

## Yorkhill Housing Association Limited

### Minutes of the Virtual Management Committee meeting 26<sup>th</sup> May 2022

**Present:** M Green (Chair), N McPherson, B Docherty, Y Alexis, M Harris, H Fitzgerald, G Mattu

**Apologies:** R Winning, P Braat, C Armstrong

**In Attendance:** M Menabney (Chief Executive), S Pattison (Compliance Manager), G Watson (Finance Manager), G Kennedy (Housing Services Manager), L Caldwell (Finance Assistant) (Minutes)

<b>1.</b>	<p><b><u>Welcome and Apologies</u></b></p> <p>M Green welcomed everyone to the meeting. Apologies noted.</p>	
<b>2.</b>	<p><b><u>Declarations of Interest</u></b></p> <p>None</p>	
<b>3.</b>	<p><b><u>Minutes of last meeting 14<sup>th</sup> April 2022</u></b></p>	
3.1	<p><b><u>Amendments</u></b></p> <p>None</p>	
3.2	<p><b><u>Approval</u></b></p> <p>The minutes were unanimously accepted and approved for signing off by M Green.</p>	
3.3	<p><b><u>Matters Arising</u></b></p> <p>Remove B Docherty's name from the 'present' list from the minutes of the meeting 14<sup>th</sup> April 2022 as he had sent his apologies.</p> <p>MM updated MC on the recent recruitment activity. An applicant had been offered the PSO post, accepted but then subsequently declined the offer.</p> <p>The PSO post has been advertised twice without success. The post is currently being covered by internal resources and an appointment of temporary support may be the only option. This will be reviewed as the situation progresses.</p> <p>The strategic weekend in July has been changed from 16<sup>th</sup> July due to the Glasgow Fair holiday. The last weekend in July was suggested and this would be for 1 day only on the Saturday. MM will confirm suitability and report back.</p>	AB

	<p>M Green confirmed that EVH had agreed a pay increase of 4.1%.</p> <p>M Green welcomed back G Mattu.</p>	
<b>4.</b>	<b><u>Reports from Sub Committees</u></b>	
4.1	<p><u>Governance &amp; Finance 21<sup>st</sup> April 2022</u></p> <p>The Internet banking changes require approval from MC. The list of users requires approval as does the ability to add users to the Commercial banking. MC agreed that the Finance Assistant can be added as the 3<sup>rd</sup> administrator on the banking system. MC Approved.</p>	
4.2	<p><u>Property Services (Housing Management ) 28<sup>th</sup> April 2022</u></p> <p>Report for information. MC approved.</p>	
4.3	<p><u>Property Services (Maintenance and Factoring) 5<sup>th</sup> May 2022</u></p> <p>This meeting was quorate and MC approved reports.</p>	
<b>5.</b>	<b><u>Policy Reviews</u></b>	
5.1	<p><u>Pets Policy</u></p> <p>G Kennedy advised that there were no major changes to the policy, the main change being the updated legislation in relation to service animals. The policy was thoroughly reviewed back in 2018. MC Approved.</p>	
5.2	<p><u>Use of Credit Card Policy</u></p> <p>MM advised that this policy is unchanged, it was reviewed and refreshed only.</p> <p>A member enquired if the Credit Card limits of £1000 each were sufficient. It was discussed and decided that there is no need to increase the limits at this time.</p> <p>MC Approved.</p>	
5.3	<p><u>Flexible Working Policy</u></p> <p>SP advised that this policy is based on the EVH model.</p> <p>Point number 12 in the policy, Flexible Working Acceptance, has been added and will be reviewed periodically to ensure it remains suitable for the needs of the business.</p> <p>MC Approved.</p>	

6.	<p><b><u>2022 AGM Arrangements</u></b></p> <p>Report prepared by M Menabney, Chief Executive.</p> <p>MC discussed and agreed that the AGM will be held in person on 22<sup>nd</sup> September 2022.</p> <p>MM confirmed that YHA currently have 8 elected members.</p> <p>3 members agreed to retire and stand for re-election: Helene Fitzgerald, Billy Docherty and Yvonne Alexis.</p> <p>The co-optee's also have to retire, Gurmeet Mattu is willing to stand for re-election.</p> <p>MC agreed to recommend the re-appointment of the auditors Azets to the membership.</p>	
7.	<p><b><u>Report from Review of Service Provision</u></b></p> <p>Report prepared by M Menabney, Chief Executive.</p> <p>MM advised that four MC members attended the strategy weekend at the Radisson along with thirteen staff. The main purpose of the weekend was to discuss service provision priorities as the pandemic restrictions were removed.</p> <p>Each section discussed this in detail and prepared a list of priorities for them within the next few months. The next strategy day will focus more on long term objectives and not the immediate priorities. Most of the discussions related to operational resources and planning.</p> <p>MM advised that one of the main discussions related to the longer term strategy for combined home and office working. One to one discussions will take place between staff and their managers and MM will support any case for this combined option providing the needs of the association can still be met. A member noted that the current trend was to encourage remote working where possible.</p> <p>Office dress code was also discussed. This will progress following a consultation with staff members.</p> <p>A member asked if there was an update on the Fuel Poverty grants discussed at the strategy weekend. GK confirmed that YHA had submitted a bid but hadn't yet received an update.</p> <p>MM will provide a written report for the next MC meeting.</p>	MM

