

**CALVAY HOUSING ASSOCIATION MINUTES OF 2019/2020
MANAGEMENT COMMITTEE: 23 JULY 2020**

1 SEDERUNT

Present:	Anna Ellis	-	Chairperson
	Rebecca Howden	-	Treasurer (Item 1-10 only)
	Laura Sneider	-	Committee Member
	John Lyon	-	Committee Member
	Sandra McIlroy	-	Committee Member
	Pauline Barr	-	Co-opted Member
	Eddie Dunlop	-	Co-opted Member
	Julia Okun	-	Co-opted Member
Apologies:	Alison A'Hara	-	Vice Chair
	Chris Warwick	-	Secretary
	Rosemarie Lindsay	-	Committee Member
	Margaret Lynch	-	Co-opted Member
In Attendance:	Nick Dangerfield	-	Director
	Tracy Boyle	-	Corporate Services Manager
	Tommy Bates	-	French Duncan (Item 5 only)

2 DECLARATION OF INTERESTS

There were no declarations of interest.

3 MINUTES OF MANAGEMENT COMMITTEE MEETING HELD ON 18 JUNE 2020 APPROVED

The minutes of the Management Committee meeting held on 18 June 2020 were circulated prior to the meeting and noted.

4 MATTERS ARISING FROM PREVIOUS MEETING

There were no matters arising.

5 APPROVAL OF REPORT AND FINANCIAL STATEMENTS YEAR END 31 MARCH 2020 – PRESENTATION BY EXTERNAL AUDITOR, FRENCH & DUNCAN

The Chairperson introduced Tommy Bates from French Duncan, who was in attendance to present the Annual Accounts. He praised the good effort of staff to enable the accounts to be done within timescale in the circumstances, then proceeded to take Committee through the accounts noting the salient points.

- Funding for new development almost agreed
- CV19 having an impact on arrears levels and it will take some time to see the true effect on the Association. Committee will have to consider its bad debt provision going forward.
- The auditors saw no major concerns and are happy to sign off a clean audit report.
- No major issues on the Balance Sheet and a healthy bank balance at year end.
- Cashflow requires to be updated regularly, to update the current and ongoing situation with CV19.

In response to a question from a Committee Member, the Auditor advised that

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the jump in Emoluments was due to the inclusion of the salary for the Interim Director, however he would check this and return to the Director on this.

- Debtors – provision for doubtful debts to be kept under review due to current and ongoing situation with CV19.
- Analysis of Changes in Net Debt – the Auditor drew Committee’s attention to this new inclusion in the accounts.
- In response to a question from a Committee Member regarding ‘distressed opportunities’ under the Asset list on the final page of the accounts, the Auditor advised this likely referred to previous assets the Association had invested in.

The Auditor asked if Committee were happy to approve the accounts and the Chairperson offered the opportunity for more questions. A Committee Member asked if there had been an issue in how factoring invoices were processed. The Auditor advised there had been no issue as such, the Association was just looking at some changes in procedure.

Otherwise, the Annual Accounts were unanimously approved by the Management Committee.

6 ANNUAL RETURN ON THE CHARTER (ARC) 2019-20 – WRITTEN REPORT BY DIRECTOR APPROVED

A written report by the Director was circulated to Committee Members prior to the meeting and noted. The Director advised Committee of several points:

- the deadline for submission had been extended to 31 July
- The triennial Tenant Satisfaction Survey has now been carried out, with good results. No detailed benchmarking against peers has been carried out, however there are no major issues and there is nothing that should particularly draw the attention of the Regulator.

A Committee Member expressed their concern at the low level of lets to homeless referrals and enquired if there had been any investigation into this. The Director advised that this was due to a lack of action from Glasgow City Council on referrals and both Calvay and EHRA have been in discussion with GCC about this. In response to a question regarding any follow up that has been carried out, the Director advised that EHRA are still pursuing this issue. The Chair advised that the Property Services Manager had highlighted the issue at the last Operations Sub Committee meeting and that the Senior Property Services Officer had hosted several meetings with GCC to show them the area and try to improve the number of referrals, therefore a lot of work has gone in from the Association’s side to try and resolve the situation. As it appears that the Council do not seem to have this problem with the larger Associations, the Director agreed to do some benchmarking analysis on the homeless referrals.

Otherwise the Annual Return on the Charter was unanimously approved for submission to the Regulator.

