

Abronhill Housing Association

Remote Meeting of the Management Committee held on Thursday 29 April 2021 via Zoom at 17:00hrs

Minutes

Present:	P Broadwith	R Russell	L Black
	I Smith	W Noon	C Burns
	A Smith		
In Attendance:	S Macintyre	J Daisley	P Long, FMD
	A Cameron, Quinn Internal Audit		

	Agenda Item	Action
1.	<p>Apologies</p> <p>An apology had been received from D Brown.</p>	
2.	<p>Declarations of Interest</p> <p>S Macintyre declared an interest in item number 7.1 Hillhead Housing Association – Director Services</p>	
3.	<p>3.1 Minutes of previous meeting (held on 25 March 2021)</p> <p>Item 11.1 Gas Servicing Contract – P Broadwith asked about the community benefits to the Association. S Macintyre confirmed that this had been raised at the pre-start meeting and the contractor James Frew will come back to the Association regarding this.</p> <p>Item 13 NLC Community Hub – P Broadwith asked if there had been any update regarding this. S Macintyre advised that he had received a letter from NLC regarding the ownership of the Association's office and the long-term plans for the office. S Macintyre has advised he would reply and note the Association's interest in having discussions with NLC regarding the Abronhill Shopping Centre.</p> <p>Acceptance of the minutes, which, had been circulated in advance, was proposed as a true record of the meeting of 25 March 2021 by C Burns and seconded by P Broadwith.</p> <p>3.2 Actions/Decision List from Meeting held on 25 March 2021</p> <p>S Macintyre advised that 33 repairs satisfaction survey forms have been completed and returned to the Association. 96% of tenants confirmed that they were either satisfied or very satisfied with the service. A report will be issued for the May committee meeting.</p>	

4.	<p>Matters Arising</p> <p>Item 11.2 NLC Energy Efficiency Works – S Macintyre advised that he and A Moore had a meeting with NLC regarding the works to 45 of the Association’s properties. The Association is unable to make any financial commitment this year and have asked NLC to come back with a proposal. S Macintyre advised that the VAT rate for energy efficiency works is 5%, which would be added to the cost, which is estimated to be between £7k - £7.5k per property. A surveyor would provide a cost estimate for each block.</p> <p>Item 13 S Macintyre advised that Mr Robert Brownlee would join the management committee next month. Mr Brownlee is a member of the Association and will fill a casual vacancy following the resignation of M McGuire.</p>	
5.	<p>Health & Safety and Cyber Security</p> <p>5.1 Corona Virus Update Report</p> <p>The report was included with the committee papers for information. S Macintyre advised that from 26 April 2021 the Association has been able to offer a full repairs service. The Association has also received a number of referrals for medical adaptations from Occupational Therapists.</p> <p>5.2 Health & Safety Report</p> <p>S Macintyre discussed the Health and Safety reports that had been prepared by F Stuart who is the Association’s Health and Safety Administrator.</p> <ul style="list-style-type: none"> • The Health and Safety Policy statement has to be reviewed and signed by both the Director and Chairperson. • The Committee H & S Responsibilities has to be reviewed and signed by each member of the management committee. The committee were asked for permission to use an e-signature on the form. If this is not possible then the committee can sign the hard copy of the document and return it to the office. <p>The Association follows Employers in Voluntary Housing (EVH) H & S control manual and this is updated twice a year. The most substantial changes have been in Temporary Working from Home and Stress (now entitled Stress, Mental Health & Wellbeing). S Macintyre advised that a risk assessment is to be carried out and equipment being used by staff at home is to be PAT tested.</p> <p>The committee reviewed and agreed the policy statement, committee responsibilities and updates to the H&S manual.</p>	

