

**Tollcross Housing Association Limited  
Minute of the Management Committee Meeting  
held on Monday 24<sup>th</sup> February 2020**

**Present:**

Andrea Bell (Chair), Chris Elliot (Vice Chair), Esther Skimins, Agnes Philips, Brian McNally, Ellen Stewart, Steve Fleming, Clare Newton, Bill Dougan, Ian Smith, John McMorrow and Theresa Findlay

**In Attendance:**

Clive Douglas, Chief Executive  
Fiona Mills, Housing Manager

Tom Hastings, Finance Director  
Marie Campbell, Corporate Services Officer  
(Minutes)

Homelessness Casework Team, Glasgow City  
Council (agenda item 1 only)

**Item 1**

**Presentation :, Homelessness Casework Team, Glasgow City**

**Council** – In noting the difficulties faced to date with the cumbersome, time consuming system of allocation to homeless cases amongst circa 67 housing associations, it was noted that the Council are implementing a radical reshaping of the service. This will see additional staffing employed with a view to ensuring that: homeless prevention takes priority in the first instance; implementing a planning structure for each area; providing the support element direct to housing associations and tying into the “Housing First” project to ensure that clients with complex needs are given the support required. In conclusion, the objective is to ensure that homelessness can be radically reduced and where unavoidable becomes short and transient.

1.1 Lengthy discussion ensued with regard to the proposals with the following points highlighted:

1.1.1 Committee reaffirmed their commitment to assisting with the issue of homelessness, however, expressed concern that the current targets are unachievable due to the lack of referrals and increasing the target would mean a significant rise in the number of referrals, which seems unrealistic. In response, it was acknowledged that the casework to date has been ineffective, however, an additional 18 full time equivalent staff have been employed in the north east team to assist.

1.1.2 It was suggested that a database system should be introduced to allow housing associations to access those who have agreed to be included, which would significantly speed up the process. In response, it was suggested that, whilst this is worth further investigation, access through existing pathways requires to be increased.

1.1.2 Recognition of existing work done direct by housing association to prevent homelessness requires to be recorded.

1.1.3 With regard to best use of existing housing stock, it was noted that Tollcross Housing Association does not allow under occupation.

1.2. In concluding discussions, Committee thanked the representatives of the GCC Homeless Team for attending. Committee further agreed to discuss the issues further at a future meeting.

Chris Elliot left the meeting at this point.

## **2. Apologies, Leave of Absence and Declaration of Interest:**

2.1 **Apologies:** Ellen Garscadden

2.2 **Leave of Absence:** Following approval, commencing as of 24<sup>th</sup> February 2020 for a three month period, Leave of Absence was noted in respect of Geraldine Connolly.

2.3 **Declaration of Interest(s):** None

## **Item 3 Minutes of Previous Meetings:**

3.1 **Minutes of the Management Committee Meeting held on 27<sup>th</sup> January 2020:**

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

3.2 **Minute of the Sub Committee Meetings for Ratification:**

3.2.1. **Operations Sub Committee Meeting 21<sup>st</sup> October 2019**  
– Noted.

3.2.2 **Audit & Business Sub Committee Meeting 11<sup>th</sup> November 2019** – Noted.

**Item 4 Factoring Management Fee 2020-21** - Committee approved the increase in the level of the Factoring Management Fee to £146 per annum for the year 2020 to 2021, representing a 4.28% increase, and no change to the level of the Sales Administration Fee set at £60. It was noted that the Written Statement of Services refers to the fees applicable, however, the specific amounts are published on the website.

- Item 5**      **Budget for the Year to 31<sup>st</sup> March 2021** – Committee noted that all assumptions made within the proposed budget to 31<sup>st</sup> March 2021, are in line with 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.
- 5.1      In noting the assumption made for bad debts at 1%, it was noted that whilst Universal Credit cases are a concern, in theory the direct payment system applicable after 2 to 3 months should mitigate escalating debt/rent arrears.
- 5.2      It was noted that insurance and audit services will be going out to tender in the year.
- 5.3      In conclusion, noting the assumptions made and the ongoing monitoring/reporting throughout the year, Committee approved the budget for the year to 31<sup>st</sup> March 2021.
- Item 6**      **Clydesdale Bank Facilities Letter** – Committee noted the annual facilities letter required to be completed in respect of BACS and business card services. Discussion ensued and Committee asked that Clydesdale Bank be approached to reconsider the clauses relating to security and permission for additional funding, given that the facilities letter relates to BACS and business card services only. In addition, the address on the letter requires to be updated to reflect the Association's new office address.
- Item 7**      **Authority to Sign** – Committee approved the preparation of a letter to our solicitors, Messrs Shepherd & Wedderburn, advising that the Finance Director has the authority to sign paperwork in relation to the recovery of Factored related debt.
- Item 8**      **Membership Report to 29<sup>th</sup> February 2020** - Committee noted that no new applications and no cancellations were received during the period with the total membership as at 29<sup>th</sup> February 2020 standing at 127. The seal was last used on 17<sup>th</sup> December 2019 to complete a share certificate.
- Item 9**      **Former Tenant Arrears – Write Offs** - Committee approved the write off of £44,946.76, noting that the debt written off remains legally due and payable.
- Item 10**     **Development Update** – Committee noted the update and in particular the following points:
- 10.1     **Dunira Street Phase 1 and New Office** – It was noted that defects are ongoing with the final account to be agreed with Messrs Cruden.

- 10.2 **Dunira Street Phase 2** – It was noted that defects are ongoing with landscaping to rear of the site to be undertaken at the start of Spring 2020.
- 10.3 **Canmore Street – Mid Market Rent** – It was noted that completion certificates have now been issued by Glasgow City Council with handover to the Association anticipated on 5<sup>th</sup> March 2020. It was noted that 12 prospective tenants have been identified and it is hoped that these follow through to let. Consideration is being given to the cost of a metal fence to the front of the properties and details will be brought back to Committee.
- 10.4 **Altyre Street** – It was noted that the planning application has been submitted with building warrant in progress. However, it was noted that a full report on the mineshaft is awaited, before final project details can be finalised.
- 10.5 **Parkhead Bus Depot** – It was noted that the developer’s planning application has been refused and, therefore, the timescale for the purchase/letting of the proposed 30 units is unknown at present.
- 10.6 **Potential Development Sites** – Committee noted that a number of sites in the area are under consideration.
- Item 11**      **The Pantry Project** – In noting that the logistics of the project require to be detailed, Committee approved the proposal to work in partnership with Parkhead Housing Association and Shettleston to develop a Pantry Project. It was also agreed that an in principle budget of £35k set aside by the Association to help fund the project, noting that this may be well in excess of the contribution required. Further approval will be sought from Committee once the final figures are known. In the meantime, Committee suggested that a visit to a similar project which is currently up and running would be useful.
- Item 12**      **Update on Establishing a Subsidiary to manage Mid-Market Rental Stock (Auchenshuggle Develops)** – Committee approved the adoption of the Lease and Management Agreements. It was noted that consents and registrations are ongoing and it is hoped that everything will be in place to allow the properties to be let by late March 2020.
- Item 13**      **A.O.C.B.**  
13.1 **Format for Future Agendas** – It was agreed that approximate timings should be put beside each agenda item.
- Item 14**      **Date and Time of Next Meeting:**  
• **Monday 30<sup>th</sup> March 2020 @ 5.45pm**