

**SPIRE VIEW HOUSING ASSOCIATION LTD**  
**MINUTE OF MANAGEMENT COMMITTEE MEETING**  
**HELD ON MONDAY 26th APRIL 2021 AT 5.00PM**  
**VIA ZOOM**

<b>PRESENT:</b>	ALAN BROWN	CHAIRPERSON
	CHARLIE LUNN	VICE CHAIRPERSON (arrived at item 8.1)
	CLARE O'DONNELL	SECRETARY
	CAITLIN HEANEY	COMMITTEE MEMBER
	ALLAN STEWART	COMMITTEE MEMBER
	ANDY WHITE	COMMITTEE MEMBER
	MARK SHANNON	COMMITTEE MEMBER
	RACHEL COOPER	COMMITTEE MEMBER
	ANDREW WILKIE	COMMITTEE MEMBER (arrived at item 5.1)
	CRAIG ALLAN	COMMITTEE MEMBER

<b>IN ATTENDANCE:</b>	FIONA MURPHY	DIRECTOR
	MARGARET BROWNLIE	DEPUTE DIRECTOR
	GILLIAN SPENCE	CORPORATE GOVERNANCE OFFICER

**1.0 APOLOGIES, INTRODUCTIONS AND WELCOME**

**1.1 Apologies**

ROSS LOVE	COMMITTEE MEMBER
DONNA RICHARDSON	HOUSING MANAGER

**2.0 MINUTES OF PREVIOUS MEETING**

**2.1 Minute of Management Committee Meeting 29<sup>th</sup> March 2021**

The Minute of the Management Committee meeting held on 29th March 2021 was approved by Committee.

**2.2 Confidential Minute of Management Committee Meeting 29th March 2021**

The Confidential Minute of the Management Committee meeting held on 29th March 2021 was approved by Committee.

**3.0 MATTERS ARISING**

**3.1 Actions Tracker**

Committee noted 1 open item contained within the actions tracker;

*Item 13.1 Roystonhill Pantry:*

Committee noted that the Depute Director had, as agreed, circulated a copy of the Pantry floor plan to all Management Committee Members. Therefore this item was closed.

**4.0 DECLARATION OF INTEREST**

There were no declarations of interest noted.

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

*Andrew Wilkie arrived at 5.08pm*

### **5.1 Business Plan Progress Report to 31<sup>st</sup> March 2021**

Committee noted the content of report (copy available). The Director drew Committee's attention in particular to the KPI Progress to 31<sup>st</sup> March 2021 and advised that where we have not reached our target this has not automatically been marked red. This is because performance is still positive and not hugely out with target. The Director advised that the re-let times are out with target and standing at 12.24 days against a target of 8 days. She confirmed that we continued to see improvement in this area during the COVID recovery phase. This has also affected void loss however with re-let times improving this figure is also reducing.

The Director drew Committee attention to complaints and noted that 1 complaint was closed off out with timescale. Committee also noted that a higher percentage of complaints were upheld during 2020/21 however, staff have analysed this and see no patterns forming. We will continue to monitor complaints performance.

The Director reported no further gas servicing failures since July 2020 and SHQS performance was recorded at 98.02% however, the Depute Director has provided a separate report on this matter.

Committee noted amber items contained within the Delivery Plan and the Director explained that where these targets have not been achieved this has been out with our control and the delays relate mainly to the current pandemic.

The Director advised that the Risk Report has been updated to ensure we have all the correct control measures in place.

A Committee member congratulated the Director and staff on good progress made throughout the year in particularly difficult circumstances.

### **5.2 COVID-19 Update**

Committee noted the content of the report circulated.

The Director advised that as discussed at the last meeting she had streamlined this report significantly. The Director provided the following information, supplementary to the written report provided;

- Community Support –The Director advised that capital works in the Pantry would get underway on 10<sup>th</sup> May 2021 and programmed to be completed by the end of June 2021.
- She advised that some of the groups have started to return to the Hub. The Wellness class is going well and has been very well attended. A new walking group has commenced and the kickboxing class as well as some of the dance classes have recommenced.