6.	<p>Correspondence</p> <p>6.1 Employers in Voluntary Housing (EVH) Monthly Report</p> <p>This was included for the committee's information. S Macintyre advised that he had sent an email to committee regarding a training session EVH are running for governing body members on Thursday 20 May 2021.</p> <p>6.2 SHN - Membership Renewal</p> <p>The committee approved the membership renewal.</p> <p>6.3 SHARE – Membership Renewal</p> <p>R Russell asked how committee members can access the complimentary get on board and take time out – free training sessions. S Macintyre will enquire and advise committee. The committee approved the membership renewal.</p>	
7.	<p>Regulatory, Notifiable Events & Governance Matters</p> <p>7.1 Hillhead Housing Association – Director Services</p> <p>P Broadwith advised that a Director Services Appraisal meeting had taken place with the office bearer's and S Macintyre. A report had been included with the committee papers. P Broadwith asked the committee to approve the re-appointment of Hillhead Housing Association for a further two-year period. Committee approved this.</p> <p>7.2 Committee Training</p> <p>S Macintyre has agreed that this will be a standing item on the agenda. Email notifications of training courses will be emailed to the committee. The committee attended a training course What's on the Horizon for Housing Associations on Tuesday 27 April with SHARE.</p>	
8.	<p>Strategy/Development</p> <p>8.1 Woodcutter Site – Monthly Contractor's Report</p> <p>The development sub-group meeting will take place on Tuesday 11 May 2021 at 5pm. S Macintyre advised that a final version of the legal agreement should be available and this will be sent to TC Young. R Russell advised that he can attend on this date and asked for a printed copy of any reports.</p>	

9.	<p>Staffing</p> <p>No report</p>	
10.	<p>Finance & Audit</p> <p>10.1 Management Accounts to 31 March 2021</p> <p>P Long presented the management accounts to the 31 March 2021 for approval. He explained these would also form a first draft of the annual accounts. The statement of comprehensive income shows that the Association made an operating surplus of £227k and after net interest payments and pension deficit payments a net surplus of £183k.</p> <p>The Income & expenditure analysis shows the void loss is greater than budgeted due to the number of voids and the work required to void properties. The grant income for stage 3 grants is lower than budgeted as less work has been completed. The Association received £15k from the Community Fund and have spent £11k this year. The reactive maintenance costs are higher than budgeted. The statement of financial position shows that the Association has a higher cash balance than budgeted. The Association's net assets are £2.6m. The Association has spent less on capital expenditure than budgeted mainly due to the lockdown restrictions. The rent arrears have increased by £14k from Mar 2020. The ratio analysis shows that all loan covenants are being complied with.</p> <p>P Broadwith asked what the retentions and miscellaneous figure represented on the variance analysis page 7a. P Long explained that it is normal practice for a retention to be held on larger contracts and then paid at a later date.</p> <p>The Management Committee approved the management accounts to 31 March 2021.</p> <p>10.2 Refinancing – Legal Costs Report</p> <p>P Long discussed the report that had been prepared by F McDonald. P Long advised that the costs would have been similar regardless of the lender appointed by the Association and TC Young have confirmed this. It was noted that the legal costs have reduced from £83k to £72k due to the loan agreement not being subject to VAT and a reduction in the Bank of Scotland title costs. He added that in his view the costs involved in relation to the titles would not have been known until the process was underway.</p> <p>S Macintyre advised that TC Young will have a draft loan agreement in place before the end of May. A special committee meeting will be required to approve the loan agreement. A quorum of committee members will be required to attend and TC Young will be in attendance. The Co-op loan will be paid off at the</p>	

