

# Committee Minutes

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**Minutes of Date Held** Management Committee Meeting  
Monday 20<sup>th</sup> November 2023  
at NGHA offices at 200 Crown Street, Glasgow, G5 9AY at 6.30pm

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**Present** Jean Miller (Chair), Linda Malone, Raymond Shannon, Shahila Mandaniya, Aaron Reilly, Iain McCreddie, Pauline McKeever, Mari Clark, Carol Ann Duffy and Kirsten Adams-Mackenzie

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**In Attendance** Fraser Stewart - Director  
Norman Fitzpatrick - Depute Director  
Gregor Colville - Head of Housing Services  
Tracey McCauley - Head of Maintenance  
Jennifer Crocock - Office Manager  
Natasha Docherty - Administrator

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## 1. APOLOGIES

Apologies were submitted by Thomas Smart, Catherine Docherty and Liz Peden.

It was noted that the Chair had approved special leave for Liz Peden until further notice due to personal circumstances.

## 2. PREVIOUS MINUTES

The previous minute from the meeting from Monday 30<sup>th</sup> October is held over to the December meeting.

## 3. DECLARATIONS OF INTEREST

None.

## 4. RENT INCREASE PROPOSAL FOR CONSULTATION 2024/25

Committee noted the content of the previously distributed report and appendices, which included comparability of known likely proposed rent increases from GWSF members peer group.

A lengthy discussion took place about the proposed rent consultation figure of 6.7% (CPI figure up to September 2023).

The following points were raised in favour of for the proposed increase of **6.7%**:

- Any increase under 6.7% would cause significant issues with NGHA running costs
- Tenants on low incomes will struggle with a rent increase so CPI only would be the best option.
- In the hope that inflation rates will be lower in future years, a rent increase of CPI + 1% would be less of a financial pressure on tenants.

The following points were raised in favour of a proposed rent increase of **7.7%** (CPI + 1%):

- Last year, tenants were made aware that future rent increases would need to be at least 1% above inflation for many years to make up for losses incurred through the 23/24 below inflation increase.
- Concerns that a CPI only increase may result in cuts to our current high level of service to our tenants.

Additional points raised:

- Due to the office core opening hours, some tenants who work may find it difficult to contact/visit the office for advice and the suggestion of evening surgeries was welcomed.
- The new post of Tenant Participation Officer will be able to assist with tenant sustainability.

A further report and appendix was distributed at the meeting which detailed the rent increase consultation process. Committee noted that the process would run from 27<sup>th</sup> November until 22<sup>nd</sup> December 2023. A final report detailing the outcome of the consultation process will be presented at the meeting of 5<sup>th</sup> February 2024. As previously discussed, there will be a determined effort to engage with low income households to ensure that we can offer advice on what resources are available e.g. Welfare Rights, fuel advice.

Following a majority vote, Committee **approved** the following:

- a) to continue to seek to consult with as many of those on low incomes, but ineligible for Housing Benefit/Housing Support through Universal Credit, as we possibly can.
- b) for all stock: consult on an increase of 6.7%. On a typical 3 apartment rent of £99.56 per week this means an increase of £6.67 per week to £106.23 (equivalent to an annual increase of £347 to £5,523.96 p.a.). Apply the same increase to service charges that is agreed for rents after consultation with tenants.

Committee noted that applying an increase below our CPI+1% Business Plan assumption will likely mean a further extension in the period over which we need to apply above inflation increases.

## 5. BULK UPLIFT REVIEW

Committee noted the content of the previously distributed report.

Tracey presented the report which detailed the issues facing the Association about the current bulk uplift arrangements and the reasons why it is no longer financially viable. Committee voiced their concerns over the current situation in the area about bulk uplift and fly tipping.

A lengthy discussion took place and the following points were emphasised:

- There has been no increase in landscape fees to owners since 2010.
- Issues involving the regulating and monitoring of fly tipping. (The CCTV cameras that are currently situated at the Caledonia Road flats will be relocated to fly tipping hotspots.)
- Owners were previously consulted in 2021 with a proposed annual bulk uplift charge of £35 however GCC then introduced a £5.00 per item uplift and it is feared that the majority of owners would not support a £35 charge.
- Initially bulk uplifts were dealt with by 2 NGHA staff / 1 van on Monday, Wednesday and Friday's. This has now increased to mostly daily pick ups with 4 NGHA staff / 2 vans.
- Due to increased costs dealing with bulk uplifts, this is causing increasing budget pressures. The current arrangement whereby the Association lifts nearly all the bulk, including owners', is unsustainable.
- Concerns of GCC pilot scheme of bins being moved from back courts to front of buildings to Gorbals area are likely to exacerbate the current situation.
- Lack of GCC resources to work in partnership with NGHA to alleviate current issues.
- Public / environmental health issues.

After discussion, Committee **approved** to seek legal advice in relation to adding an annual environmental charge (fee to be determined) onto factoring invoices which would deal with bulk uplift and keeping the general area in an acceptable condition.

A long-term strategy will be presented to Committee dependant on legal advice and incorporating the findings of the ongoing review of landscaping costs and recharging policy.

## 6. A.O.C.B.

None.

Meeting closed at 8.35pm