

Tollcross Housing Association Limited
Minute of the Management Committee Meeting
held on Monday 30th January 2023



Present: Chris Elliot (Chair for the Meeting), Geraldine Connolly, Sharon May, Gail Jackson, Bill Dougan, John McMorrow, Esther Skimins, Ellen Garscadden, Agnes Philips, Steve Fleming

In Attendance:

Clive Douglas, Chief Executive	Anne Wilson, Corporate Services Director
Joe Wilson, Technical Director	Fiona Mills, Housing Director
Tom Hastings, Finance Director	John McShane, Housing Manager
Marie Campbell, Corporate Services Officer (Minutes)	

Item 1

Apologies and Declaration of Interest:

- 1.1. **Apologies:** Andrea Bell, Theresa Findlay and Drew McPhail
- 1.2. **Leave of Absence:** Ian Smith
- 1.3. **Rule 44.3** – It was noted that a committee member has now missed four consecutive meetings without special leave of absence and remains uncontactable. Therefore, Committee agreed, in exercise of Rule 44.3, the member will be notified that membership of the Management Committee has now ceased.
- 1.4. **Brian McNally** – Committee requested that their best wishes be sent to Brian for a speedy recovery.

Item 2

Minutes of Previous Meetings:

- 2.1 Minutes of the Management Committee Meeting held on 28th November 2022:
 - 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.

Item 3

Proposed Rent Increase 2023/24 - At the Management Committee meeting held on 28th November 2022, Committee agreed to consult with tenants on a 5% increase in rent for the year 2023/24.

- 3.1 Following consultation with all tenants via the Association's newsletter, website, consultation with members of the Performance Improvement Network, alongside an independent survey undertaken by Messrs Research Resource, it was noted that overall 37% of respondents supported the increase with 63% not supporting, citing income versus expenditure issues in the current cost of living climate.
- 3.2 Committee noted the assistance available to tenants from money/energy advice/assistance, assistance with food by way of the pantry now set up in the Advice Centre alongside the warm space project and signposting to other services where applicable, all of which is available to all members of the community. As proposed by members of the PIN group at their consultation meeting, it was agreed that staff should proactively engage with those who did not support the rent increase to reaffirm the assistance available and provide targeted support where applicable.

- 3.3 Committee approved the implementation of the proposed rent increase of 5% from 1st April 2023 with notification to be provided to the Scottish Housing Regulator. 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 and explaining the need for the large reserve the Association holds.

Item 4 Proposed Budget for 2023/24 - Proposed Budget 2023/24 - Committee noted the detailed budget and the assumptions made to 31st March 2024. It was further noted that figures are in line with the best information available at the time of setting the budget, noting in particular the difficulty in predicting inflation and interest rates in the current economic climate. 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 5% has been included within the budgets.
- 3.3 **Salary Negotiations** – It was noted that an increase of 5.25% has been included in the budgets as proposed by EVH/Unite the Union.
- 3.4 **IT** – It was noted that a significant increase in IT costs has been assumed, given that the company who provide the software used by the Association (SDM) is being taken over with annual costs rising by 100%. The Association will require to consider the retention or otherwise of the system over the next 12 months. In addition, it was noted that IT support services will be retendered during the year.
- 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 2024.

Item 5 Proposed Factoring Fee for 2023/24 – Committee approved the two levels of Factoring Management Fee of £164.00 (paperless) and £180 (traditional), with no increase to the Sales Administration Fee and Final Demand fee for the 2023-24 financial year.

Item 6 Rent Arrears Update – Committee noted that arrears at end December 2022 rose by £11k to £206,641.7. It was noted that staff are working closely with tenants to support and assist where possible during these difficult times. It was confirmed that the Association staff are accessing grants wherever possible with a £20k grant currently in place to assist tenants with heating bills.

- 6.1 Committee asked that their thanks are conveyed to staff for all their hard work in supporting tenants and other members of the community during these difficult times. In response to a query raised regarding the wellbeing of staff, it was noted that staff are provided with support through the availability of counselling services, one to ones, access to Mental Health First Aiders, etc.

