

MINUTE OF THE MEETING OF THE MANAGEMENT COMMITTEE MEETING held on Wednesday 27th May 2020 VIA ZOOM at 5.30 pm

PRESENT

**Ms Moore
Mr Marley
Mrs Marley
Ms Boyle
Mrs McInnes
Ms McVey
Mr McCrudden**

IN ATTENDANCE

**Jim McAlpine (Director)
Linda Scott (Depute Director)
Terry McKenna (Maintenance Manager)
Jacqui Anderson (Housing Manager)
Ann Dundas (Minute Secretary)**

1. APOLOGIES

The leave of absence for Mrs Dunn, Mrs McKelvie and Mr Vaz were noted.

Apologies were received from Mrs McGowan.

2. DECLARATIONS OF INTEREST

The standing declarations of interest for Reidvale Neighbourhood Centre matters for Mr Marley and Mrs Marley were noted.

The standing declarations of interest for RAPA matters for Mrs Marley and Ms Boyle were noted.

The standing declaration of interest for GWSF for Ms Moore was noted.

3. ADOPTION OF THE MINUTE OF 26.02.20

The Minute of the meeting of 26.02.20 was proposed as a true record by Ms Boyle, seconded by Mrs Marley and agreed by the Management Committee present.

4. MATTERS ARISING

There were no matters arising.

5. SUB-COMMITTEES

a) RECOMMENDATIONS FROM THE HOUSING SERVICES SUB-COMMITTEE MEETING held on 18.03.20

The Management Committee noted that this item is provided for information only. Due to the cancellation of the Management Committee meeting scheduled for 25.03.20 due to “lockdown” Office Bearers used their delegated authority to authorise the write off of all of the undernoted balances following discussions with the Director on Friday 27th March 2020.

1. Write Off Reports

The Housing Services Sub-Committee recommends that the Association write off the undernoted balances relating to former tenant arrears, credit balances and rechargeable repairs.

(a) Former Tenant Arrears

Account No	Date Tenancy Ended	Balance	Reason for Write off
2043	05/06/19	£1774.89	Former tenant evicted.
2841	12/04/19	£382.34	Former tenant absconded.
2867	17/06/19	£1285.88	No forwarding address supplied.
2792	03/04/19	£1.74	Not cost effective.
2712	28/10/19	£3736.93	Former tenant evicted.
2574	16/11/18	£286.66	No forwarding address supplied.
2794	10/8/18	£1818.70	No forwarding address supplied.
2880	18/07/19	£560.52	No forwarding address supplied.
2659	13/12/18	£513.93	No forwarding address supplied.
1511	25/02/19	£67.06	Former tenant deceased.
2838	04/12/19	£2871.49	Former tenant evicted. No forwarding address for former tenant.
2646	21/10/19	£2631.55	Abandoned tenancy. No forwarding address for former tenant.
2626	28/10/19	£8.64	Former tenant evicted. No forwarding address for former tenant.
2358	27/02/20	£3342.59	Eviction. No forwarding address for former tenant.
2538	29/08/19	£282.87	Former tenant deceased.

0594	25/03/15	£353.56	Former tenant received 8 letters and 3 home visits. No longer cost effective to pursue. This is outwith the criteria for write offs, set out in the Write Off Policy, which states where the individual's whereabouts are known failure of the former tenant to respond to at least two letters and a home visit where the level of debt is below £150 is not cost effective to pursue further. We recommend this balance is written off.
2451	18/03/19	£2.80	No forwarding address for former tenant.
2044	01/02/19	£36.20	Former tenant deceased.

Total to be written off: £19,958.35

(b) Former Tenant Credit Balances

Account no	Date Tenancy Ended	Balance	Reason for Write off
1959	27/03/19	£0.01	Not cost effective.
2202	18/07/19	£0.60	Not cost effective.
2763	06/09/19	£121.45	Former tenant was in receipt of full HB. No outstanding HB overpayment due.
2349	23/07/18	£53.10	Former tenant deceased.
0055	30/05/19	£52.59	Former tenant was in receipt of full HB. No outstanding HB overpayment due.
2715	05/12/19	£49.24	Former tenant was in receipt of full HB. No outstanding HB overpayment due. .
0573	5/03/19	£2142.96	Former tenant was in receipt of full HB. No outstanding HB overpayment due.

