



Minutes of the Management Board meeting held on Tuesday 20 October 2020 at 6.00pm using ZOOM Video Communications.

Ag3

Present: Joan McFarlane (Chair)
Tiffany Harvey
Helen Eakin
Elspeth Kerr
Margaret Bowie
David Riddell

In attendance: Pauline Burke, Interim Director
Sharon Flynn, Temp. Depute Director
Duncan McKnight, Technical Manager
Stephen Watt, Corporate Services Assistant

In light of the current coronavirus situation and Government guidelines, Board and staff agreed that the meeting would be via Zoom video communication.

1. Apologies

1.1 Apologies were received from T Diggory, P McBride, and A Loen.

2. Declaration of interest

2.1 There were no declarations of interest.

3. Minute of the previous meeting

3.1 The minute of the meeting on 8 September was proposed by H Eakin and seconded by E Kerr. These minutes will be signed at the first available date due to Covid-19 restrictions.

Action – S Watt

4. Matters arising

- 4.1 The Director informed the Board that member J McAllister had resigned for personal reasons which Board duly accepted.

5. Acting Director's report

5.1 Office of the Scottish Charity Regulator return 2019/20

- 5.1.1 The OSCR annual return for 2019/20 was presented to the Board for approval.
- 5.1.2 The Board approved the return which is due to be submitted by the end of December 2020.

5.2 Financial Conduct Authority return 2019/20

- 5.2.1 The Financial Conduct Authority (FCA) annual return for 2019/20 was presented to the Board for approval.
- 5.2.2 The Board approved the FCA return which is due to be submitted by the end of October.

5.3 Payment and benefits mid-year report

- 5.3.1 The Director presented a mid-year report on Entitlements, Payments and Benefits advising that there have been no entries in the register for the period April to September 2020.
- 5.3.2 The Board noted the mid-year report.

5.4 Business plan targets mid-year report

- 5.4.1 The Director referred to the mid-year report for the Business Plan which was agreed in June 2020 and highlighted the items that had been both achieved and delayed due to the impacts of Covid-19 which have been reported to Board previously.
- 5.4.2 The Director reported that the matter of rents being more affordable is an area that the Co-operative is continually working towards and that this has shown an incremental progress year-on-year. The Director advised that there will be a proposal brought to the next Board meeting on the rent review for 2021/2022 and provided a paper from Glasgow West of Scotland Forum and Scottish Housing Regulator for discussion.

The Board requested that the Director should bring a report for the next meeting based on both a rent freeze and Consumer Price Index in October 2020

Action – P Burke

5.4.3 The Board noted the Business Plan update.

5.5 Value for Money statement 2020-2023

5.5.1 The Director presented the Value for Money statement for 2020/23 and advised that this had now been reviewed for the meeting. The Director highlighted areas for the Board to consider on rents and staffing costs.

5.5.2 The approach taken by applying CPI increases to the rent had served the Co-operative well over the past four years towards aligning rent costs with our peers in the Drumchapel area. In terms of staffing costs, we are slightly higher than our peers which would be reviewed as part of the options appraisal.

The overall conclusion is that Co-operative is able to demonstrate value for money and that tenants' views are improving on this, it is however noted that some areas of further improvement are required.

5.5.3 A Board member asked about the costs of removing bulk during the council service being suspended; the Director advised that this was in the region of £8,200 between 1 April and 30 September. The Technical Manager advised that this was a concern as it is likely that bulk services will become a charge from the council and the Co-operative could not sustain the levels of costs. The Director advised that a letter from Glasgow West of Scotland Forum concerning the council's suspended bulk uplift service will be shared with Board members.

Action – P Burke

5.5.4 The Board approved the Value for Money update.

5.6 Assurance update

5.6.1 As agreed at the last Board meeting, the Annual Assurance Statement will be submitted to Scottish Housing Regulator by 30 November 2020 following a Special Board Meeting on 24 November 2020 to approve the statement. The Depute Director requested that Board members are able to contact either P Burke or S Flynn prior to the meeting to discuss any issues or queries that they may have.

5.6.2 The Board noted the Assurance update.

5.7 Management Team report

5.7.1 The Senior team presented the Covid-19 update with the default position remaining that the office is closed, and staff are working from home with all services provided.

5.7.2 With additional restriction measures being reported by the Scottish Government, the Board were asked to consider making a decision on how long the office should remain closed to staff and the public. The Board discussed the uncertainty around short-term decisions and the risks of a second-wave of Covid-19 and normal winter virus outbreaks and decided that the office should remain closed until at least the Board meeting in January 2021 when a further decision would be made. The Board advised the Director to ask staff to continue to work from home to ensure their safety and well-being.

