

## **Yorkhill Housing Association Limited**

### **Minutes of the Virtual Management Committee meeting of 11 November 2021**

**Present:** M Green (Chair), H Fitzgerald, R Winning, C Armstrong, M Harris,  
N McPherson, B Docherty, Y Alexis

**Apologies:** P Bratt

**In Attendance:** M Menabney (Chief Executive), Pauline Hollinsworth (Director of Property Services), Gary Watson (Finance Manager), S Pattison (Compliance Manager - minutes)

#### **1. Welcome and Apologies**

M Green welcomed everyone to the meeting and apologies were noted.

#### **2. Declaration of Interests**

No declarations of interest.

#### **3. Minutes of last meeting - 14 October 2021**

##### Amendments

No amendments.

##### Approval

The minutes were unanimously accepted and approved for signing off by M Green.

##### Matters Arising

No matters arising.

#### **4. Reports form Sub-Committees**

##### **4.1 Services Sub-Committee (Housing Management)**

Feedback from the Sub-Committee on arrears provided.

**Report noted.**

##### **4.2 Governance and Finance Sub-Committee**

Colin Armstrong has stepped down as Chair for personal reasons. Helene Fitzgerald was elected to the position.

**Report noted.**

#### 4.3 Service Sub-Committee (Property Services)

Maintenance - Repairs going well.

Bulk uplift – Resume with current process while weighbridge fees are being waved.

Insurance – Discussed at Sub-Committee and best option may be to extend current contract for two years; depending on terms being favourable.

As there will not be a Management Committee meeting in January 2022 it was agreed that a proposal from the current supplier can be taken to the office bearers for a decision.

PH

Question raised regarding the meaning of CRS on page two of the report. Means credit and an explanation was provided by the Director of Property Services (DPS).

**Report noted.**

#### 5. Policy Reviews

##### 5.1 Retirement Housing Guest Rooms

The Chief Executive stated that to mitigate the spread of Covid-19 the Guest Rooms should still not be available for let.

The Policy was approved subject to a temporary clause being added for Covid-19 spread of infection mitigation. Additional clause to be presented for approval.

GK

**Approved** subject to additional clause.

##### 5.2 Retirement Housing Emergency Procedures.

**Approved.**

#### 6. 202122 Budget Review

The Finance Manager explained the variations to date in relation to original forecasts (increased/decreased) including:

- Subscriptions
- Temporary Staff
- Bulk Uplifts
- Stonework and windows
- Overnewton Court

There was discussion around 2% inflation rate (no inflation cushion).

A question was raised regarding depreciation. It was explained that this was component value depreciation.

**Approved.**

## **7. Rent Increase Consultation Options**

The options presented were discussed. Information presented included other Housing Association rent increase proposals for comparison.

It was felt that more information could be presented to demonstrate the effects of each Yorkhill Housing Association option on, for example, investment and service delivery.

Discussions centred on affordability, service delivery, inflation and income requirement.

It was agreed to consult based on September RPI of 4.9% (Retail Price Index). Consultation letter to be amended.

GK

It was noted that the customer satisfaction information presented will require to be clarified and amended if appropriate.

GK

## **8. Management Committee Appraisal Programme**

The report provided two options for consideration. One from SHARE, the current provider, and one from EVH.

The Director of Property Services explained the one and three year proposals received.

It was agreed to commission EVH for their one year proposal.

**Approved** - Commissioning of EVH for one year for the Management Committee Appraisals for 2022.

PH

## **9. Strategic Plan update**

- 9.1 The Chief Executive's report on strategic priorities was approved with the following discussions arising:

### Review of Common Services.

Bulk refuse discussed at Services Sub-Committee. The Association is providing uplift and clearing services where required following estate inspections as no weighbridge fees are being charged. Costs recharged to owners where appropriate. Ongoing.

PH

Stair Cleaning.

Members noted and agreed that the small number of tenants and owners excluded from the service thus requiring extensive resources in preparing tender documents was no longer cost effective.

Agreed with effect from April 2022 to include for all properties in the stair cleaning service contract and absorb any resultant cost.

GK/PH

Customer Engagement

Suspended during pandemic, HSM will co-ordinate engagement programme to commence Q4-Q1.

GK

KPIs

To be reviewed at staff away day on 30<sup>th</sup> November. Staff training programme for 2022/23 to be put in place.

SMT

Overnewton Centre

Agreed to appoint external support to undertake option appraisal on feasibility, viability if purchased by YHA.

SP/MM

Equalisation of rent levels

CE will work with Housing Management to resume in Q4 to ensure a strategy is in place before 2022's rent consultations.

