



NOTICE OF MEETING

The Meeting of the Full Management Committee will be held on Thursday the 30th of July 2020 at 19:00 hrs through the Association's on-line virtual meeting portal.

AGENDA

- 1.0 MANAGEMENT COMMITTEE
 - 1.1 APOLOGIES
 - 1.2 DECLARATIONS OF INTEREST
 - 1.3 TRAINING
 - 1.4 REGULATORY & STATUTORY RETURNS 2020 / 21
 - 1.5 WHISTLEBLOWING, FRAUD & NOTIFIABLE EVENTS REGISTER 2020 / 21
 - 1.6 HEALTH & SAFETY MATTERS
- 2.0 NEW MEMBERSHIP APPLICATIONS
- 3.0 DOCUMENTS FOR SIGNING AND USE OF SEAL
- 4.0 CORRESPONDENCE
- 5.0 MINUTES OF THE FULL MANAGEMENT COMMITTEE MEETING 25.06.20
 - 5.1 APPROVAL OF MINUTES
 - 5.2 MATTERS ARISING
- 6.0 MAINTENANCE & DEVELOPMENT REPORTS
 - 6.1 MAINTENANCE SCHEME REPORT
 - 6.2 DEVELOPMENT SCHEME REPORT
- 7.0 HOUSING MANAGEMENT REPORTS
 - 7.1 COVID-19 REPORT
- 8.0 FINANCE REPORTS
 - 8.1 QUARTERLY CASH FLOW TO 30.06.20 REPORT
 - 8.2 QUARTERLY PROPERTY MANAGEMENT ARREARS TO 30.06.20 REPORT
 - 8.3 QUARTERLY MANAGEMENT ACCOUNTS TO 30.06.20 REPORT
 - 8.4 TREASURY MANAGEMENT TO 30.06.20 REPORT
- 9.0 CORPORATE GOVERNANCE REPORTS
 - 9.1 QUARTERLY KEY PERFORMANCE INDICATORS TO 30.06.20 REPORT
 - 9.2 QUARTERLY BUSINESS PLAN COMPLIANCE REPORT
 - 9.3 COMPLIANCE ACTION PLAN UPDATE
 - 9.4 COMMITTEE TRAINING AND DEVELOPMENT POLICY REVIEW
- 10.0 ANNUAL GENERAL MEETING
- 11.0 DATE OF NEXT MEETING 25.08.20 (REVISED DATE)
- 12.0 A.O.C.B.

Distribution

1. Shields, Graeme (Chairman)	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	6. Jarvis, Anna-Maria	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	11. <i>Casual Vacancy</i>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
2. Ballantyne, Mary	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	7. Parker, Morag	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	12. <i>Casual Vacancy</i>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
3. Busby, Elaine	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	8. Porter, Josephine	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	13. <i>Casual Vacancy</i>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
4. Colvin, Paul	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	9. Walker, Catriona	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	14. McKendrick, Mick (Co-optee)	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
5. Fleming, Anne	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	10. Wronowska, Agnieszka	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	15. Ryan, Isobel (Co-optee)	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>



MINUTES

Minutes of the Full Management Committee Meeting held on Thursday the 30th of July 2020 at 19:00hrs through the Association's on-line virtual meeting portal.

Present

Shields, G (Chair)
Ballantyne, M
Fleming, A
McKendrick, M
Parker, M
Porter, J
Ryan, I
Wronowska, A

In Attendance

Forrest, C J (Director)
Bryce, L (Senior Property Services Officer)
Freeman, K (Secretary / Senior Housing Services Officer)
McKay, K (Finance Officer)

1.0 MANAGEMENT COMMITTEE

1.1 APOLOGIES

There were no apologies.

1.2 DECLARATIONS OF INTEREST

G Shields referred those present to the schedule of declared interests and those present confirmed that there were no additional interests to declare, changes to those currently declared or specific declarations arising from the Agenda.

1.3 TRAINING

G Shields referred to the report and explained that he planned to attend two training events over the course of the next few weeks. M Ballantyne confirmed that her course on housing practice was due to commence in August.

G Shields noted that while most committee members were achieving their minimum training requirement, a minority needed to increase their training to meet the minimum. He encouraged all those present to look at the training events programmes issued and to consider taking up training to ensure that they met the minimum requirement.

1.4 REGULATORY & STATUTORY RETURNS 2020 / 21

G Shields referred to the report and noted that all Returns that could be submitted had now been submitted.