8	<p><b><u>Loan Portfolio Return to SHR</u></b> Presented by G Watson, Finance Manager.</p> <p>GW confirmed that the return was due to be submitted to SHR by 30<sup>th</sup> June 2022.</p> <p>The return advises the SHR on the performance of the loans held by the Association.</p> <p>YHA have 1 loan with Triodos bank with 2 covenants, Asset cover &amp; Interest cover.</p> <p>The total loan outstanding as at 31.03.2022 is £883,657. The loan per housing unit £1,938. The Association owns 456 with 26 units used for security and 430 units unencumbered.</p> <p>A copy of the presentation will be sent to MC members for reference.</p> <p>MC approved.</p>	GW
9	<p><b><u>Five Year Finance Forecast Return to SHR</u></b> Presented by G Watson, Finance Manager.</p> <p>GW confirmed that the return was due to be submitted to SHR by 31<sup>st</sup> May 2022.</p> <p>The presentation covered the finance planning links including the operating budget, 5 year plan, 30 year plan, investment programme and the business &amp; strategic plans.</p> <p>Financial risks &amp; uncertainties were highlighted and included high inflation, pension valuation results 2021 and staff changes/senior staff retirement.</p> <p>The presentation also detailed income and expenditure assumptions, capital investment information, rent levels and loans held by the Association.</p> <p>A copy of the presentation will be sent to all MC members for reference. MC approved.</p>	
10	<p><b><u>2021-22 ARC Return</u></b> Presented by M Menabney Chief Executive</p> <p>M Menabney explained the presentation in full to MC and a copy will be sent to MC members.</p>	

The presentation detailed the ARC Indicators and Sections.

*Overall Satisfaction* rate from 122 respondents was 88.52%.

*Voids and Allocations:* 2021 YHA had 25 voids compared to 23 in 2022 and 22 Allocations in 2021 increasing to 32 in 2022.

*Housing Applications:* 422 applications at 31<sup>st</sup> March 2022  
225 cancelled during 2021-22  
195 new applications processed

The *Rent Value* satisfaction level from 122 respondents was 81.97%.

*Satisfaction rates with Factoring Service* received 154 responses with a satisfaction rate of 92.21%.

*SHQS* information:

Total properties within scope of SHQS 456

Exemptions (Kitchens) 106

Abeyances (Kitchens and /or heating) 7

Reasons for abeyances – Refusal by tenant to allow upgrade

The *Gas Safety* record is 100%.

*Satisfaction with repairs service:*

90 respondents and satisfaction rate of 95.56%.

*EESSH* Compliance level is 98.68%

*Medical Adaptations:*

Adaptations approved 8

Adaptations completed 8

Total days to complete 1832

Average time to complete 229days

Cost of adaptations £28520

No NOP's or Court Actions to report.

85% of *Anti- Social complaints* were resolved within targets.

122 surveys were returned with 79.5% satisfied with *neighbourhood management*.

M Menabney noted the excellent results from the service teams and expressed her appreciation of their hard work under very challenging circumstances. Committee agreed and approved the Return.

11	<p><b><u>Membership Applications/Cancellations</u></b></p> <p>There were no new membership applications.</p> <p>Cancellation noted for [REDACTED] share no 50. Moved away.</p> <p>The membership number as at 30<sup>th</sup> April 2022 is 105.</p>	
12	<p><b><u>Report from GWSF</u></b></p> <p>The annual regeneration conference will take place in Reidvale Housing Association on 24<sup>th</sup> June 2022. Any members who would like to attend can contact Aileen to arrange.</p>	
13	<p><b><u>Report from SFHA</u></b></p> <p>The annual conference is on 14<sup>th</sup> and 15<sup>th</sup> June at the Radisson. Any members wishing to attend can contact Aileen to arrange.</p>	
14	<p><b><u>Report from EVH</u></b></p> <p>EVH continue to assist committee with appraisals and ongoing assessments.</p>	
15	<p><b><u>AOCB</u></b></p> <p>S Pattison provided an update on the software used by other Associations ("The Owl") to carry out Hybrid meetings.</p> <p>A Brown has collated feedback and all was positive. Cathcart HA have invited YHA to visit their office and view the product which costs just under £1000. Any MC members who wish to attend to are welcome, a date has still to be confirmed.</p> <p>Meeting closed 8pm.</p> <p><b><u>Date of next meeting: 6pm Thursday 23<sup>rd</sup> June 2022 VIA Zoom.</u></b></p>	

Signed as a Correct Record ..... Chairperson