

**CALVAY HOUSING ASSOCIATION MINUTES OF 2022/2023  
MANAGEMENT COMMITTEE:16 FEBRUARY 2023**

**1 SEDERUNT**

Present: Jim Gourlay - Chair  
Alison A'Hara - Vice Chair  
Chris Warwick - Secretary  
Steven Blomer - Committee Member  
Julia Okun - Committee Member  
Stacy Shaw - Committee Member (via Zoom)  
Jim Munro - Co-opted Member  
Geri Mogan - Co-opted Member

Apologies: Bryce Wilson - Treasurer  
Sandra McIlroy - Committee Member

In Attendance: Nick Dangerfield - Director  
Tracy Boyle - Corporate Services Manager  
Fettes McDonald - Finance Consultant (Item 1-7)

**2 DECLARATIONS OF INTEREST**

There were no Declarations of Interest.

**3 MINUTES OF MANAGEMENT COMMITTEE MEETING HELD ON 19 JANUARY 2023 APPROVED**

The minutes of the Management Committee meeting held on 19 January 2023 were circulated prior to the meeting and noted. In response to a question from a Committee Member, it was agreed that the Draft Budget had been for noting and not for approval. In response to a further question, the Director advised that he will check where we are in the landscape contract and revert to Committee.

Otherwise the minutes were approved on a motion by Alison A'Hara, seconded by Christopher Warwick.

**4 MATTERS ARISING**

There were no matters arising.

**5 QUARTER 3 REPORTING – MANAGEMENT ACCOUNTS TO END DECEMBER 2022 – WRITTEN REPORT BY FINANCE CONSULTANT APPROVED**

The Management Accounts to end December 2022 were circulated to Committee prior to the meeting and noted. The Finance Consultant took Committee through the management accounts, noting the salient points.

- Rental income £20K above budget
- Voids lower than budget (.63% v 1%)
- Medical adaptations – additional income received
- High adverse variance on reactive repairs (35% over budget). The Director advised that this was due to things such as £20K spent on walkboards for legionella inspections in lofts and catching up with electrical inspections/smoke alarms in some properties. It was noted that £25K had been spent on voids in the last quarter and that the number of reactive jobs issued had moved from 770 in Q1 to 1011 in Q2. It was noted that

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the budget for the year for reactive had been spent by December. It was also noted that the budget at £395 per unit was below the local RSL spend for 21/22 of £538 per unit.

- Interest received well above budget, however interest payable above budget due to higher interest rate.
- Net surplus approximately £60K above budget.
- Agency costs up, mainly due to appointment of Interim Property Services Manager
- Cash in hand just under £2.7M, which is a healthy position.
- Loan figure will increase due to drawing down the Nationwide loan
- No issues with covenants
- General Expenses – spend of £37. Some discussion took place regarding this as the budget is £2,250. The Director advised that the issue is capacity to deliver on tenant participation. Some discussion took place around external support; however a Committee Member suggested that we could arrange some kind of launch event at a local venue, with catering, to kick off some engagement. It was also suggested that the Operations Manager could follow up with the attendees at the rent consultation event in January, which should not be too time consuming.

In response to a question from a Committee Member regarding Allpay and whether this forms part of the arrears percentage, the Finance Consultant advised that he would discuss the best way of dealing with this with the new External Auditor, Azets.

In response to a further question from a Committee Member, the Finance Consultant will double check the position in regarding to Housing Association Grant (HAG); this appears in the Cash Flow to December 23, but the report from the Development Consultant states this has now all been drawn down.

In response to a question from a Committee Member regarding the underspend for the Phase 7 windows and whether this is likely to catch up, the Finance Consultant advised that he is due to discuss this with the Operations Manager, particularly as the kitchens are continuing apace. It was suggested that perhaps the consultant did not understand the covenant implications. The Committee Member advised that he would support any redeployment of spend if necessary, as long as it was approved by Management Committee.

Otherwise the Management Accounts to end December 2022 were approved.

### **6 DRAFT BUSINESS PLAN – APPROVED SUBJECT TO AMENDMENTS**

The draft Business Plan was circulated to Committee prior to the meeting. It was noted that Committee had been presented with this in October 2022, but this version now contains the Strategic Priorities. These priorities focus on the next 3 years, but mainly the next year. Once these are approved a management plan to deliver the priorities will be developed. The Director advised Committee that the Strategic Priorities are a key part of the document as these set out Committee's priorities for the organisation over the next 1-3 years.

The Director also advised Committee that this version did not contain any financial information but that this would be provided in March. The Director and Finance Consultant will work on this once the Annual Budget is finalised.

