

SPIRE VIEW HOUSING ASSOCIATION LTD
MINUTE OF HYBRID MANAGEMENT COMMITTEE MEETING
HELD ON TUESDAY 30TH APRIL 2024 AT 5.30PM IN THE OFFICE AT
43 THARSIS STREET / VIA ZOOM

PRESENT:	CHARLIE LUNN	CHAIRPERSON
	CLARE O'DONNELL	SECRETARY
	ALAN BROWN	TREASURER
	ROSEMARY GALLAGHER	COMMITTEE MEMBER
	ALAN SHUTE	COMMITTEE MEMBER
	OSMAN LAMIN SIDIQUE	COMMITTEE MEMBER
	DREW COLLIER	COMMITTEE MEMBER
	MARY GIBSON	COMMITTEE MEMBER
	GERALDINE McLAUGHLIN	COMMITTEE MEMBER
	CRAIG ALLAN	COMMITTEE MEMBER (ZOOM)
	FLORENCE DIOKA	COMMITTEE MEMBER (ZOOM)

IN ATTENDANCE:	FIONA MURPHY	DIRECTOR
	MARGARET BROWNLIE	DEPUTE DIRECTOR
	GILLIAN SPENCE	CORPORATE GOVERNANCE OFFICER

1.0 APOLOGIES, INTRODUCTIONS AND WELCOME

The Chairperson welcomed everyone to the meeting.

1.1 Apologies

RACHEL COOPER	COMMITTEE MEMBER (LOA)
ALLAN STEWART	COMMITTEE MEMBER (LOA)
ANGELA HEANEY	COMMITTEE MEMBER (LOA)
MAUREEN FLYNN	VICE CHAIRPERSON
DONNA RICHARDSON	HOUSING MANAGER
JORDAN HENDERSON	FINANCE MANAGER

2.0 MINUTES OF PREVIOUS MEETING

2.1 Minute of Management Committee Meeting 26th March 2024

The Minute of the Management Committee meeting held on 26th March 2024 was approved by Committee.

2.2 Confidential Minute of Committee Meeting 26th March 2024

The Confidential Minute of the Management Committee meeting held on 26th March 2024 was approved by Committee.

3.0 MATTERS ARISING (Including Action Tracker)

The Director apologised as the Actions Tracker was not attached to the papers however, she confirmed that there were no open items contained within the action's tracker.

4.0 DECLARATION OF INTEREST

Gillian Spence declared an interest at item 11.1 AOCB and it was agreed that Gillian Spence would leave the meeting when the relevant item was discussed.

5.0 DIRECTOR / CORPORATE GOVERNANCE REPORTS

5.1 Transfer of Engagements – Confidential Report

Committee considered the content of report (copy available) along with the various attachments. The Director provided a verbal overview of all documentation.

Committee noted that all actions on the Project Plan were now complete and agreed to remove this Project Plan from all future reports. Committee noted that this would result in Transfer Promises Action Plan being the only remaining item to be reported to the board quarterly.

Committee therefore;

- **Noted** the update contained within the report in relation to the close down of Copperworks Housing Association.
- **Noted** the content of the Project Plan and approved removal of this from future reporting.
- **Noted** the progress made in relation to the Transfer Promises Action Plan and noted that this will continue to be reported.
- **Noted** the change within the Transfer Promises Action Plan in relation to timescales to VAT deregistration.

The Director further advised that, since the report was distributed, the VAT deregistration application for Spire View has been actioned and approved by HMRC.

5.2 Potential Transfer of Engagements (Blochairn)

The Director advised that the Depute Director along with John Mulholland from Mulholland Housing Consultancy continue to attend meetings at Blochairn Housing Association and advised that staff at Blochairn continue to work with their Architect and Contractor to resolve the outstanding tenant safety matter. A report on this has been commissioned and should be available in June 2024, allowing time to consider the content and report fully to the Management Committee in August 2024. The Scottish Housing Regulator (SHR) is aware of this and being updated regularly. The Director advised that SHR is engaging with Blochairn Housing Association and this will most likely remain the case for the foreseeable future.