MM/GK

Argyle Street Stonework and Window Repairs (1291-1317

Noted that a consultant is to be appointed during the current quarter and tender documents prepared. Anticipated site start 2022-23. Investment Programme has been amended accordingly.

PH/RC

Window Renewals at 46 Overnewton Street

Tender documents being prepared for issue during Q3 with a view to a March/April site start. Investment Programme has been amended accordingly.

PH/RC

Member recruitment

The Chief Executive will be meeting a local elected member to discuss the possibility of him becoming a co-opted member on one of the sub-committees as he is unable to commit to the management committee schedule of second Thursdays.

SMT will discuss a membership recruitment strategy to be implemented during Q1/Q2

MM/SMT

IT Support Services

Agreed to retain current support providers Brightridge until after new IT Solutions implementation has been completed.

GW

Support services will therefore be reviewed during 2023-24.

Internal Audit

Members confirmed Quinn Audit Services would be offered an extension to the existing contract and retained for 2022-23.

MM

Services to be reviewed for 2023 during 2022-23.

GW

Equalities

The Compliance Manager provided an update on the position regarding Equalities. Ongoing discussions regarding data collection issues noted. Staff training 30 November 2021.

SP

Additional objectives added as follows:

EESSH

A policy/strategy is required to set out how compliance will be achieved and to address how access issues will be handled.

RC

Fire Enhancement and Electrical Safety compliance

Compliance programme ongoing. To be monitored by Property Services Sub-committee.

RC

**9.2 Office Premises at 16 Overnewton Street**

Members discussed P Hollinsworth's report on options for the premises at 16 Overnewton Street when the current lease expires in March 2022.

PH

It was agreed she would commission a valuation and negotiate a 3 or 5 year lease with the current tenant.

**9.3 Overnewton Centre – Addressed within item 9.1**

**9.4 IT Review Update**

Steve Bromley the IT Consultant had prepared a report which was presented by the Finance Manager.

Members noted that the programme is on schedule, advised that issues raised are being addressed and that things are going well.

Data Migration is currently under discussion and Retention Schedules are being reviewed to ensure GDPR UK compliance. Compliance Manager has been provided with guidance from Information Law Solutions.

GW/SMT

Noted that there is still a significant amount of work to be undertaken and it is unlikely that all work will be able to be undertaken during normal business hours as business continuity has to be maintained.

## 10. **Risk Register Updates**

Risk registers were discussed and approved as follows:

### 10.1 Finance

The Finance Manger's notes provided explanations of where net risk scores had increased and decreased. He advised the one new risk had been added and explained the reasoning behind that.

### 10.2 Covid

The Chief Executive advised that all Covid-19 mitigations are continuing.

Noted that the Chief Executive, Director of Property Services and the Compliance Manager had attended an Integral Occupational Health Covid-19 Session on 11 November 2021 and that continuation of mitigation processes currently in place is the correct course of action.

Vaccination and Lateral Flow test uptake by staff was discussed.

Noted that neither is mandatory but promoted by senior managers.

### 10.3 Factoring

Noted This was discussed and approved at Services Sub-Committee (Property Services). As per item 4.3

Members agreed to ratify the sub-committee decision without the need for the document to be presented to Management Committee.

## 11. **Complaints Report Q2 2021/22**

Noted that most stage 1 complaints are upheld and resolved quickly; 13 were fully upheld from a total of 18. Average time to resolve was three days.

3 stage 2 complaints completed, 1 upheld. Average time to complete investigation and respond was eight days.

The description of complaints in the report was noted as being very helpful.

Learning outcomes were related to communication skills and included:

- Listening to tenant and establishing desired outcome
- Ensuring conversations in the office could not be overheard by visitors at reception

- Keep customers informed of progress where there are delays relating to ongoing or planned work
- Avoid using emotive or judgemental language in internal emails

The Chief Executive advised of two complaints that were necessarily responded to out-with the Association's complaints handling procedure and had not been included in the report.

**12. Membership Applications/Cancellations**

No new applications

One cancellation:

Share No 367 Gordon Edwards 1223 Argyle St deceased

110 members at 31<sup>st</sup> October 2021.

**Report Noted.**

**13. Report from GWSF**

No report submitted.

**14. Report from SFHA**

No report submitted.

**15. Report form EVH**

Letter from John Ferguson, Salary Increase 2022/23.

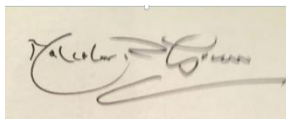
Agreed to respond stating as near to CPI as possible.

**16. AOCB**

No other business raised and meeting closed at 8.15pm

**Next Meeting: 9 December 2021 at 18.00 by Zoom.**

Signed as a Correct Record



Chairperson