Total to be written off: £2419.95

(c) Rechargeable Repairs

Account no	Invoice no	Date	Balance	Reason for Write off
2043	2326 / 2391 / 142526 / 299665	15/04/13 17/09/14 18/04/17 24/07/19	£1355.68	Former tenant evicted.
2841	275082 / 275109 / 295524	19/03/19 20/03/19 24/06/19	£564.66	Former tenant absconded.
2867	166873 / 299666	27/09/17 24/07/19	£1376.78	No forwarding address supplied.
2880	270006 / 306967	26/02/19 17/09/19	£727.92	No forwarding address supplied.
2659	36898 / 77075 / 273937	26/08/15 23/03/16 13/03/19	£672.26	No forwarding address supplied.
2646	166875 / 319753 / 320932	27/09/17 31/10/19 25/11/19	£223.18	Former tenant evicted. No forwarding address for former tenant.
1428	13186	01/04/15	£48.31	Not cost effective
2626	320934	25/11/19	£46.60	Former tenant evicted. No forwarding address for former tenant.
0594	13618	09/04/15	£634.23	Former tenant received 8 letters and 3 home visits. No longer cost effective to pursue. This is outwith the criteria for write offs, set out in the Write Off Policy, which states where the individual's whereabouts are known failure of the former tenant to respond to at least two letters and a home visit where the level of debt is below £150 is not cost effective to pursue further. We recommend this balance is written off.
2451	262337 / 288680	31/01/19 09/05/19	£1733.05	No forwarding address for former tenant.

2712	327605 / 320926 / 319750	13/01/20 25/11/19 31/10/19	£1038.73	Former tenant evicted. No forwarding address for former tenant.
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Total to be written off: £8421.40

The Management Committee noted the above write-offs and confirmed that this action was appropriate.

b) RECOMMENDATIONS AND PRECIS OF BUSINESS FROM the FINANCE AND GENERAL PURPOSES SUB-COMMITTEE held on Wednesday 13th May 2020 by Zoom

Recommendations

There were no recommendations.

Presentation of Management Accounts and Balance Sheet to 31.3.20 and Review of Budget to 31.3.20 and Cashflow to 31.3.21

Management Accounts with full notes were presented. The following matters were discussed:

Overheads- full notes explaining over and underspends were given and discussed.

Housing Account- all income and expenditure was explained in notes. Gerry explained that the historic Social Housing Grant is being amortised (written- off) over the next 3 to 4 years.

Net Current Assets- have increased (£2224k-2020, £1673k-2019)

Loans- the Association remains loan free. It was noted that there may be scope for borrowing in future.

Cashflow Forecast to 31.3.21

Any Other Business

Internal Audit Report 2020

It was noted that this would be brought to the next meeting.

The Management Committee noted the above precis.

7. MAINTENANCE REPORT

A) DAY TO DAY MAINTENANCE

Budget £ 563,203	Spend to date £ 17,069
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The Management Committee noted the Day to Day budget.

The Management Committee noted that due to the Coronavirus pandemic the Association have mainly only been able to carry out emergency and urgent repairs, some of the repair team contractors have assisted in completing other works.

It was noted that since the office closed on 24 March we have received 124 repair requests during working hours and we have completed 100 - the others will be addressed on return to full service as these were not urgent repairs. In addition to the calls above we also received 53 emergency calls direct to our emergency service providers (44 Rodgers & Johnston, 7 James Frew and 1 Stuart Wilson) all of which were complete.

