



# CATHCART & DISTRICT HOUSING ASSOCIATION LTD

## MINUTES OF THE FULL COMMITTEE OF MANAGEMENT MEETING HELD ON TUESDAY 16 JANUARY 2024 AT 6.30 PM VIA ZOOM CLOUD MEETINGS

### PRESENT:

Committee Member	Attended	Apologies
Alastair Penney (Chair)	✓	
Marion McMillan (Vice Chair)	✓	
Chris Carr (Treasurer)	✓	
Sue Harper	✓	
Bruce Strathearn	✓	
Betty Carter		✓
Trudi Tokarczyk	✓	
Gamal Haddou	✓	
Patricia Crockett	✓	
Lesley Dunan	✓	

Attendance 90%

### IN ATTENDANCE:

Staff Member	Attended	Apologies
Christine Leitch	✓	
Lorraine Glasgow	✓	
Grahame Cairns	✓	
Emma Connelly	✓	

Item No.	Issue	Action By
<b>1.0</b>	<b>Apologies, Resignations, Declarations of Interest &amp; Notifiable Events</b>	
1.1	Apologies were received from BC.	
1.2	Christine informed the Committee that AW has missed the last ■ Committee meetings and has tendered his resignation due to ■■■■■. He confirmed he would like to rejoin the Committee at some point.	
1.3	There were no declarations of interest.	
1.4	Christine noted there is ■ notifiable event which the Committee are already aware of.	
<b>2.0</b>	<b>Minutes of the Full Committee of Management Meeting 19 December 2023</b>	
2.1	The minutes of the Management Committee meeting held on 19 <sup>th</sup> December 2023 were proposed for approval by SH and seconded by PC.	
<b>3.0</b>	<b>Matters Arising</b>	
3.1	There were no matters arising.	
3.2	<b>Follow Up Actions Report</b> Emma went through the key highlights and actions taken arising from the meeting. She noted the following:	

	<p>6.1 Matters Arising The missing word has been added to the Finance and Audit Sub Committee minutes.</p> <p>7.2 Factoring Arrears Report Lorraine has instructed [REDACTED] to raise an [REDACTED] on the property for arrears case number [REDACTED].</p> <p>11.1.1 Remote and Hybrid Working Policy The spelling error has been amended in section 9.1.</p> <p>13.2 Committee and Staff Night Out The dinner has been booked for [REDACTED] [REDACTED] [REDACTED]. Emma is waiting on the [REDACTED] to send over the menu which will then be shared with the Committee.</p>	
<b>4.0</b>	<b>Finance</b>	
<p>4.1</p> <p>4.2</p>	<p><b>Finance Report</b> Lorraine provided an overview of the finance report and covered the bank reconciliation, transfers, and regular payments. She highlighted that we received [REDACTED] for an insurance claim and [REDACTED] from a tenant clearing out a flat.</p> <p>SH asked if the roof was damaged at [REDACTED]. Lorraine advised it was storm damage. Christine explained it must have been to do with the roof if it was because of a storm. Lorraine confirmed she would check with Jonathan.</p> <p>Lorraine expressed the deposit account is still healthy and [REDACTED] maturing until next month. If the rates are good, this may be reinvested. Christine pointed out that the MasterCard balance is quite high, but this includes purchases made for the winter heat packs for tenants. It was noted that this was grant-funded.</p> <p>The Finance Report was proposed for approval by SH and seconded by LD.</p> <p><b>Factoring Arrears Report</b> Lorraine summarised the factoring arrears report and highlighted there is still [REDACTED] outstanding. She advised this will change as we sent out some bills last week.</p> <p>Lorraine then provided an update on the serious arrears cases.</p> <p>The Factoring Arrears Report was approved for approval by PC and seconded by CC.</p>	<b>LG</b>
<b>5.0</b>	<b>Directors Report</b>	
<p>5.1</p> <p>5.2</p> <p>5.3</p>	<p><b>Regulatory</b> Christine reiterated that there is [REDACTED] notifiable event, and this has been uploaded to the SHR’s portal.</p> <p><b>Staffing</b> Christine explained the report details the outcomes of the Staffing Sub Committee held in December.</p> <p><b>Development</b> <b><i>Section redacted due to commercial sensitivity.</i></b></p>	

