

Tollcross Housing Association Limited
Minute of the Management Committee Meeting
held online on Monday 30th August 2021

Present: Andrea Bell (Chair), Esther Skimins, Bill Dougan, Steve Fleming, Agnes Philips, Theresa Findlay, Ian Smith, Drew McPhail, Agnes Philips, Bill Dougan and Brian McNally

In Attendance:

Clive Douglas, Chief Executive
Tom Hastings, Finance Director
Frank Donohoe, Technical Director

Anne Fitzsimons, Corporate Services Director
Fiona Mills, Housing Director
Marie Campbell, Corporate Services Officer
(Minutes)

Jennifer Spence, Messrs Azets, Auditors
(Item 3 only)

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

- i. **Apologies:** Ellen Garscadden (Leave of Absence), Chris Elliot and John McMorrow
- ii. **Declarations of Interest:** Ian Smith declared an interest in Item 14 and took no part in the discussions.
- iii. **Resignation** – Committee noted with regret the resignation of Gwen Wilson, effective from 15th July 2021 and Ellen Stewart effective from 31st August 2021. Office Bearers had been notified at the time about Gwen and the Audit & Business Sub-Committee members had been notified at the meeting held 9th August.
- iv. **Leave of Absence** – Committee approved a three month leave of absence for Ellen Garscadden.

Item 2 Minutes of Previous Meetings:

- 2.1 Minutes of the Management Committee Meeting held on 28th June 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 Sub Committee Meetings:
 - i. Minutes of the Operations Sub Committee Meeting – 4th May 2021 – noted.
 - ii. Minutes of the Audit & Business Sub Committee Meeting held on 10th May 2020 – noted.

Item 3 Year Ending 31st March 2021

- 3.1 **Financial Statements to 31st March 2021** - Jennifer Spence, Messrs Azets, took those present through the accounts to 31st March 2021, noting a strong, healthy financial position and highlighting the following points:
 - 3.1.1 **Report of the Management Committee** – Committee confirmed all information to be factual and correct.
 - 3.1.2 **Going Concern** – Committee confirmed that the Association is able to continue as a going concern for the foreseeable future as per the accounting policy.

3.1.3 Committee approved the Financial Statements to 31st March 2021 for onward adoption by the membership at the Annual General Meeting to be held on 14th September 2021.

3.2 **Audit Management Report** – Committee noted a complete, clean and fully compliant audit report with figures provided in the financial statements providing a true and fair view of the Association’s affairs as at 31st March 2021 and of its income and expenditure for the year ended 31st March 2021. No areas of concern were raised during the audit with the risks identified (relevant to all housing associations and not specific to Tollcross HA) having gained satisfactory assurances with strong financial controls in place. Overall Committee noted and approved a clear, clean audit.

3.2.1 Committee confirmed that there was no further information to be added since the audit was undertaken.

3.2.2 Committee noted that in accordance with the Ethical Standard for Auditors 2019, given that Jennifer Alexander has held a senior position in the audit of the Association for a period of over 10 years, a second partner review was performed which confirmed that Jennifer Alexander’s integrity and objectivity has not been compromised.

3.2.3 Thanks were conveyed to Tom Hastings and his team for all the hard work in preparing the figures.

3.3 **Letter of Representation** – Committee confirmed their approval of the Letter of Representation as detailed in the report.

3.4 **Messrs Azets** – Committee thanked Jennifer Alexander for all her help and assistance over the years.

Item 4 **AFS – 2021 Annual Return** – Committee approved the figures and in turn the submission of the Annual Return to the Scottish Housing Regulator.

Item 5 **Loan Portfolio – 2021 Annual Return** – Committee approved the submission of the loan portfolio to the Scottish Housing Regulator.

Item 6 **Secretary Report for the Year 2019/20** – Committee noted and agreed the Secretary’s confirmation and recommendation that the management of the minutes, seal, registers, registered name and documentation have been followed in line with Rules 62-67 for the financial year to 31st March 2021.

Item 7 **SGM/AGM 2020 Preparations Update** - Committee noted the agenda/preparations for the AGM, being a mix of online and in person participants (subject to social distancing restrictions). It was noted that those standing down and having confirmed their willingness to be re-elected are, Ian Smith, Ellen Garscadden, Theresa Findlay and Agnes Philips with two co-optees, John McMorrow continuing in this capacity

after the AGM and Drew McPhail seeking formal election. It was noted that no nominations were received as at the closing date of 24th August 2021.

