

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

<b>PRESENT:</b>	CHARLIE LUNN	CHAIRPERSON
	RACHEL COOPER	VICE CHAIRPERSON (ZOOM)
	CLARE O'DONNELL	SECRETARY
	ALLAN STEWART	TREASURER
	ALAN BROWN	COMMITTEE MEMBER
	CRAIG ALLAN	COMMITTEE MEMBER (ZOOM)
	CAITLIN HEANEY	COMMITTEE MEMBER (ZOOM)
	ROSS LOVE	COMMITTEE MEMBER (ZOOM)

<b>IN ATTENDANCE:</b>	FIONA MURPHY	DIRECTOR
	MARGARET BROWNLIE	DEPUTE DIRECTOR
	GILLIAN SPENCE	CORPORATE GOVERNANCE OFFICER
	ALEX CAMERON	QUINN INTERNAL AUDITOR (Item 7.0 only)
	LORNA SHAW	RESEARCH RESOURCE (Item 7.0 & 8.0 only)

**1.0 APOLOGIES, INTRODUCTIONS AND WELCOME**

The Chairperson welcomed all Committee Members to the meeting.

**1.1 Apologies**

Apologies were received from;

ANDY WHITE	COMMITTEE MEMBER
LYNDA MULHOLLAND	COMMITTEE MEMBER (LOA)
ANDREW WILKIE	COMMITTEE MEMBER
DONNA RICHARDSON	HOUSING MANAGER
CLARK DAVIDSON	FINANCE AGENT

**2.0 ELECTION OF OFFICE BEARERS**

The Director thanked all Committee present for completing and returning the Code of Conduct for Governing Body members. The Director presented the proposed meeting dates for the coming year and Committee noted these. The Director advised that the meeting scheduled to take place at the end of May 2022 normally falls on a bank holiday. Committee agreed that if this is indeed the case the meeting will be moved to the 23<sup>rd</sup> May to allow the Annual Return on the Charter to be approved.

Office Bearers were then duly elected to office as follows:

**CHAIRPERSON**

Allan Stewart nominated Charlie Lunn for the position of Chairperson.

Seconded by Rachel Cooper.

There were no other nominations. Charlie accepted the position.

**VICE CHAIRPERSON**

Charlie Lunn nominated Rachel Cooper for the position of Vice Chairperson.

Seconded by Allan Stewart.

There were no other nominations. Rachel accepted the position.

**SECRETARY**

Charlie Lunn nominated Clare O'Donnell for the position of Secretary.

Seconded by Alan Brown.

There were no other nominations. Clare accepted the position.

## **TREASURER**

Charlie Lunn nominated Allan Stewart for the position of Treasurer.

Seconded by Rachel Cooper.

There were no other nominations Allan accepted the position.

At this point, Charlie took on his elected position as Chairperson.

## **2.1 Cheque Signatories**

Committee agreed that the cheque signatories for the coming year would remain as the Director, Charlie Lunn, Alan Brown and Clare O'Donnell.

## **3.0 MINUTES OF PREVIOUS MEETING**

### **3.1 Minute of Management Committee Meeting 30th August 2021**

The Minute of the Management Committee meeting held on 30th August 2021 was approved by Committee.

### **3.2 Confidential Minute of Management Committee Meeting 30th August 2021**

The Confidential Minute of the Management Committee meeting held on 30th August 2021 was approved by Committee.

### **3.3 Minute of Management Committee Meeting 7<sup>th</sup> September 2021**

The Minute of the Management Committee meeting held on 7<sup>th</sup> September 2021 was approved by Committee.

### **3.4 Minute of Joint Office Bearers Meeting 11<sup>th</sup> May 2021**

The Minute of the Joint Office Bearers Meeting held on 11<sup>th</sup> May 2021 was noted by Committee.

## **4.0 MATTERS ARISING (Including Action Tracker)**

Committee noted no open items contained within the actions tracker.

## **5.0 DECLARATION OF INTEREST**

There were no declarations of interest noted.

## **6.0 HEALTH & SAFETY REPORT**

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

*Alex Cameron and Lorna Shaw joined the meeting at 5.15pm*

## **7.0 INTERNAL AUDIT**

Committee noted the content of report (copy available).

