

Committee Minutes

Minutes of Management Committee Meeting
Date Monday 21st October 2024
Held at NGHAs offices at 200 Crown Street, Glasgow, G5 9AY at 6.30pm

Present Liz Peden, Pauline McKeever, Linda Malone, Iain McCreddie, Kirsten Adams-Mackenzie, Shahila Mandaniya, Cal Duffy, Raymond Shannon, Aaron Reilly (Vice-Chair), Andrew Donat, Przemek Pikula and Catherine Docherty (Co-optee)

In Attendance Fraser Stewart - Director
Gregor Colville - Head of Housing Services
Chris Rothnie - Head of Governance & Communications
Paul McNeil - HRC (part)
Susan Burn - Tenant Participation Officer (part)
Jennifer Crocock - Office Manager

In the Chair's absence, Aaron Reilly (Vice-Chair) chaired the meeting. Aaron welcomed the new committee members to the meeting.

1. APOLOGIES

Apologies were submitted by Jean Miller (Chair), Maureen McEnroe and Thomas Smart (special leave).

Presentations for items 9 and 10 were brought to the start of the meeting to allow speakers to leave the meeting after their agenda items (note – the minute of these items is in the running order of the agenda, not the meeting).

10. TENANT PARTICIPATION AND ENGAGEMENT STRATEGY

Committee noted the content of the previously distributed report and the Tenant Participation and Engagement Strategy and Action Plan.

Susan Burn, Tenant Participation Officer gave a presentation informing the Committee on how the strategy and action plan were developed and noted that management Committee, tenants and staff were involved in the process.

Following collaborative engagement with the community, Management Committee and staff, the 6 main areas of the action in the plan are:

- Improve communication
- Influence decision making
- Build confidence
- Increase involvement
- Promote feeling valued
- Reflect and improve

It was noted that we are trying to increase involvement by identifying and removing barriers where possible, e.g. 'Armchair Group' where staff can dial people into calls.

Committee were pleased with the continued works in engaging the tenants with the work of the Association. **Thanks were given to Susan Burn who then left the meeting at 6.40pm.**

Committee **approved** the Tenant Participation and Engagement Strategy and Action Plan.

9. BUSINESS PLAN

i) HRC Review of Business Plan Financial Section

Paul McNeil from HRC presented his report and findings to Management Committee in relation to the Business Plan Financial Section. Committee noted the previous distributed content of the report and appendices.

The report covered:

- Scope of the Review
- Economic Background
- New Build
- Financial Projections
- Statement of Comprehensive Income
- Statement of Financial Position
- Cash at Bank
- Loans
- Sensitivity Analysis
- Key Ratios
- Conclusion

The Vice-Chair invited questions from the Management Committee. As the presentation and been very informative and thorough, there were no further questions. **Thanks were given to Paul McNeil who then left the meeting at 7.07pm.**

Management Committee **approved** to undertake the recommendations from the report, which are:

- develop a full and integrated Asset Management Plan, including establishing NPV of specific projects / stock types.
- vigorously pursue obtaining grant funding for their remaining development projects.
- undertake a best value review of their day to day repairs service.
- introduce 'Golden Rules' to prescribe minimum levels of cash in bank and interest cover.
- update TMP to reflect increasing levels of fixed rate loans.
- consider refinancing some of their loans to alter the debt repayment profile.

The Vice-Chair stated that the meeting would now follow the agenda sequence for the remainder of the meeting.

2. PREVIOUS MINUTES

It was noted that Iain McCreaddie and Liz Peden had not been noted as present at both meetings of 21st August 2024. This omission will be rectified in the published minutes on our website.

i) Management Committee 21.08.24

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

Proposed by : Linda Malone
Seconded by : Kirsten Adams-Mackenzie

ii) Closed Session – Management Committee 21.08.24

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

Proposed by : Linda Malone
Seconded by : Kirsten Adams-Mackenzie

iii) Management Committee 02.09.24

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

Proposed by : Linda Malone
Seconded by : Kirsten Adams-Mackenzie

iv) Management Committee 09.09.24

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

Proposed by : Linda Malone
Seconded by : Kirsten Adams-Mackenzie

For Ratification:

- | | |
|------------------------------------|----------|
| i) Finance and Admin Sub-Committee | 17.06.24 |
| ii) Wider Action Sub-Committee | 01.07.24 |

3. DECLARATIONS OF INTEREST

None.

4. MATTERS ARISING:

Committee noted the content of the previously distributed report, which provided an update on the following items:

i) Thriving Places Funding

A report from Chris Mooney, Capita will be presented at the December meeting which will provide analysed data to compile a case for further funding.

ii) Proposed Sale of Adelphi by City Property

A meeting with City Property is being arranged to hold discussions on proposed ideas for the site and will be reported back at a future meeting.

iii) Acquisition of Riverside Tavern and Gorbals Recycles

The acquisition has stalled due to a title issue but will be raised at the City Property meeting and reported back at a future meeting.

