services 21/22 Quarter 3 & Cumulative KPIs** - Committee noted the detailed report which will be submitted to the Audit & Business Sub Committee on 14th February 2022. The following points were highlighted;
- 13.1 Complaints analysis and lessons learned were noted.
- 13.2 Complaints data for quarter1 has now been included in the report.
- 13.3 Quarter 2 and cumulative figures across all ARC and non-ARC indicators were noted.
- 13.4 The peer group figures for 20/21 have been included in the report for ARC indicators.
- 13.5 Levels of overall customer satisfaction has reduced from 97% to 84% in Quarter 1 and increased to 90% in Quarter 2.
- 13.6 Two new non-ARC indicators have been included relating to satisfaction levels of how we have performed during the pandemic and the outcome.

- Item 14** **Membership Report to 31st January 2022** - Committee noted that there were no new applications or cancellations during the period. The total membership at 31st January 2022 stands at 114. The seal was last used on 25th October 2021 for a share certificate.
- Item 15** **Policy Review:**
- 15.1 Committee noted the Equality Impact Assessments and Policies under review. In confirming that the policies remain fit for purpose with no impact as a result of the Equalities Assessments undertaken, Committee approved the following policies for immediate implementation: Donations Policy, Adverse Weather Policy, Control of Substances Hazardous to Health & Safety (CoSHH) Policy, Smoke Free Policy, Young Persons Policy, Shared Parental Leave Policy.
- 15.2 In response to a query raised, it was agreed to consider an online policy library for Committee Members to access.
- Item 16** **PIN & Events Focus Group Update** Committee noted the variety of community engagement events undertaken around the Christmas period, and also noted the future work to be undertaken by the PIN. Thanks were conveyed to all staff for the work undertaken to organise events and administer the Cash for Kids funding, etc.
- Item 17** **Development Update & SDFP** – Committee noted the update and in particular:
- 17.1 **Canmore Street** – It was noted that upon confirming that all outstanding defects are complete, retention monies will be provided to Messrs Cruden.
- 17.2 **Altyre Street** – No further progress noted.
- 17.3 **Easterhill Street** – Negotiations are ongoing with New City Vision and procurement issues are being considered.
- 17.4 **Parkhead Bus Depot** – No further progress noted.
- 17.5 **SDFP** - Committee noted the submission and retrospectively approved same, noting that this had been submitted to Glasgow City Council during December 2021.
- Item 18** **Subsidiary Update** – Committee noted that arrears in the mid-market rent properties is higher than anticipated but is being managed in line with policy. In addition, it was noted that the appointment of an independent board member is being pursued to fill the current vacancy.
- Item 19** **Whisky Fungus Update** – Committee noted that negotiations are ongoing.

- Item 20 Money Advice Project** – Committee approved the continued partnership with Tollcross Community Trust and Shettleston Housing Association to support the Money Advice and Income Maximization project that is currently in place. It was agreed that upon the awarding of grant funding from the Scottish Government to the Community Trust, the Association and Shettleston Housing Association will also each contribute the required £20,000 to the project. It was also noted that the position will be reviewed, should the Government funding not be forthcoming.
- Item 21 A.O.C.B.**
- 21.1 **Office Working** – As previously advised, it is anticipated that as of week commencing 21st February 2022, the Association’s staff will return to office working.
- 21.2 **Staffing** – Committee noted the staffing update with particular thanks conveyed to Clare Danks who recently retired after over 40 years’ service in housing.
- 21.3 **Ellen Garscadden** – Ellen thanked everyone for the flowers and congratulations received to mark her 70th birthday.
- 21.4 **Business Plan** – It was noted that work is ongoing to review and progress an updated plan to include outcomes from the stock condition survey.
- 21.5 **Winter Gardens** – It was noted that work is progressing well with completion due by July 2022.
- 21.6 **EESH2 and Carbon Zero Targets** – It was noted that the Association is working in partnership with Shettleston Housing Association regarding the Scottish Housing Regulator’s requirement for estimated timescales/costs.
- 21.7 **EVH** – It was agreed to re-affiliate to EVH for the year 2022/23 at a cost of £4,900.
- 21.8 **Mr & Mrs Wilson** – Anne thanked everyone for the gifts and flowers received in celebration of her recent marriage to Dougie.
- Item 22 Date & Time of Next Meeting:** 28th February 2022 @ 6pm