5.4	<p><b>Bulk Uplift</b> Christine explained that [REDACTED] is keeping a close eye on the council's proposals for bulk uplift.</p>	
5.5	<p><b>Committee Training</b> Christine reminded the Committee that risk management training has been arranged for [REDACTED] [REDACTED] and sustainability training has been arranged for [REDACTED].</p>	
5.6	<p><b>Committee Dinner</b> Christine reported that [REDACTED] has been booked for [REDACTED] [REDACTED] 6.30 pm for 7 pm. We are waiting for the [REDACTED] to send over some menus so everyone can pick their choices in advance, and this will keep costs down as the [REDACTED] can control their spending on food.</p>	
5.7	<p><b>[REDACTED] Wage Negotiation</b> <i>Section redacted due to confidential information.</i></p>	
5.8	<p><b>Rent Consultation</b> Christine explained that we had received all the forms back for the rent consultation. Tenants responded using a variety of methods including online/using the QR code, telephone, email, and post.</p> <p>There was a total of [REDACTED] responses received, of which:</p> <ul style="list-style-type: none"> <li>• [REDACTED] voted for 5.6%</li> <li>• [REDACTED] voted for 6%</li> <li>• [REDACTED] voted for 7%</li> <li>• [REDACTED] had no choice/didn't pick an option.</li> </ul> <p>Christine highlighted that 5.6% was the most popular option. She explained that she will provide a full report on this to the Committee in February, but we must give notice to housing benefit at the end of January.</p> <p>Christine detailed that a lot of comments came back, some were positive, and others were not. Tenants who left negative comments did not leave their name, so it is hard to follow this up. The feedback will be included in the full report.</p> <p>GH explained if the close cleaning goes to a fortnightly clean for all closes, this could be argued on the back of keeping the rent increase below the 6% level so we have kept the rents as low as can be. Christine suggested adding this to the newsletter. GH then asked if there was an option 3. SH confirmed there was and Christine added there was a comment box.</p> <p>The Committee unanimously agreed on a rent increase of 5.6% for 2024/25.</p>	
6.0	<p><b>Quarterly Housing Management Services Performance Report</b></p>	
6.1	<p>Grahame provided an overview of the housing management services performance report.</p> <p>He highlighted that rent arrears came down in December which was a surprise as usually during the festive season the arrears tend to increase. Tenant arrears went up by [REDACTED] but technical arrears came down, therefore, overall arrears have stayed steady and come down by [REDACTED]. The figure from this time last year has dropped from [REDACTED] to [REDACTED].</p>	

	<p>Grahame informed the Committee that at present we are light in the housing management department, however, the focus continues to be on arrears recovery and void turnover. He reported that we were able to secure funding so there were a lot of referrals to money advice fuel vouchers issued although this took up a lot of staff time, it was to benefit tenants.</p> <p>Grahame noted there were ■ voids in the third quarter and the average relet time was ■■■■■. The overall relet time for the first nine months was ■■■■■.</p> <p>Grahame pointed out that the Association has a healthy waiting list and a low turnover of properties. There is increasing pressure from the homelessness team and our waiting list shows there is a huge demand for housing in the Cathcart area.</p> <p>Emma summarised the SPSO complaints received in the quarter and noted there were ■■ stage 1 complaints and ■■ stage 2 complaints. ■■ data protection complaints were logged incorrectly under stage 1 complaints; however, a new category has been created on case management to ensure this does not happen again.</p> <p>Chris referred to one of the stage 2 complaints and asked if the tenant was unhappy that they did not get the answer they wanted or if it was the quality of the response. Grahame confirmed that the tenant was unhappy with the Officer's decision and gave an answer that they did not want to hear.</p> <p>The Housing Management Services Performance Report was proposed for approval by PC and seconded by LD.</p>	
<b>7.0</b>	<b>Policy Review</b>	
7.1	Before the undernoted policy was approved, an overview was given.	
7.1.1	<p><b>Gifts, Hospitality and Donations Policy</b></p> <p>Emma explained that she reviewed the policy and compared the figures with the Entitlements, Payments, and Benefits Policy and the figures in both policies match up.</p> <p>The only change proposed is the Anti-Fraud and Corruption Policy has been added to Section 7 and the Privacy Policy has been updated to Data Protection Policy.</p> <p>The policy was proposed for approval by SH and seconded by GH.</p>	
<b>8.0</b>	<b>Membership</b>	
8.1	<i>Section redacted due to commercial sensitivity.</i>	
<b>9.0</b>	<b>A.O.C.B</b>	
9.1	<i>Section redacted due to confidential information.</i>	
<b>10.0</b>	<b>Date of Next Meeting</b>	
10.1	<p>The next Management Committee meeting will be held on <b>20<sup>th</sup> February 2024</b> at 6.30 pm.</p> <p>There being no further business, the meeting closed at 7.30 pm.</p>	