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During discussion of the strategic priorities, it was acknowledged that:

- more work has to be done in terms of Customer Voice/Tenant Scrutiny
- The work with Christine Dugan in terms of ARC validation should reassure the Regulator that we are serious about ensuring robust data is provided.
- Data collection for tenants/staff/Committee is now complete and the databases are being finalised.

Committee also made the following suggestions and requests for amendment:

- Strategic Priorities should be tied back into the Strategic Objectives, Mission, Vision, etc. and appropriate language should be used.
- 8.1 – Regulatory Compliance – make more explicit that the objective is to upskill Management Committee.
- 8.3 – Development – make this more about providing affordable, quality homes rather than focusing on the new build development which will be completed within the year.

In response to a question from a Committee Member about how we will measure service provision, tenant engagement and sustainability, it was noted that this is currently done in a number of ways. These include the Tenant Satisfaction Survey, Scottish Housing Quality Standard, EESSH2 and benchmarking. The Director also advised that we will have an action plan which will contain SMART targets.

- 8.4 – Defective Rendering and Balconies, etc. It was suggested that this heading is changed to Health & Safety. This could encompass dampness/mould.
- P.34 – a Committee Member suggested that the wording here could be updated as it currently states “SHR recently introduced the requirement to submit an Annual Assurance Statement...”
- SWOT – under Weaknesses/Products/Services – change lack of facilities to lack of funding/resources.
- Need a counter for each of the weaknesses and threats.
- Under Threats – put ‘future’ before rent freeze/rent control.
- Update Management Committee to current members.
- Generally a lot of typos, etc. that need to be fixed.

The Business Plan was approved, subject to the amendments outlined. Final version due to be signed off at the March meeting.

### **7 COMMITTEE ANNUAL PLAN – WRITTEN REPORT BY DIRECTOR APPROVED**

A written report by the Director was circulated to Committee prior to the meeting and noted. Committee were advised that the aim of the plan is to give Committee a reminder of the issues that come up through the year. It was noted that this just outlines key reports and does not aim to replicate the compliance calendar. At the request of Committee, it was agreed to add the specific meeting dates into the plan. Another suggestion for inclusion was review of the Director’s salary.

The Committee Annual plan was approved, subject to the suggested amendments.

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The Finance Consultant left the meeting at this point.

**8 MANAGEMENT COMMITTEE DECISIONS TRACKER TO END DECEMBER 2022 – WRITTEN REPORT BY CORPORATE SERVICES MANAGER APPROVED**

A written report by the Corporate Services Manager was circulated to Committee prior to the meeting and noted. It was agreed that for future meetings, this item should be placed further up the agenda, after Matters Arising.

Nos. 98 and 99 were reviewed and it was agreed they could be removed from the tracker, but could be revisited at a later date when wider role staff are in place.

The Chair gave an update on No. 116 and the work with Gravitare HR. The Chair had met with Gravitare to discuss performance management and it was noted that Gravitare could develop this once the Strategic Objectives and Strategic Priorities were approved. The Chair is to revert to Gravitare to confirm these have been agreed and this will be delegated to the Director to deal with.

**9 EHRA REPRESENTATION – WRITTEN REPORT BY DIRECTOR APPROVED**

A written report by the Director was circulated to Committee prior to the meeting and noted. Bryce Wilson has expressed an interest in being a Calvay representative at EHRA. This was unanimously approved.

**10 APPLICATIONS FOR MEMBERSHIP**

The Corporate Services Manager advised that no new applications for membership had been received since the last meeting.

**11 DEVELOPMENT UPDATE – WRITTEN REPORT BY DEVELOPMENT CONSULTANT NOTED**

A written report by the Development Consultant was circulated to Committee prior to the meeting and noted. Some discussion took place regarding a formal opening and it was agreed we will need to do this at the point we can present completed properties.

The Director advised that the contractors are currently running ahead of schedule.

**12 UPDATE ON WORK WITH GRAVITARE HR – VERBAL UPDATE BY CHAIR**

This was covered under Item 8.

**13 TENANT PARTICIPATION STRATEGY REVIEW – WRITTEN REPORT BY DIRECTOR NOTED**

A written report by the Director was circulated to Committee prior to the meeting and noted. Some considerable discussion took place around tenant participation and the importance of commencing this work quickly. It was

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suggested that TIS/TPAS should 'pitch', i.e. give examples of what they have delivered elsewhere, with a view to kicking off their work by 1 April.

