

## **CLYDESDALE HOUSING ASSOCIATION LIMITED**

Minute of the Management Committee meeting held via Video Conference on Wednesday 13 May 2020 at 6.00pm

Present: Pauline Sandford, Chairperson  
Maggie Botham, Vice Chairperson  
Carmena Nixon, Secretary  
Susanne Crayton, Treasurer  
Hazel Galbraith  
Mary Clarke  
Brian McNally  
Ruth McElhinney  
Christine Shookhye  
Catherine McClymont  
Brian Moore  
John Malone  
Ken Greenshields  
Diana MacLean  
A quorum was achieved.

In Attendance: The Chief Executive Officer (CEO)  
The Depute Chief Executive (DCE)  
Technical Services Manager (TSM)  
Finance Manager (FM)  
Corporate Services Officer (CSO)  
Elaine McIvor, Corporate Services Assistant (CSA) Minute

The Chairperson welcomed everyone to the first video conference and also welcomed Hazel Galbraith back to Committee Meetings.

The Chairperson reminded Committee that everything remained the same in relation to Code of Conduct and Standing Orders. She explained that everyone should follow the Video Conferencing Etiquette Guide that was issued by email prior to the meeting.

The Chairperson clarified the process set out in the Etiquette Guide for being invited to report and the process for raising questions or comments.

### **1. Apologies**

Apologies were submitted by Jacqueline McCutcheon.

### **2. Approval of Previous Minutes**

The minutes of the Committee meetings held on 19 February 2020 and 26 February 2020, were checked for accuracy and approved by the Management Committee.

There were no matters arising.

### **3. Conflicts of Interest**

There were no conflicts of interest

### **4. Agreement on Items for AOCB**

The Chairperson asked Committee if they had any items, they wished to discuss under AOCB. There were no items for discussion.

### **5. Covid-19 Update Report**

The Chairperson asked the CEO to present the report. The CEO highlighted the reporting format was based on the recent Covid-19 Briefing - SFHA Practical Governance Advice.

### **G1 Management Committee (MC) Meetings**

The CEO advised all Committee Members had now been furnished with the appropriate IT equipment to allow Committee Meeting to proceed by video conference.

The CEO explained that the current method for video conferencing was part of CHA's telecoms system and that he was liaising with Horizon to improve the number of people visible during the video conference. He confirmed that progress would be monitored, feedback requested from Committee, with an option to move to another conferencing tool if necessary.

### **G2 Scottish Housing Regulator (SHR)**

The CEO introduced the report and added that Legislation is currently going through parliament to allow a 3 months extension on returning accounts to the Regulator.

### **G3 Risk Management**

The CEO highlighted that the Insurers had reversed the decision to exclude Covid - 19 on the Association's Policy. [REDACTED]

[Content redacted from public minute – disclosure could compromise ICT security.]

### **F – Financial Matters**

The Chairperson asked the FM to present the report.

### **F1 2020/2021 Budget, 5 year and 30 year plan implications**

The FM presented the report and explained that a report would be presented at the July Committee meeting, with projections for a 5 year and 30 year period.

The CEO reiterated that the revised 2020/21 cashflow included in the report was based on pessimistic rental income assumptions. Rental income from benefit sources is expected to increase in future months.

Committee discussed the impact that Covid-19 may have on the RSL sector in the long term.

The CEO advised that SFHA have set up a forum to senior officers to discuss the coronavirus outbreak, ask questions and share advice and information.

### **F2 2019/2020 End of year accounts**

The FM highlighted that the management accounts are currently being prepared and will be presented to Committee in June 2020.

Committee discussed:

- Government funding received for upgrade to smoke and carbon monoxide detectors.
- Government loan funding for heating replacements
- EESH deadline implications

The TSM confirmed that no information had been received to suggest that funding for heating would not be forthcoming.

### **F3 Payment of Invoices**

The FM had nothing to add to the report and explained that the electronic system already in place was working well.

### **F4 Payroll**

The FM had nothing to add.

### **F5 Loan Covenants**

The FM advised that Compliance with the RBS loan covenants would be confirmed when the management and year end accounts were presented.

The FM confirmed that although banks were open to discussion and taking a very supportive roll, that CHA had no difficulty at the moment in adhering to the repayment of loans.

## **I Infrastructure and business continuity**

The chairperson asked the CEO to present the report.

### **I1 Remote Working**

The CEO reported that currently this was working well.

