

**SPIRE VIEW HOUSING ASSOCIATION LTD**  
**MINUTE OF MANAGEMENT COMMITTEE MEETING**  
**HELD ON MONDAY 27<sup>th</sup> APRIL 2020 AT 5.00PM**  
**VIA ZOOM**

<b>PRESENT:</b>	CHARLIE LUNN	CHAIRPERSON
	ALAN BROWN	VICE CHAIRPERSON
	CLARE O'DONNELL	SECRETARY
	LYNDA MULHOLLAND	TREASURER
	CAITLIN HEANEY	COMMITTEE MEMBER
	ROSS LOVE	COMMITTEE MEMBER
	RACHEL COOPER	COMMITTEE MEMBER
	ANDREW WILKIE	COMMITTEE MEMBER

<b>IN ATTENDANCE:</b>	FIONA MURPHY	DIRECTOR
	GILLIAN SPENCE	CORPORATE GOVERNANCE OFFICER
	MARGARET BROWNLIE	DEPUTE DIRECTOR
	DONNA RICHARDSON	HOUSING MANAGER
	CLARK DAVIDSON	FINANCE AGENT

## **1.0 APOLOGIES, INTRODUCTIONS AND WELCOME**

### **1.1 Apologies**

Apologies received from;

ANDY WHITE	COMMITTEE MEMBER
MARK SHANNON	COMMITTEE MEMBER

### **1.2 Welcome**

The Chairperson welcomed everyone to the meeting.

## **2.0 MINUTES OF PREVIOUS MEETING**

### **2.1 Minute of Management Committee Meeting 6th April 2020**

The Minute of the Management Committee meeting held on 6<sup>th</sup> April 2020 was approved by Committee.

### **3.0 MATTERS ARISING (including Actions Tracker)**

Committee noted that only 1 item (item 11.4) remained open within the actions tracker however this item was contained within another report (Item 10.1 AOCB) on the agenda for tonight's meeting and would be discussed at the appropriate time.

### **4.0 DECLARATION OF INTEREST**

There were no declarations of interest.

## **5.0 DIRECTOR / CORPORATE GOVERNANCE REPORTS**

### **5.1 Business Plan Progress Report 2019/2020**

Committee noted the content of report (copy available). The Director went over the KPI Report, Delivery Plan Report and Risk Report. Committee noted an error contained within the KPI with regards to staff sickness levels. The correct figure at 31/03/2020 should be 1.01%. The Director explained this figure

had changed since writing the report as some more information became available while preparing the ARC return. The Director advised that also since writing this report she had reviewed the Risk report/register to take into account the current COVID-19 situation. This new Risk Report would be presented to Committee at the next meeting in May.

## **5.2 Roystonhill Community Hub**

The Director advised that since the last report the situation at the Hub has remained unchanged. The Hub is still being used as a base for the Royston COVID Response group. Our Tenancy Support Officer continues to lead on the project to prepare and deliver up to 150 food parcels and 150 hot meals for our most vulnerable tenants each week. The TSO has co-ordinated the volunteers to assist with delivery of this service.

## **5.3 Volunteer Co-ordinator Post**

The Director advised that as previously reported funding had been received from Investing in Communities Fund (ICF) to allow the Association to employ a Volunteer Co-ordinator at the Hub. The Director advised that due to the current issues COVID-19 the Association may not be able to successfully recruit the right candidate or define the appropriate role for this post therefore she recommended that this post should be placed on hold and be progressed either in the coming months or once the COVID-19 crisis is over. The Director confirmed ICF has agreed that this funding timescale could be extended towards the end of the funding period in March 2022.

## **5.4 Internal Audit Plan 2020/2021**

Committee noted content of report (copy available). Committee considered the suggestions made by the Internal Auditor and agreed with the proposed Internal Audit Plan for 2020/2021, including Tenant Safety. Committee noted the potential additional cost associated with the audit plan.