The Director explained that he had received an email from the Scottish Housing Regulator (SHR) that day confirming that the Annual Financial Statements (AFS) Return portal would open for submissions from Monday the 3rd of August 2020. He confirmed that the AFS Return would therefore be submitted as soon as the portal opened for submissions the following week.

The report was then noted by those present.

1.5 WHISTLEBLOWING, FRAUD & NOTIFIABLE EVENTS REGISTER 2020 /21

Those present noted that there were no matters to report.

1.6 HEALTH & SAFETY MATTERS

The Director confirmed that the work carried out in the office atrium was now complete and that the scaffold had now been removed.

He acknowledged that while the Management Committee had no current plans to open the office to the public or for staff to cease working from home, he had started the process of assessing risk in relation to Covid-19 for staff working in the office. The first step in this process was the completion of an individual risk assessment for each member of staff.



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1.0 MANAGEMENT COMMITTEE

1.6 HEALTH & SAFETY MATTERS (Continued)

G Shields asked for further details of the risk assessment for staff. The Director confirmed that it was a points based system that considered things such as age, underlying health conditions, and body mass index. Points were then collated to provide a measure of risk exposure for each member of staff.

J Porter explained that government advice within her government department was that staff should not expect to return to work normally before the end of the current year.

Those present agreed that the position remained volatile but that the Association should continue to use homeworking for the foreseeable future.

2.0 NEW MEMBERSHIP APPLICATIONS

There was one new membership application from a bona fide applicant as follows:

<u>Share Certificate No.</u>	<u>Name</u>	<u>Address</u>
1228	[REDACTED]	[REDACTED]

Approval of this membership application was proposed by J Porter, seconded by A Fleming and unanimously agreed by those present.

3.0 DOCUMENTS FOR SIGNING AND USE OF SEAL

There were no documents for signing or use of seal other than the aforementioned share certificate.

4.0 CORRESPONDENCE

Scottish Housing Associations' Pension Scheme (SHAPS)

The financial risk assessment by SHAPS was noted as having been completed by those present. The risk category was noted as remaining "low risk" for the Association as a participant in the scheme.

SHR – John Jellema, Regulation Manager

G Shields referred to the latest correspondence from the SHR that had been circulated earlier that month. Those present noted the acknowledgement of progress that had been made to date. G Shields suggested that the comments raised were reasonably fair.

Those present agreed that the tone of the letter was a significant improvement over previous correspondence and hoped that it reflected a more meaningful and positive engagement process. The issues raised within the correspondence were discussed and G Shields agreed to explore these further at the conference call with the SHR scheduled for the following week.

SHR – Consultation on future regulatory approach in response to Covid-19

G Shields referred to the consultation and suggested that the Association should be formally responding. He expressed concern that under current proposals, the Association's published regulatory engagement status was not likely to be updated until March 2021.

Those present argued that the current engagement status was already out-of-date when originally published and that leaving it unchanged until March 2021 would mean that it was effectively more than eighteen months out-of-date. It was therefore agreed that a response to question six in the consultation be considered in the light of any feedback from the conference call with John Jellema. It was suggested by G Shields that changes implemented since even before the current regulatory engagement status was published merited a marked change in status.



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4.0 CORRESPONDENCE (Continued)

SHR – Consultation on future regulatory approach in response to Covid-19 (Continued)

The Director questioned why an update had not been implemented as planned at the end of March 2020 as the impact of Covid-19 had materialised only two weeks before publication was scheduled. He suggested that delaying publication for a month was perhaps to be expected but that a delay of a year was inexplicable as the bulk of work required for updating regulatory status should have been completed before the impact of Covid-19 was felt.

Those present agreed that a response should be made depending upon the outcome of the conference call. M Ballantyne said that it was necessary to respond as the currently published engagement status was not a fair reflection of the Association or the Management Committee. It was unanimously agreed that G Shields and the Director issue a formal response subject to the outcome of the conference call with John Jellema.

The Senior Property Services Officer suggested that a positive change of regulatory status should be accompanied by a press statement from the SHR in the same way that the negative regulatory status had been accompanied by a press statement.

Those present acknowledged the upset that the press exposure had caused to staff but the Director suggested that it was out-with the Association's control whether the press considered a story news worthy or not. G Shields agreed that the article in the local newspaper had been picked up from the SHR's website but also noted that it had opened with a positive reflection of the Association's performance which only served to question the regulatory approach.

