



# CATHCART & DISTRICT HOUSING ASSOCIATION LTD

## MINUTES OF THE FULL COMMITTEE OF MANAGEMENT MEETING HELD ON TUESDAY 17 AUGUST 2021 AT 6.30 PM VIA ZOOM CLOUD MEETINGS

### PRESENT:

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

### IN ATTENDANCE:

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

Attendance 66%

Item No.	Issue	Action by
<b>1.0</b>	<b>Apologies, Resignations, Declarations of Interest &amp; Notifiable Events</b>	
1.1	The Chair welcomed all attendees to the meeting and thanked everyone for their attendance.  Apologies were received from MD and BS.  Due to IT issues, VK was unable to connect to the meeting.	
1.2	<b>Declarations of Interests &amp; Notifiable Events –</b> There were no declarations of interest.	
1.3	There were no notifiable events to report.	
<b>2.0</b>	<b>Minutes of the Full Committee of Management Meeting 15 June 2021</b>	
2.1	The minutes of the Management Committee meeting held on 15 <sup>th</sup> June 2021 were proposed for approval by SH and seconded by AP.	
<b>3.0</b>	<b>Matters Arising</b>	
3.1	SH referred to her comment regarding the waiting list table and noted the table had been rectified.	

	Christine explained she spoke to Grant who confirmed some applicants are on the waiting list for a 1-bedroom property and would also accept a studio apartment so they are considered in both categories.	
<b>4.0</b>	<b>Finance</b>	
4.1	<p><b>Finance Report</b> Lorraine provided an overview of the Finance Report.</p> <p>Lorraine informed the Committee <i>(number redacted)</i> payment runs were made during the month of July and the finance department has provided a breakdown of each run. Lorraine noted the Association received HAG for <i>(property redacted)</i>.</p> <p>Chris asked what the anti-social behaviour service level agreement was. Christine explained we sign this service level agreement with <i>(Company redacted)</i> who provides anti-social support. They assist with serious anti-social behaviour incidents and have access to police and court reports and intervene on the Association's behalf. Christine expressed this has become an important service and Morna emphasised the Association could not do without this service. GH asked if this is an annual subscription which Lorraine confirmed yes.</p> <p>SH highlighted there were quite a few payments made to <i>(Company redacted)</i>. Lorraine explained there was one payment at the beginning of July and another at the end of the month. Lorraine advised the next payment is expected at the end of August. SH asked if <i>(Company redacted)</i> are paid monthly or 4 weekly and Lorraine confirmed they are paid monthly.</p> <p>GH asked if the cyber essentials toolkit could have been paid by invoice rather than through the Mastercard. Christine advised this was the option they offered for payment at the time of setting up the account.</p> <p>Lorraine explained there has been a massive difference in the level of paperwork as the Finance department is no longer receiving numerous invoices from <i>(Companies redacted)</i>.</p>	
4.2	<p><b>Factoring Arrears Report</b> Lorraine summarised the factoring arrears report and noted we have a credit balance at the end of July.</p> <p>Lorraine explained a big invoice run will be going out in September and those who have been paying by standing order have built up credits on their accounts.</p> <p>Lorraine then provided an update on the arrears cases.</p>	
<b>5.0</b>	<b>Directors Report</b>	
5.1	<p><b>Returning to Work</b> Christine explained she conducted one to one interviews with all staff members. She asked staff how have they managed to work from home and how they would like to see their jobs going forward on a blended basis. Most staff members advised they would like to work in the office 2 days a week and the other 3 days from home. Christine has put together a rota for returning to the office, except for the newly advertised post of Customer Services Assistant as this is office based due to the nature of the role. All other staff members will be office based 2 days a week with the requirement they come to the office</p>	

	<p>when attending meetings. The Welfare Rights Officers will be able to carry out face to face meetings in the office too.</p> <p>Christine informed the Committee that this approach will come into effect on Monday 6<sup>th</sup> September and will be continuously reviewed. To begin with, customers can visit the office on an appointment only basis.</p> <p>CC asked if there will be any changes to the layout of the office in the medium term. Christine confirmed these plans have been put on hold. Christine explained the lease runs to <b>(date redacted)</b> and we have not signed for anything else. Christine advised we will not need to extend the office using a blended approach.</p> <p>Christine has taken on board comments from other Housing Associations from GWSF's information gathering exercise. Christine has ensured that all departments are covered with someone in maintenance and housing management, and a senior officer in the office every day.</p> <p>GH asked what are the staff members comments or expectations on the timeframe of the blended approach. Christine explained there is an expectation this will be for the medium to long term but she has stated this will be kept under constant review and will be based on guidance from the Scottish Government and how we think the service is doing on a day to day basis. SH commented personally as a tenant she has had excellent communication with the staff. It was highlighted tenants have other options to contact staff such as by email, by text, and via the tenant portal.</p>	
5.2	<p><b>Governance</b></p> <p>Christine advised we had a query on the ARC submission requiring more justification. Christine received an email from our Statutory Manager confirming he did not require any other information.</p>	
5.3	<p><b>Training</b></p> <p>Christine has organised for <b>(Trainer redacted)</b> to carry out training on Asset Management on Tuesday 21<sup>st</sup> September 2021.</p>	
5.4	<p>Christine explained she was seeking clarification from the Committee that they would like <b>(Organisation redacted)</b> to carry out the appraisals so she could get this booked in the diary. The Committee agreed to book <b>(Organisation redacted)</b></p> <p><b>Gas Installation</b></p> <p>Christine advised the gas installation project was held up partly due to Covid-19 and <b>(Company redacted)</b>. Craig will provide a further update at the Finance and Audit Sub Committee meeting.</p>	CL
5.5	<p><b>Development</b></p> <p><b>Section redacted due to commercial sensitivity.</b></p>	CS
5.6	<p><i>MM was disconnected from the meeting at 7.15 pm and was unable to re-join.</i></p> <p><b>AGM</b></p> <p>Christine explained we had originally planned that the AGM would be held on Monday 6<sup>th</sup> September and the papers would be going out early to mid-August. However, we do not have the audited accounts yet and we will not have them</p>	