## **5.5 Committee Succession Strategy and Training Plan**

Committee noted content of report (copy available). Committee unanimously approved the Committee Succession Strategy and Training Plan along with the timescales contained within the Committee Recruitment plan. Committee noted that this report contained an organisational training plan provided by SHARE following the recent Committee Appraisals and noted the timescales set against each item.

## **5.6 Staff / Committee Training Report 2019/2020**

Committee noted content of report (copy available). The Chairperson noted that a lot of training had been carried out within the year both by staff and Committee and encouraged everyone to continue to attend training and conferences throughout the year. The Corporate Governance Officer also encouraged Committee to make use of SHARE's e-learning portal during these difficult times to ensure Committee remain on track to complete all required training that was identified as part of this year Committee Appraisals.

## **5.7 Complaints Handling Report 2019/2020**

Committee noted content of report (copy available). The Corporate Governance Officer drew Committee's attention to the overall annual complaints figures contained within the report and confirmed that the Association had in total 15 stage 1 complaints and 1 stage 2 complaint during 2019/2020.

## **5.8 Membership Report**

Committee noted the content of the report (copy available).

## **5.9 Committee Recruitment**

The Corporate Governance Officer advised Committee that following a recent social media campaign to recruit new Committee Members she had been approached by two potential candidates who expressed an interest in joining the board. Following a short discussion Committee agreed to form a recruitment panel to progress these applications. 4 members then volunteered their services. Committee instructed the Corporate Governance Officer to contact these candidates and make arrangement to meet via Zoom. This item will be added to the Actions Tracker.

## **6. DEPUTE DIRECTOR / MAINTENANCE / DEVELOPMENT REPORTS**

### **6.1 Planned/Cyclical Maintenance Report**

Committee noted the content of report (copy available). The Depute Director advised that the investment strategy is currently being progressed and provided Committee with an update on the progress for each element. The Depute Director confirmed that although some works are on hold until after the COVID -19 crisis works are still underway with procurement to ensure that tender documents are ready to commence once we are able. The Depute Director confirmed that the ESPD documentation has now been received.

### **6.2 Glenbarr Street Development**

The Depute Director advised that unfortunately since the last report the situation with the Glenbarr Street development remains unchanged due to the COVID crisis. Currently the site is closed however she has become aware that some building sites across this city have reopened and will continue to monitor this and follow guidance set out by the Scottish Government. She is hopeful that we may see some movement on this in the coming weeks. The Depute Director advised that an update on this site has been placed in the newsletter to ensure tenants are kept up to date

## **7.0 HOUSING MANAGER REPORTS**

### **7.1 Housing Management Performance Reports 2019/2020**

Committee noted the content of report (copy available). The Housing Manager drew Committee's attention to a small increase in rent arrears and advised that although this figure remained within target she would continue to monitor this issues very closely and use all the resources we have at our disposal to mitigate the impact of COVID-19 on our arrears figures. It was noted that the net current arrears figure reported on 6<sup>th</sup> April (2.04%) has now been corrected to 1.92%.

Committee discussed the arrears figure and noted that regular meetings were being held with DWP to ensure a wrap around service.

Committee discussed the void report figures. Although the association remained on target a discussion took place with regards to allocations during the COVID-19 crisis. A Committee Member asked if the association currently had a nomination agreement with the local authority and the Housing Manager explained that we didn't have a nomination agreement however we did have a local letting plan where we have agreed to allocate 25% of all voids to homeless. She went onto explain that this is not always possible due to lack of referrals however regular meeting were also held with the homelessness team to try to rectify this issue.

The Director advised that a senior management team meeting would take place this week to discuss how the association could continue with allocations during COVID-19 and an update on this would be provided at the next meeting.

Committee noted that there has been a steady increase in the waiting list over the course of the year. The Housing Manager explained that this was not unusual when a new build development is on site however the waiting list is reviewed by staff monthly and with the implementation of the new allocation policy this may see a reduction in the waiting list.

Andrew Wilkie asked a question about Universal Credit that Donna answered??

Rachel Cooper asked a question about pre-term inspections? And also about recharging tenants? Donna answered these too.