M Ballantyne noted that there was a webinar consultation scheduled for the 11th of August 2020 and that she would be happy to make representations at that event. J Porter expressed her dissatisfaction with the timing of the event as it did not cater for those who were not available during working hours.

Those present agreed that M Ballantyne should register for the event and be given feedback following the conference call with John Jellema.

Convenor for Health and Social Care – Glasgow City Council

Impact of Covid-19 on lettings and offer of assistance to RSLs with a view to accelerating a return to normal letting levels and re-housing of residents in temporary housing.

There were no other items of correspondence.

5.0 MINUTES OF THE FULL MANAGEMENT COMMITTEE MEETING 25.06.20

5.1 APPROVAL OF MINUTES

The Minutes were proposed by M Ballantyne, seconded by I Ryan and unanimously approved by those present.

5.2 MATTERS ARISING

Director Appraisal

G Shields confirmed appraisal process was complete, that there would be a report to the next meeting and that a follow-up meeting had been scheduled for the 22nd of October 2020.

"Next Steps" Programme

The Director confirmed that he had reviewed and discussed the programme with the Senior Housing Services Officer and recommended some changes in advance of discussion with Sharon Donohoe of Tenants Information Service (TIS).

The Senior Housing Services Officer confirmed that he was still awaiting a response from TIS with a view to taking matters forward.



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6.0 MAINTENANCE & DEVELOPMENT REPORTS

6.1 MAINTENANCE SCHEME REPORT

G Shields referred to the report and noted the on-going impact of Covid-19 on the maintenance service.

By way of an update, the Senior Property Services Officer confirmed that she had now received confirmation from City Building that the gutter cleaning programme would commence on Tuesday the 4th of August and was expected to be completed by the end of that month.

M Ballantyne raised the issue of progress on the stone repairs and the Senior Property Services Officer confirmed that tenders had been returned for this work. Following a period of consultation with sharing owners regarding the confirmed costs, the contractor had been asked to proceed with the works. However she explained that there was a four to five week lead-in time for the contractor and a site start date had yet to be confirmed.

The report was then noted by those present.

6.2 DEVELOPMENT SCHEME REPORT

Blawarthill Hospital Site

G Shields referred to the report and noted that the contractor had been awarded an extension of time as a result of Covid-19 but no loss and expense had been awarded. He asked if this was likely to have a significant impact on the contractor.

The Senior Property Services Officer confirmed that the extension of time related to the period of closure due to Covid-19 and that this might also extend to restricted working practices as a result of operating in the Covid-19 environment. At this time the quantity surveyor felt it was not possible to estimate how this would impact on the programme and on the financial position of the contractor. However it was likely that there would be a financial cost in the form of a loss and expense claim.

A Wronowska asked for clarification on where liability for the cost of Covid-19 lay as it was not within the control of the Association. The Senior Property Services Officer suggested that the bulk of this cost would be eligible for grant funding and therefore limited the risk exposure to the Association.

J Porter also questioned why the Association should bear the additional cost when the instruction to cease work was coming from the Scottish Government.

Yoker Primary School Site

G Shields noted that a decision was now required regarding the acquisition of the site.

The Senior Property Services Officer referred to the agreed heads of terms for the sale of the site to the Association and it was noted that the date of entry was set as 31 January 2021. It was also noted that either party could resile from the contract without penalty prior to that date.

G Shields noted that the Association still awaited the outcome of the cost saving exercise. The Senior Property Services Officer explained that the quantity surveyor expected this to be complete and submitted for consideration by GCC within the next few days. Therefore while the grant subsidy level was not currently known, it was likely to be available well before the date of entry. In the event that the Association's share of costs remained too high, it would be possible to resile from the acquisition at no cost and therefore avoid proceeding with the scheme.

Following further discussion, the draft heads of terms were unanimously approved by those present and the Senior Property Services Officer was authorised to progress the acquisition through the Association's solicitors.

At this point the Senior Property Services Officer left the meeting.



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7.0 HOUSING MANAGEMENT REPORTS

7.1 COVID-19 REPORT

G Shields noted the decrease in rent arrears from the end of May 2020 to the end of June 2020.

The Senior Housing Services Officer confirmed the decrease of approximately three thousand five hundred pounds in arrears and attributed this to receipt of backdated Universal Credit of just over twenty-seven thousand pounds during the month of June 2020.