- Item 7** **Eviction Case No. 4** - 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 4th January 2023, Committee approved, by general consent, that the decree should be enforced.
- Item 8** **Health & Safety Update** - Committee noted the detailed report updating on health and safety issues including COVID-19 incidents. In regard to the Control Manual, it was noted that the most recent updates received will be implemented.
- Item 9** **Data Protection Update** – Committee noted the content of the report and that all matters are being dealt with in accordance with the Association's Data Protection and Freedom of Information Policies and Procedures, also noting the items being dealt with by the Association's Data Protection Officer.
- Item 10** **Equalities & Human Rights Action Plan Update** – Committee noted the report and in particular:
- 10.1 the status update on aims 4 and 5 of the action plan.
 - 10.2 that the full Action Plan will be reviewed as part of the programmed revision of the Equalities and Human Rights policy and presented to Management Committee in February 2023.
 - 10.3 to consider volunteering to participate in the working group to review the policy and action plan.
 - 10.4 to note that this information will be updated on the Association's website and quarterly newsletter.
- Item 11** **PIN & Events Focus Group Update** – Committee noted the report and in particular that:
- 11.1 community events are coming in below the overall budget.
 - 11.2 working with local groups to help fund events appears to be working well.
 - 11.3 we will check in with other local groups to see what events they're planning for Easter 2023.
 - 11.4 Members of the Performance Improvement Networked were involved with the rent review, with future work including policy reviews, customer satisfaction surveys, etc.
- Item 12** **Membership Report to 31st January 2023** - Committee noted no new or cancelled memberships during the period. The total membership at 31st January 2023 is 98. The seal was last used on 3rd October 2022 for a Share Certificate.
- Item 13** **Corporate Services 22/23 Quarter 3 & Cumulative KPIs** – The report was noted, also noting that this is due to be considered in detail with the Audit & Business Sub Committee on 13th February 2023.

- Item 14** **Housing Management 22/23 Quarter 3 & Cumulative KPIs** – It was noted that the Operations Sub Committee considered the report in detail at their meeting held on 23rd January 2023. In particular the decline in the number of terminations and lets was noted which is being attributed to the affordability of moving home, however, the position is being monitored.
- Item 15** **Maintenance 22/23 Quarter 3 & Cumulative KPIs** – It was noted that the Operations Sub Committee considered the report in detail at their meeting held on 23rd January 2023. In particular, the decline in performance of achieving emergency repairs within target was noted which related to the weather conditions during December 2022 resulting in a dramatic rise in the number of call outs due to heating problems.
- Item 16** **Scottish Housing Regulator – Black Mould** – Committee noted the report and the actions introduced to record and manage condensation/mould issues in properties, including: coding introduced in SDM in order to allow specific reports to be obtained; photos being taken in properties wherever possible; newsletter articles raising awareness of condensation issues together with details printed on office stationery where possible. In addition, it was noted that environmental sensors are being installed in properties where monitoring is recommended by officers in order to clarify and provide detailed analysis/explanation to tenants.
- 16.1 It was suggested that where necessary, independent assessors should be brought in to verify information.
- 16.2 It was noted that a bid has been submitted in order to fund a position to provide energy advice.
- Item 17** **Development Update** – The report was noted and in particular that liaison is ongoing with the contractors for Ogilvie Street with regard to the defective close doors.
- Item 18** **Whiskey Fungus Update** – It was noted that there has been no further progress with the court test case having been delayed.
- Item 19** **Notifiable Event – BBC Scotland** – Committee noted the details and that the Regulator has been kept fully informed and has now closed off the Event.
- Item 20** **Risk Register Update** – Committee noted that two items have been added to the Register, both of which are not considered to pose a major risk, namely; Mould in Properties and the Mineshaft in Altyre Street.
- Item 21** **Annual Return on the Charter (ARC) – Data Correction** – In liaison with the Scottish Housing Regulator on the interpretation of the ESSH data, the 21/22 submission has been amended to 0 failures and 22 exemptions.

Item 22 A.O.C.B.

- 22.1 **Review of Sheltered Housing** – It was noted that the review will now recommence and report submitted in due course to Committee.
- 22.2 **Tollcross Matters** – It was agreed to donate £500 towards the forthcoming easter event. With regard to the request for assistance with storage costs, it was agreed to carry forward consideration of this to a future meeting in order that further details can be obtained.
- 22.3 **Committee Attendance** – Members were urged to ensure attendance whenever possible at sub committee, management committee meetings, training and other events.

Item 23 **Date and Time of Next Meeting: Monday 27th February 2023 @ 6pm**