

SPIRE VIEW HOUSING ASSOCIATION LTD
MINUTE OF HYBRID MANAGEMENT COMMITTEE MEETING
HELD ON MONDAY 30TH AUGUST 2021 AT 5.00PM
VIA ZOOM

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| PRESENT: | CHARLIE LUNN | CHAIRPERSON |
| | CLARE O'DONNELL | SECRETARY |
| | ALLAN STEWART | COMMITTEE MEMBER (From item 5.1) |
| | MARK SHANNON | COMMITTEE MEMBER (ZOOM) |
| | ANDREW WILKIE | COMMITTEE MEMBER (ZOOM) |
| | CRAIG ALLAN | COMMITTEE MEMBER (ZOOM) (from item 6.5) |
| | ANDY WHITE | COMMITTEE MEMBER (ZOOM) |
| | CAITLIN HEANEY | COMMITTEE MEMBER (ZOOM) |
| | ROSS LOVE | COMMITTEE MEMBER (ZOOM) |

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| IN ATTENDANCE: | FIONA MURPHY | DIRECTOR |
| | MARGARET BROWNLIE | DEPUTE DIRECTOR |
| | DONNA RICHARDSON | HOUSING MANAGER |
| | GILLIAN SPENCE | CORPORATE GOVERNANCE OFFICER |
| | MARGARET GILLESPIE | FINANCE ASSISTANT |
| | CLARK DAVIDSON | FINANCE AGENT (item 5.0 Only) |

1.0 APOLOGIES, INTRODUCTIONS AND WELCOME

The Chairperson welcomed all Committee Members to the first Hybrid meeting and offered a special welcome to Margaret Gillespie on her first Management Committee Meeting.

1.1 Apologies

Apologies were received from;

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| RACHEL COOPER | VICE CHAIRPERSON |
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2.0 MINUTES OF PREVIOUS MEETING

2.1 Minute of Management Committee Meeting 28th June 2021

The Minute of the Management Committee meeting held on 28th June 2021 was approved by Committee.

3.0 MATTERS ARISING (Including Action Tracker)

3.1 Cheque Signatories

The Director sought permission to remove Alan Brown as a cheque signatory. Committee granted permission and agreed to postpone nominating a replacement until following the Annual General Meeting.

3.2 Corporate Banking Administration

The Director advised that, following the meeting on 28th June 2021, an email had been sent to all Committee members seeking approval to make changes to the Corporate Administrators on the Clydesdale Bank online banking system. The required 75% approval was obtained via email and the proposed changes made. Only the Director and Depute Director have Corporate Admin permissions.

3.3 Actions Tracker

Committee noted no open items contained within the actions tracker;

The Director advised that following the last meeting an invoiced had been received and paid from Positive Action in Housing therefore we were now fully affiliated.

4.0 DECLARATION OF INTEREST

There were no declarations of interest noted.

Clark Davidson joined the meeting at 5.20pm

5.0 FINANCE REPORTS

5.1 Annual Financial Statements and Letters to 31st March 2021

Committee noted the content of report (copy available). The Finance Agent went over this report and advised that an adjustment would be required on Stage 3 income. He confirmed that he would speak to the Auditors and arrange for this adjustment. The Finance Agent confirmed that the Audit closing meeting would take place on Thursday 2nd September 2021. The Finance Agent advised that the Association has had a commendable year considering the difficulties faced with the pandemic. Committee approved the draft Annual Accounts to 31st March 2021 subject to the changes requested by the Finance Agent.

The Director requested Committee agreement to hold an additional Committee meeting on Tuesday 7th September 2021 at 5pm to consider the final Annual Accounts, management letter and response along with the letter of representation. Committee agreed.

Allan Stewart joined the meeting at 5.25pm

5.2 Management Accounts to 30th June 2021

Committee noted the content of report (copy available). Committee noted the Management Accounts prepared by the Finance Assistant and noted the new format and layout. The Finance Assistant advised that as the Annual Accounts have not yet been finalised she was not able to include comparisons at this stage however, she is keen to do this for Committee at a future meeting. The Finance Assistant went over the Management Accounts to 30th June 2021.

The Finance Assistant advised that she would also be keen to include cyclical maintenance figures within this report going forward along with Planned Maintenance and the new build mortgages as this all has a bearing on the Management Accounts. Committee agreed.

Committee thanked the Finance Assistant for preparing this report and the Management Accounts and commented that they felt they were clear and easy to read. Committee had no further questions.

Committee approved the Management Accounts to 30th June 2021. The Director advised that these would now be submitted to the Association's lenders.

5.3 Donations Report

The Finance Assistant advised that she had now included a donations section within the Management Accounts with a view to reducing the number of reports submitted to the Management Committee. Committee agreed that they liked this new format and were keen to reduce the number of reports presented. Committee noted the donations in the year to 30th June 2021.