He went on to provide an update on vacant properties and confirmed that the two properties noted as void at the end of June 2020 had now been allocated. However since the end of June a further two properties had become vacant. One had already been allocated and a further one was due to be signed up for allocation the following day.

The report was then noted by those present.

8.0 FINANCE REPORTS

8.1 QUARTERLY CASH FLOW TO 30.06.20 REPORT

G Shields referred to the report and noted that the format of the report had now been revised to reflect quarterly rather than monthly cash flow movements.

The results for the quarter were explained by the Finance Services Officer with particular reference to the key variances from budget.

G Shields queried the variance of staff costs from budgeted cash flow and the Finance Services Officer explained that the variance was a timing difference linked to the payment of pension contributions.

After further consideration by those present, the report was noted.

8.2 QUARTERLY PROPERTY MANAGEMENT ARREARS TO 30.06.20 REPORT

G Shields noted an increase in the arrears from the previous quarter and the Finance Services Officer explained that this related to the inclusion of the annual insurance premium in invoices issued on 30 June 2020.

G Shields noted that a debt covered by a Notice of Potential Liability (NOPL) related to a property that had been sold. The Finance Officer confirmed that the incoming owner had accepted responsibility for the debt covered by the NOPL.

M Ballantyne queried progress in dealing with outstanding arrears in one particular case and the Finance Services Officer confirmed that while there had been some activity in pursuing this debt, action would be escalated in an effort to reduce the arrears.

After further discussion and consideration of the arrears levels, the report was noted.

8.3 QUARTERLY MANAGEMENT ACCOUNTS TO 30.06.20 REPORT

G Shields referred to the report and noted that performance was almost eighty thousand pounds better than budgeted for the first quarter of the current financial year.

The key variances that had contributed to the performance for the quarter were highlighted by the Finance Services Officer and discussed by those present. The impact on the statement of financial position was then reviewed with a particular emphasis on the strong net current asset position at the end of the quarter.

In the absence of any points for action, the report was then noted by those present.



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8.0 FINANCE REPORTS (Continued)

8.4 TREASURY MANAGEMENT TO 30.06.20 REPORT

Referring to the report, G Shields noted the increase in cash balances of approximately six hundred and seventy thousand pounds since the last treasury management report in January 2020. However the fall in base rate from 0.75% to 0.25% in March meant that returns on deposits had reduced over the last six month period.

The Finance Services Officer referred to the continued lack of borrowing and the current distribution of invested funds between medium term and short term fixed deposits. Due to the low returns on short term deposits and instant access accounts, G Shields asked if there was scope to place more funds in medium term deposit accounts.

The Finance Services Officer explained that she was happy to look at placing more funds on medium term fixed deposit and that the main impediment to this had been the need to ensure access to funds for development. However she acknowledged that the delays to the development programme caused by Covid-19 and the reduction in units now proposed at the Yoker Primary School site meant that medium term cash demands had reduced.

It was then unanimously agreed that additional funds be placed on medium term deposit to maximise returns from cash resources.

9.0 CORPORATE GOVERNANCE REPORTS

9.1 QUARTERLY KEY PERFORMANCE INDICATORS TO 30.06.20 REPORT

G Shields asked the Director to provide a brief summary of the highlights within the report.

The Director explained that there were relatively high levels of compliance with the Association's business plan objectives as measured through the key performance indicators (KPIs). However he focused attention on the one area of poor compliance which had been particularly affected by Covid-19. This related primarily to development activity, progressing adaptations to existing property and the budgets associated with these areas of activity.

Those present considered whether it still remained possible to achieve the targets set by the end of the financial year and it was agreed that this still remain a realistic possibility. However it was acknowledged that this would be subject to the on-going impact of Covid-19 and associated "lockdown" measures.

G Shields suggested that the overall performance was satisfactory in the current environment and this was unanimously agreed by those present.

There then followed discussion on the overall format of the report in the context of observations that had been made by Linda Ewart. The discussion considered both the amount of information provided and the number of KPIs being monitored under each of the strategic objectives.

Discussion on whether the number of individual targets should be reduced under each objective took place. The Director suggested that the only particular target he had identified as unnecessary was the "Minimum cash balance" target as cash flow was closely monitored through the quarterly cash flow report. The fact that the Association had high cash balances projected for the foreseeable future meant that this indicator was particularly meaningless. He acknowledged that the indicator had only been introduced because its absence had been the subject of comment by SHR staff.

