



CATHCART & DISTRICT HOUSING ASSOCIATION LTD

MINUTES OF THE FULL COMMITTEE OF MANAGEMENT MEETING HELD ON TUESDAY 21 FEBRUARY 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	✓	
Valerie Kyle (<i>Leave of Absence</i>)		
Betty Carter	✓	
Trudi Tokarczyk	✓	
Gamal Haddou (Zoom)	✓	
Patricia Crockett	✓	
Teresa Gallagher	✓	
Lesley Dunan	✓	

Attendance 90%

IN ATTENDANCE:

Staff Member	Attended	Apologies
Christine Leitch (Secy)	✓	
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. The Vice Chair proposed to chair the meeting in the absence of the Chair.	
1.2	There were no declarations of interest.	
1.3	There were no notifiable events to report.	
2.0	Minutes of the Full Committee of Management Meeting 17 January 2023	
2.1	The minutes of the Management Committee meeting held on 17 th January 2023 were proposed for approval by SH and seconded by PC.	
3.0	Matters Arising	
3.1	There were no matters arising.	
3.2	Follow Up Actions Report Emma went through the key highlights and actions taken arising from the meeting. She noted the following: 2.0 Housing Management System Craig advised two workflows were set up and one has now been disabled.	

	<p>6.2 Governance Matters (Name redacted) will be delivering training to staff on (date redacted).</p> <p>8.2 Share Member and Committee Member Application Christine met with (name redacted) to discuss his eligibility for Committee.</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. (Name redacted) has been paid the retention for the (component redacted) contract. Lorraine highlighted there is (figure redacted) sitting in the deposit account and (figure redacted) is lodged in the new higher interest account.</p> <p>She then noted there were (number redacted) invoice payment runs in (month redacted). BS asked how much our electricity bill went up in the last year. Christine confirmed we are on a fixed tariff. Lorraine explained this is through (company redacted) and that she would ask our new account manager next week.</p> <p>BS asked about the Association's experience with (company redacted) factoring service. The Committee and staff then discussed this further.</p>	LG
4.2	<p>Factoring Arrears Report Lorraine summarised the factoring arrears report and highlighted the balance is similar to what it was at the end of (month redacted), however, we charged out (figure redacted) for the factors bills.</p> <p>Lorraine then provided an update on the arrears cases.</p>	
5.0	Directors Report	
5.1	<p>Regulatory Christine reported there are no engagement issues. New guidance has been issued by the SHR in relation to asset management. (Names redacted) are looking into any changes and Christine has requested they keep her up to date with the work they are doing.</p> <p>The SHR sent out a letter looking for us to advise on what we are doing with damp and mould. Christine explained we uploaded a leaflet on our website and Facebook page, put together a damp and mould policy and set up a register detailing any damp or mould issues we are dealing with.</p> <p>She attended a webinar last week and is waiting to hear back about a mould spray (organisation) are giving out to tenants. We are also looking into grant funding for meters that measures moisture. Christine detailed damp and mould will form part of an ongoing report starting from the new financial year. She expressed that SHR will expect this in the assurance statement too.</p> <p>More correspondence has been received from the SHR advising that they intend to carry out a further survey to ensure landlords meet health and safety compliance. Christine explained that (name redacted) will be carrying out a final audit of the landlord compliance work in (month redacted) and this will go to the next Management Committee meeting.</p>	
5.2	<p>Governance Matters Christine detailed that (name redacted) will be delivering training on (date</p>	

	redacted) which is split into a session for staff and a separate session for senior staff.	
5.3	Development Section redacted due to commercial sensitivity.	
5.4	Staffing Section redacted due to confidentiality.	
5.5	Landlord Compliance Christine announced that the EICRs programme was (figure redacted) complete at the end of (month redacted) . (Name redacted) is working on the abeyances.	
5.6	Flats Proposal Section redacted due to confidentiality.	
5.7	Committee and Staff Away Day Christine asked if anyone had any comments on the proposed Away Day schedule. She advised we still have an hour to fill. SH suggested brainstorming exercises or a quiz. BS commented he thought (organisation redacted) Business Plan was really good and punchy. Christine detailed that (name redacted) thought ours was good and liked our mission statement, however, she felt it could be slicker and more strategic. She added that (name redacted) comes well recommended. TG expressed that (name redacted) is good at what she does and can be booked up quickly.	
5.8	Cathcart Community Council Christine reported she had a meeting with (name redacted) who facilitates the community council. MM is undertaking some research on Victorian lamps that were originally on the Cathcart bridge. MM expressed this has proven to be difficult. CC suggested contacting (name redacted) . MM commented the community council proposes to do a joint project with (organisation redacted) . Sue commented it is good that Marion is a member of the community council. Christine explained she and (name redacted) also discussed a 'Welcome to Cathcart' mural.	
6.0	Rent Arrears Report	
6.1	Grahame provided an overview of the Rent Arrears Report. Grahame highlighted rent arrears reduced by (figure redacted) to (figure redacted) . The Committee then discussed in detail and emphasised the importance of housing staff visiting tenants. Grahame noted we served (number redacted) notices. Grahame explained the annual write-off report will go to the Finance and Audit Sub Committee next week. He detailed that (name redacted) has recommended (company redacted) . The Committee agreed on engaging the services of (company redacted) .	
7.0	A.O.C.B	
7.1	Service Redacted Tender Grahame explained we received (number redacted) tenders for the (service	