A Committee Member asked if Spire View had access to BHA stock condition survey. The Director confirmed that Spire View commissioned this work and therefore this information is available.

5.3 Business Plan 2024 - 2027

Committee considered the content of report (copy available). The Director drew Committee's attention to those KPI's where targets had not been met, including % rent collected rent arrears. She advised that whilst performance is still overall very positive, the Senior Management Team continue to monitor closely.

Committee also noted that non-technical rent arrears also increased at the end of March 2024 due to a number of late payers and the month end being over a bank holiday weekend. As a result, some direct debits were not captured.

The Director pointed out that SHQS compliance has dipped due to an administrative error which resulted in around 20 Electrical Safety checks being out with the 5 year anniversary period. The Maintenance team is now working towards completing these as soon as possible. The Depute Director will provide further information during her reports.

Lilian Peters from Visual Stat Solutions is currently drilling down into the Repairs Right First time, and we therefore may see this figure improve. This is in addition to the staff sickness performance which, following validation, now stands at 6.9% and not 7.1% as reported.

Committee noted that good progress has been made on the Delivery Plan and noted the updates contained in the Risk Register Report.

5.4 SHR Engagement Plan

Committee noted the content of report (copy available). Committee noted the content of the Associations Engagement Plan issued from SHR and published for the coming year 2024/2025. The Director advised that SHR are engaging with the Association to ensure we deliver on the Transfer Promises to Copperworks.

5.5 Code of Conduct Breach Investigation – Confidential Report

Committee noted the content of report (copy available), along with the accompanying documentation, action taken and the resolution.

Committee noted and approved an Online Meeting Etiquette Procedure It was also noted that the Committee Member affected would meet with the Corporate Governance Officer to discuss the newly approved meeting etiquette and to discuss any further technical requirements. Following this they would return to Committee in May 2024.

The Director confirmed that a Notifiable Event was submitted to SHR along with all documentation required. We have been advised that SHR are currently reviewing this and will most likely close once complete.

5.6 Committee Succession Strategy and Action Plan

Committee noted the content of report (copy available). The Corporate Governance Officer issued an **updated** report in relation to this item. The Corporate Governance Officer confirmed that SHARE made two recommendations for training in the coming year, and these were both included in the organisational training plan for 2024/2025. She confirmed that each Committee Member has been issued with an Individual Learning Report and encouraged everyone to ensure they source training to meet these needs during the course of 2024/25.

The Corporate Governance Officer advised that she would continue to share emails on upcoming training opportunities throughout the year and also encouraged Committee to use SHARE's eLearning portal for individual learning needs.

5.7 Staff / Committee Training Report 2023/2024

Committee noted the content of report (copy available).

5.8 Complaints Handline Report

Committee noted the content of report (copy available). Committee noted a total of 43 complaints were received during 203/24. 69.7% of these complaints were upheld, 2 were not resolved on time and Committee noted the reason for this.

The Corporate Governance Officer advised that staff training on Complaints for the coming year is currently being sourced.

5.9 Membership Report

Committee noted the content of report (copy available). Committee approved 8 membership applications and the use of the seal.

5.10 Equality and Human Rights Action Plan Report 2023/2024

Committee noted the content of report (copy available). The Corporate Governance Officer drew Committee attention to the slight change in timescales contained within the Action Plan due to the delay in the approval of the Policy. She advised that the Senior Management Team would be meeting during May to discuss this plan and progress the actions within.

5.11 Roystonhill Community Hub Report 2023/2024

Committee noted the content of report (copy available). Committee noted the Hub income for 2023/2024, the total visits to the hub along with volunteers recruited and volunteer hours. The Director advised that activities at the Hub were going really well, the building is very busy throughout the year with a variety of different lets. She advised that losing 2 staff members in December 2023 due to lack of funding was unavoidable however the Volunteer Co-ordinator continues to be supported by the Corporate Governance Officer. She advised that the Association continues to seek funding for the Hub from a variety of sources.

