



CATHCART & DISTRICT HOUSING ASSOCIATION LTD

MINUTES OF THE FULL COMMITTEE OF MANAGEMENT MEETING HELD ON TUESDAY 17 OCTOBER 2023 AT 6.30 PM IN THE ASSOCIATION'S OFFICES AT 3-5 RHANNAN ROAD

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	✓	
Teresa Gallagher		
Lesley Dunan	✓	
Albert Wright		✓

Attendance 67%

IN ATTENDANCE:

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

Item No.	Issue	Action By
1.0	Apologies, Declarations of Interest & Notifiable Events	
1.1	Apologies were received from AP, TT, AW, and Lorraine Glasgow.	
1.2	There were no declarations of interest.	
1.3	There were no notifiable events to report.	
2.0	Election of Office Bearers	
2.1	Christine sought the election of the Office Bearers prior to business starting. Chairperson: MM nominated AP for the position of Chairperson, and this was seconded by SH. AP was not present, but he had advised the Committee that he would be happy to stand again. Vice Chairperson: SH nominated MM for the position of Vice Chairperson and this was seconded by BS. MM accepted the position.	

	<p>Treasurer: MM nominated CC for the position of Treasurer and this was seconded by GH. CC accepted the position.</p> <p>Secretary: PC nominated Christine Leitch for the position of Secretary and this was seconded by GH. Christine accepted the position.</p> <p>Following these elections, MM then assumed the role of Chairperson for the meeting in the absence of AP.</p>	
3.0	Election of Sub Committees	
3.1	<p>The following Committee members would be on the Finance & Audit Sub Committee: CC, MM, GH, BS, SH, and TT.</p> <p>Chairperson: Christine asked CC if he would be happy to continue with the position of Chairperson. CC accepted the position.</p> <p>Christine detailed that historically, it would be the Office Bearers who would be on the Staffing Sub Committee. The following members would be on the Staffing Sub Committee: AP, MM, CC, and GH.</p> <p>Chairperson: Christine asked GH if he would be happy to continue with the position of Chairperson. GH accepted the position.</p>	
4.0	Minutes of the Full Committee of Management Meeting 15 August 2023	
4.1	The minutes of the Management Committee meeting held on 15 th August 2023 were proposed for approval by SH and seconded by CC.	
5.0	Matters Arising	
5.1	There were no matters arising.	
5.2	<p>Follow Up Actions Report Emma went through the key highlights and actions taken arising from the meeting. She noted the following:</p> <p>11.2 Committee Training The Committee attended the second part of the [REDACTED] training on [REDACTED]</p> <p>The original trainer booked for the [REDACTED] session has cancelled due to personal reasons. Christine would bring this matter up later in her report.</p>	
6.0	Minutes of the Finance & Audit Sub Committee Meeting 22 August 2023	
6.1	The minutes of the Finance & Audit Sub Committee meeting held on 22 nd August 2023 were proposed for approval by GH and seconded by CC.	
7.0	Matters Arising	
7.1	Christine explained that nothing has been put through [REDACTED] recently, so GH has not been set up as an authorised person yet.	
7.2	<p>Follow Up Actions Report Emma went through the key highlights and actions taken arising from the meeting. She noted the following:</p> <p>7.1 Policy Review Emma has amended the error regarding the name of the Sub Committee in the Audit Policy. A paragraph has been added to the IT Continuity and Disaster Recovery Policy regarding ransomware. She also updated the equality impact assessment following GH's suggestions.</p>	