It was noted that we have completed the modification of the interview rooms within the office; we have removed the glass front and sliding doors. We have replaced them with new insulated plasterboard walls at the front complete with window and side hung door. The dividing wall between the rooms has also been insulated. These measures should reduce the sound transmission coming from the rooms while interviews are being conducted.

Terry McKenna reported that the Bell Group will start painting the RHA offices starting 01.06.20. There will only be 2 painters on site and social distancing will be adhered to at all times.

8 Annbank Street

The Management Committee noted that further complaints have been received from residents regarding the ongoing issues in the cellar and the subsequent damage to the close as a result. We are again asking Glasgow City Council's Public Health Department for their assistance in resolving this ongoing issue. Terry advised that Gordon Innes at Environmental Health Department has been contacted but that they are not keen to deal with this matter at present and Terry advised that this may have to be escalated to a higher staff member.

Terry McKenna advised that he has received reports from residents that Redmonds have been opened for carry outs.

Jim McAlpine will contact the local councillors and MSP to see if they can take the matter up with GCC and lend their support to finding a way forward in resolving the ongoing flooding of the cellar.

Jim Bauld, the Association's solicitor, has also been contacted and he will review the current Public Health Notice and advise in due course of his recommendations.

B) CYCLICAL MAINTENANCE

i) Gas Servicing – James Frew Ltd

It was noted that James Frew have returned to normal service unfortunately we were unable to complete 3 services within their anniversary date due to tenants not providing access, 2 of these have now been complete and the other capped.

Ann Dundas advised that the property that was capped has now been serviced.

ii) Backcourt and Streetscape Maintenance – Idverde

It was noted that the contractor has advised they are intending to recommence operations within the next couple of weeks they will provide more details and an updated programme in the coming week.

iii) Gutter Cleaning Contract – Advance Height Services Ltd

It was noted that the contractor is still not operating.

iv) Stair Cleaning – Tenement Steps

The Management Committee noted that the contractor has advised they will return to work on Monday 25 May. The contractor will carry out, in addition to the normal cleaning service, touch point disinfection – wipe surfaces using antibacterial cleansing surface wipes on intercoms, close door handles, push plates, handrails and lift controls where applicable.

v) Cyclical Painting 2019/20 & 2020/21 – Bell Decorators

It was noted that the contractor has advised they are continuing to follow government advice and will resume work as soon as it is deemed safe for them to recommence.

vi) Periodic Electrical inspections – Lochlee

It was noted that the contractor has advised they are continuing to follow government advice and will return as soon as it is deemed safe for them to recommence.

(C) MAJOR REPAIRS

- i) The Management Committee noted the Major Repairs programme of works for 2020/21 as listed below.

		Budgeted
MAJOR REPAIRS	Kitchens	173,250
	Window Renewals	30,000
	Boiler Renewals	96,250
	Consumer Unit Renewals	5,400
	Bathrooms	74,000
	ESSH	10,000
	Close Stairs Vinyl Renewal	16,500
	Close Doors	27,500
	Fabric Repairs	35,000
	Upgrade Communal Extract Fans	15,000
	Sheltered Renewals	8,000
MAJOR REPAIRS	TOTAL	490,900

ii) 2019/20 Major Repairs Programme

The Management Committee noted that due to the Coronavirus the major repair programme 2019/20 is not yet fully complete and there are a number of outstanding invoices due to contractors being in furlough. A full report will be presented to committee as contractors begin to return to work.

iii) Conversion – 44 Bathgate Street

It was noted that the contractor has advised they are continuing to follow government advice and will return as soon as it is deemed safe for them to recommence.

(D) END OF YEAR REPORTS 2019/20

It was noted that as we are still awaiting a number of invoices due to contractors being in furlough the end of year spend report will be presented at the next committee meeting after they have been received.

8. MANAGEMENT REPORT

a) Waiting List Statistics

The sub-committee was presented with the waiting list statistics at 31 March 2020. It was noted that a total of 360 applicants were on the waiting list at that date. A total of 363 applicants were on the waiting list at 14 May 2020.

b) Allocations/Voids

The sub-committee noted that there were no allocations made during the month of April.