Donna also mentioned turn-around times for processing housing applications.

### **7.2 Outcomes Report**

Committee noted the content of report (copy available). The Housing Manager confirmed that the Money Advice Service, Tenancy Support Service and the Financial Capability Service were all still in great demand. Although some of these staff are currently working from home they continue to support tenants through telephone appointments. The Financial Capability Officer has been very busy assisting tenants in fuel poverty and able to assist them to access new funding that has been opened for this purpose.

The Housing Manager will continue to monitor these services to ensure we have sufficient cover in place.

### **7.3 Tenant Participation Strategy Progress Report 2019/2020**

Committee noted the content of report (copy available).

## **8.0 FINANCE REPORTS**

### **8.1 Donation Register Report 2019 / 2020**

Committee noted the content of report (copy available). A Committee member ask why there had been 3 donations made to an organisation within the financial year. The Director confirmed that the Charitable Donations policy stated “*Only one donation will be given to an individual or organisation in any one year. The maximum that can be given to any individual is £200. In exceptional circumstances further requests from applicants will only be considered by committee at a board meeting*” She confirmed that the additional donations were agreed at Committee meetings in April 2019 and December 2019.

### **8.2 Salary Exchange**

*This item was discussed before item 1 on the Agenda, without staff present.*

The finance agent discussed the report with Management Committee members , Committee agreed that the Salary Exchange Scheme would be offered to all staff within the pension scheme on an opt in based and any saving made on Employers National Insurance contribution would be retained with the association

*The Finance Agent then left the meeting at 5.20pm*

## **9.0 DATE & TIME of NEXT MEETING**

The next Management Committee meeting will take place via Zoom on Wednesday 27<sup>th</sup> May 2020 at 5.00pm.

## **10.0 AOCB**

### **10.1 COVID-19**

Committee noted the content of the report circulated. The Director went over the COVID-19 report and drew Committee attention to the following matters;

#### **Scottish Housing Regulator**

The SHR have requested monthly updates to be submitted covering items such as cash balance, staff sickness, arrears and voids. Staff are currently working on these figures and the Director will submit them before the deadline on 7<sup>th</sup> May 2020.

#### **Financial Matters**

Both the 30 and 5 year projections will need to be reviewed in August 2020.

#### **End of Year Accounts**

Pre audit planning meetings were held to discuss how to ensure this remains within timescale.

#### **Video Conferencing**

Although Zoom has been working very well the Director advised that our IT company have now set up Microsoft Teams which will give us better functionality. This is currently being tested with staff and will be rolled out to Committee as soon as possible.

#### **Allocations**

A Senior Management team meeting is due to take place on 29<sup>th</sup> April 2020 to discuss how to recommence allocations during COVID-19, taking account of recent Scottish Government advice.

**Evictions**

Tenant is engaging with staff and has engaged the assistance of a local councillor and MP who is assisting with this case and providing regular updates. No further action at the moment.

**Housing Support**

The Director has applied for further funding from Scottish Government through GSWF to continue with the Tenancy Support / COVID Co-ordinator Response Service, holiday hunger program and activity packs for children and elderly / vulnerable / isolated. These services have been vital in the community during the recent COVID outbreak. The Director has included some children’s and elderly activity packs within the application. The Association has also committed funding to the holiday hunger program to allow it to continue for a further 2 weeks while we await the outcome of the funding application.

Rosemount Development Trust has applied to Supporting Communities Fund for £24,000 to enable Royston Youth Action to provide support of £20 per week to 50 households for a period of 24 weeks and £8,400 for Rosemount Lifelong Learning to provide 40 families with a monthly activity bag targeted on the needs of individual families. They will also co-ordinate distribution of phone top up cards for 30 individuals to allow them to stay in touch with support workers, family and friends.

Meeting closed at 6.20pm  
Minutes taken by Gillian Spence

I certify that the above minute has been approved as a true and accurate reflection of the proceedings

Signed (Chair) \_\_\_\_\_

Date \_\_\_\_\_