### **5.3 Finance Agency Services**

The Director advised that, following the Management Committee meeting in March 2021, and in line with the Standing Orders, an email was sent to all members seeking approval to renew the Finance Agency Agreement for a 1 year period from 1<sup>st</sup> April 2021. The required response was achieved in respect of this proposal and the agreement is now in the process of being signed.

### **5.4 Staffing Review**

The Director advised that she recently met with Eamonn Connolly from EVH and John Mulholland from Mulholland Housing Consultancy to discuss the next steps of the Staff Structure Review. The advice from EVH was to circulate a summary of the Mulholland Housing Consultancy Report to all staff outlining the decision taken by Committee and the rationale for this. EVH further suggested, in terms of staff consultation, it would be appropriate to discuss the proposals and decision with staff at the next staff meeting and thereafter to set up a working group of 2 or 3 members of staff to represent their peers and discuss any issues or

concerns relating to this. Once established, the group will attend 2 or 3 meetings with EVH, Mulholland Housing Consultancy and the Director.

Thus far, 3 Copperworks staff members have expressed an interest in participating in the working group. The Director has therefore sought to encourage one or two Spire View staff members to also participate.

A Committee Member asked the Director to reinforce to staff that no redundancies are being considered.

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

Committee noted the content of the report (copy available). A Committee member noted that he had not been included within section 6.0 of the Action Plan. Following this amendment Committee agreed to adopt the proposed Committee Succession Strategy and Training Plan for 2021-2022.

### **5.6 Staff and Committee Training Report 2020/2021**

Committee noted the content of the report (copy available). The Depute Director advised that the date for this year's Legionella training had been changed from 21<sup>st</sup> April 2021 to 18<sup>th</sup> May 2021. The Corporate Governance Officer advised that she would update this register to reflect this change.

### **5.7 Complaints Handling Report to 31<sup>st</sup> March 2021**

Committee noted the content of the report (copy available). The Corporate Governance Officer drew Committee attention to an amendment made in October 2020 where the report now shows 4 complaints. She explained that this error was noted and did not show on any previous reports due to a coding error. This has now been rectified and staff reminded of the importance of using the correct action codes when recording complaints.

Complaints training has also been scheduled for staff to take place on 25<sup>th</sup> May 2021 following the adoption of the new SPSO Model Policy.

### **5.8 Membership Report**

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

### **5.9 Volunteer Co-ordinators Report**

Committee noted the content of the report (copy available). The Director advised that the Volunteer Coordinator has made excellent good progress at the Hub during a very difficult time. Despite the pandemic the Volunteer Co-ordinator has recruited 22 volunteers and set up a Creative Writing Class, Wellbeing Class, Sewing Class and supports the Young at Heart group weekly.

A Committee Member congratulated the Volunteer Co-ordinator for her efforts and asked that a newsletter article is drawn up to promote these successes.

## **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 information, supplementary to the written report provided;

Kitchen / Boiler Replacement Contract

Property surveys for Copperworks recommenced from today. Spire View surveys due to commence on 5<sup>th</sup> May. Formal programme for install dates awaited.

73-85 James Nisbet Street

Property Surveys will commence from 3<sup>rd</sup> May 2021 and it is likely works to the first block will commence on or around 14<sup>th</sup> June. Works are estimated for completion around October.. The Depute Director advised that a Notice of Potential Liability (NOPL) has been served on the two owner occupied properties within this phase. This will ensure that should these properties be sold that we will be able to recoup our cost for these works before the sale is finalised. A Committee member asked if the association is able to support these owners to gain financial support or grant funding. The Depute Director advised that one of the owners is

another housing association so would not be eligible and has already agreed to the works progressing. The other owner decided not to install new windows but will have the render works carried out. We are working with Glasgow City Council to try to obtain grant funding to support the owner with these costs.