8.0	Finance	
8.1	<p>Finance Report Christine provided an overview of the finance report and covered the bank reconciliation, transfers, and regular payments in the absence of Lorraine.</p> <p>SH highlighted there was a rejected payment for [REDACTED] Christine proposed that she would find out more information on this.</p> <p>MM asked about the retention payment for [REDACTED] Christine explained that this is the money that the solicitor holds back until they get the final account in case there are any bills to be paid. Once the sale has been settled, they return this as a separate payment.</p> <p>SH enquired about the lotto grant payments on the MasterCard. Christine reported that Grant has been applying for a few grants to purchase Chromebooks, iPads, and dehumidifiers. BS asked about the dehumidifiers. Christine explained these have been purchased to help tenants with condensation etc.</p> <p>CC asked what the invoice to [REDACTED] was for. Christine then provided more information on this.</p>	CL
8.2	<p>Factoring Arrears Report Christine summarised the factoring arrears report and highlighted that there was a credit balance at the end of the month. GH requested that the text in the graph that says "Current arrears" be updated to "Current position" as it also includes credits.</p> <p>GH then asked if we bill out legal fees to owners. Christine confirmed we are unable to add on the cost of sending a letter etc, but we can add on expenses if we get a decree.</p>	LG
8.3	<p>Specimen Signatures Christine advised that we must update the specimen signatures with the bank. She then passed around the sheet for CC and MM to sign. Emma would ask AP to sign the sheet on Friday.</p>	EC
9.0	Directors Report	
9.1	<p>Regulatory Christine confirmed there are no engagement issues with the SHR. She advised there are no new or open notifiable events.</p>	
9.2	<p>Governance Matters Christine expressed that the committee training on [REDACTED] was an enjoyable session. She advised the next session for the Committee is [REDACTED], however, the original trainer booked has withdrawn due to personal reasons. [REDACTED] has sourced another trainer, but they reside in [REDACTED] and can only deliver the session on Zoom. Christine asked the Committee what they would prefer. The Committee agreed they would rather hold the session in person. MM commented that in-person sessions allow for better interaction. It was agreed that another trainer would be sourced.</p>	
9.3	<p>Staffing <i>Section redacted to confidentiality.</i></p>	

9.4	Development <i>Section redacted due to commercial sensitivity.</i>	
9.5	Maintenance <i>Section redacted due to confidentiality.</i>	
10.0	Annual Assurance Statement	
10.1	<p>Christine explained the Committee had received the report on the Annual Assurance Statement and Emma sent out the link to the evidence base. She asked if anyone had any questions or wanted to look at any part of the evidence. SH commented she looked at the evidence base and it looked really good.</p> <p>Christine mentioned that GH had a comment on gas servicing. GH asked if Grahame could comment on what our assurance is. Christine confirmed the assurance we would put in the evidence base for gas servicing is the system report which provides us with the ARC figures. She highlighted the report showed we had 100% servicing at the year end and this is still 100% to date. Grahame added that there are multi-layers of assurance. He explained there is a report from ██████████, ██████████ verifies and audits the ARC indicators, and staff check the reports on a monthly basis. In addition, ██████████ provides us with a weekly report and then we do a comparison on a monthly basis against the ██████████ completions and what is on our system.</p> <p>Christine confirmed she would change Dear Sirs to Dear SHR which was suggested by GH. The Committee confirmed they were happy with the wording of the statement.</p> <p>The Annual Assurance Statement 2023 was proposed for approval by SH and seconded by LD.</p>	CL
11.0	Fair Work First Statement	
11.0	<p>Christine detailed that the Fair Work First Statement has come from ██████████ and is required to go to the Committee to agree on all of the issues and points raised.</p> <p>She confirmed this is currently how we operate e.g. the Association doesn't offer 0-hour contracts, we pay the living wage, invest in training, and offer flexible working practices.</p> <p>CC commented in his work they have been asked what they are doing for a diverse workforce. Christine advised other areas in Glasgow are more diverse and culturally involved than Cathcart. BS commented that it is dependent on the demographic of the area.</p> <p>The Joint Statement on Fair Work First was proposed for approval by GH and seconded by CC.</p>	
12.0	Housing Management Services Performance Report	
12.1	<p>Grahame provided an overview of the Housing Management Services Performance Report. He highlighted that the rent arrears are coming down.</p> <p>Grahame pointed out that there is continual training in the background. There is more focus now in the team and he has more time to spend on ██████████ and maintenance.</p>	

