

**SPIRE VIEW HOUSING ASSOCIATION LTD**  
**MINUTE OF HYBRID MANAGEMENT COMMITTEE MEETING**  
**HELD ON TUESDAY 27<sup>TH</sup> AUGUST 2024 AT 5.30PM IN THE OFFICE AT**  
**43 THARSIS STREET / VIA ZOOM**

<b>PRESENT:</b>	CHARLIE LUNN	CHAIRPERSON
	CLARE O'DONNELL	SECRETARY
	ALAN BROWN	TREASURER
	GERALDINE McLAUGHLIN	COMMITTEE MEMBER
	MARY GIBSON	COMMITTEE MEMBER
	ALAN SHUTE	COMMITTEE MEMBER(ZOOM) (From Item 5.0)
	RACHEL COOPER	COMMITTEE MEMBER
	FLORENCE DIOKA	COMMITTEE MEMBER (ZOOM)
	ROSEMARY GALLAGHER	COMMITTEE MEMBER
<b>IN ATTENDANCE:</b>	FIONA MURPHY	DIRECTOR
	MARGARET BROWNLIE	DEPUTE DIRECTOR
	GILLIAN SPENCE	CORPORATE GOVERNANCE OFFICER
	JORDAN HENDERSON	FINANCE MANAGER
	DONNA RICHARDSON	HOUSING MANAGER
	LORNA SHAW	RESEARCH RESOURCE (Item 5.0 only)

**1.0 APOLOGIES, INTRODUCTIONS AND WELCOME**

The Chairperson welcomed everyone to the meeting. The Director advised that sadly due to ill health Allan Stewart has now missed 4 consecutive meetings and is therefore deemed to have resigned. Committee expressed their sadness and instructed the Corporate Governance Officer to send flowers and a letter to Allan to wish him well and to express their thanks for his many years of service.

**1.1 Apologies**

CRAIG ALLAN	COMMITTEE MEMBER
MAUREEN FLYNN	VICE CHAIRPERSON
ANGELA HEANEY	COMMITTEE MEMBER
DREW COLLIER	COMMITTEE MEMBER
OSMAN LAMIN SIDIQUE	COMMITTEE MEMBER

**2.0 MINUTES OF PREVIOUS MEETINGS**

**2.1 Minute of Management Committee Meeting 25<sup>th</sup> June 2024**

The Minute of the Management Committee meeting held on 25<sup>th</sup> June 2024 was approved by Committee.

**2.2 Confidential Minute of Management Committee Meeting 25<sup>th</sup> June 2024**

The Confidential Minute of the Management Committee meeting held on 25<sup>th</sup> June 2024 was approved by Committee.

**3.0 MATTERS ARISING (Including Action Tracker)**

Committee noted that there was one open item contained within the actions tracker. The Director advised that this matter was contained within the agenda at item 11.1 and therefore would be discussed at the appropriate time.

**4.0 DECLARATION OF INTEREST**

There were no declarations of interest.

*Alan Shute arrived at 5.39pm via Zoom*

## **5.0 Tenant Satisfaction Survey Results**

*Lorna Shaw joined the meeting at 5.40pm via Zoom*

Committee welcomed Lorna Shaw from Research Resource to the meeting. Lorna presented her findings on the recent Tenants Satisfaction Survey that was carried out between 13<sup>th</sup> June 2024 – 22<sup>nd</sup> August 2024. Lorna advised that Research Resource carried out 417 surveys in total during this period, comprising 379 tenants and 38 owners.

Lorna advised that overall satisfaction has increased and now stood at 96.57% against 89.34% in 2021 when the last survey was carried out. Lorna advised that the Scottish average figure currently stood at 87% therefore Spire View are in a very strong position. Lorna went on to advise that she has included the 2021 Tenants Satisfaction Survey results in this presentation for comparison.

Lorna went over the top line survey outcomes in detail with Committee who were pleased to note that the vast majority of results have improved since the 2021 survey. She further advised that a separate report has been produced for former Copperworks tenants, to allow Committee to track satisfaction since the Transfer of Engagements in August 2023. Again, the results here are overall very positive.

Committee discussed these findings and thanked Lorna for her presentation.

Lorna left the meeting at 6.05pm

The Director advised that the full survey reports would be circulated to Committee and a summary version provided for tenants.

## **6.0 DIRECTOR / CORPORATE GOVERNANCE REPORTS**

### **6.1 Copperworks Transfer Promises Action Plan Progress to 30<sup>th</sup> June 2024**

Committee noted the content of report (copy available). The Director advised that the issuing of Written Statements of Service was extended to 31<sup>st</sup> July 2024 and has now been completed. She advised that Committee wished the deadline for the name change be extended to allow additional time to consider the options provided in the report in June 2024. This resulted in a need to extend this deadline until 30<sup>th</sup> September 2024. Committee approved this amendment.

