

**Tollcross Housing Association Limited**  
**Minute of the Management Committee Meeting**  
**held on Monday 29<sup>th</sup> August 2022**



**Present:**

Chris Elliot, Bill Dougan, Theresa Findlay, Agnes Philips, John McMorrow, Drew McPhail, Esther Skimins, Geraldine Connolly, Sharon May and Ellen Garscadden

**In Attendance:**

Clive Douglas, Chief Executive	Tom Hastings, Finance Director
Anne Wilson, Corporate Services Director	Fiona Mills, Housing Director
Philip Morris, Messrs Alexander Sloan	Marie Campbell, Corporate Services Officer (Minutes)

**Item 1 Apologies. Leave of Absence and Declaration of Interest:**

1.1. **Apologies:** Andrea Bell, Steve Fleming and Ian Smith

**Item 2 Minutes of Previous Meetings:**

**2.1 Minute of the Management Committee Meeting held on 27<sup>th</sup> June 2022:**

- i. **Matters Arising and Correction to Minute** – None
- ii. **Approval of the Minute** - The Minute was approved by general consent.
- iii. **Decisions taken between Meetings** – None

**2.2 Minute of the Special Management Committee Meeting held on 19<sup>th</sup> July 2022** – It was noted that, as requested by Committee, those staff currently not in a pension scheme were approached, noting that no further uptake in the schemes were requested.

**2.3 Sub Committee Minutes:**

- i. Minute of the Operations Sub Committee Meeting held on 21<sup>st</sup> March 2022 – Noted.
- ii. Minute of the Audit & Business Sub Committee Meeting held on 9<sup>th</sup> May 2022 – Noted

**Item 3 Tender Approval – Installation of Heating System - Business Confidential.**

**Item 4 4.1 Financial Statements to 31<sup>st</sup> March 2021** – Philip Morris, Messrs Alexander Sloan took those present through the accounts to 31<sup>st</sup> March 2022, noting a strong, healthy financial position and highlighting the following points:

4.1.1 **Report of the Management Committee** – Committee confirmed all information to be factual and correct.

4.1.2 **Going Concern** – Committee confirmed that the Association is able to continue as a going concern for the foreseeable future as per the accounting policy.

4.1.3 Committee approved the Financial Statements to 31<sup>st</sup> March 2022 for onward adoption by the membership at the Annual General Meeting to be held on 13<sup>th</sup> September 2022.

4.2 **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 31<sup>st</sup> March 2022 and of its income and expenditure for the year ended 31<sup>st</sup> March 2022. No major 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.

4.2.1 **Purchase Orders** – With regard to the minor issue raised regarding retention of purchase orders, it was noted that the process has been reviewed and reaffirmed with staff.

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

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

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

**Item 5** **Secretary Report** - 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 31<sup>st</sup> March 2022.

**Item 6** **Membership Report to 31<sup>st</sup> August 2022** – Committee noted and approved the cancellation of Share Nos. 555, 601, 718, 732, 814, 751 and 791, with no new memberships recorded during the period. The total membership at end August 2022 is 108. The seal was last used on 28<sup>th</sup> February 2022 for a Share Certificate. It was agreed, given the data is out of date, to remove the equalities data from the report.

**Item 7** **Data Protection Update** – Committee noted the content of the report and that each matter had been dealt with in accordance with the Association’s Data Protection and Freedom of Information Policies and Procedures.

**Item 8** **Health & Safety Update including Covid 19 Incidents** – Committee noted the content of the report including the Covid 19 incidents, with all matters dealt with in accordance with the Association’s Health & Safety Policy and Procedures.

**Item 9** **Policy Review** – Committee noted the policies approved by the Audit & Business Sub Committee on 8<sup>th</sup> August 2022 alongside the equalities impact assessments, namely the Customer Service Standards Policy and the Settlements Agreements Policy.

**Item 10** **Committee Report Format** – Following discussion, Committee agreed that reports should be formatted to ensure that there is a balance of information with any

exceptions in performance, etc., clearly identified. It was also agreed that the convenor from each of the sub committees would feedback where appropriate.

10.1 Committee requested that the font size is increased on any spreadsheets provided.

- Item 11**     **Arrears Update** - Committee noted the report and in particular that arrears have stabilised over the last couple of months, now standing at £189,997 at end July 2022. In noting the changes to court referrals and the ongoing cost of living crisis, Committee noted that the arrears position may decline. It was noted that the Association is putting every effort into assisting tenants wherever possible, with money advice services, etc., both in office and at the Advice Centre.
- Item 12**     **Payments & Benefits – Allocation of Housing** – Committee approved the granting of a benefit in the form of an allocation of a tenancy to housing applicant number 22034109, noting that all policies and procedures have been adhered to.
- Item 13**     **Sheltered Housing Review** – Committee agreed that a full review of the Association’s current sheltered housing model should be undertaken to allow discussion and agreement on the way forward. It was noted that a full report will be brought back to a meeting in September.
- Item 14**     **Development Update** – Committee noted the report and in particular the following:
- 14.1     **Altyre Street** – Proposals for the site are progressing well, however, costs remain too high and a savings exercise is ongoing. Discussions are also ongoing re. a possible MUGA for the west side of the site.
  - 14.2     **Easterhill Street** – Discussions are ongoing with the developer, New City Vision.
  - 14.3     **Tollcross Road** – Discussions are ongoing with a developer regarding the gap site next to the Waverley pub.
  - 14.4     **Tollcross Winter Gardens** – Discussions are ongoing with the various interested parties.
  - 14.5     **Grant Planning Target Letter 2022/23** – Committee accepted and approved the grant award for 2022/23 in the amount of £405k.
- Item 15**     **Key Performance Indicators**
- 15.1     **Housing Services – Quarter 1 2022/23** – Committee noted the report and in particular that the performance on rent loss and voids is now improving. It was also noted that the information on relets has been split to show general needs and supported accommodation. It was also noted that C7 (Former Tenant Arrears) has been added to the report, although this figure will be produced at the year end.

- 15.2 **Maintenance – Quarter 1 2022/23** – Committee noted the report and in particular that there was a decline in performance with regard to reactive repairs/right first time due to delays in materials. It was noted that the stock condition survey is being undertaken by Messrs Brown & Wallace. In noting the rising costs, it was noted that costs are being monitored and savings made wherever possible.
- 15.3 **Corporate Services – Quarter 1 2022/23** – The report was noted and in particular that there was a decline in the performance of Stage 2 response times, due to delays in staff obtaining information from other agencies, etc. It was also noted that the PIN members have agreed that the Landlord Performance Report this year will be produced in a more user friendly format, with benchmarking against the Scottish National average figures.

**Item 16 A.O.C.B.**

- 16.1 **Policy Review** - Committee noted the review and consultation undertaken on the Void Management and Repairs & Maintenance policies alongside the equalities impact assessments, and approved the policies for immediate implementation.
- 16.2 **Tollcross Matters** – It was agreed to provide a donation of £500 towards the forthcoming Halloween party.
- 16.3 **Risk Register** – It was noted that once updated to reflect the current issues in terms of cost of living, etc., the Register will be submitted to the Management Committee at a later meeting.
- 16.4 **Tollcross Winter Gardens** – It was noted that discussions are ongoing to progress the management of the facility through a local group. Liaison is ongoing with Glasgow City Council regarding the possible extension of time to undertake the feasibility study and include the local group therein. It is hoped to hold a future meeting in the building in order to allow a viewing of the facility.

**Item 17 Date and Time of Next Meeting:**

- Tuesday 27<sup>th</sup> September 2022 @ 6pm