### **Follow up Report 2019/2020**

Alex advised Committee that during 2019/2020, two audits were carried out. These were on Allocations and Planned & Cyclical maintenance. No recommendations were made during these audits therefore no follow up actions were required. Committee noted that both audits received "full assurance".

### **Annual Report 2020/2021**

Alex advised that he was satisfied that all recommendations made following the audits of GDPR and Tenant Safety have now been completed. Therefore he advised that he was happy to close off last year's audits.

## **Internal Audit of Complaints Handling**

Alex advised that he tested a selection of complaints received and made one priority 2 recommendation in relation to staff providing written acknowledgements for stage 2 complaints. Alex advised that during the audit this was often recorded as being done via email or telephone. However he felt a letter would be more appropriate and good practice. Alex also made one priority 3 recommendation to include the Significant Performance Failure leaflet / link to SHR on the association's website. Alex noted however that staff had already rectified this matter. Committee also noted the management response to each recommendation and were happy with this.

Alex thanked staff for their help in providing the information / documents he had requested and encouraged Committee to contact him should they have any further questions on any audit carried out. Committee thanked Alex for his time.

*Alex Cameron left the meeting at 5.30pm*

## **8.0 TENANT SATISFACTION SURVEY RESULTS**

Lorna Shaw presented the recently completed Tenant Satisfaction Survey results to Committee and highlighted some main points as noted below;

- 95% of tenants are happy with the way we keep them informed.
- 95% of tenants are satisfied with opportunities to get involved and participate in decision making.
- 94% of tenant happy with the repairs service
- 89% satisfied with overall service
- 88% satisfied with quality of home
- 92% of tenants said they felt their rent was good value for money.

Lorna also provided comparison of these results with those of the satisfaction survey carried out in 2018 and also with the current Scottish Average. The Director advised that staff are currently drilling down into these results and a full report will be provided to Committee at the next meeting. A copy of the full survey results will be forwarded to Committee in advance of the October meeting. Committee thanked Lorna for attending and presenting this report.

*Lorna Shaw left the meeting at 6pm.*

## **9.0 FINANCE REPORTS**

### **9.1 Revised Budget 2021/2022**

Committee noted the content of report (copy available). The Director outlined in detail the revisions being proposed and the rationale for these. Committee discussed the revised budget, recent amendments and the reasons behind this. Committee approved the revised budget for 2021/2022.

### **9.2 LIBOR Transition**

The Director advised that the Nationwide had been notified of the Association's agreement to move to from LIBOR to SONIA however amendment agreements have not yet been received. The Director and Finance Agent met with Nationwide recently and hope that paperwork will be received in the near future and sent to our Solicitors for review and comment.

The Clydesdale Bank amendment agreements for the transition from LIBOR to Bank of England base rate have been reviewed by TC Young and sent to Clydesdale for further comment. Currently awaiting a response.

## **10.0 DIRECTOR / CORPORATE GOVERNANCE REPORTS**

### **10.1 Self-Assessment and Annual Assurance Statement**

The Director advised Committee that due to current workload relating to the finance department there has been a slight delay in completing the annual self-assessment exercise and Annual Assurance Statement for

Committee consideration. However the Director advised that John Mulholland is currently working on this and the Director has provided all of the supporting documentation requested. She advised that she is confident that this report will still be completed and submitted on time by the end of October 2021.

### **10.2 Staff Structure Review**

The Director advised that the Staff Service Sharing trial period is still on going and seems to be working well.

the Director further advised that EVH had been contacted with a view to progressing the recruitment of a Finance Manager. However, they advised that they were not in a position to assist until the end of October or early November. On this basis, Guardian People Solutions had been contacted to see if they could assist in progressing this. The Association has used this company previously to assist with HR advice which proved very successful. The Director confirmed that Guardian People Solutions would start preparation of the application pack the week commencing 11<sup>th</sup> October 2021.

The Director confirmed that the feasibility study in relation to Estate Management Services was currently underway and Community Links Scotland would present their findings to both Committees at the Annual Business Planning/Away Day in November 2021.

Overall, we are still on track with the approved timetable in relation to the outcomes of the staff structure review.

### **10.3 VAT Report**

The Director advised that she had instructed French Duncan to proceed as agreed previously by Committee. As a result, a holding letter has been sent to HMRC. French Duncan have advised that the historic VAT work will be carried out in November 2021 however, since HMRC are currently working 5/6 months behind it is likely that the historic VAT work will be completed and error corrections submitted before HMRC have had an opportunity to respond to the initial holding letter. The Director advised that she is hopeful that the Association will not incur any penalties. Staff training on VAT and coding has been arranged and will take place on 28<sup>th</sup> October 2021.

