



# CATHCART & DISTRICT HOUSING ASSOCIATION LTD

## MINUTES OF THE FULL COMMITTEE OF MANAGEMENT MEETING HELD ON TUESDAY 18 FEBRUARY 2020 AT 7 PM IN THE ASSOCIATION'S OFFICES AT 3-5 RHANNAN ROAD CATHCART

### PRESENT:

Committee Member	Attended	Apologies
Marion McMillan (Chair)	✓	
Alastair Penney (Vice Chair)	✓	
Valerie Kyle (Treasurer)		✓
Bruce Strathearn		✓
Betty Carter	✓	
Sue Harper	✓	
John Forrest	✓	
Chris Carr	✓	
Michael Doherty ( <i>Leave of Absence</i> )		
Bobby Pollock	✓	
Trudi Tokarczyk		✓
Gamal Haddou	✓	
Patricia Crockett	✓	

### IN ATTENDANCE:

Staff Member	Attended	Apologies
Christine Leitch (Secy)	✓	
Clark Davidson		✓
Lorraine Glasgow		✓
Morna Smillie	✓	
Emma Connelly	✓	

Attendance 77%

Item No.	Issue	Action by
	The Chair welcomed all attendees to the meeting and thanked everyone for their attendance.	
<b>1.0</b>	<b>Apologies &amp; Declarations of Interest</b>	
1.1	Apologies were received from VK, BS, TT, Lorraine, and Clark.	
1.2	<b>Declaration of Interests –</b> There were no declarations of interest.	
<b>2.0</b>	<b>Approval of Minutes of 21 January 2020</b>	
2.1	The minutes of the Full Committee meeting held on 21 <sup>st</sup> January 2020 were proposed for approval by SH and seconded by CC.	
<b>3.0</b>	<b>Matters Arising</b>	
3.1	There were no matters arising.	
<b>4.0</b>	<b>Finance</b>	
4.1	<b>Finance Report</b> Christine provided an overview of the bank reconciliation and also covered the transfers and regular payments. Christine advised that she would confirm the bank balance with Lorraine.  Christine explained that the payment to Ardenglen Housing Association was for Management Training courses which the Senior Officers attended.	

4.2	<p>GH enquired if CDHA outsource our payroll. Christine clarified that this is processed internally by Lorraine.</p> <p><b>Bills for Approval and Payment</b> Christine gave an explanation of the bills for approval.</p> <p>The bills were approved for payment by SH and seconded by GH.</p>	
4.3	<p><b>Factoring Arrears Report</b> Christine then gave an overview of the factoring arrears report and Committee noted that the balance outstanding was down considerably from this time last year.</p> <p>Christine referred to the three cases No's 1, 2, and 3:</p> <p><b><i>Section redacted due to sensitive information.</i></b></p>	
5.0	<p><b>Directors Report</b></p>	
5.1	<p><b>Staffing</b> Christine reported that applicants have been invited to attend interviews for the position of Trainee Purchase Ledger/Finance Assistant on Thursday 20<sup>th</sup> February 2020. Christine advised that all candidates were good on paper and we are looking to recruit on that day.</p>	
5.2	<p><b>Appraisals</b> Christine noted that about half of the Committee Appraisal forms are still to be completed and a training plan will be agreed based on the training needs identified.</p>	
5.3	<p><b>Office Extension</b> Christine informed the Committee that the owner is still waiting for a letter from Bank of Scotland. The owner proposed that he would chase this up.</p>	
5.4	<p><b>Development</b></p> <p><b><i>Section redacted due to commercial sensitivity.</i></b></p>	
5.5	<p><b>Office Computers</b> Christine explained that Windows 7 no longer receives support from Microsoft. Tim carried out a survey of the Association's computers and found that most are operating on Windows 7. Christine advised what the total cost of upgrading all computers was. Clark would adjust the budget to reflect this cost.</p> <p>CC explained the benefits of using laptops such as this ties in with the transformation of the office and staff can work remotely and more flexibility.</p> <p>MM suggested we look into quotes for both desktops and laptops. Christine and Morna both agreed to ask the staff first if they would prefer and be more comfortable using laptops.</p> <p>GH detailed that only managers in his organisation have laptops and suggested that it would be worth looking into as their desktops and laptops were similar in price. However, GH raised the issue of FOI and physical</p>	