A new committee member questioned the location of the Gorbals Recycles unit and it was agreed that a google link would be issued with the location.

iv) Waddell Court Windows

The updated information is that 47 out of 48 properties have had precautionary works completed and working towards gaining access to the final flat.

v) Anti-Slavery Statement

Although NGHA is not required to publish an annual anti-slavery statement under the Modern Slavery Act (2015) it was agreed that the Association would investigate developing one in alignment with best practice.

5. ITEMS FOR INFORMATION

i) Blue Light Card

Office Bearer approval had been granted for paying the admin cost for Blue Light Cards for all staff due to time constraints. Management Committee supported this decision.

The purchase of the cards requires be looked into further in relation to the criteria for accessing the card.

ii) Northgate: Doolan and Neave Brown Ceremonies

Unfortunately, on this occasion, NGHA did not win a Neave Brown Award.

Raymond and Pauline noted interest in attending the Royal Incorporation of Architects in Scotland (RIAS) Awards in Dundee on 21st November. Fraser stated that he will speak to Head of Development to sort out arrangements for this ceremony.

iii) GWSF Annual Conference

Any members wishing to attend this conference, please contact the Office Manager.

Committee **approved** the Director joining a panel session on localism and the future of CBHA's at the conference.

iv) Bulk Waste Charges Update

Lessons have been learned in relation to future communications to provide a more descriptive explanation to owners when costings are involved.

6. STAFF BULLETIN

Committee noted the content of the previously distributed staff bulletin.

7. SCOTTISH HOUSING REGULATOR AND GOVERNMENT UPDATE

i) Notifiable Events

Committee are aware of the current live notifiable event that has been reported to Scottish Housing Regulator (SHR).

ii) SHR Engagement Plan Update

Committee noted the content of the previously distributed report.

NGHA to send SHR an update on the development programme by 31st October 2024. This will be reported on at the Development Sub-Committee meeting on 4th November.

Senior Staff will meet with NGHA's Regulatory manager on Tuesday 12th November to discuss the business plan, supporting information and any risks to the organisation.

iii) Report Update

Committee noted the content of the previously distributed report

It was highlighted to the new members that this regular report summarises SHR published news.

It was noted that NGHA will take recommendations on board from the Thematic Review on the Provision of Sign Language Services by RSL's in Scotland. Where appropriate, recommendations will be included in the Equalities Action Plan.

8. GOVERNANCE UPDATE

Committee noted the content of the previously distributed report and appendices.

It was highlighted that the Director's appraisal will be carried out in November 2024 with support from HR Manager.

The following points were raised by Committee members:

- Missing appendix in relation to Annual Procurement Strategy. It was agreed this will be investigated and distributed.
- Adverse Weather Policy is past its review date. It was confirmed that this remains a working policy and will be reviewed and brought for approval.
- Gas Safety Policy is duplicated on the Policy schedule. Confirmation to be sought from Head of Maintenance that the correct policy is included in schedule.

9. BUSINESS PLAN

ii) Business Plan Programme

Head of Housing Services presented the previously distributed report and Committee were satisfied with the content.

iii) Risk Register Update

Head of Housing Services presented the previously distributed report and appendix.

Committee reviewed the register and agreed to **approve** the following recommendations detailed within the report:

- The inclusion of a Failure of Financial Control risk to the strategic risk register.
- The existing controls and mitigation in place to mitigate the risk arising from it.

iv) Tenant and Owner Satisfaction Survey 2024

Committee noted the content of the previously distributed report.

The Director presented slides which detailed results of the recent Tenant and Owners Satisfaction Surveys and provided comparisons with results from previous surveys (2015, 2018, 2021). Results showed increased satisfaction in all areas. Satisfaction levels are significantly higher than Scottish average in all areas.

Committee were delighted with the results of the recent surveys.

It was raised by Committee that, was noted to ensure that when publishing the full results on our website, it is important to make clear that the percentage figures indicate levels 'satisfied' and not 'dissatisfied'.

10. ANNUAL ASSURANCE STATEMENT

Committee noted the content of the previously distributed report and appendices.

It was highlighted for new committee members that, under the SHR's Regulatory Framework, all RSL's must submit an Annual Assurance Statement to them, no

later than 31st October each year. Management Committee must have evidence of working documents and be provided with ongoing assurances that we are compliant with all necessary regulatory requirements.

It was reported that Quinn Internal Audit (QIA) had completed their verification of NGHAs self-assessment process and the associated working files and advised the Management Committee to consider reporting 'compliant' within their Assurance Statement. It was highlighted that QIA's report made eight recommendations for improvement but that these were not material to the Association's compliance and an action plan based on these recommendations would be taken to the next meeting.