	<p>Grahame advised there is a reduction in the long-term voids and we only have [REDACTED] which should be coming back in a few weeks. He has been looking at tightening up some of the KPIs as housing management should be working tight with maintenance on when the keys are coming back etc.</p> <p>Grahame highlighted we have an active waiting list and the closing balance at the end of the quarter was [REDACTED] applicants. He explained we had some problems at [REDACTED] and have been looking at sensitive lets. SH commented that these properties are hard to let. Grahame detailed that Allan carried out an open viewing with several applicants and managed to get the properties let. The Committee discussed the problems at these properties. Christine advised this is due to the nature of flats being small and housing single people which are usually allocated to [REDACTED]</p> <p>Grahame noted that 100% of complaints were responded to within the resolution target period. There were [REDACTED] noise complaints, however, there was nothing too alarming. Some of the complaints were regarding [REDACTED] property at [REDACTED] which has now been recovered so there should be a reduction in ASB complaints in the next quarter.</p>	
13.0	Cyber Security Report	
13.1	<i>Section redacted due to cyber security concerns.</i>	
14.0	Policy Review	
14.1	Before the undernoted policies were approved, an overview was given of each one.	
14.1.1	<p>Committee Code of Conduct</p> <p>Christine confirmed that no changes are proposed but the code of conduct is required to be signed each year.</p>	
14.1.2	<p>Tenant Participation Strategy</p> <p>It was noted that minor changes were made to the policy. The Committee agreed on sending out 2 newsletters per year rather than 4. These would be issued in Summer and Winter.</p>	
14.1.3	<p>Maintenance Policy</p> <p>Grahame apologised as he failed to show any amendments to the policy in red text. He has updated sections 2.3 and 2.5 with regard to the Scottish Social Housing Charter and Regulatory Framework.</p> <p>GH asked about the blue dots in Appendix A and the red triangles in Appendix 3. Grahame explained this was in the policy beforehand. Christine thinks she did this many years ago for aesthetics purposes and to differentiate between the two appendices. Emma agreed to update this.</p>	EC
14.1.4	<p>Void Management Procedure</p> <p>Grahame reported that he has tightened up the policy and any changes have been highlighted in bold. BS expressed that [REDACTED] working days for kitchens seems to be a long time. Grahame explained this is an example.</p> <p>BS asked how many pre terms we do in terms of percentages. He explained in his experience that quite often associations don't get in to do them. Grahame advised we usually get in. Christine explained to the newer members that pre term means pre termination. When a tenant gives us notice to terminate their tenancy, we carry out an inspection before the end of the tenancy.</p>	

14.1.5	<p>LD asked if a tenant passes away, how long does the Association give relatives. Grahame confirmed it is usually █ weeks but there is a balance between being sensitive and the needs of the business. LD asked if the relatives were liable for the rent. Christine explained that technically they are not liable and sometimes there is a credit on the account that will cover this. Patricia commented that she thought it was █ weeks. Grahame confirmed tenants have to provide █ weeks' notice to end the tenancy.</p> <p>Decant Policy Grahame advised he thought it would be useful to have the Decant Policy to provide guidance to staff and in cases where the Association is challenged by tenants and to manage their expectations. Christine pointed out that decanting tenants does not happen often. LD asked if the Association has empty houses where we can decant tenants. Grahame confirmed we do not.</p> <p>GH asked if we could add the word reasonable into section 6.1 so it reads as <i>"We will meet all reasonable associated costs with the removal"</i>. Grahame agreed to add this.</p> <p>The policies were proposed for approval by LD and seconded by SH.</p>	GC
15.0	A.O.C.B	
15.1	<p>Charitable Donation Christine updated the Committee on the charitable donation for the defibrillator at █. She advised there were various events held and they managed to receive all the money they needed so they did not require any contributions from the █. Christine explained the Committee discussed the possibility of having another defibrillator at our office on Rhannan Road and asked if the Committee was happy to defer this.</p>	
15.2	<p>Staff Christmas Night Out Christine explained the staff Christmas night out has been arranged for █. She asked if the Committee was happy to provide a contribution. The Committee agreed to contribute █.</p>	
15.3	<p>Staffing Sub Committee Christine asked if the Staffing Sub Committee could arrange a meeting in November. This was agreed to be held on █ at █ pm.</p>	
15.4	<p>Development Opportunity <i>Section redacted due to commercial sensitivity.</i></p>	
15.5	<p>Rent Control Chris explained he was sent a message about rent control demands. Christine explained she thinks this applies to the private sector. CC advised that it mentions RSLs too.</p>	
16.0	Date of Next Meeting	
16.1	<p>The next Management Committee meeting will be held on 21st November 2023 at 6.30 pm.</p> <p>There being no further business, the meeting closed at 8.05 pm.</p>	