## **6.2 Glenbarr Street**

Committee noted the content of report (copy available). The Depute Director highlighted section 4.1.1 of the report. She advised that she has made NRS aware of the position and that there is the potential for this to result in additional cost and will continue to keep them informed of progress. advised that a discharge request for all pre-construction planning conditions was submitted and all but one have now been discharged. The Depute Director advised that the Architect is still currently in negotiations regarding this matter. She has made DRS aware of the position and that there is the potential for this to result in additional cost and that she would keep them informed of progress. This included notification that we may seek additional grant funding support should this result in additional costs given that this relates to a late notification of additional planning requirements. The Depute Director confirmed that she would update Committee more as information becomes available.

## **6.3 Hub Shop Unit – Capital Works**

Committee noted the content of report (copy available). The Depute Director confirmed that works are due to commence on 10<sup>th</sup> May in the Hub Shop Unit. The Pantry will move into the small hall within the Hub during this time to allow the works to be carried out. She advised that she would continue to update Committee as these works progress.

## **7.0. HOUSING MANAGEMENT REPORTS**

### **7.1 Housing Management Performance 2020/2021**

Committee noted the content of report (copy available). The Director drew Committee attention to the current tenant arrears performance, which is currently standing at 1.64% against a target of 2%. In addition, she pointed out that our total arrears figure stood at 2.04% against a target of 3%. She advised that she was very pleased with this result. The Director explained to Committee that it was worthwhile noting that the full impact of COVID-19 is yet to be known as the furlough scheme has not yet ended however staff are mindful of this and monitoring closely to ensure they take early action.

The Director advised that she would need to clarify the void days figure with the Housing Manager as the Figure reported in the KPI is different from 12.55 days reported in the void report. The actual figure will be verified in the ARC report next month.

A Committee member congratulated the Housing Management team good performance under difficult circumstances.

### **7.2 Outcomes Report – Financial Capability / Money Advice / Tenancy Support 2020/2021**

Committee noted the content of report (copy available). The Director took Committee through this report and noted that £184,000 of additional income was secured for tenants who used the money advice service during 2020-2021. A Committee member advised that this was a great result and shows the service is being well used.

The Director advised that all 3 services are well sought after and well used throughout the year.

### **7.3 Tenant Participation Strategy Progress Report to 31<sup>st</sup> March 2021**

Committee noted the content of report (copy available) and were satisfied with the progress made so far.

*Charlie Lunn arrived at 5.45pm*

## **8.0 FINANCE REPORT**

### **8.1 Donations Register Report 2020/2021**

Committee noted the content of report (copy available). Committee discussed the 2020/2021 donation budget underspend. Committee noted that the volume of donation requests last year were low in comparison

to previous years. Committee agreed that we could see an increase of these as lockdown restrictions ease and local groups start up again.

## **9.0 POLICY REVIEW**

### **9.1 Maintenance Policies – Request for separate meeting date.**

The Depute Director advised that following on from the last Committee meeting in March 2021 she has now reviewed all Maintenance Policies and advised that due to the time this will take up within a normal Committee meeting she requested that an additional meeting be scheduled to consider these policies only. Committee considered this request and agreed to hold an additional full Management Committee meeting on Monday 17<sup>th</sup> May 2021 at 5pm.

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

The next Management Committee meeting will take place via Zoom on Monday 17<sup>th</sup> May 2021 at 5pm and again on Monday 24<sup>th</sup> May 2021 at 5.00pm.

## **11.0 AOCB**

### **11.1 Correspondence from Glasgow City HSCP**

Committee noted the content of letter (copy available). Committee discussed Glasgow City Councils request to provide them with 60% of lets (net of transfers). A lengthy discussion followed after which Committee decided to keep the current target quota of 25% of **all** lets. It was further agreed that should 25% be achieved then Committee would review the quota / target at that time.

### **11.2 Health & Safety**

The Corporate Governance Officer asked Committee for 1 volunteer to take part in a Health & Safety Walkabout. Alan Brown volunteered to attend.

Meeting closed at 18.05pm  
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 \_\_\_\_\_