



CATHCART & DISTRICT HOUSING ASSOCIATION **LTD**

MINUTES OF THE FULL COMMITTEE OF MANAGEMENT MEETING **HELD ON TUESDAY 18 JANUARY 2022 AT 6.30 PM** **VIA ZOOM CLOUD MEETINGS**

PRESENT:

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

IN ATTENDANCE:

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

Attendance 72%

Item No.	Issue	Action by
1.0	Apologies, Declarations of Interest & Notifiable Events	
1.1	Apologies were received from TG, BC, and PC.	
1.2	Declarations of Interests & Notifiable Events – There were no declarations of interest.	
1.3	Section redacted due to confidential information.	
2.0	Minutes of the Full Committee of Management Meeting 21 December 2021	
2.1	The minutes of the Management Committee meeting held on 21 st December 2021 were proposed for approval by GH and seconded by AP.	
3.0	Matters Arising	
3.1	MM asked if any matters were arising. GH commented the minutes were very comprehensive and detailed. SH mentioned she was not at the last meeting and referred to Fettes's comments. She also expressed that Fettes has gone through CDHA's financials in great detail. Christine then provided the Committee with an update on accountancy services. Christine added a meeting was held with Fettes today to discuss the draft budget and this will be presented to the Finance and Audit Sub Committee meeting in February.	

	<p>GH commented the Committee requested for the Management Accounts to be in a simpler format and also to look at long-term projections, ideally for 12 months. Christine advised if the Committee wishes to see anything from Fettes and he can produce this if requested it will be provided. Morna added FMD is a lot more involved and she feels very positive about working with them. Lorraine agreed and mentioned FMD is having discussions with our Auditors and the audit has been booked for June. Christine commented we have had a lot of positive input from Fettes and his team.</p>	
3.2	<p>Follow Up Actions Report Emma went through the key highlights and actions taken arising from the Management Committee meeting held on 21st December 2021.</p>	
4.0	Finance	
4.1	<p>Finance Report Lorraine provided an overview of the Finance Report and covered the bank reconciliation, transfers, and regular payments. She highlighted there were a few rent and factoring refunds in December and that the CDHA van had an MOT and was serviced.</p> <p><i>(Number redacted)</i> payment runs were made in December and a breakdown has been provided of each one. Lorraine pointed out the payment of <i>(figure redacted)</i> to <i>(Company redacted)</i> is for the welfare rights and money advice service. She detailed that <i>(figure redacted)</i> was spent on the Mastercard for the digital inclusion grant and Grant has been keeping a spreadsheet of everything that has been spent. GH asked if this is for one item and Lorraine clarified it was for multiple purchases.</p> <p>Lorraine advised Fettes might change the format of the Finance Report as this is an outdated style of reporting.</p> <p>MM asked for an update on the charitable relief on rates. Lorraine explained the office confirmed we are receiving charitable relief on the office but it does not look like we are receiving this for the car park. They have requested a plan of the car park and asked how many car park spaces are taken up by staff and how many are taken by visitors. Lorraine confirmed she will speak to Christine about this further before sending any information.</p>	LG
4.2	<p>Factoring Arrears Report Lorraine summarised the factoring arrears report and pointed out the arrears are down from this time last year. Lorraine then provided an update on the arrears cases.</p>	
5.0	Directors Report	
5.1	<p>Planned Maintenance Audit Christine advised <i>(Company redacted)</i> is undertaking the planned maintenance audit and it is going quite well so far. She is hopeful that <i>(Name redacted)</i> will be attending the Finance and Audit Sub Committee meeting to report on the findings and recommendations of the audit.</p>	
5.2	<p>Landlord Compliance Christine reported a few meetings have been with <i>(Name redacted)</i> and the maintenance team has identified there is quite a lot of work that needs to be carried out. We are already collecting information on various areas such as gas servicing, asbestos, smoke alarms, PAT testing, etc. However, there are other areas that the Association has not been gathering due to not being previously required or the information has been sporadic. A report will be presented to the</p>	

	<p>Committee in February. Christine advised Grahame will be focusing completely on landlord compliance. (Company redacted) has provided us with a form and confirmed they can drop information into the system.</p> <p>Landlord compliance was seen as best practice but the SHR has published a publication and issued a survey on tenant health and safety. The purpose of the survey is to provide the Regulator with additional, detailed information about how we gain assurance in this area. The findings of the survey will be used to help inform the Regulator’s annual risk assessment and its planned engagement with landlords in 2022/23. The SHR will publish an overview of the key findings of the survey at the end of March. Christine expressed it is likely that a lot of Housing Associations have not been doing this so far as it was not issued as a guidance note or included in the regulatory standards.</p> <p>Christine advised checking clothes poles has been added to the estate management function and will be monitored.</p> <p>BS asked if there are any specific items in (property redacted) regarding compliance. Christine commented tenants have the (Company redacted) system but this is an arrangement between the tenant and (Company redacted). In addition, there are the usual asbestos reports and electrical inspections. BS asked about fire extinguishers and Christine explained fire risers and fire systems are being checked but she is not certain they are at (property redacted) as the complex is individual flats.</p>	
5.3	<p>Committee Appraisals Christine emailed (Name redacted) after the Christmas break asking him to get in touch with a date for the appraisals, however, he has not responded yet. Christine advised (Company redacted) is quite busy at the moment with HR enquiries and GH mentioned they will also be occupied with the wage negotiations.</p>	
5.4	<p>Accountancy Services Christine highlighted accountancy services was discussed at matters arising.</p>	
5.5	<p>Email from the SHR Section redacted due to confidential information.</p>	
5.6	<p>FOI Request Christine noted every Housing Association received an information request from (Company redacted). She confirmed Emma has responded to the request.</p>	
5.7	<p>Rent Increase Consultation GH asked about the rent increase consultation and Morna expressed we did not receive a great response. Grant will be issuing a QR code as we usually receive a better response this way and he has been given the deadline of 1st February so there is enough time to prepare a report and the results for the Management Committee meeting in February. Morna highlighted that so far most of the responses favour the option of (percentage redacted) and some tenants think we should not be increasing our rents due to Covid-19 although the majority of views are quite positive.</p>	