The sub-committee noted the analysis of the allocations and void reports.

c) Overview of Allocations/Waiting List 2019/20

The sub-committee was presented with a comprehensive overview of the allocations and waiting lists covering the period 1 April 2019 to 31 March 2020. The sub-committee commended that the information contained within the overview was both informative and interesting.

d) Arrears Statistics

The sub-committee was presented with the arrears reports for February and March 2020. It was noted that the arrears were 2.6% and 2.9% respectively of the annual rent debit.

e) Arrears Cases

The Management noted the arrears cases £500 and over.

9. BUSINESS CONTINUITY – CORONAVIRUS (COVID-19)

The Management Committee noted the Business Continuity – Coronavirus (Covid-19) report and correspondence from the Scottish Housing Regulator and Kevin Stewart, Minister for Local Government, Housing and Planning concerning the Coronavirus Covid-19.

The Management Committee asked the staff present how they felt it was going working from home and were advised that in general it was working well and that most requirements were being covered.

10. GOVERNANCE IMPROVEMENT PROJECT

The sub-committee noted the Governance Improvement Project report.

Jim McAlpine reported that he had received the details of the 3 proposed co-optees from SHR and would make contact with them. The Management Committee agreed that individual zoom meetings should be held with each prospective co-optee with the Office Bearers and the director in attendance. In view of the considerable time that is likely to elapse before meetings can be held in person it was agreed unanimously that on reflection the three co-optees should be invited to attend the first possible management committee via zoom.

Mr McCrudden left the meeting at this point.

11. REVIEW OF KEY PERFORMANCE INDICATORS

The Management Committee noted the Key Performance Indicators report for 2019/20.

12. GWSF

Helen Moore reported that GWSF sent a letter to Holyrood's Covid-19 Committee Convenor from the Chair of the Glasgow and West of Scotland Forum of Housing Associations.

The letter indicated that a number of the amendments to the emergency Bill, and in particular Amendment 18 in the name of Andy Wightman, would effectively signal a rent holiday for 600,000 social housing tenants in Scotland.

Member associations are doing everything they can to support tenants to pay rent, and we know some will have real difficulty and need genuinely flexible and compassionate approaches. But many tenants, including most older people and those whose income has not reduced, *can* pay rent and it is this income which will help keep social landlords afloat at this very challenging time.

Jim McAlpine confirmed that the Covid-19 Committee had rejected the amendment aimed at 'extinguishing' rent liability for social housing tenants during the current pandemic. Committee members expressed their satisfaction with this outcome.

13. RNC

Linda Scott reported that all staff with the exception of the RNC Manager have been furloughed and as from 20th June RNC will not be able to top up the 20% as they have no monies coming in.

Linda Scott advised that it might be useful if RNC/RAPA/RHA could have a zoom meeting to bring forward some ideas for the future.

14. RAPA

Mrs Marley advised that RAPA had had their first board meeting since lockdown, via zoom, and another meeting will be held on 1st June. Mrs Marley advised that RAPA will also have to furlough staff and cannot afford to top up the 20%. Funders are being contacted to see if non core monies awarded previously can be used towards salaries.

RAPA are seeking guidance on how to plan for social distancing in a playpark.

15. ANY OTHER BUSINESS

15.1 Tenant Reward Cheques

Jacqui Anderson advised the Management Committee that the tenant reward cheques would normally have been sent out in May. This cannot happen at this time but will happen as soon as practical when the office is out of lockdown.

A new Community Notice will be issued to all residents in the next week advising on various matters and the issue of the tenants' reward cheques will be included in this leaflet.

15.2 Management Committee and Housing Services Sub-Committee Meetings

Jim McAlpine advised the committee that it was felt that the Association should go back to having 2 separate meetings for Management Committee and Housing Services business. The Management Committee agreed and it was arranged that there should be a meeting of the HSSC on 17th June and a Management Committee on 24th June.

The meeting finished at this point.