Further discussion then took place on the other KPIs but it was felt that the remaining KPIs should continue to be produced as a measure of compliance with the strategic objectives of the business plan.

Although no other indicators were nominated for removal, G Shields suggested that there was too much information in the report and that it should be summarised to allow the Management Committee to focus on the areas where targets were not being achieved. It was agreed by those present that this would ensure attention was kept on the remedial action required for areas of poorer performance.



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9.0 CORPORATE GOVERNANCE REPORTS (Continued)**9.1 QUARTERLY KEY PERFORMANCE INDICATORS TO 30.06.20 REPORT (Continued)**

The merits of retaining the peer group comparisons and previous year's performance information was then debated. It was unanimously agreed that the report should focus entirely on the quarterly target and year-to-date performance section.

The Director agreed to modify the report to reflect the agreed changes going forward.

9.2 QUARTERLY BUSINESS PLAN COMPLIANCE REPORT

G Shields noted that there were high levels of compliance with the operational plans identified within the Association's business plan. However he recognised that a number of items had slipped from the programme.

The Director explained that some of these items had been superseded and that the remaining items were expected to be caught up with in the next quarter.

Although the risk management strategy had been reviewed as part of the business plan review carried out the previous year, there was some debate as to whether a further review needed to take place as only a year had passed since the last review. However in the light of Covid-19, it was unanimously agreed that this item remain on the programme for review in the next quarter.

The report was then noted by those present.

9.3 COMPLIANCE ACTION PLAN UPDATE

G Shields referred to the condensed compliance action plan and those present noted the matters that had been completed and focused upon the few remaining items that still had to be addressed.

It was agreed that the main focus should remain upon the compliance actions rather than the improvement actions as these were key to being able to support the assertions in the annual assurance statement.

G Shields acknowledged that the progression of certain items had been impeded by Covid-19. In particular the tenant participation elements had been disrupted due to difficulty in progressing the "Next Steps" programme with TIS.

Following further debate and discussion, it was agreed that the main outstanding item to be addressed was the committee annual appraisal process. It was agreed that SHARE be contacted with a view to carrying out the first annual review to assess progress against the appraisal that they had carried out in the previous year.

The report was then noted by those present.

9.4 COMMITTEE TRAINING AND DEVELOPMENT POLICY REVIEW

G Shields referred to the revised policy and noted that it now included the standardised policy cover sheet in line with that being rolled out across all of the Association's policy documents.

The main change to the policy being recommended at this time was the removal of the requirement to complete the SHARE on-line assessment tool as part of the committee evaluation process. This recommendation was being made as the value of these modules as an evaluation tool had been questioned by SHR staff.

The content of the policy was then briefly debated by those present following which the policy was proposed by A Fleming, seconded by M Ballantyne and unanimously approved by those present.



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10.0 ANNUAL GENERAL MEETING

Arrangements for the conduct of the Annual General Meeting (AGM) were discussed by those present.

The Director recommended that the 2020 AGM proceed on a web-based platform and that members be invited to participate by registering in advance of the meeting and through the submission of written questions. He suggested that this would be more practical than trying to manage questions raised at a virtual web-based meeting.

G Shields agreed that the Association should proceed with the virtual meeting before the end of September as he was aware of legislative changes that allowed AGMs to be conducted in this way up until the end of September 2020. He expressed concern that a delay might expose the Association to the risk of not being able to hold the AGM legally if there was a "second wave" and legislation was not extended to facilitate a virtual meeting after September 2020.

G Shields suggested that he as Chair along with K Freeman as Secretary and C Forrest as Director would attend the Association's offices to host the meeting while observing social distancing.

In order to ensure maximum participation, members unable to attend through the web-based platform would be encouraged to participate by proxy.

In response to a question from M McKendrick, the Director confirmed that between thirty-six and forty members were required to obtain a quorum for the meeting. G Shields suggested that with both proxies and email registration required in advance of the AGM the Association would know in advance whether a quorum was going to be achieved.

M Ballantyne suggested that notice of the AGM also be placed on the Association's website to maximise awareness and increase the likelihood of achieving a quorum.

11.0 DATE OF NEXT MEETING 25.08.20 (REVISED DATE)

Following discussion, it was agreed that the next meeting be scheduled for Tuesday the 25th of August 2020.

12.0 A.O.C.B.

There being no other competent business the meeting closed at 20:55 hrs.

Proposed By _____

Seconded By _____