There was some discussion around let fees and ensuring fees are kept affordable. A Committee Member suggested hosting a wedding show or pop-up market may be of interest to some service users. The Corporate Governance Officer advised that she would investigate this further.

6.0 DEPUTE DIRECTOR / MAINTENANCE / DEVELOPMENT REPORTS

6.1 Planned / Cyclical Maintenance Report

Committee noted the content of report (copy available). The Depute Director provided the following additional information;

Kitchen/Boiler Renewal Contract

Prestart meeting has been held and property surveys will be progress in the near future

Window Contract

The pre-start meeting was held on 16th April 2024 and teh Contractor is looking to complete a few pilot properties prior to starting full contract. It is likely these will progress in May with the main contract works starting in July 2024.

Bathroom Contract

The tender returns are currently being assessed by the Quantity Surveyor and a report with recommendations will be brought to the May Committee meeting.

A Committee Member asked if this contract would be affected due to recent news that one of its competitors went into liquidation, the Depute Director advised that she did not think this would be the case. The financial information provided in the tender process had been robust.

Grounds Maintenance Contract

The Depute Director drew Committee's attention to the section of the report that detailed the approval to appoint Ramoraas our new Ground's Maintenance Contractor under Urgent Measures and the associated paperwork that was included in Committee papers. This was duly noted for the minute.

A Prestart meeting has been arranged to take place on 1st May 2024 and the Contractor hopes to be on site by mid-May. The previous Contractor had advised that TUPE would apply and usually this takes some time to progress. However, the Contractor has a team ready to start meantime to ensure that the estate is brought back up to a neat and tidy condition.

Close Cleaning

The new Contractor Allander Cleaning Services is now in place and initial feedback from staff and tenants has been positive.

6.2 Milburn Street Development

Committee noted the content of report (copy available). The Depute Director advised Committee that C&S Developments had advised that City Property has been putting pressure on them for the purchase of the site and suggesting they may move to another bidder if matters did not progress timeously. There has been no further feedback from NRS on the Scheme Proposal but the Depute Director has chased up matters and is awaiting a call back. She will update Committee on this matter as it progresses.

6.3 Triangle Site

The Depute Director advised that the Contractor is now on site and works have commenced and completion is expected by the end of July 2024. The Depute Director advised that these plans were shared on social media, and this generated some community interest. The Depute Director confirmed that the association has responded and taken on board comments or suggestions. Committee noted that this plan was developed in partnership with the community during a 2018 feasibility Study and the design being progressed was in line

with this community consultation. Phase 1 was remediation of the site to bring it back to a safe green space. Phase 2 involves installation of connecting pathways, open flat green space for play and community use, lighting, planting and a hard-standing event space.

A Committee asked if the area would be fenced off. The Depute Director advised that there would be an informal boundary of trees and planting. Another member asked if there would be additional parking, the Depute Director advised that there would not be.

A Committee Member asked if there would be seating. The Depute Director and Director confirmed that funding had been received from the Area Partnership for the provision of benches manufactured by Barlinnie Prison. The detailed design and location of these can be brought back to Committee for further discussion.

6.4 RDT Lease of SVHA Owned Land

The Depute Director advised that there was no formal update on this matter. Committee are aware of the lender's security that requires to be released to allow the lease to be progressed and this is being progressed by the Finance Manager. This is the subject of another report contained within this month's papers.

6.5 Maintenance Policy Review

The Depute Director advised Committee that the full suite of Maintenance Policies is due for review. For previous reviews, Committee preferred to hold a separate meeting to review these due to the large number of policies involved. She asked if Committee wished to do so again. Committee discussed this matter and agreed to hold an additional Committee meeting on Tuesday 21st May 2024 at 5.30pm.

Geraldine McLaughlin and Alan Shute put forward apologies that they will not be able to attend this meeting.

7.0 HOUSING MANAGEMENT REPORTS

7.1 Outcomes Report – Financial Capability, Money Advice & Tenancy Support 2023/2024

Committee noted the content of report (copy available). The Depute Director apologised to Committee and explained that unfortunately the report from the Tenancy Support Officer was not received in time to include within this month's papers. Therefore, it will be brought back to the May meeting. Committee noted the outcomes in relation to the Financial Capability and Money Advice services and agreed that it was a valuable service and good outcomes for tenants.

