

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

Present: Andrea Bell, Geraldine Connolly, Sharon May, Theresa Findlay, Steve Fleming and John McMorrow

In Attendance:

Clive Douglas, Chief Executive
Anne Wilson, Corporate Services Director
Marie Campbell, Corporate Services Officer
(Minutes)

Fiona Mills, Housing Director
Joe Wilson, Technical Director

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

- 1.1. **Apologies:** Drew McPhail, Gail Jackson, Agnes Philips, Chris Elliot, Esther Skimins and Ellen Garscadden
- 1.2. **Leave of Absence** – Bill Dougan and Ian Smith
- 1.3. **Welcome** – Committee welcomed Gail Jackson to her first meeting of the Management Committee.

Item 2 Minutes of Previous Meetings:

- 2.1 **Minute of the Management Committee Meeting held on 3rd October 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 **Minutes of Sub Committee Meetings:**
 - i. **Audit & Business Sub Committee Minutes – 8th August 2022** – Noted.
 - ii. **Operations Sub Committee Minutes – 22nd August 2022** – Noted.

Item 3 Rent Review 2023/24 – Committee considered the detailed report. Lengthy discussion ensued regarding the unpredictability of ongoing cost increases and the impact on the Association's long term forecasts alongside the Scottish Government's unusual intervention regarding the rent freeze up to 31st March 2023. In conclusion it was agreed to:

- 3.1 implement a clear communication strategy to ensure that tenants understand the background and reason for the increase, highlighting scenarios of a no increase or a further cap/freeze on rents by the Scottish Government and what this would mean to staffing, services and implementation of major repair works alongside comparison with other RSLs' rent increases and level of increases being implemented by power companies.
- 3.2 introduce a separate document/newsletter to consult with tenants, separate from the newsletter, alongside a dedicated page on the website and consultation with Members of the PIN. In addition, following consultation, it was agreed that Research Resource should be asked to phone round a sample of tenants to seek their feedback.

- 3.2 commence consultation with tenants as soon as possible on the basis of a 5% increase with a further report to Committee in January 2023.

Item 4 **Arrears** – Committee noted the update on arrears and whilst noting a relatively stable position in terms of arrears, it was highlighted that there is an increasing level of tenants requiring assistance in terms of welfare advice, ongoing support and assistance which is being provided by the Association’s Welfare Rights Officer alongside the Advice Centre. It was noted that the Association has now joined a benchmarking group for Welfare Rights, which will allow us to gauge performance with others.

- 4.1 In response to a query raised regarding the grant received for long term arrears cases during the pandemic, it was noted that overall the majority have maintained a healthy rent balance with staff maintaining regular checks and support where appropriate.

Item 5 **Termination Policy** – Committee noted the amendments to the Policy to reflect working practice and it was agreed to proceed to consult thereon.

Item 6 **Data Protection Update** – Committee noted the updated report and that all matters are being dealt with in accordance with the Association’s Data Protection and Freedom of Information Policies and Procedures. In addition, Committee noted those items being addressed by the DPO within the action plan.

Item 7 **Equality & Human Rights Action Plan** – Committee noted the updated report and status on the action plan, aims 2 and 3, noting that following review by the Performance Improvement Network, information will be published on the Association’s website, quarterly newsletter,. Committee requested that the items outstanding for some time, be prioritised and progressed.

Item 8 **Health & Safety Update** – Committee noted the updated report.

Item 9 **PIN & Events Group Update** – The report was noted and in particular the following:

- 9.1 the bus trip for over 60s was successful and was achieved under budget.
9.2 future events to be arranged in the lead up to Christmas, will include the Association part funding with other local groups.
9.3 the work undertaken by PIN members on the landlord performance report, and future work due on policy review, customer satisfaction surveys, etc.

Item 10 **Policy Review:**

- 10.1 **Access to Information Policy and Equalities Impact Assessment** – Committee noted the revised policy and approved same for immediate implementation.
10.2 **Records Management Policy and Equalities Impact Assessment** - Committee noted the revised policy and approved same for immediate implementation.

- 10.3 **Policy Reviews – General** – It was agreed that where minor, non-material changes are being made to policies, copies of the full policy need not be sent to Committee, unless specifically requested by individuals.

Item 11 **Membership Report to 31st October 2022** –Committee noted and approved the cancellation of membership references: 376, 585, 749, 776, 797, 799, 804, 810 and 811. The total membership at end October 2022 is 98. The seal was last used on 3rd October 2022 for a Share Certificate.

Item 12 **Development Update:**

- 12.1 **Altyre Street** – Committee noted that a mineshaft has now been identified and the exact location thereof requires to be located, however, this requires a permit from the Coal authority to commence investigation works, which in turn would transfer liability for the shaft to the Association for a period of 12 years. It was noted that liaison is ongoing with the Association’s insurers. In response to a query raised, it was noted that the consultants involved have been advised that should the financial situation change in January 2023, there may be a requirement to defer the project.
- 12.2 **Easterhill Street** – It was noted that a redesign of the project has been necessary due to location of the culvert which runs through the site.
- 12.3 **Tollcross Park Winter Gardens** – It was noted that liaison is ongoing regarding the management of the building.

Item 13 **Festive Season – Office Closure Arrangements** - Committee approved the office closure arrangements for the festive period and the half day closure on 20th December alongside noting and approving the standby/callout procedures and associated costs as outlined. In addition, delegated authority was approved to the Chief Executive to implement the emergency procedures with Office Bearers, as appropriate.

Item 14 **Key Performance Indicators:**

- 14.1 **Housing Services – 2022/23 Quarter 2 ARC KPI’s** – Committee noted that the detailed report had been discussed at the Operations Sub Committee. In response to a query raised regarding homelessness referrals, it was noted that this currently accounts for approximately 46% of allocations, however, this is on hold until a review is undertaken. It was also noted that liaison is ongoing with Glasgow City council to ensure clarity regarding the casework required.
- 14.1.1 It was agreed that an end of year report should be submitted on lettings.

14.2 **Maintenance – 2022/23 Quarter 2 ARC KPI's** - Committee noted that the detailed report had been discussed at the Operations Sub Committee. It was noted that the Association continues to perform well.

14.2.1 **EESH2** – It was noted that updated guidance has now been received.

14.3 **Corporate – 2022/23 Quarter 2 ARC KPIs** – Committee note the content of the reported which is due to be submitted to the Audit & Business Sub Committee on 7th November 2022.

Item 15 A.O.C.B.

15.1 Following recent bereavements, it was noted that, at the families' requests, donations have been made to Marie Curie, Cancer Research and Poppy Scotland. In addition, it was noted that grief counselling has been organised for staff and consideration is being given to the installation of benches in Methven Street and 868 Tollcross Road in memorial to Linda Miller and Karen Ritchie.

15.2 **Thursday 3rd November** - It was noted as a mark of respect the Association's offices will be closed on 3rd November 2022 to allow funeral attendance, however, telephone lines will remain open.

15.2 **Methven Street** – It was noted that consideration is being given to turning the empty unit into a games room.

Item 16 Date and Time of Next Meeting: 28th November 2022 @ 6pm.