

# Committee Minutes

**Minutes of Date Held** Management Committee Meeting  
 Monday 25<sup>th</sup> March 2024  
 at NGHAs offices at 200 Crown Street, Glasgow, G5 9AY at 6.30pm

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

**In Attendance** Fraser Stewart - Director  
 Gregor Colville - Head of Housing Services  
 Chris Rothnie - Head of Governance & Communications  
 Natasha Docherty - Administrator

## 1. APOLOGIES

Apologies were submitted by Liz Peden, Thomas Smart, Iain McCreddie, Shahila Mandaniya, Catherine Docherty and Linda Malone.

## 2. PREVIOUS MINUTES

**i) Management Committee** **05.02.24**

The above minutes were **approved** as a true and accurate record.

Proposed by : Aaron Reilly  
 Seconded by : Jean Miller

**ii) Closed Session – Management Committee** **05.02.24**

The above minutes were **approved** as a true and accurate record.

Proposed by : Aaron Reilly  
 Seconded by : Jean Miller

### For Ratification:

i) Development Sub-Committee 14.11.23  
 ii) Finance & Administration Sub-Committee 04.12.23  
 iii) NGPM (attached for information) 11.12.23

## 3. DECLARATIONS OF INTEREST

None.

#### **4. MATTERS ARISING:**

##### **i) Reidvale Housing Association**

A Special General Meeting is scheduled for tonight for the vote to remove five Committee Members (who are from outside Reidvale's area and who supported transferring to Places for People) and replace them with five new local members who support Reidvale remaining independent (it was reported at the close of the meeting that this vote was successful).

##### **ii) Police Office Closure Plan**

Police Scotland have invited responses to their proposal to close several police offices in the Glasgow area which include the Gorbals office. The Association has been in touch directly with local groups, and used social media to encourage responses in favour of keeping the local police station open.

It was agreed that the Association will submit a response to consultation confirming opposition to closure.

#### **5. SUB-COMMITTEE ROUND UP & STAFF BULLETIN**

The Committee advised the addition of Staff Bulletin has been positive adding this is clear, concise and easy to read. Committee agreed that the round up should be circulated to staff.

#### **6. SCOTTISH HOUSING REGULATOR AND GOVERNMENT UPDATE**

##### **i) Notifiable Events**

Chris Rothnie informed there are no live notifiable events.

##### **ii) Report Update**

Committee noted the content of the report where it was acknowledged that the last year has been financially difficult for all Housing Associations. Chris reported she and Fraser Stewart had hosted a visit from our Regulator Managers, Nicola McKean and Elizabeth McCullagh, on the 13<sup>th</sup> of February, and that the visit had gone very well.

#### **7. GOVERNANCE UPDATE**

Committee noted the content of the distributed report and appendix. Committee agreed that the holding of the Wider Action and Development Subcommittee meetings on the same evening should be reviewed during this year.

#### **8. NGPM RENT INCREASE**

The Director introduced the previously distributed report and appendices and ran through the content. It was noted that NGPM considered and approved the rent and service charge increases at their 11<sup>th</sup> March meeting.

Following the information shared the Committee **approved** the following:

- Increase rent by **6.7%**
- Future increases to be targeted **1%** above inflation.
- The same increase of **6.7%** will also be applied to service charges.

## **9. RENT INCREASE 2024/2025 CONSULTATION FEEDBACK - UPDATE**

Committee noted report. Response from the consultation has been positive with new Tenant Engagement Officer, Susan Burn, working well to get more local people involved.

Feedback from Tenant Engagement and Welfare Rights Officers and tenants who met with Gregor Colville had been that they welcomed the opportunity to speak with NGHHA regarding issues which mostly centred around affordability.

The out of hours HEAT event which took place 21<sup>st</sup> March was poorly attended. Committee agreed it would be beneficial to continue with the out of hours sessions with better promotion to see if engagement improves.

## **10. SOCIO ECONOMIC SURVEY**

Chris Rothnie provided a verbal update to the Committee where it was advised that the Survey is now closed and report finalised from 780 responses. It was noted that the responses total is slightly less than we had hoped for and proposing that Lorna Shaw from Research Resource would attend the upcoming Business Planning Day to discuss in more detail.

## **11. WEBSITE UPDATE**

Chris presented the website second stage design and asked Committee for their views. The feedback from a select number of staff and committee from the first stage of the design process had been incorporated into the design, this being:

- Increase in colours.
- Vacancies moved to footer.
- Larger font to be used.
- Clear wording and tabs on home page for ease of finding specific information.