	<p>in time for the planned Finance and Audit Sub Committee meeting. Christine advised due to this we will have to postpone the AGM.</p> <p>Christine proposed the date of Wednesday 15<sup>th</sup> September and asked if the Committee were happy with this. Christine added the AGM would be held virtually by Zoom again and hopefully next year it will be held in person. The Committee agreed with the new date change and holding the meeting via Zoom.</p> <p>GH asked if there were any thoughts given to holding a hybrid meeting. Christine explained she thinks this is possible but she does not know how to do this. CC advised this usually falls down when it comes to video and audio. SH suggested going with Zoom for this year.</p>	
5.7	<p><b>Communication with Tenants</b></p> <p>Christine explained we are continuing to use our Facebook page and it is a useful tool for putting out announcements such as when new contractors start or when a job position becomes available.</p> <p>Christine advised the Tenancy Engagement Team is assisting tenants on getting connected to the tenant portal and more people other than staff are logging in. <b>(Contractor redacted)</b> is also using the contractor's portal.</p> <p>Christine expressed the digital response to the 1 bedroom rent increase survey is the best response we have ever had.</p>	
5.8	<p><b>Cyber Essentials</b></p> <p>Christine advised the cyber essentials accreditation is a certificate to confirm we meet the standards required to give assurances to SHR that we have done everything we can to protect ourselves from cyber attackers.</p> <p>Christine advised for the cyber essentials question set there are still a few sections to be finished off.</p>	
5.9	<p><b>Responsive Contract Update</b></p> <p>Christine reported the responsive contract is now underway and <b>(Contractor redacted)</b> has made a good start and is meeting our timescales. The contractor has agreed to take on local employees and has employed some former employees from <b>(Contractor redacted)</b>. So far, the response and feedback received from tenants have been positive. Craig and James are working closely with <b>(Contractor redacted)</b> and holding regular meetings.</p>	
5.10	<p><b>Gas Servicing</b></p> <p>The gas servicing contract is up to date.</p>	
5.11	<p><b>Window Replacement Contract</b></p> <p>Christine advised the surveys are almost complete and Craig will provide a more detailed report on this at the Finance and Audit Sub Committee. Craig will also gather some designs of the windows to show the Committee.</p> <p>Christine highlighted there are health and safety issues about the style of the window and there is a limited choice when it comes to tenemental stock.</p>	CS
5.12	<p><b>1 Bedroom Rent Increase Survey</b></p> <p>Christine re-iterated we have never received a response like this before.</p>	

	<p>Allan and Grant are working through the negative responses.</p> <p>CC asked if the responses are anonymous. Morna confirmed some were anonymous and some tenants provided their names. Morna added we do not include names in the survey and these are held on a separate spreadsheet due to GDPR. Morna advised it is not compulsory for tenants to provide their personal details. Christine highlighted we received <b>(figure redacted)</b> yes responses and <b>(figure redacted)</b> no responses agreeing it is fair to implement new charges over a phased period of time.</p> <p>SH commented response <b>(number redacted)</b> mentioned the bin stores not being cleaned. Christine explained the close cleaners are out every week and she will look into this further. SH explained the close cleaners do not clean or sweep the bin stores at her block. Christine confirmed as part of their remit they should be sweeping them and this is something James could check. SH then referred to response <b>(number redacted)</b> about issues with the windows. Christine will ask Grant and Allan for a breakdown of who has said what. She will then anonymise the data to give the Committee an update on whether that tenant is on a plan to have their windows replaced etc. PC commented it was really interesting reading through the comments.</p> <p>Christine advised the tenancy engagement team is about to start the tenant satisfaction survey for next year's ARC which will be carried out in the same way.</p> <p>CC asked if we have sent out a message to say that we have received such a good response to the survey. SH suggested putting an article in the next newsletter. Christine added we can send out a text message too. GH expressed some people might appreciate a text message. Christine explained we can include in the text the Association is taking on comments and we will be feeding back. SH expressed this acknowledges we have listened to tenants' views.</p>	<p>J'O CL</p>
<p><b>6.0</b></p>	<p><b>Housing Management</b></p>	
<p>6.1</p>	<p><b>Management Performance Report</b></p> <p>Morna provided a summary of the rent collected and arrears indicators for the month of July. She highlighted the arrears are only showing as down by <b>(figure redacted)</b> which is a mixture of <b>(information redacted)</b>.</p> <p>Morna explained we are waiting on payment of <b>(figure redacted)</b> coming in which came in just after the debit run and will reflect in next month's report. In addition, we have received <b>(figure redacted)</b> from Universal Credit, however, as we have not received the payment schedule yet we cannot allocate this to tenants' accounts.</p> <p>Morna informed the Committee that Lynsay wanted to provide a breakdown of the working tenants, those on Universal Credit and those on Housing Benefit, however, there was an error running through the adjustments and benefit entitlements. <b>(Company redacted)</b> is working on this and a meeting has been arranged with them on Friday.</p> <p>Morna explained she would like to show the Committee some of the different dashboards on our system which would be a useful tool using forward to report</p>	

