

Yorkhill Housing Association Limited

Minutes of the Virtual Management Committee meeting 12th November 2020

Present: M Green (Chair), R Winning, P Marsden, H Fitzgerald,
B Docherty, M Harris, N McPherson, Y Alexis.

Apologies: G Mattu

In Attendance: M Menabney (Chief Executive), P Hollinsworth (Director of Property Services, Grant Kennedy (Housing Services Manager), Gary Watson (Finance Manager) Linsey Caldwell (Governance Assistant) Minutes

1. **Welcome and Apologies**

M Green welcomed everyone to the meeting.

Apologies from G Mattu were noted.

2. **Declarations of interest**

None

3 **Minutes from MC meeting October 2020**

3.1 **Amendments**

None

3.2 **Approval**

The minutes were unanimously accepted and signed off by M Green.

3.3 **Matters Arising**

Item 6.4

MG provided a summary of the CE Appraisal Report as follows:

"Helene and I met with Marion for the Appraisal last week. The main topic of our discussion was the Covid-related situation and the changed working practices which have had to be introduced over the last eight months. The management burden has been considerable: not only have the voluminous and ever-changing safety regulations to be mastered but the effect on staff has had to be sympathetically monitored. Marion is confident that things are now much more settled and the need for excess hours much reduced.

We took the opportunity of looking ahead and recognised that some of the changes, such as working from home, are likely to be

permanent and fortunately we have in place policies to deal with them. For example, our stress policy – which is on the agenda tonight – is something we need to be constantly aware of.

Our staff have adapted well to the changes and absence has been minimal. We have a sound financial base. All in all, we are confident that for the next year YHA's senior management is well equipped to enable us to fulfil our responsibilities to our tenants, owners and the Regulator."

4 Reports from Sub Committees for information/ratification

4.1 Property Services (Housing Management) 15.10.20

Report for information only, no items for ratification

4.2 Property Services (Maintenance & Factoring) 22.10.20

Report for information and ratification

MC approved the Planned Maintenance Policy.

A member asked if there was a timescale for internal repairs to restart. PH confirmed that the service was due to increase shortly, starting with electrical inspections and enhanced fire protection. Appointments are currently being arranged and tenants/owners will be updated on the service levels via newsletter/website/social media. PH

MM confirmed that there were a number of planned projects paused during the pandemic including close painting, windows and major repairs. Property Services are working on this at the moment. PH/RC

A member asked if the information on the Gas report could be split to show owner occupiers and private landlords. PH confirmed. PH

4.3 Governance & Finance 5.11.20

MC ratified & approved the Payroll policy and the Salary Sacrifice policy. GW

MM advised that the Manual Handling, Vehicles and Finance Risk Registers were not discussed at the Governance & Finance meeting and welcomed any questions in relation to these.

PH confirmed that the contents of the Factoring risk register were fully discussed at the last Property Services Sub committee meeting.

MC noted/approved.

5 **2020-21 Budget Review**

Presented by G Watson.

G Watson reminded members that this was the second review as due to the Covid-19 situation a review had also been undertaken in July 20.

The main differences were highlighted as major repairs and reactive costs which had decreased as YHA have been unable to carry out these repairs.

G Watson confirmed that the budget would be monitored closely, the account balance remained healthy and YHA received a good report from the Auditor.

MC approved the Budget review.

GW

6. **2021 Rent Increase Options**

Report prepared by G Watson/G Kennedy, presented by G Kennedy.

Members complimented G Watson/G Kennedy on the content and clarity of the report.

MC discussed the options in full and it was decided that, due to the impact of the pandemic, the zero increase option would be adopted.

GK confirmed that tenants would be informed in writing that their rent will not change, however some service charges may increase.

GK

GK advised that some information would still remain on the letter to tenants to compare YHA rents to other RSL's & show good value for money.

7. **2020 Assurance Report and Statement**

Compliance report prepared & presented by M Menabney.

Members discussed the report and agreed it contained sufficient evidence to demonstrate compliance with all regulatory standards in a similar format to the 2019 Assurance Statement.