7 RULE CHANGE – WRITTEN REPORT BY DIRECTOR APPROVED

A written report by the Director was circulated to Committee Members prior to the meeting and noted. Committee were reminded that they had looked at the principles around the rule change at the last meeting. However following legal

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advice, the Director is no longer recommending the Association adopts the community based model as it could prove too restrictive on the Association's activities as outlined in his report. Committee agreed with this point.

The Director also advised that due to the situation with CV19, there is currently special dispensation to hold a 'virtual' AGM, but this expires at the end of September. Going forward this would be allowed under the new rules in any case. The Director advised that he is still considering the best way to handle the SGM/AGM for this year.

As there were no further questions, Committee unanimously approved the recommendations on the rule change contained within the Director's report.

8 Q1 PERFORMANCE STATISTICS – WRITTEN REPORT BY PROPERTY SERVICES MANAGER APPROVED

A written report by the Property Services Manager was circulated to Committee Members prior to the meeting and noted. It was noted that this report would go to the Operations Sub Committee under normal circumstances, however it was felt that it was important for Committee to have this information and be able to keep on top of performance. The report outlined the effect CV19 has had, in particular, on rent arrears, voids and neighbour disputes. A Committee Member raised the issue of litter in the area, with some places being used as dumping grounds. The Director advised that the Association has appointed a contractor to take bulk away on a regular basis whilst the Council services is suspended. However, as soon as it's removed, more is getting dumped.

In response to a question from a Committee Member, the Director agreed to check if any void properties have been given to the Council during this time.

Otherwise the report was approved by Committee.

9 COVID-19 ARREARS UPDATE – WRITTEN REPORT BY DIRECTOR APPROVED

A written report by the Director was circulated to Committee Members prior to the meeting and noted. Committee's attention was again drawn to an increase in arrears, which are continuing to increase. This situation will have to be monitored closely, as we do not yet know how much of this we are going to be able to claw back. There is some suggestion that arrears may peak in December and evictions may be suspended until 2021. The Director advised that although previous scenario planning showed that it would take a while to 'break' the organisation, the ongoing situation may start eating into the Association's cash reserves. The report was approved by Committee.

10 RISK REGISTER – WRITTEN REPORT BY DIRECTOR APPROVED

A written report by the Director was circulated to Committee Members prior to the meeting and noted. Some discussion took place around the current risk register and how the scores are calculated. The Director advised that although risk reporting has improved significantly since his arrival, it still requires the Audit & Risk Committee to discuss, agree and score the risks to the Association. Following some considerable discussion, it was agreed that the Chair and Director should discuss this further, making it an absolute priority.

Rebecca Howden left the meeting at this point.

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11 SUB COMMITTEE MEMBERSHIP – WRITTEN REPORT BY CORPORATE SERVICES MANAGER APPROVED

A written report by the Corporate Services Manager was circulated to Committee Members prior to the meeting and noted. It was noted that Chris Warwick had not been aware of the continuation of the Committee Meeting on 21 May and that is why he had not been present. It was subsequently agreed that Laura Sneider would join the Operations and Audit & Risk sub committees and John Lyon would join the Staffing Sub Committee. This leaves one space available, on the Staffing Sub Committee.

12 APPLICATIONS FOR MEMBERSHIP

No new applications for membership have been received since the last meeting.

13 TRAINING AND EVENTS

It was noted that 3 Committee Members have taken up online training via SHARE on Good Governance, Development and Notifiable Events. Laura and John expressed an interest in the Finance training.

The Chair advised that there had been discussion about Masterclasses during the Committee appraisal process. It was agreed that these could be arranged in house once the Committee training plan was finalised.

14 COMPLIANCE CALENDAR 2020-21 – REPORT TO JUNE 2020 – WRITTEN REPORT BY CORPORATE SERVICES MANAGER NOTED

A written report by the Corporate Services Manager was circulated to Committee Members prior to the meeting and noted.

15 MANAGEMENT COMMITTEE DECISIONS TRACKER TO JUNE 2020 – WRITTEN REPORT BY CORPORATE SERVICES MANAGER NOTED

A written report by the Corporate Services Manager was circulated to Committee Members prior to the meeting and noted. In response to a question regarding the outstanding action on the role of the Secretary, it was agreed that this had been resolved via the appraisal process and could now be removed from the tracker. It was also noted that the auditor had responded regarding the 'RAG' status of the audit report. The explanation was accepted and this can also be removed from the tracker.

16 INTERNAL AUDIT ACTIONS TRACKER – WRITTEN REPORT BY CORPORATE SERVICES MANAGER NOTED

A written report by the Corporate Services Manager was circulated to Committee Members prior to the meeting and noted. Now that clarification had been received (see previous item), Committee approved the Internal Audit report on Gas Safety.