	<p>on the arrears. Morna then gave a demonstration on the arrears dashboard. PC expressed she thought the dashboard was great. GH suggested looking at past figures on arrears to give a comparison. Morna confirmed she can adjust the period and add filters.</p> <p>GH highlighted the void rent loss was <b>(figure redacted)</b> in <b>(months redacted)</b> and explained he thought this figure would increase. He also suggested using a bar chart going forward. Morna agreed with GH's point and explained she questioned the void loss too. Morna then gave a demonstration on the voids dashboard and explained we can add in a bar chart at the bottom showing the void rent loss.</p> <p>GH expressed visually the Committee could see if the Association is within budget or if the voids have exceeded it. GH suggested a different colour for the previous year. Morna advised she is meeting with <b>(name redacted)</b> from <b>(Company redacted)</b> on Friday and will put these ideas forward.</p> <p>CC asked if those on the iPads can see the dashboards with good resolution. PC and SH confirmed they could see the dashboards fine. Morna proposed she would print these pages and include a paper copy for the current month and show the previous month on the night of the meeting for comparison purposes. SH expressed this is a good idea.</p> <p>Morna then provided further information on the 3 complaints received:</p> <ul style="list-style-type: none"> <li>• <b>(Complaints redacted due to confidential information)</b></li> </ul>	<p><b>MS</b></p> <p><b>MS</b></p>
<b>7.0</b>	<b>A.O.C.B</b>	
<p>7.1</p> <p>7.1.1</p> <p>7.1.2</p>	<p><b>Policy Review</b> Before the Committee approved the undernoted policies, Christine and Lorraine provided an overview of each one.</p> <p><b>Appropriate Policy Document</b> Our Data Protection Officer advised we should have an appropriate policy document in place. An appropriate policy document sets out how CDHA will protect the special category and criminal offence data we process.</p> <p>Christine asked if anyone had any comments. CC referred to the finance and factoring heading and asked for clarification on “pay salary with correct maternity deductions and maintain accounting records – health information”. Christine explained she and Emma are meeting with Claire tomorrow and she will bring this to Claire’s attention. GH advised this may relate to pensions.</p> <p><b>IT Continuity &amp; Disaster Recovery Policy</b> Lorraine advised there are no changes proposed. Lorraine explained this policy was reviewed last August and at that time the policy was updated to reflect Veeam, iCloud backup, and the procedures put in place due to Covid-19.</p> <p>The policies were proposed for approval by SH and seconded by PC.</p> <p>Christine explained at this point MM was going to ask the staff to leave the meeting as there were a few confidential issues for the Committee to discuss.</p> <p><i>Lorraine, Morna, and Emma left the meeting at 7.40 pm.</i></p>	<p><b>CL</b></p>

7.3	<b>Customer Services Assistant</b> <i>Section redacted due to confidential information.</i>	
7.4	<b>Accountancy Services</b> <i>Section redacted due to confidential information.</i>	
7.5	<b>Development</b> CC commented they have begun clearing the site at <i>(address redacted)</i> . Christine added <i>(Company redacted)</i> have secured the <i>(address redacted)</i> site.	
7.6	<i>(Organisation redacted)</i> Chris explained there was a protest outside <i>(location redacted)</i> a few weeks ago. Christine advised she was aware of this and <i>(Organisation redacted)</i> tenants have been complaining about <i>(information redacted)</i> . Christine explained we will have a report from the end of defects walk round. Allan and Grant have carried out a tenant satisfaction survey on our flats. Christine highlighted we have not received direct complaints which could be because our properties are new builds with better insulation.	
<b>8.0</b>	<b>Date of Next Meeting</b>	
8.1	The next Management Committee meeting will be held on <b>19<sup>th</sup> October 2021</b> at 6.30 pm.  There being no further business, the meeting closed at 8.00 pm.	