5.4 LIBOR / SONIA Transition

This item was discussed after item 5.1

Committee noted the content of report (copy available). The Finance Agent explained to Committee the current financial position in relation to the association's loans and the reasons why LIBOR was being discontinued. Committee agreed to recommendation 2.1 which states the association will migrate to the Bank of England base rate for Clydesdale Bank and migrate to SONIA for the Nationwide.

The Director asked that a further amendment was made to recommendation 2.2 to add that both the Director and Depute Director have delegated authority to sign the amended loan terms. Committee approved this request.

Clark Davidson left the meeting at 5.25pm

Margaret Gillespie left the meeting at 5.35pm

6.0 DIRECTOR / CORPORATE GOVERNANCE REPORTS

6.1 Business Plan Progress Report to 30th June 2021

Committee noted the content of report (copy available). The Director went over the KPI Report, Delivery Plan Report and Risk Report drawing Committee's attention to the following areas;

Average days to re-let – currently achieving 10.9 days against a target of 8 days. Committee noted that additional works and sanitisation is having an impact on turnaround times.

Average time to respond to Stage 2 complaints – currently achieving 35 days against a target of 20 days. Committee noted that 1 complaint took 52 days to complete. Staff training will be undertaken to ensure the reasons for this delay are addressed and response times improve. .

The Director advised that % of tenants satisfied with repairs was recorded as amber this should be green

The Director sought Committee approval to amend the timescale from August 2021 to October 2021 to complete the new building development at Glenbarr Street, as there have been delays out with our control. Committee approved the amendment.

6.2 COVID-19 Update

Committee noted the content of the report circulated.

The Director provided the following information, supplementary to the written report provided;

- The Director advised that the office reopened to the public on 23rd August 2021. This was carried out in full consultation with staff and all safety measures are in place. No issues have arisen and positive feedback received from both staff and tenants.
- The Director advised that all matters reported within the COVID report are also reported elsewhere therefore Committee agreed that this report was no longer required.

6.3 Staff Structure Review

Committee noted the content of the report (copy available). Committee noted the current position in relation to the extended service sharing trial. Committee discussed the proposal put forward by Community Links Scotland and agreed to proceed with carrying out a feasibility study on estate management services.. Although the proposal is for both SVHA and CHA, Committee agreed that they would still be happy to progress should Copperworks decide not to.

Committee noted and approved the proposed schedule of actions and timescales and Committee approved the proposal for recruitment of a Finance Manager.

6.4 VAT Report

The Director explained that she received an email from French Duncan's VAT specialist regarding the ongoing VAT review. The email had been copied to Committee in advance of the meeting for consideration.

The VAT specialist has advised that the association may be due a refund on some historic input VAT as this has been calculated incorrectly in previous years. However it is highly likely that recovering these funds may not be cost effective, due to the cost associated with the work required to carry out the relevant calculations

The Director explained the issues surrounding the sales VAT element of historic Returns and the associations potential liability, details of which were attached to the email circulated to Committee.

Committee agreed that the following actions would be carried out;

- The Director will assist French Duncan to gain customised reports from SDM as required.
- Not to seek to recover any input tax on past VAT returns.

- French Duncan to submit a holding letter to HMRC
- French Duncan to carry out the required high level reconciliations of historic VAT returns to March 2020
- French Duncan to prepare and deliver appropriate staff training.
- Legal / HR advice will be sought to ensure the service sharing set up is done in the most appropriate / cost effective manner.

Craig Allan Joined the meeting at 6.10pm

6.5 Notifiable Event

Committee noted the content of the report (copy available). Committee approved the signing of the attached register report by the Chair.

6.6 Volunteer Co-ordinator Report

Committee noted the content of the report (copy available). The Director advised Committee that there is lots going on at the Hub with lots of activities/groups running. Feedback from this has been very positive. The Director advised that a Volunteer / Digital Volunteer Awards event took place on 21st August 2021 which was very successful and the Hub staff team did a great job in arranging this. We will host a full volunteer event in the coming months to thank all volunteers who supported us during the pandemic.

6.7 AGM Arrangements

Committee noted the content of the report (copy available). Committee noted the Secretary's Letter and a nomination that has been received.

A separate confidential minute is available

6.8 Membership Report

Committee noted the content of report (copy available). Committee approved 4 new membership applications.

6.9 Complaints Handling Report to 30th June 2021

Committee noted the content of report (copy available). The Corporate Governance Officer went over 8 new complaints indicators implemented by SPSO and included within the report. Committee noted that during the quarter we upheld 7 complaint stage 1 complaints and 1 stage 2 complaint. Committee noted that staff took an average of 3 days to complete stage 1 complaints against a target of 5 days and 35 days to complete stage 2 complaints against a target of 20 days. The Corporate Governance explained to Committee that she has analysed the stage 2 complaints and only 1 complaint was out with target timescales. On further examination it she advised that the delay was in relation to awaiting on an insurer investigating the matter however, the Corporate Governance Officer advised that this complaint could have been closed off sooner and will deal with this as a training matter with the staff member involved.