It was reported that the Group Audit Sub Committee had considered a draft of QIA's report and evidence matrix at their 7th October meeting and approved it for finalisation and submission to the Management Committee to support the return of the Assurance Statement.

Committee noted the appended Assurance Statement Review report, assessment matrix, and draft assurance statement.

After discussion, the Committee **approved**:

- NGHAs 2024 Annual Assurance Statement, reporting compliant', with the Statement to be signed by the Chair, submitted to SHR and published on NGHAs website.

11. RENT INCREASE PROPOSAL FOR CONSULTATION 2024/2025

Committee noted the content of the previously distributed report and appendices.

After discussion, 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 possible.
- b) for all stock, to consult on an increase of 2.7%. On a typical 3 apartment rent of £106.45 per week this means an increase of £2.87 per week to £109.32 (equivalent to an annual increase of £149.24 to £5,684.64 p.a.). Apply the same increase to service charges that is agreed for rents after consultation with tenants.
- c) to consider reviewing inflation in our core costs up to September each year. These typically rise by significantly more than inflation and if that results in significant increases then that must be taken into consideration alongside CPI.
- d) to review the affordability issue in detail, including taking account of the tenant data we have though the recent Socio-Economic study.

12. VOID HOME FUNDING

Head of Housing Services presented the previously distributed report.

Committee members questioned the length of time some properties were void for. The Head of Housing Services explained several buy back properties required substantial modernisation works necessitating a tender to be issued for the collective works to ensure costs are kept to a minimum. A discussion took place around how Committee could monitor void properties in more detail, and it was agreed long term voids will be reported on at the next Property Services Sub-Committee meeting. The report will note the areas of voids and the reasons for the delays.

It was noted that, in the case of buy backs, neighbours are communicated with about how long works are expected to take before the properties are let.

Committee **approved** to apply for grant funding to Glasgow City Council (GCC) for the modernisation of twenty long term void properties via the Housing Emergency Programme.

13. GCC ENGAGEMENT ON PARKING

Committee noted the content of the previously distributed report and appendix.

It was noted that community groups had been asked for their feedback on this consultation.

After discussion, a vote took place regarding the introduction of parking charges which was overwhelming opposed to.

The following matters were agreed to:

- carry out traffic survey during day, evening and at weekends to provide evidence of busy times i.e. Monday to Friday during the day.
- find out details of Govan car parking controls which are comparable.
- Capita to be asked to compile an economic profile of areas to be charged.
- obtain feedback from tenants at Tenant Conference.

The following points were to be included in response to GCC.

- the exclusion of Laurieston in consultation.
- Misleading questions on online questionnaire.
- Against introducing control zone / parking charges as only issue from Monday to Friday during the day.
- What are proposed charges? High percentage of social rented housing so parking should either free or affordable. Major fees will be a big issue.
- What are proposed charges for businesses? If charges introduced this will cause an issue for staff retention in the area.
- How is GCC going to manage the control zone?

The Director will try to find out what date GCC will be discussing the consultation feedback.

The Director will compile a response to GCC to take on board comments raised during the discussion and circulate to Management Committee.

14. PROPOSED ACQUISITION OF TENEMENT AT 26-34 BRIDGE STREET

Committee noted the content of the previously distributed report and appendices.

After consideration, the Committee **approved** to progress with the acquisition of 26-34 Bridge Street.

15. PROPERTY MANAGEMENT REMIT, SUB-COMMITTEE REMITS

Committee noted the content of the previously distributed report and appendices.

It was confirmed that the finalised title to be used going forward was Property Services Sub-Committee (not Property Management). This is an amalgamation of the Housing Management and Maintenance Sub-Committee meetings which required the Sub-committee Remits to be update.

Committee **approved** the changes to the Sub-Committee remits, which form part of the appendices to NGHA's Standing Orders.

16. SUB-COMMITTEE MEMBERSHIP

Committee noted the content of the previously distributed report and appendix.

New committee members were advised that they can attend any Sub-Committee (other than Group Audit and NGPM) on an occasional, ad-hoc basis, which may be useful in assessing which sub-committee memberships would be of interest to them.

Sub Committee membership was approved with the following amendments:

Kirsten Adams-Mackenzie : remove from Development &
Wider Action Sub-Committees
Cal Duffy : add to Development Sub-Committee

17. A.O.C.B.

i) Governance

A committee member raised the point that under agenda item 8) Governance Update, item 5, the joining dates failed to take into consideration when members first became involved with NGHA. These dates were solely in relation to committee election dates at AGM meetings. It was agreed to reflect, where appropriate, the length of time long standing committee members have been formally contributing towards the Association's work (e.g., serving on the LHO subcommittee, which was disbanded post GHA stock transfer).

ii) Membership Application

Minuted under closed session.