The Director confirmed that all items are on track and progressing well with no concerns.

### **6.2 Potential Transfer of Engagements (Blochairn)**

A separate confidential minute is available for this item.

### **6.3 Business Plan Progress Report to 30<sup>th</sup> June 2024**

Committee noted the content of report (copy available).

The Director provided an overview of the KPI, Delivery Plan and Risk Report.

With regards the KPI report, the Depute Director advised that she had drilled down into tenants satisfied with repairs figures and on investigation some tenants stated that their dissatisfaction was due to communication issues or that they had hit the wrong button when submitting their online forms which could have had an impact. The Depute Director also advised that she had investigated why non-emergency repairs were sitting just outside the target of 3 days at 3.09 days. It would seem that this was due to 1 contractor not logging works on time however, following review, this figure has now improved and sitting within target of 3 days.

### **6.4 Potential Name Change**

Committee noted the content of report (copy available). The Corporate Governance Officer went over the 4 suggested new names put forward since the last report. Committee agreed to consult with tenants on these options;

Royston Housing Association  
No change – Spire View Housing Association  
City View Housing Association  
Spire Works Housing Association

Committee noted the timescales and methods for the consultation.

A Committee member asked for clarification of the process once a tenant consultation took place. The Director confirmed that it would be reported back to Committee for final consideration / approval before being presented to members at an SGM.

### **6.5 AGM Arrangements**

Committee noted the content of report (copy available). Committee noted the date of this year's AGM would be 17<sup>th</sup> September 2024 at 6pm. They also noted the letter from the Secretary in relation to Rule No 68. The Corporate Governance Officer confirmed that no nominations had been received. She went on to advise that as Allan Stewart is no longer a Committee Member (as per item 1.0) then one additional committee member would be required to stand down this year to ensure the 1/3 of members is achieved. Charlie Lunn volunteered to stand down this year and stand for re-election.

### **6.6 Membership Report**

Committee noted the content of report (copy available). Committee approved 9 membership applications and the use of the seal.

### **6.7 Complaints Handling Reports to 30<sup>th</sup> June 2024**

Committee noted the content of report (copy available). Committee noted 6 x Stage 1 and 2 x Stage 2 complaints received during April – June 2024. The Corporate Governance Officer drew Committee attention to 1 x Stage 1 and 1 x Stage 2 complaints that were responded to out with timescales. Committee noted the reasons for this.

The Corporate Governance Officer advised that she had signed all staff up to undertake SPSO complaints handling Stage 1 training and senior staff to undertake Stage 2 Investigation training in the coming months.

### **6.8 Roystonhill Community Hub Progress Report to June 2024**

Committee noted the content of report (copy available). The Corporate Governance Officer advised that the Hub was doing really well at the moment she advised that we had 7,047 people through our doors in the last quarter taking part in 261 lets or 183 activity sessions. The Hub raised £19,104 in revenue from lets and staff had recruited 4 new volunteer during this time who collectively put in 642 volunteer hours.

She went on to advise that, thanks to Lottery Heritage Funding, we had recruited Elena Harris as a Heritage Engagement Officer for 2 years. We also now have Fiona McLean in post as Engagement Assistant for 1 year.

Recently we have partnered with Jobs and Business Glasgow who have recruited one of our volunteers Tina Connelly full time for 35 weeks. Tina is based at the hub providing admin/reception support.

A Committee Member asked about the income and expenditure at the Hub. The Finance Manager advised that the Hub is currently operating at around £2,000 per year loss but staff are working hard to bridge this gap. It is expected that the hub will break even financially in the next couple of years.

## **7.0 FINANCE REPORTS**

### **7.1 Draft Annual Financial Statement & Letters to 31<sup>st</sup> March 2023**

Committee noted the content of report (copy available). The Finance Manager went over the Draft Financial Statements to 31<sup>st</sup> March 2024, Management Letter, Response to Management Letter and Letter of Representation. The Finance Manager went over AAB Audit report and Committee noted that the association was given a clean bill of health.

The Finance Manager drew Committee attention to the Management Letter and noted that Bank Reconciliations were noted as an area requiring attention. The Finance Manager advised that this was a discrepancy when Copperworks and Spire View bank accounts were brought together. He then went on to read out his response to the Management Letter and advised that he would ensure the bank reconciliations are done regularly and balance.

Committee noted the responses above and noted no other areas for concern at this time. Committee therefore approved the following;

- Committee approved the annual financial statement for the year to 31<sup>st</sup> March 2024
- Committee approved responses to the Management Letter which would be signed by the Chairperson
- Committee approved the signing of the Letter of Representation which will be issued to the external auditor.