7.0. DEPUTE DIRECTOR / MAINTENANCE / DEVELOPMENT REPORTS

7.1 Insurance Report

Committee noted the content of report (copy available). The Depute Director drew Committees attention to section 4.1 of the report and the broker's advice to utilise the negotiation option within the tender as it was felt going to the market at this time would prove detrimental to the Association financially. Committee were in agreement with this position.

Committee noted that the Depute Director would bring the Insurance Renewal Report with information on the premiums for 2021/2022 to the September Committee meeting.

7.2 Planned / Cyclical Maintenance Report

Committee noted the content of report (copy available).

The Depute Director updated Committee on recent performance of the Grounds Maintenance Contractor and confirmed that regular performance meetings were being held. Staff will continue to monitor this contract closely.

The Depute Director advised that we had recently carried out a specialist cleans to a few closes with a company called Tenement Steps . She advised that the results were very positive.

Following discussion, Committee approved the potential overspend of circa £20,000 for 73-85 James Nisbet Street. Committee also approved the appointment of Paterson Safety Anchors L:td to carry out gutter cleaning and anchor bolt testing for a 3 year period (21/22 to 23/24).

7.3 Glenbarr Street New Build

Committee noted the content of report (copy available). Committee approved the recommendations put forward by the Depute Director and agreed in principle to variation to contract cost to reflect increased grant costs approved by NRS. However, should there be any issues with the offer of grant, the Depute Director would report further to Committee.

The Depute Director advised that she had discussed the anticipated overspend of 1-2% (circa £50k) with the Finance Agent who confirmed that this was affordable but every effort will be made to mitigate against the financial impact of this and the overall spend position would be monitored closely.

Following discussion, Committee provided approval for this potential 1-2% overspend on the contract.

7.4 Hub Shop Unit – Capital Works

Committee noted the content of report (copy available).

8.0 HOUSING MANAGER REPORTS

8.1 Housing Management Performance Reports to 30th June 2021

Committee noted the content of report (copy available). The Housing Manager explained that although the arrears figure rose slightly in May 2021 this decreased by the end of June 2021. Throughout the 1st quarter of the financial year, the arrears figure remained within target of 2.0%.

Voids have increased dramatically over the quarter however, this could be attributed to the new building at Glenbarr Street nearing completion. This has had an impact on turnaround times however, staff continue to improve of these results.

9.0 POLICY REVIEW

9.1 Anti-Social Behaviour Policy Review

Committee considered the reviewed draft Anti-Social Behaviour Policy and agreed to the adoption and implementation of this Policy.

10.0 DATE & TIME of NEXT MEETING

The next Management Committee meeting will take place via Zoom on Tuesday 7th September 2021 at 5pm via Zoom.

Following this meeting, the AGM will take place on Thursday 16th September 2021 at 6pm in Roystonhill Community Hub.

The next hybrid Management Committee meeting will take place on Thursday 30th September 2021 at 5pm in the office at 43 Tharsis Street.

11.0 AOCB

11.1 Annual Accounts Preparation

The Director advised that due to unforeseen works the cost for French Duncan to prepare the Annual Accounts were significantly higher than the £2,500 + VAT reported to committee previously. The final costs is £4,500 plus VAT.

11.2 Finance Assistant Post

The Director advised that the temporary Finance Assistant contract is due to end on 30th September 2021. However, the Director explained that the Finance Assistant has taken on additional responsibility and duties and supported the association throughout this year's audit. The Director sought Committee agreement to extend this contract until 31st March 2022 and review the grading with support from EVH. All costs to be split 50/50 with Copperworks (subject to agreement). Committee approved this request.

11.3 Lease to Glasgow City Council for Afghan Refugees

The Housing Manager explained that GCC are keen to lease some properties from housing associations to use for the rehousing of Afghan Refugees. At this stage, they were only gauging interest however the Housing Manager advised that Committee should consider this. Committee discussed this matter and agreed that they would be happy to proceed.

The Chairperson sought approval to suspend standing orders. This was agreed unanimously.

11.4 Allocation in accordance with EPB Policy

Committee noted the content of report (copy available). Committee agreed an offer of tenancy in line with the Association's rules, the Allocation Policy and the Entitlement, Payments and Benefit Policy.

11.5 Annual Business Planning Event

The Director advised Committee that the Annual Business Planning Event would take place on 12th and 13th November 2021 at the Garfield House Hotel in Stepps. The agenda was currently being prepared and would be circulated as soon as possible.

Meeting closed at 19.15pm
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 _____