



# CATHCART & DISTRICT HOUSING ASSOCIATION LTD

## MINUTES OF THE FULL COMMITTEE OF MANAGEMENT MEETING HELD ON TUESDAY 18 APRIL 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	✓	

### IN ATTENDANCE:

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

Attendance 82%

Item No.	Issue	Action by
<b>1.0</b>	<b>Apologies, Declarations of Interest &amp; Notifiable Events</b>	
1.1	Apologies were received from CC and BS.	
1.2	Resignation was received from VK with immediate effect.	
1.3	There were no declarations of interest.	
1.4	There were no notifiable events to report.	
<b>2.0</b>	<b>Strategy &amp; Development Funding Plan 2023-24 to 2027-28</b>	
2.1	Christine detailed that <i>(name redacted)</i> provided an overview of the Strategy & Development Funding Plan (SDFP) at the Finance and Audit Sub Committee meeting, and this sets out actual and potential development projects which the Association is considering over the next three years. GCC collects information from the SDFP so they can complete the Strategic Housing Investment Plan (SHIP). Christine pointed out that the projects noted in the plan do not mean they will all be going ahead. Each project is categorised into block A, block B and block C. She then provided an overview of the Strategy & Development Funding Plan 2023-24 to 2027-28.	

	<p>Christine informed the Committee that a planning application has been submitted for <b>(development redacted)</b>. She explained we submit a bid to GCC each year for stage 3 adaptations so we can carry out adaptations to tenant's homes.</p> <p>Christine advised that <b>(site redacted)</b> was initially in the SDFP and will stay in the plan for now. The District Valuer (DV) valued the site at <b>(figure redacted)</b>, however, this was turned down by the vendor.</p> <p>Christine highlighted the project at <b>(address redacted)</b> is complete and a separate report will be presented to the Committee on the properties at <b>(address redacted)</b>.</p> <p>Christine asked if anyone had any questions. GH commented he is happy with the content of the report and asked what the <b>(job title redacted)</b> appetite is as his impression is it is quite positive. Christine confirmed they have been very supportive of <b>(address redacted)</b> and the <b>(address redacted)</b> project.</p> <p>The Strategy and Development Funding Plan 2023-24 to 2027-28 was proposed for approval by SH and seconded by GH.</p>	
<b>3.0</b>	<b>Minutes of the Full Committee of Management Meeting 21 March 2023</b>	
3.1	The minutes of the Management Committee meeting held on 21 <sup>st</sup> March 2023 were proposed for approval by LD and seconded by PC.	
<b>4.0</b>	<b>Matters Arising</b>	
4.1	AP asked if there were any matters arising. GH asked what the outcome was following the discussion with the bank. Christine advised that she was going to bring this item up under the finance section.	
4.2	<p><b>Follow Up Actions Report</b> Emma went through the key highlights and actions taken arising from the meeting. She noted the following:</p> <p>8.2 Factoring Arrears Report The tracing agent that <b>(company redacted)</b> uses is <b>(company redacted)</b>.</p> <p>11.1.1 Membership Policy The policy has been amended to state that membership is open to anyone aged 16 and over.</p>	
<b>5.0</b>	<b>Finance</b>	
5.1	<p><b>Finance Report</b> Lorraine provided an overview of the Finance Report and covered the bank reconciliation, transfers, and regular payments. She advised valuation <b>(number redacted)</b> has been paid to <b>(company redacted)</b> for <b>(address redacted)</b> and thinks this is the final valuation. HAG was received for stage 3 adaptations, <b>(address redacted)</b>, <b>(address redacted)</b>, and the <b>(address redacted)</b> project.</p> <p>Lorraine detailed the payment run of <b>(date redacted)</b> included the insurance premiums and we will receive approx. <b>(figure redacted)</b> from the owners recharged through the factors bills. She expressed that the insurance premium this year is quite high. AP asked what the premium was previously. Lorraine confirmed it was <b>(figure redacted)</b> last year and <b>(name redacted)</b> has mentioned that his clients are facing the same increases. Christine added that <b>(organisation redacted)</b> put a bulletin out to their members and one member reported an increase of <b>(percentage redacted)</b>.</p>	