5.6	<p>security with laptops and suggested that laptops would need to be locked down.</p> <p>Committee then approved the upgrading of the office computers.</p> <p><b>Court Action</b></p> <p><i>Section redacted due to confidential information.</i></p>	
6.0	<p><b>Scottish Housing Regulator – Self-Assessment against the Standards</b></p>	
6.1	<p>Christine explained that we will be working through the self-assessment against the regulatory standards from October 2019 to September 2020. Christine then displayed the report on the TV screen and explained that the report has been colour coded to track our progress.</p> <p>Christine noted that she is looking to review the job descriptions in April 2020. Christine intends to uniform them, not change them.</p> <p>The guidance on the new Rules has been released but not the Rules themselves yet. We will seek approval for the new rules at the AGM.</p> <p>Christine explained that the objection for the Subsidiary company was from HMRC. All is fine now and the company is closed.</p> <p>Christine proposed that she will review the Group Policies.</p> <p>Christine informed the Committee that she would send the SHR report out to anyone who requests it and that self-assessment should be demonstrated as a regular Agenda item.</p>	
7.0	<p><b>Management Performance Report</b></p>	
7.1	<p>Morna explained that she has spent some time with the Housing Officers going over their arrears cases and has broken the cases into working tenants, tenants on Universal Credit and tenants in receipt of Housing Benefit.</p> <p>Morna detailed that she had meetings with the Housing Officers on Monday to go over the arrears cases and that she will meet with them fortnightly. Patch A has a few difficult cases and home visits will be arranged with Morna and Allan.</p> <p>UC arrears have increased but arrears direct is in place.</p> <p>Morna then went through the rent arrears cases and noted that NOPs issued this month has increased due to the meetings with the Housing Officers. Morna then went through the former tenant arrears and reported that there were a few abandonments.</p> <p>Morna explained that texts will be sent out on 7<sup>th</sup> and 21<sup>st</sup> of each month to remind tenants of their account balance and to make a payment. It is hopeful that this will bring the arrears down further.</p> <p>It was asked if the void loss is the running total or per month. Morna confirmed that this would be changed for next month.</p> <p>Morna then commented that there have been complaints of fly tipping.</p>	<p><b>Morna</b></p>

7.2	<p><b>Update on Arrears Performance</b></p> <p>Morna explained that more payments are due to come in as the balances shown are from 17<sup>th</sup> February 2020. In addition, some arrears will clear once the 13<sup>th</sup> payment from HB and backdated claims come in. Morna explained that some tenants fluctuate from working to then on UC. Christine remarked that rent arrears have increased across the board due to UC.</p> <p>PC commented that some of the figures are quite shocking.</p>	
7.3	<p><b>Report on Former Tenant Arrears Write Offs</b></p> <p><i>Section redacted due to confidential information.</i></p> <p>The balance was proposed to be written off by SH and seconded by AP.</p>	
7.4	<p><b>Current Tenant Trust Deeds</b></p> <p>Morna explained the trust deed cases which she has provided for information purposes.</p> <p>SH enquired what a trust deed was. Morna and Christine then explained trust deeds to the Committee.</p> <p>It was then discussed that a trust deed could write off arrears but after this has been accepted a tenant could then accumulate further arrears which are exempt from the trust deed.</p>	
8.0	<p><b>A.O.C.B</b></p>	
8.1	<p><b>Report on CD Consultancy Audit</b></p> <p>Christine detailed that CD Consultancy tested 18 reports from Home Master.</p> <p>CD Consultancy provided a few suggestions as some reports were not quite right yet and these were sent to support. Morna commented that most have been amended and some were cosmetic changes. Home Master have set up a forum and they should have several clients by the end of March.</p> <p>SH asked what CD Consultancy thought of Home Master. Christine explained that she was very positive about the system due to it being web based and futuristic. Morna remarked that CD Consultancy liked the idea of the ARC reports being on the system.</p> <p>GH enquired about indicator 18. Morna explained that this was regarding tagging on the system and that not all of the information was pulling through.</p> <p>Christine indicated that SHR may pick us for a validation visit due to CDHA being the first RSL to sign up to Home Master.</p>	
8.2	<p><b>Policy Review</b></p> <p>Before Committee approved the undernoted policies an overview was given of each one.</p> <p><i>Abandonment Policy</i></p> <p>Morna explained that no changes were made to the Abandonment Policy but she has made mention to the new Housing Scotland (2014) Act.</p> <p>The Abandonment Policy was proposed for approval by PC and seconded by CC.</p>	