6.0	Housing Management	
6.1	<p>Management Performance Report</p> <p>Morna explained that quite a few tenants did not pay their rent over the Christmas period and she held a meeting with Lynsay on how to go forward with the arrears for the last quarter. Lynsay will take over with the comparisons and will compare CDHA with higher performing Housing Association's and also local Housing Associations. This will be added to her presentation for the Finance and Audit Sub Committee. Morna and Lynsay will meet weekly at the office to go through the cases. Morna has agreed to take on the £600 and under cases as the smaller cases have been creeping up and Lynsay will focus on the higher cases. Morna emphasised there needs to be a big push on the arrears for the last quarter. Shen then expressed our welfare rights team have been successful and received (figure redacted) last month and (figure redacted) is due to come in.</p> <p>GH asked if the actual rent arrears cases table on page 29 in the papers could be amended to include cases over £1-2k and £2-4k etc. Morna agreed she would break the over £1k figure down further and would amend the table for next month.</p> <p>Morna gave an overview of the complaints received.</p> <p>Morna advised the (Company redacted) report is now discontinued and she is going to use a report that (Name redacted) has approved. Morna explained SHN is holding a session with (Name redacted) which will focus on how to report properly, not misread the guidance, and will also go over the new reports. She, Christine, Craig, and Lorraine will be attending the session.</p>	MS
6.2	<p>Covid-19 Grant Funding</p> <p>Morna advised the stock count for CDHA and a few other Housing Associations was incorrect so the figure given was less than what it should have been. The council are aware of this and they will reissue what they think we should be getting. Our Welfare Rights Officer Suzanne will look over our submission and Morna will provide an update at the next meeting.</p> <p>GH asked if we have a ballpark figure on what we would expect or likely receive. Morna explained at the beginning she thought the Association would receive approx. (figure redacted) but then the figure dropped down to (figure redacted). She detailed we are hoping to receive more than this once the stock count has been reviewed but it has been mentioned about (figure redacted) per property so we could receive approx. (figure redacted).</p>	MS
7.0	A.O.C.B	
7.1	<p>Policy Review</p> <p>Before the undernoted policy was approved, a summary of the main changes was given.</p>	
7.1.1	<p>Communications Policy</p> <p>Emma explained the Communications Policy was previously referred to as the Use of Social Media and Email Policy which has been renamed and updated to reflect what was mentioned in the Cyber Essentials application. Emma highlighted she has included Instagram and TikTok as these are now large social media platforms. Christine added the policy has been tidied up as a result of the IT audit and includes wording coming from the cyber essentials accreditation.</p>	

7.2	<p>GH referred to the media contact section and highlighted we do not define what we mean by media. Christine explained if anyone from the media was to contact us such as a newspaper, tv, or radio station it is to prevent anyone else from giving out information. GH suggested adding in a definition of media. GH also asked what do we do in the event that Christine is not available and Christine confirmed that Lorraine would step in and would contact her if necessary.</p> <p>GH referred to page 43 <i>“any device or computer that the Company provides for your use, should only be used for Company business”</i>. GH expressed that some Committee and/or staff members may be in breach of this policy as they may use the equipment for another use. Christine confirmed this sentence would be changed to <i>“should mainly be used for Company business”</i>.</p> <p>The Communications Policy was proposed for approval by SH and seconded by GH.</p> <p>Public Holidays BS pointed out EVH has given a public holiday on Thursday 2nd and Friday 3rd June and previously there was a 2-day bank holiday in May but there is to be an additional holiday for the Queen’s Platinum Jubilee. He expressed it looks like staff are losing a 1-day holiday and asked what everyone’s view was on this. SH commented she heard on the news that it is to be a 4-day holiday. Discussion then took place and Christine proposed that she would email EVH tomorrow and would circulate the response to the Committee.</p>	<p>EC</p> <p>EC</p> <p>CL</p>
8.0	Date of Next Meeting	
8.1	<p>The next Management Committee meeting will be held on 15th February 2022 at 6.30 pm.</p> <p>There being no further business, the meeting closed at 7.30 pm.</p>	