Some discussion took place about what this work might look like and the Director advised that it could potentially start with a scrutiny panel for a couple of topics, for example landscaping or rent setting. Further down the line, the panel could be provided with a budget and this could link to more detailed activities, e.g. walkabouts. We could also look at ways to incentivise participation by providing lunches, conference attendance, etc. This was noted.

**14 RISK MANAGEMENT – STANDING ITEM**

No new items for the Risk Register were discussed.

**15 QUARTER 3 REPORTING – KPI'S TO END DECEMBER 2022 – WRITTEN REPORT BY DIRECTOR NOTED**

A written report by the Director was circulated to Committee prior to the meeting and noted. In response to a question from a Committee Member, the Director advised that issues with relet times related to problems with utility companies, disputing meters, etc. It was noted that the Q3 rent arrears figure was missing and it was agreed that this would be completed and posted on Decision Time. In response to a question about the colour coding for the anti-social cases, it was noted that even though it was over for the quarter it was still within target overall

It was noted that the figure for factoring arrears was to follow, however the Director reminded Committee that this is changeable depending on where we are in the billing cycle.

A Committee Member offered to share the format of the KPI's from their association and it was agreed that this item should be placed under the heading 'for discussion'.

**16 QUARTER 3 REPORTING – NOTIFIABLE EVENTS TO END DECEMBER 2022 – WRITTEN REPORT BY DIRECTOR NOTED**

A written report by the Director was circulated to Committee prior to the meeting and noted. It was noted there had been no further notifiable events.

In response to a question from a Committee Member, it was agreed that the Director will return to the Regulator to query why the notifiable event on the balconies had not been closed down.

**POST MEETING NOTE:** The notifiable event on the balconies has now been closed down.

**17 TRAINING AND EVENTS**

Committee were reminded of the first session on the Regulatory Framework, due to take place on 23 February and also the brief overview on GDPR, due to take place on 9 March.

In response to a question from the Corporate Services Manager, Committee Members who had attended the training on loan covenants fed back that it had

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been an informative session.

**18 SCOTTISH HOUSING REGULATOR – UPDATE – VERBAL UPDATE BY DIRECTOR NOTED**

The Director advised that an email had been received by the Regulation Manager, asking if the Governance Review had started. Committee were advised that the inception meeting with Indigo House had taken place on 1 February, a meeting had been held with the Chair on 7 February and 5 sessions on the Regulatory Framework had now been arranged. Indigo House should have their draft report ready by the end of April.

Committee were advised that we are also making progress with Gravitare HR.

**19 SIGNING OF MINUTES BY CHAIRPERSON**

The minutes were duly signed by the Chair.

**20 MINUTES OF OTHER MEETINGS**

There were no minutes from other meetings available.

**21 OUTSIDE BODIES**

**i. Employers in Voluntary Housing**

It was noted that February's update has been posted on Decision Time.

**ii. Glasgow and West of Scotland Forum**

It was noted that due to the legalities involved in the ending of the Government's rent freeze, we have been left in a position where staff will have to hand deliver all the rent increase letters over 27 & 28 February.

**iii. Easterhouse Housing and Regeneration Alliance**

It was noted that EHRA had recently held a planning day and the Director agreed to post the notes from this on Decision Time.

**iv. SHARE**

It was agreed to remove this from the agenda as we do not currently have a representative at SHARE.

**22 AOCB**

**i. Leave of Absence**

The Chair advised that Sandra McIlroy had requested a 3 month leave of absence from the Committee for personal reasons. This was granted.

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**ii. Wider Role Funding**

The Director advised that it is looking likely we will receive £290,000 for wider role funding. This is from the funding application made on Calvay's behalf by Community Links. This will form a 3 year grant and will be looking for a variety of outcomes, e.g. employability, IT skills, Mens Shed, etc. It was noted that this is a positive step for the Association and will fund the 2 posts (Wider Role Manager and Centre Manager). Following some discussion it was agreed that it would be sensible to get some assistance from Stephen Singer on job descriptions, etc.

**iii. Cosy Café**

Committee were advised that funding had been received to provide a 'Cosy Café' service on Wednesdays and Saturdays. Customers apply for a pass which will entitle them to a hot snack and drink.

**iv. Senior Maintenance Officer**

It was noted that this post had been re-advertised and was currently listed on EVH and Goodmoves.

**23 DATE OF NEXT COMMITTEE MEETING**

The next meeting of the Management Committee is scheduled to take place on Thursday 23 March.

**APPROVED** \_\_\_\_\_

**DATE** \_\_\_\_\_