Action – P Burke

5.7.3 One staff member remains on partial furlough with the scheme due to close on 31 October 2020.

5.7.4 The Board noted the Management Team report.

6. Temporary Depute Director's report

6.1 Performance report – Quarter 2

6.1.1 The Depute Director presented the Board with the quarter two performance report and appendices highlighting the cumulative rent management and arrears position as an ongoing concern. It was also noted that both anti-social behaviour and service delivery complaints had increased and a positive reduction in days to relet by 7.7days.

6.1.2 The Board noted the Performance report update and appendices from Citizens Advice Bureau and Glasgow West of Scotland Forum.

6.2 Maintenance progress report

6.2.1 Board member asked why the special meeting for 24 September 2020 had not taken place, Technical Manager advised that unfortunately tender reports were not available to be issued 7 days prior to the meeting date and as a consequence the meeting could not progress as planned.

6.2.2 It was confirmed that in accordance with approval granted at the September meeting, L& D Plumbing & Tiling Ltd had been appointed to carry out the kitchen and boiler replacement contract with a revised contract sum of £601,811.42, in line with five-year projections.

Reports on tenders were presented for window and bathroom replacement contracts and board agreed to appoint the contractors who submitted the most economically advantageous tenders. Sidey Solutions Ltd to be appointed for window replacement at the agreed contract sum of £107,773.12 and MCN (Scotland) Ltd to be appointed for bathroom replacement at the agreed contract sum of £90,057.00.

6.3 Block profiling request

6.3.1 A report was presented with a request from MAPPA on block profiling. Following discussion, the Board noted the contents of the request and approved the recommendation to sign the new Information Sharing Protocol.

6.4 Bad debt write off report – Quarter 2

6.4.1 The Depute Director requested a bad debt write off within policy, however advised the Board that the paper presented required a late change to the requested amount of £ £5,542.12; the request had included an amount dated 17 August which should not appear on this quarterly write off request and was therefore removed. The new request was £1,702.26 which was subsequently approved by the Board.

6.5 Former tenant credit write off report – Quarter 2

6.5.1 The Housing Management team requested approval for former tenant credit write off as per policy which amounted to £318.37. Board approved the request to write off the credits.

7. Policy review

7.1 The Director referred to the Policy Review schedule attached at item Ag7.1(i) and advised Board that these policies had been placed on the Board Portal for reviewing.

- Procurement
- Repair and Maintenance
- Void Management
- Asbestos in tenancies

- 7.2 The Technical Manager discussed the policies and confirmed that consultation had progressed with tenants and staff. The Co-operative had used SurveyMonkey to carry out some of the consultation. This provided important feedback which was incorporated within the policies.

A Board member requested that more information on the handyman service is made available for tenants. It was agreed that this would be included on the website and newsletter articles, together with services available via Glasgow City Council.

Action – S Watt

- 7.3 The Director advised the Financial Regulations Policy and Financial Procedures had been reviewed however due to the maintenance policies reviewed this month these will be brought to the December Board meeting for approval.

Action – P Burke

- 7.4 The Director advised that the Treasury Management Policy is due for review in December 2021.

- 7.5 The Board noted and approved the suite of Maintenance policies and noted the revised dates for financial and treasury management policies and procedures.

8. Governance

8.1 Membership Report

- 8.1.1 There were 39 prospective members brought to this meeting and 11 Share Certificates which were approved by the Board.

8.2 Notifiable Events

- 8.2.1 The notifiable events report was presented to the Board.

- 8.2.2 The Board noted the notifiable events update.

9. Audit, Risk and Staffing sub-Committee

- 9.1 There were no sub-Committee minutes to review.

10. Any Other Competent Business

- 10.1 The Director advised that we are awaiting information from G15 Buses concerning their request for a donation/Corporate membership. This will be updated at the December meeting.

Action – S Watt

- 10.2 The Board were asked to approve the pro forma for the annual software license with SDM at a cost of £12,211.36 for 2021/2022. The invoice is anticipated in December 2020. The Board approved this request.

- 10.3 A Board member advised the Board that the G15 youth group was seeking £5,000 from Housing Associations in the area after funding was halted by the council. The Director advised that a presentation by the group is being made to the DRUMCOG Senior Officers meeting in November and an update will be brought to the December Board meeting.

11. Date of next meeting

- 11.1 The next Board meeting will take place on Tuesday 1 December 2020 at 6.00pm using ZOOM Video Communications.

The meeting closed at 7.20pm.