### **10.4 Risk Register Report**

Committee noted the content of report (copy available). The Director went over the Risk Register Report and Committee noted that some items relating to COVID had been removed and additional finance related risks had been added. Committee noted the narrative at each risk and approved the revised Risk Register.

### **10.5 Annual Business Planning Event / Away Day**

Committee noted the content of the report (copy available) and the arrangements in place for this year's Annual Business Planning Event / Away Day.

### **10.6 Membership Report**

Committee noted the content of report (copy available). Committee approved 3 new membership applications and use of the seal.

### **10.7 Committee Recruitment**

The Corporate Governance Officer advised that following a recent Committee recruitment campaign she had received 2 completed applications. She therefore asked Committee to form a recruitment panel to interview both applicants. Charlie Lunn, Rachel Cooper and Allan Stewart volunteered to attend on Thursday 7<sup>th</sup> October 2021.

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

### **11.1 Maintenance Performance Reports to 30<sup>th</sup> June 2021**

Committee noted the content of report (copy available). The Depute Director drew Committee attention to the Maintenance Expenditure information contained within this report. She advised that this information is duplicated from that provided in the Management Accounts and queried if Committee would prefer to continue to have this information reported in 2 reports or would prefer to streamline into 1 report. Committee discussed this and agreed to streamline this information into the Management Accounts.

The Depute Director confirmed that she currently has no concerns regarding maintenance performance. A Committee member noted an error within the title of the attached Maintenance spend overview.

### **11.2 Planned / Cyclical Maintenance Report**

Committee noted the content of report (copy available).

### **11.3 Glenbarr Street New Build**

Committee noted the content of report (copy available). The Depute Director advised that there has been a slight delay in completion due to issues with utility installations. This in turn impacts on the Contractors ability to complete external works such as mono blocking and water and gas supply and gas meter installs. The Depute Director advised that at the moment the completion date is 1<sup>st</sup> November 2021. However, this is dependent on utility installs progressing as planned. If delays cause it to run into December, consideration will be given to delaying the handover until after Christmas.

The Depute Director reported that staff carried out a site visit on 29<sup>th</sup> September 2021 and asked Committee if they would be interested in attending at 4pm on 25<sup>th</sup> October 2021 before the next Committee meeting, She also sought permission to extend this invitation to Copperworks Committee to attend on the 26<sup>th</sup> October 2021. Committee agreed to this request. It was noted that these visits progressing would depend on the access to the properties being safe for all parties. The Depute Director will confirm arrangements nearer the time.

A Committee member raised a concern regarding the currently road layout. The Depute Director advised that the design/layout is determined by the Roads Department when they are considering road layouts as part of the development proposals. This will be monitored and if it causes any major issues, we can open up discussions with Roads Department at that time.

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

Committee noted the content of report (copy available). A Committee Member congratulated staff on the completion of the shop unit and the success of the Pantry to date.

### **11.5 Insurance Report – Renewal Premiums**

Committee noted the content of report (copy available). Committee instructed the Depute Director to progress with insurance renewals which include Cyber Insurance.

## **12.0 POLICY REVIEW**

### **12.1 Entitlements, Payments and Benefits Policy Review**

Committee considered the reviewed draft Entitlements, Payments and Benefits Policy and agreed to the adoption and implementation of this Policy.

### **12.2 Committee Member Recruitment Policy Review**

Committee considered the reviewed draft Committee Member Recruitment Policy and agreed to the adoption and implementation of this Policy.

### **12.3 Committee Member Induction Policy Review**

Committee considered the reviewed draft Committee Member Induction Policy and agreed to the adoption and implementation of this Policy.

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

The next hybrid Management Committee meeting will take place on Monday 25<sup>th</sup> October 2021 at 5pm in the office at 43 Tharsis Street.

## **14.0 AOCB**

### **14.1 Confidential Arrears case**

Committee noted the content of report (copy available). Committee approved the recommendation to enforce the Decree for eviction.

**14.2 Letter from Auditors to those charged with Governance**

Committee noted a letter from French Duncan.

Meeting closed at 18.40pm

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 \_\_\_\_\_