5.2	<p>She detailed this is due to the current economic climate and claims history.</p> <p>Lorraine reported most of the Cost of Living Grant has been spent on the winter packs. She highlighted we have received <b>(number redacted)</b> subscription invoices that require committee approval.</p> <p>The invoice for <b>(company redacted)</b> is in relation to the <b>(product redacted)</b> for responsive maintenance and void property works. Christine explained we paid for the software as <b>(company redacted)</b> required this. Grahame advised this needs to be updated for <b>(company redacted)</b>. Emma added that we can import this into our housing management system.</p> <p>The Committee agreed on paying the subscription invoices.</p> <p><b>Factoring Arrears Report</b></p> <p>Lorraine summarised the factoring arrears report and highlighted there is a credit at the end of <b>(month redacted)</b>, and this is due to owners paying upfront for repairs. She reported <b>(number redacted)</b> cases have been passed to <b>(company redacted)</b>.</p> <p>Lorraine then provided an update on the arrears cases.</p>	
5.3	<p><b>Facility Agreement</b> <b>Section redacted due to confidentiality.</b></p>	
6.0	<p><b>Directors Report</b></p>	
6.1	<p><b>Regulatory</b></p> <p>Christine highlighted there are no engagement issues, and we are now showing as compliant.</p>	
6.2	<p><b>Governance Matters</b></p> <p>Christine detailed that the <b>(area redacted)</b> training for Committee proved very successful and <b>(name redacted)</b> kept the session interesting, and the Committee worked well in groups. <b>(Name redacted)</b> delivers a follow-up session and Christine asked the Committee when they would like to schedule this. She suggested arranging this after the AGM in <b>(month redacted)</b> so any new committee members can attend.</p>	
6.3	<p><b>Staffing</b> <b>Section redacted due to confidentiality.</b></p>	
6.4	<p><b>Development</b> <b>Section redacted due to commercial sensitivity.</b></p>	
6.5	<p><b>Maintenance</b> <b>Section redacted due to confidentiality.</b></p>	
6.6	<p><b>Landlord Compliance</b></p> <p>Christine provided the Committee with an update on where we are at with landlord compliance.</p>	
6.7	<p><b>Flats Proposal</b> <b>Section redacted due to confidentiality.</b></p>	

6.8	<p><b>ARC Submission</b> Christine explained work has commenced on the ARC submission and we are gathering information prior to <i>(name redacted)</i> auditing our ARC validation on <i>(date redacted)</i>.</p>	
7.0	<p><b>Quarterly Housing Management Services Performance Report</b></p>	
7.1	<p>Grahame provided an overview of the Housing Management Services Performance report. He highlighted the arrears did reduce but thinks this is because <i>(reason redacted)</i>.</p> <p>Grahame pointed out the void rent loss is not the figure we report on the ARC submission, and this is the sum of money lost through void properties. He advised the ARC allows us to exclude properties undergoing major works.</p> <p>Grahame explained that going forward the Committee will see the previous quarters figures from the previous year so there is a comparison. Suzanne provided the attached information on the number of food and fuel vouchers issued to Cathcart tenants. He then gave an update on the long-term voids.</p> <p>Grahame reported that GCC has asked us to give <i>(percentage redacted)</i> of our lets to the homeless. He pointed out we also house the homeless through our own applications. Grahame expressed that proportionally we do a lot. The Committee then discussed this further.</p> <p>Gamal asked if the number of housing applicants at the end of <i>(month redacted)</i> was <i>(figure redacted)</i>. Grahame confirmed this was correct. SH asked if we check that applicants still want to remain on our waiting list. Grahame advised we send out a yearly update form, and we also check when someone does not respond to an offer of a house.</p> <p>Grahame then summarised the complaints and compliments received during the quarter.</p>	
8.0	<p><b>A.O.C.B</b></p>	
8.1	<p><b>Policy Review</b> Before the undernoted policies were approved, an overview was given of each one.</p> <p>8.1.1 <b>Committee Appraisal Policy</b> Emma highlighted the only change to the policy is that staff job titles were updated.</p> <p>8.1.2 <b>New Staff Induction Policy</b> Christine confirmed no changes are proposed.</p> <p>The policies were proposed for approval by SH and seconded by MM.</p> <p>8.2 <b>Accessibility Toolbar Renewal and Usage Report</b> Emma explained that <i>(name redacted)</i> is the accessibility toolbar on our website which allows users to customise our website such as translating the page into another language, reading the screen aloud, changing the colour and font size etc.</p> <p>She highlighted from <i>(date period redacted)</i> we had <i>(number redacted)</i> users which is an average of <i>(number redacted)</i> to <i>(number redacted)</i> users per month.</p>	

<p>8.3</p> <p><b>Cyber Security</b> <i>Section redacted due to cyber security.</i></p> <p>8.4</p> <p><b>Committee and Staff Away Day</b> Christine reminded the Committee that the Away Day is being held on <b>(date redacted)</b>. The Committee agreed on holding a quiz to fill the last hour. TT asked Emma if she could send her <b>(name redacted)</b> details.</p> <p>Emma proposed to send an email around the Committee to confirm any dietary requirements and numbers for catering.</p>	<p>Emma confirmed the cost of the toolbar for <b>(period redacted)</b> is <b>(amount redacted)</b> excluding VAT or there is the option of a <b>(number redacted)</b> year deal which includes a <b>(percentage redacted)</b> discount. The Committee agreed on renewing the accessibility toolbar for another <b>(period redacted)</b>.</p>	<p></p> <p><b>EC</b></p> <p><b>EC</b></p>
<p><b>9.0</b></p>	<p><b>Date of Next Meeting</b></p>	<p></p>
<p>9.1</p>	<p>The next Management Committee meeting will be held on <b>20<sup>th</sup> June 2023</b> at 6.30 pm.</p> <p>There being no further business, the meeting closed at 7.30 pm.</p>	<p></p>