MM confirmed that in early 2021 the Association's website would have a portal for MC members only, and all Assurance evidence would be stored here. Committee authorised M Green to sign the 2020 Assurance statement.

MM

MM

8. Appraisal Processes Discussion Document

Prepared and presented by P Hollinsworth.

PH had attended a recent course from Share via Zoom looking at the pro's/cons of a more ongoing approach to the appraisal process. This was considered to be a more appropriate way of reviewing and monitoring individual staff development.

MM advised that this will initially be discussed at SMT level and then at the Governance & Finance meeting. MM would then come back to MC with a policy proposal. SMT

MC agreed

9 Stress Policy Review

Prepared by S Pattison.

M Green confirmed that there were no significant changes to the policy other than Covid-19.

MC approved.

MM advised MC of a Mindfulness Course run by EVH via zoom, taking place on Tuesday 17th November. If any members wish to attend, please contact PH. SP

10. Statistical Information on Tenants and Stock

Prepared by G Kennedy for information.

PH advised that this report was prepared following the Committee appraisals process where it was requested by some members.

A member asked for a copy of the allocations policy, GK will send her a copy. GK

Report noted by MC.

11. Q2 Complaints Report 2020

Report for information. No significant issues raised.

MM advised that the number of service complaints had reduced overall but housing management staff continued to deal with some ongoing anti-social complaints.

GK advised that a few anti-social cases were at an advanced stage and YHA is currently engaging with other agencies including the Police & Social Work.

A member asked for an update on the mice infestation at Overnewton Court.

MM & PH provided full information on the progress and work carried out by YHA at Overnewton Course to address the rodent issues. Two separate pieces of work were ongoing in relation to rats and mice.

KD

PH advised that communication would be sent to all residents and a meeting is being arranged with care staff. K Davidson has photographs showing the extent of the situation.

12. Membership Applications/Cancellations

1 new membership application from [REDACTED], an absent owner of a property in Arthur Street.

MC Approved membership.

A member suggested that YHA should promote membership to increase numbers.

PH advised that all new tenants and owners are invited to join and that she will send the membership forms out with the Factoring Invoices next week.

It was agreed the next newsletter would include an article encouraging membership.

MM

13. Report from GWSF

YA is now the committee representative from YHA.

GWSF have been notified and invitations to future meetings should be sent to YA.

MM advised that GSWF is currently in discussion with all RSL's about the GCC Bulk Refuse Service withdrawal.

PH reported on a meeting with GCC she had attended with another 31 housing associations.

GCC advised that from now until December uplifts will resume but only in back courts identified by RSL's, not all back courts will receive the service.

YHA Estate Management inspections take place weekly so this should help to monitor the situation.

From December, GCC will resume service as before, bulk should be reported via the App or by phone with a 28 day turnover. From

early 2021 a charge of £35 will be applied to all uplifts and payment upfront will be required. Items will have to be itemised, maximum of 10 items per uplift.

PH advised that the proposal was heavily criticised at the meeting and RSL's need more time to consider it and consult.

A request was made to GCC extend the non-charging period until the end of the financial year, this will be reviewed and a decision reported back to GWSF.

MG requested that any further information relating to this should be reported to the next MC meeting.

PH

14. Report from SFHA

MM advised that a recent letter from the Scottish Housing Minister & the Scottish Housing Resilience Group confirmed that Social Housing Services are considered essential during this time. MM will circulate to all.

15. Report from EVH

It was noted that the EVH Management Committee will be discussing the terms of next year's staff salary award at its next meeting, prior to commencing discussions with Unite. MM has advised Eamon Connelly of YHA's view that any award should not exceed the terms of the existing agreement. (CPI + 0,5%)

16. AOCB & Date of next meeting

16.1 Committee Training

PH advised that the training course for Committee members on Roles & Responsibilities due to take place on 26.11.20 has been re-scheduled to 3.12.20.

PH

This course was suggested based on feedback received during the Committee Appraisal process.

16.2 Section 5 Referrals

A member asked if there was any update on discussions with GCC. GK advised that there was no update but a rate of 50% was still being operated as agreed at Sub Committee.

GK

Meeting closed at 7.35pm

Date of next meeting: 10th December 2020