	<p>redacted) contract which went through the PCS matrix. He noted that (company redacted) came in at the lowest price and scored equal first on quality. The Committee then discussed the tenders in further detail.</p> <p>Grahame suggested putting an article in the newsletter detailing what the service includes to manage tenants and owners' expectations and when to report when they have not attended. Christine mentioned we can add the schedule on our website as the document is too large to fit in the newsletter.</p> <p>The Management Committee then took a vote.</p>	
7.2	<p>Affiliation Fee Christine noted the fee for membership with (organisation redacted) is (figure redacted). TT expressed this is great value for money. The Committee agreed on renewing the membership.</p>	
7.3	<p>January Update Christine explained (organisation redacted) is seeking a transfer of engagements which (organisation redacted) has spoken openly about. GH suggested giving support to (organisation redacted). He added he was pleased to read the report and commentary from (name redacted). The Committee agreed to support (organisation redacted) on this matter.</p>	
7.4	<p>Data Protection Quarterly Report Emma explained the report covers the reporting period from (date range redacted). She noted the following:</p> <ul style="list-style-type: none"> • (number redacted) subject access requests were received. • (number redacted) freedom of information requests were received. • (number redacted) data breaches were reported. <p>Emma then summarised the highlights completed during the period.</p>	
7.5	<p>Accessibility Toolbar Usage Report Emma explained the report is based on the accessibility toolbar on our website. The toolbar allows users to customise our website by translating content into different languages, requesting for content to be read aloud, adjusting the colour, font, and size of text etc. Emma noted from the period (date range redacted) we had (number redacted) users who viewed (number redacted) pages using the toolbar.</p> <p>Christine commented she thought more people would use safari on their mobile phones or iPads rather than on desktops. SH and TT agreed they both prefer browsing the web with their computer.</p>	
7.6	<p>Policy Review Before the undernoted policies were approved, an overview was given of each one.</p>	
7.6.1	<p>Abandonment Policy No changes were proposed. Grahame highlighted that he has stripped out the procedures and made this into a separate document. CC asked if (duration redacted) is a standard notice period. Grahame confirmed this is in legislation.</p>	

<p>7.6.2</p> <p>Training and Development Policy</p> <p>No changes were proposed. Emma explained that GH suggested looking at the equality impact assessment again to take into account pregnancy, age and socio-economic status.</p> <p>The policies were approved by SH and seconded by TG.</p> <p>7.7</p> <p>Area Redacted Training</p> <p>Christine advised following the committee appraisals last year, it was identified that (area redacted) was a training need. Training has been arranged for (date redacted) which would be delivered by (name redacted).</p> <p>7.8</p> <p>Tenant Portal</p> <p>SH explained when she logs into the tenant portal on her mobile phone, she encounters difficulties when entering her date of birth. She expressed this may put tenants off accessing the tenant portal and completing surveys. SH added that when completing repairs satisfaction surveys, there is no option to leave any comments. Emma proposed to raise this with (company redacted).</p>	<p>CC asked about the disposal of items. Christine explained we assess whether the value of the goods is capable of being sold at the end of the (duration redacted) storage period to meet the costs of storage and any rent arrears due by the tenant. Grahame added this decision is made by the Housing Officer.</p>	<p>EC</p> <p>EC</p>
<p>8.0</p>	<p>Date of Next Meeting</p>	
<p>8.1</p>	<p>The next Management Committee meeting will be held on 21st March 2023 at 6.30 pm.</p> <p>There being no further business, the meeting closed at 8.15 pm.</p>	