After discussion, the following points were noted:

- Font still to be made larger.
- News and events tab to be moved to body of home page.
- Events to be moved to Community tab.
- Home page to combine top line headers to one line and possibly move search bar so appears more streamlined and clearer for users.

Chris will feedback Committee's views to Blue2 for them to incorporate the suggestions and will have this sent directly to the Committee members.

## 12. CLOSE CLEANING CONTRACT & APPOINTMENT OF QUALITY CONTROL SUPERVISOR

Committee noted the content of the distributed report and discussion took place. It was agreed the role of quality control would be taken over by Maintenance due to their experience of dealing with external contractors, and noted that the Quality Control Supervisor post had been approved by the Property Management Committee .

Committee approved a 3 year fixed term appointment of Quality Control Supervisor which will, in the first instance, be advertised internally.

Committee noted that they are disappointed that a QC role is required given that a contractor should be meeting decent standards without one.

## 13. FACTORED OWNERS: INCREASE IN CHARGES

Committee acknowledged the content of report. Fraser Stewart spoke to the report and recommendations noting the following in particular:

- The Management fee will increase by the same as the Association's rents (6.7%)
- Additional charges are being applied to cover the costs of bulk uplift, general estate services and the increase in landscaping costs.
- The Association does not charge VAT on labour to owners (a significant saving).
- The Association is covering costs and expects only to charge out the service at cost.

Committee **approved** to increase of charges proposed in the report

## 14. INSURANCE POLICY PROPOSALS

Committee noted the content of the distributed report which detailed that, due to changes in the insurance market, NGHA will remain with same insurers as last year (NIG), because the only other interested insurer was proposing much higher costs.

Committee **approved** to remain with NIG and also noted the increases in all of the Associations insurance costs.

## 15. PROCUREMENT STRATEGY UPDATE

The distributed report was discussed and Committee approved that the 2023/24 strategy to roll over to 2024/25. It was noted there are some minor changes which should be agreed with the Chair of the Finance Sub Committee, implemented, and reported back to a future meeting.

Committee **approved** the strategy plan.

## 16. ASBESTOS MANAGEMENT PLAN

Contents of attached report were discussed and acknowledged. It was noted that NGH A keep a register of properties affected by asbestos and that the “responsible person” for managing asbestos is Tracey McCauley, Maintenance Manager, who has undertaken the required training. It was confirmed that all relevant Maintenance staff, and all RRT staff, have also undertaken appropriate training.

An external audit on tenant health and safety issues, which includes asbestos, will be undertaken later this year and any recommendations will be immediately implemented.

Committee approved the plan, subject to receiving a year end report and presentation from the Health and Safety Manager, Michael Doherty.

## 17. BUSINESS PLANNING DAY

It was proposed to reschedule the proposed Business Planning Day for Saturday 20<sup>th</sup> April starting 9.30am and catering will be provided.

Committee also discussed the report on the Business Plan which recommended minor revisions to the existing plan (in a series of appendices) and noted that the financial section would not be ready for consideration until June 2024.

Committee **approved** all of the recommendations and agreed to the proposed date of 20<sup>th</sup> April for Business Planning day.

## 18. PAIH MEMBERSHIP RENEWAL

Committee noted the information from report and **approved** that the Association continue membership of Positive Action in Housing for the 2024/25 period at a cost of £1350 (the same cost as last year).

## 19. APPLICATIONS TO JOIN / USE OF SEAL

Following the implementation of Tenant Sustainment officer Susan Burns, there has been an increase in number of local residents looking to join.

Currently there are 21 names to be considered for membership.

Committee were provided with print out of names which were **approved**.

Certificates will be signed off by Jean Miller, Iain McCreddie and Aaron Reilly.

## 20. A.O.C.B.

### i) EVH Salary Increase

Fraser Stewart informed that the union rejected the 5.5% increase but have agreed a 6% increase (including all allowances except mileage) with EVH which they have recommended to their members. EVH are also recommending the 6% increase in their ballot of members.

Committee **approved** voting for the proposed 6% increase.

**iii) Apprenticeships**

Committee **approved** the report recommending the employment of four trade apprentices (two landscapers, one electrician and one gas engineer/plumber), with one post being held back pending the completion of the 5 year financial projections.

Meeting closed at 8.27pm