- Item 8** **Membership and Use of Seal Report to 31st August 2021** - Committee noted the cancellation of memberships in respect of Share Numbers: 654, 714, 734 and 796. The total membership as at 31st August 2021 is 115 with the seal being last used on 24th May 2020 to complete a share certificate.
- Item 9** **Data Protection Update** – Committee noted the updated report and statistical information as contained in Appendix 1 and noted that each matter has been handled in accordance with the Association’s Data Protection and Freedom of Information Policies and Procedures.
- Item 10** **Health & Safety Update include Covid 19 Incidents** – Committee noted the health and safety updated report/data, including COVID-19 incidents.
- Item 11** **Policy Review** – Committee noted the Leave Policy/Procedure, Flexible Working Policy and associated equality impact assessments, as agreed on 9th August 2021 by the Audit & Business Sub Committee.
- Item 12** **Arrears Update** – Committee considered the update report, noting that arrears have stabilised and at 31st July 2021 totalled £211,414 of which 57% are Universal Credit cases. It was also noted that 49% of Universal Credit cases are now on direct payments. Staff continue to monitor, assist and progress cases through the court system as appropriate.
- Item 13** **Policy Review – Current Arrears Policy** – Committee noted that following the consultation process, no feedback has been received. Committee approved the Current Arrears Policy for immediate implementation.
- Item 14** **Payments & Benefits Report** – In noting that all policies and procedures have been followed, Committee approved the granting of a benefit in the form of an allocation of a tenancy to housing applicant number 20083032.
- Item 15** **Eviction Reports:**
- 15.1 **Case Ref: 3 (2021/22)** - Committee noted the details of the case and in particular the date of tenancy start, the tenant profile and history. In noting all actions taken to date to prevent the case escalating, as per the Association’s policies, procedures and the solicitor’s confirmation of the granting of a decree on 28th July 2021, Committee approved, by general consent, that the decree should be enforced.
- 15.2 **Case Ref: 4 (2021/22)** - Committee noted the details of the case and in particular the date of tenancy start, the tenant profile and history. In noting all actions taken to date to prevent the case escalating, as per the Association’s

policies, procedures and the solicitor's confirmation of the granting of a decree on 12th August 2021, Committee approved, by general consent, that the decree should be enforced.

- 15.3 **Case Ref: 5 (2021/22)** – Committee noted the details of the case and in particular the date of tenancy start, the tenant profile and history. In noting all actions taken to date to prevent the case escalating, as per the Association's policies, procedures and the solicitor's confirmation of the granting of a decree on 3rd August 2021, Committee approved, by general consent, that the decree and court order should be enforced.

Item 16 Whisky Fungus Report – Business Confidential

Item 17 Bulk Uplift Report – Committee noted that following withdrawal of the service from Glasgow City Council, a number of alternative methods of providing the bulk uplift service are being fully assessed at present and a detailed report on the most viable options will be presented at the next meeting of the Management Committee.

Item 18 Key Performance Indicators:

- 18.1 **Housing Services – Quarter 1 (2021/2022) ARC KPIs** – Committee noted the performance report for Quarter 1 and in particular that the average days to let properties is high at 35 days as a result of significant works required to bring voids up to standard alongside some properties requiring removal of bulk goods left behind by previous tenants.
- 18.2 **Maintenance – Quarter 1 (2021/2022) ARC KPIs** - Committee noted the performance report for Quarter 1 and in particular that the number of days to deal with non-emergency repairs took an average of 6.5 days –v- a target of 3 days, as a result of dealing with the backlog of repairs built up during lockdown. In addition, it was noted that, due to access issues, the average time taken to complete was 137 days –v- a target of less than 60 days.

Item 19 A.O.C.B.

- 19.1 **Customer Satisfaction** – It was noted that the level of overall customer satisfaction has reduced as a result of the pandemic, however, it is hoped that this will improve with the lifting of restrictions. It was noted that all being well, the office will open to the public as of 13th September 2021.
- 19.2 **Management Committee** – It was noted that, as agreed with the Scottish Housing Regulator, at least one vacancy will be taken up at the AGM.
- 19.3 **Sheltered Housing** – It was noted that a papers will be submitted to Committee regarding the continued use of the small bedsit units.
- 19.4 **Methven Street – Door Entry System** – Business Confidential.

- 19.5 **Legal Services** – It was noted that the services are due to be tendered.
- 19.6 **Altyre Street** - Management Committee Members agreed to grant delegated authority to Clive Douglas, Chief Executive, to sign all Planning documentation from Glasgow City Council relating to the proposed new build project at Altyre Street, Tollcross.
- 19.7 **Clare Newton** – Committee agreed that a donation of £100 should be made to the Ayrshire Hospice, in memory of Clare.

Item 20

Date & Time of Next Meeting:

- Tuesday 14th September AGM and immediately thereafter Special Meeting of the Management Committee to elect Office Bearers
- Tuesday 28th September 20201 – Management Committee