7.2 Tenant Participation Strategy

Committee noted the content of report (copy available). Committee noted an error contained within the report and should read at 1.1 '*To update Committee with the Progress made in relation to Tenant Participation Objectives up to 31st March 2024*'

Committee noted the Action Plan attached and the progress made to date. The Depute Director advised that she thought there were some issues with numbering on the Action Plan and these would be remedied for future reports.

The Depute Director advised that the Tenant Participation Strategy was due for review in 2023 but was placed on hold due to the Transfer of Engagements and it was agreed that this would be postponed until 31st March 2024. Committee noted that the review process was currently ongoing and Lesley Baird is facilitating this process. She recently met with a focus group which produced a lot of discussion and debate and was really positive. A full report and updated Strategy and Action Plan will be brought back to the May or June meeting.

7.3 Homelessness Letting Targets 2024/2025

Committee noted the content of report (copy available). Committee discussed the information presented and the attachments. Committee also noted the issues highlighted by GCHSPC and the supporting information from GWSF and were extremely sympathetic to the current situation. However, it was noted that the current target of 25% was still not being achieved and as such, following discussion, agreed that a response should be sent outlining that we are sympathetic, however, we will retain our target of 25% of allocations to the Homelessness Team and should it become apparent that this is on course to be achieved, we will reconsider our position.

8.0 FINANCE REPORTS

8.1 IT– Housing Software Provider

The Depute Director advised that legal due diligence is still ongoing but we hope to be in a position to have all matters finalised at a forthcoming meeting. It is hoped that a full report with recommendations will be brought back to the May Committee meeting.

8.2 Lenders Security

Committee noted the content of report (copy available). It was noted that the Finance Manager was requesting that Committee approve the successful release of 343 properties from Virgin Money.

The Depute Director advised that currently, security is held over 422 properties and as such, we are over secured. The lenders have advised that they wish to retain 79 properties as part of the collateral provided to the Association and a valuation process is underway to allow this to be progressed. In addition, the Finance Manager will be progressing a valuation of all stock in the near future. There are sufficient funds within the budget for 24/25 for these exercises.

Following discussion Committee agreed to the successful release of 343 properties from Virgin Money.

A Committee Member asked if the removal of this security should have been done sooner, The Director advised that this was not the case, it could have been done earlier but there was no reason to at that time. A Committee Member asked why 343 properties and the Director advised that this was the lenders selection.

The Depute Director advised that a survey of the properties would soon be carried out and tenants will be notified.

9.0 POLICY REVIEW

9.1 Protocol for Management, Appraisal and Support of Director

Committee noted the content of report (copy available). Committee considered the revised draft Protocol for Management, Appraisal and Support of Director agreed to the adoption and implementation of this.

9.2 Tenant Participation Strategy

The Director advised that the Tenant Participation Strategy Review was well underway. Lesley Baird is supporting this and working with a Focus Group to ensure tenants views are being taken into account and fed into the Strategy. The group has been very successful and now has around 8 local people taking part. A full report on this matter will be presented at the meeting in May/June.

10.0 DATE & TIME OF NEXT MEETING

The next hybrid Management Committee meeting will take place on **Tuesday 21st May 2024 at 5.30pm** to discuss Maintenance Policies and thereafter the next meeting of the full Management Committee will take place on **Tuesday 28th May 2024 at 5.30pm**.

11.0 A.O.C.B

11.1 Volunteer Recruitment/ Request

Gillian Spence declared an interest and left the room whilst this matter was discussed. Mags Brownlie took over minute taking responsibilities.

The Director advised Committee that a request had been received from Gill's daughter Megan to volunteer with the Association over the summer months, 3 days per week, commencing at the start of June. The Director has discussed this with the Chair and he is happy for this to progress. The Director therefore sought full Committee approval for this volunteer placement.

Committee unanimously agreed to this request.

Meeting closed at 6.45pm

Minute 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