<p>beginning of June and the balance of the loan drawn down at a later date. The balance to be drawn down will attract a non-utilisation charge and interest will be paid on the amount drawn down to pay off the Co-op loan. S Macintyre has advised that delegated authority should be given to those committee members in attendance to progress matters to completion on the Association's behalf.</p> <p>10.3 Internal Audit – Tenant Safety Report and Audit Plan</p> <p>A Cameron presented the tenant safety report and audit plan that had been included with the papers.</p> <p>A Cameron confirmed that he had given limited assurance following the audit and has made 3 Priority 2 recommendations and 8 Priority 3 recommendations. The recommendations are:</p> <ul style="list-style-type: none"> • The Association to review and update the asbestos register to ensure actions are up to date. • The Association to consider using an Asbestos contractor to provide the Association with survey reports that can validate the current register. • The Legionella policy is to be updated. This will be brought to the June 2021 meeting for approval. • The Association to ensure void procedures are complied with in relation to flushing outlets prior to void properties being handed over and updated on the void inspection checklist. • The Association to check if Larch Place requires a fire risk assessment for communal areas. • The Association does not conduct an ongoing formal Estate inspection programme. The Association should consider estate inspections of the stock and areas where there is communal access. • The Association to check if Larch Place has emergency lighting and to have the lighting checked. • The Association's Gas Policy is due to be reviewed. This will be brought to the June 2021 meeting for approval. • Gas safety audits should be restarted. This is due to commence in May 2021. • The Association's Asbestos policy has passed its review date. This policy will be brought to the June 2021 meeting for approval. • Fire alarm installation certificates have to be located/reissued. <p>A Cameron advised that this area had not previously been looked at by internal audit and advised that this should be reviewed in a couple of months to see what recommendations have been completed. This item should be included in the actions list for August. P Broadwith asked why void procedures have not been fully complied with. S Macintyre advised that due to practicalities</p>	
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	<p>of staff working from home some of the forms had not been fully completed. Staff have been made aware of this and paperwork has to be checked.</p> <p>A Cameron presented the internal audit plan for 2021/2 and has recommended the Association carry out reviews of rent arrears and allocations. He noted that these are two core services that have been impacted by Covid. Committee approved this.</p>	
11.	<p>Operations</p> <p>11.1 Complaints Handling Policy – Revision</p> <p>The Scottish Public Services Ombudsman (SPSO) have revised the Model Complaints Handling Procedures (MCHP) for local authorities and housing associations and these changes have to be implemented from 1 April 2021. The MCHP includes references to Associations having an Unacceptable Actions Policy and a Customer Service Policy, Abrohill HA does not have either of these policies. These policies have to be added to the Policy Register as outstanding and drafts will be brought to the committee for approval.</p> <p>R Russell queried the question – What outcome are you seeking? on Page 5 of the Customer Complaints Handling Procedure. The committee discussed this and S Macintyre agreed to look at an alternative form of words.</p> <p>11.2 Policy Review List</p> <p>S Macintyre presented a copy of the policy review list that was included with the committee papers. He highlighted that on one side of the report it shows the policies that the Association does not currently have in place. In addition, on the other side it lists the policies currently in place and the review dates. S Macintyre has prioritised which policies require to be reviewed first and has suggested setting up a policy review sub-committee to meet twice a year. C Burns, I Smith and P Broadwith confirmed they would be able to attend.</p> <p>W Noon asked if the Association needs to have all of these policies in place and if some of them could be combined. S Macintyre will ask A Cameron, Internal Auditor to review the list of policies and will report back to the committee. It was also agreed that the policy review list should be presented to committee every 6 months.</p> <p>11.3 Tenant Engagement Report – TPAS</p> <p>The report was included with the committee papers. There was a very low level of response from tenants and it was agreed that any further tenant engagement will be carried out in-house by the</p>	

	<p>Association. R Russell suggested putting information in the next newsletter to tenants. This was agreed.</p> <p>11.4 Data Protection Policy</p> <p>The policy was included with the committee papers. S Macintyre advised that the policy is a regulatory requirement and our Data Protection Officer had provided the wording for the policy. Committee approved the policy.</p>	
12.	<p>Deferred Agenda Items</p> <p>No items were deferred.</p>	
13.	<p>Any Other Competent Business</p> <p>P Broadwith advised that following a review of the Director Services it is important for committee members to be aware that Hillhead HA provide Director Services 2 days per week.</p>	
14.	<p>Date of Next Meeting: 27 May 2021 at 5pm via zoom</p>	

Signed as a true record by the Chairperson

..... **Date**

Copies of committee reports are available on request.