## **7.2 Management Accounts to 30<sup>th</sup> June 2024**

Committee noted the content of report (copy available). The Finance Manager presented the Management Accounts to the 30<sup>th</sup> June 2024. He went over the Statement of Comprehensive Income, Statement of Financial Position and Statement of Cash Flows. Committee noted that the association has had a health first financial quarter and overall has a healthy surplus and remian covenant compliant. The Finance manager will continue to monitor to ensure it remains healthy throughout. Committee approved the Management Accounts to 30<sup>th</sup> June 2024.

## **7.3 IT – Housing Software Provider**

Committee noted the content of report (copy available). The Finance Manager went over the background of this report and the reasons why the association were considering a move from SDM to HomeMaster. Committee noted that with the implementation of this new housing software system there would be cost savings and better operational performance. A Committee Member asked if there was a project plan for the implementation of this software. The Finance Manager advised that he would lead on this project and agree an implementation plan with HomeMaster, he also has a dedicated staff member in each team to ensure a smooth transition. Committee approved the recommendation to move from SDM to HomeMaster.

## **8.0 DEPUTE DIRECTOR / MAINTENANCE / DEVELOPMENT REPORTS**

### **8.1 Planned / Cyclical Maintenance Report**

Committee noted the content of report (copy available). Following discussion, Committee approved the appointment of BRB Electrical Ltd to carry out gas reactive maintenance and gas servicing works for the period 1-10-24 to 30-9-27

### **Painterwork**

Committee approved the recommendation for Depute Director to progress with a tender for painter works.

*At 7.15pm the Chairperson noted that there was just 15mins left for meeting business and requested a suspension of Standing orders, if required, to allow for agenda business to be concluded. Committee agreed.*

### **8.2 Triangle Site**

Committee noted the content of report (copy available) Committee noted the current position with this contract and noted that the utility supply has now been completed and this could potentially mean that we will be able to have a Christmas Tree on this site this year.

### **8.3 RDT Lease of SVHA Land**

The Depute Director advised that the Finance Manager was still progressing the updated title and deed of restriction to allow release of the land at the rear of Rhymer Street/Earlston Avenue. Once this has been

resolved, the lease documents can be prepared and a further report brought back to Committee for approval at the appropriate time.

#### **8.4 Insurance Report – Annual Update**

Committee noted the content of report (copy available). The Depute Director advised that she was currently in discussions with the Insurance Broker to source the best possible price for insurance renewal. However, she advised that it is looking likely that there will be a significant increase to the cost we are currently paying. She confirmed that it was a complex market at the moment, and she would progress to ensure that all Association stock remained insured and protected and would bring a full report back for Committee on renewals in September 2024.

### **9.0 POLICY REVIEW**

#### **9.1 Flexible Working Policy**

Committee noted the content of report (copy available). Committee considered the draft Flexible Working Policy and agreed to the adoption and implementation of this.

#### **9.2 Tenant Participation Strategy Review 2024-2027**

Committee noted the content of report (copy available). Committee considered the draft Tenant Participation Strategy and Action Policy and agreed to the adoption and implementation of this.

### **10.0 DATE & TIME OF NEXT MEETING**

The next hybrid Management Committee meeting will take place on **Tuesday 24<sup>th</sup> September 2024 at 5.30pm.**

### **11.0 A.O.C.B**

#### **11.1 Health and Safety Audit Action Plan**

Committee noted the Health and Safety Audit Action Plan, and the progress made to date. The Depute Director advised that this attachment was missing from the previous report and therefore as per the actions tracker, had been provided in the papers for tonight. A further update on the progress of these actions would be provided in September 2024.

#### **11.2 GDPR / Cyber Essentials**

The Director advised that going forward only Spire View email accounts will be used to contact and send Committee papers. This is necessary to ensure the Association continues to comply with Cyber Essentials. She encouraged everyone present to ensure that their Spire View issued tablets are switched on updated and charged. If anyone has any problems with their tablets they should get in touch with the Corporate Governance Officer.

#### **11.3 Staffing**

Committee noted the content of report (copy available). The Director advised that Housing Officer Margaret Clowes will be leaving the Association on Friday 30<sup>th</sup> August 2024. Margaret has secured a new post in another organisation. Committee wished Margaret well in her new role.

#### **11.4 Stage 3**

The Depute Director sought Committee approval for the Chairperson to sign the contract for a major Stage 3 Adaptation. Committee approved this request, and the Chairperson signed the Contract.

#### **11.5 GWSF Survey**

The Director supported Committee to form a response to GWSF recent survey on 'We want your views - strengthening regulatory support and protection for community based Has. Once Committee agreed a suitable response, they instructed the Director to send this to GWSF on their behalf.

Meeting closed at 7.35pm

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)

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Date

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