In response to a question on when the Disaster Recovery Plan would be updated and tested, the Director advised that he could not give a timescale on this. However, we can arrange a restore of data from the cloud in order to test the new system we implemented as part of the lockdown. It was also agreed that Disaster Recovery should be added to the Risk Register. Otherwise, the tracker was noted.

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17 NOTIFIABLE EVENTS REGISTER TO JUNE 2020 – WRITTEN REPORT BY DIRECTOR NOTED

A written report by the Director was circulated to Committee Members prior to the meeting and noted. The Director advised there had been no new events, however there were still two that were 'open'. In response to a question from a Committee Member, it was agreed that a written procedure to deal with Notifiable Events should be drawn up.

18 FOI STATISTICS TO JUNE 2020 – WRITTEN REPORT BY CORPORATE SERVICES MANAGER NOTED

A written report by the Corporate Services Manager was circulated to Committee Members prior to the meeting and noted.

19 COMPLAINTS REPORTING TO JUNE 2020 – WRITTEN REPORT BY SENIOR PROPERTY SERVICES OFFICER NOTED

A written report by the Senior Property Services Officer was circulated to Committee Members prior to the meeting and noted.

20 DEVELOPMENT UPDATE – VERBAL REPORT BY DIRECTOR NOTED

The Director advised that he had attended a meeting today with the builder and Brown & Wallace. It was noted that we still do not have planning permission due to CV19 related delays and the proposed site start date of September could continue to slip. The stopping up of Garvel Crescent also requires to be carried out. The Director's view is that the builders will not be on site before October. In terms of the lender, Nationwide have appointed a Valuer who has requested access to 10% of our properties. Staff are currently investigating ways of arranging this in light of the current restrictions. A request was made to add the new development to the Risk Register, not from a financial point of view but from that of timing.

In response to a question from a Committee Member regarding rescheduling in terms of the loan, the Director advised that the Association's current loan is due for its 10 year review next year. Although the new loan with the Nationwide is not yet finalised, potential financial exposure could be having to pay a non-utilisation fee and/or more interest for any additional time we are not able to collect rent.

21 NOTIFIABLE EVENTS TO THE REGULATOR – VERBAL REPORT BY DIRECTOR NOTED

The Director advised there had been no new notifiable events.

22 SCOTTISH HOUSING REGULATOR – UPDATE – VERBAL REPORT BY DIRECTOR NOTED

The latest monthly Covid return has been submitted. The Regulator is currently consulting on possibly pushing back some deadlines, e.g. Annual Assurance Statement and publishing of landlord data.

23 SIGNING OF MINUTES BY CHAIRPERSON

To be carried out when physical meetings resume.

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24 OUTSIDE BODIES

i. Employers in Voluntary Housing

There was no update on this item.

ii. Glasgow and West of Scotland Forum

The representative will pass on her report for circulation to all Committee Members.

iii. Easterhouse Housing and Regeneration Alliance – Draft Minutes of Meeting held on 8 July 2020 noted

The minutes of the EHRA meeting held on 8 July 2020 were circulated to Committee Members prior to the meeting and noted.

iv. SHARE

There was no update on this item.

25. AOCB

i. Finance Consultant

The Director advised Committee of the Finance Consultant's intention to retire.

ii. Decision Time

The Corporate Services Manager asked Committee how they were finding using the new software for Board papers and if it will be worthwhile carrying on with it. A few Committee Members said they liked it and were using it. Details to be resent to Laura as she has not received any information on this.

iii. Staff Update

A Committee Member enquired how the staff team were doing and what was morale like just now. The Director advised that staff meetings are being held fortnightly and 2 staff surveys had been circulated recently; one on working for Calvay and one on Return to Office arrangements. Although the default currently remains to work from home, as some day to day repairs start the focus is on returning to the office. Some PPE has been ordered and we have been measured up for a Reception screen. We are also collating method statements from our contractors.

iv. Committee Papers

In response to a question from a Committee Member regarding disposal of papers, a few members confirmed they are shredding theirs at home. The Corporate Services Manager advised that she will be in the office on Friday if anyone wants to drop papers off for confidential disposal.

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v. Hope Church

The Director advised that he had asked the Association's solicitor to serve notice on Hope Church, to vacate their office at the Calvay Centre.

26 AOCB

There was no other competent business.

27 DATE OF NEXT MEETING

The next meeting is due to be held on Thursday 20 August 2020.

APPROVED _____

DATE _____