*Training & Development Policy*

Christine explained that training responsibilities have been added and that there is now mention of appraisals.

SH asked if the Senior Officers offer support and supervision to their staff members. Morna explained that she has regular one to ones with her department.

The Training & Development Policy was proposed for approval by JF and seconded by AP.

*Standing Orders*

Christine explained that Standing Orders and Delegated Authority is an important document.

Item 18. Christine explained that a Committee Member can request a leave of absence for no more than 3 months but this should have a maximum period of 6 months; however, this is not specific in the current Rules. MM suggested that we contact MD to see if he would be coming back in March and if not, he could stand again at the AGM.

Item 29. Christine advised that the requirement for the Management Committee to meet is at least 7 times per year. Christine then suggested we could drop the December meeting if the members wished. It was then decided to still hold a meeting in December.

Item 31. Christine asked the Committee if the Staffing Sub Committee should still meet as and when required or if it was preferred to meet on set dates. It was discussed that meeting as and when required was most preferable.

Item 66. Christine explained that in the constitution a meeting should never last longer than 2 hours but under the Standing Orders if a topic requires more discussion or is contentious the meeting can be extended by half an hour. It was then discussed that a topic should be deferred to a next meeting if this was to go on longer than half an hour.

Item 83. It was agreed that Sub Committees should meet on a quarterly basis.

Item 96. It was confirmed that the Chairperson of the Management Committee cannot serve as the Chair of Sub Committee and this should be one of the office bearers.

Item 106. Christine noted that SHARE holds a course in chairing skills. AP stated that he would be interested in attending.

Appendix 1

Staffing Sub Committee Remit – Christine advised that this information has been sourced from SFHA. It was then reiterated that the Staffing Sub Committee would meet on an ad-hoc basis and that all members are happy with the current composition and quorum.

Appendix 2

8.3	<p>4. Risk Management, Finance and Audit</p> <p>Christine asked the Committee if they were happy for delegated authority to be £20,000 or if would they like to change this figure. SH commented that she thought this was a reasonable amount and GH confirmed the limit internally for his organisation was £20,000.</p> <p>8. Development &amp; Wider Role Christine will take out 'submission of applications for Section 66 consent from the Scottish Housing Regulator' as this has been replaced by Standard 7.</p> <p>The Standing Orders and Delegated Authority Policy was proposed for approval by SH and seconded by AP.</p> <p><b>Share Membership Application</b> One membership application was presented to the Committee.</p> <p>The Committee noted that the eligibility of the application had been checked.</p> <p>The Committee then approved the membership application, and confirmed that the member would be added to the Share Membership Register and that a Share Certificate would be issued.</p>	
9.0	<p><b>Date of Next Meeting</b> The next Management Committee meeting will be held on <b>17<sup>th</sup> March 2020</b> at 6:30pm. Gamal passed on his apologies for the next meeting.</p>	