Committee discussed:

- H & S for Staff
- DSE Assessments for home working

The CEO confirmed that staff had been furnished with DSE Assessments, and update would be presented at the Committee meeting in June.

### **I2 Video conferencing**

The CEO reiterated that the Horizon Soft client application currently being used is being monitored and that liaison with the company is taking place regarding the maximum number of users for video conferencing.

### **I3 System stability and access**

The CEO highlighted that the main challenge was not due to the system, but to issues such as broad band connection.

## **S Staff**

### **S1 Staff wellbeing, S2 Self – isolation, S3 Flexible working and S5 Staff morale**

The CEO advised that [redacted] [name redacted from public minute – disclosure would be an actionable breach of confidence] was the successful candidate for the Corporate Services Assistant part time vacancy and would be joining the team commencing Wednesday 20 May 20. He also confirmed that [redacted] had returned to Technical Services from Maternity leave.

The CEO highlighted that staff were in regular contact using phone calls and video conferencing. He explained that staff with younger children faced the biggest challenge with working from home and that a measure of flexibility was granted to meet the needs of the Association and the staff. He further confirmed that staff were being very supportive to one another and that tenants were also being understanding given the current climate.

### **S4 Annual Leave**

The DCE advised that staff would continue to take annual leave during the lockdown. She explained that UK Government had introduced Legislation to allow staff to carry forward annual leave for 2 years where it is impractical for it to be used. This applies in particular to Key Staff.

## **A Asset Management**

The Chairperson asked the TSM to present the report.

### **A1 Health & Safety Compliance**

The TSM had nothing to add.

The TSM experienced intermittent issues with video and audio connection. Where the TSM was temporarily off line the CEO presented the report.

#### **A1.1 Asbestos Management**

The CEO had nothing to add.

#### **A1.2 Electrical Safety Checks**

The CEO had nothing to add.

#### **A1.3 Gas safety checks**

The CEO had nothing to add.

#### **A1.4 Fire safety and prevention**

The CEO had nothing to add.

### **A2 Reactive / response repairs**

The CEO highlighted that non-emergency repairs were being recorded on the system, averaging 9 each week.

Committee discussed:

The implications of the backlog on service delivery and performance after the lockdown is eased.

The TSM confirmed that the longer the lockdown restrictions are in place the more of an impact it will have on the routine repair performance. She assured Committee that that Davison & Lindsay would do everything possible to avoid service or performance issues.

### **A3 Void (empty properties)**

The TSM confirmed that initially no work was being carried out and advised that some work had now been carried using social distancing measures and health & safety procedures to allow 2 properties to be ready for let.

## **A4 Planned and cyclical works**

TSM confirmed all planned and cyclical work was on hold for the moment.

CEO advised Committee that the defects list for the North Vennel Office is being finalised and will be sent to the administrators. Due to Covid-19 unfortunately no repairs can be carried out at the moment.

## **H Housing**

### **H1 Housing management**

The DCE confirmed the up to date position with the void property:

- 2 let to SLC
- 2 major repairs
- 1 ready for let
- 1 family unable to empty property as yet

The DCE advised that a property had been recently been let and that strict detailed procedures in line with Social Distancing had been followed by the Housing Officer to allow this to happen.

The current property available for let is amenity and requires a sensitive let.

The DCE highlighted that neighbour complaints were continuing. Housing Officers continue to offer advice and information on this.

### **H 2 Rent Management**

The DCE presented the report and gave an update to include the following:

- Housing Officers continue to check rent accounts offering advice and assistance to tenants.
- Rental Income in April better than anticipated.

### **H3 Evictions**

Currently all evictions are on hold, the DCE highlighted the following:

- 13 New Universal Credit cases.
- Currently 1 decree for Eviction – time sensitivity being checked.

### **H4 Housing support**

The DCE advised Committee that staff are continuing to make contact with tenants who are elderly and vulnerable. Also, following Census forms being issued previously, 40% had been returned. Currently three members of staff are contacting tenants by phone to collect information for those who didn't return their form.

Committee discussed:

- Various services being advertised through Facebook and websites.
- The implications Covid-19 is having on tenants and contractors.

## **6. Tender Report**

The Chairperson asked the TSM to present the report.

### **6.1 Tender Report - The Electrical Works Package**

The TSM presented the report.

Committee discussed the following:

- The implications of awarding a contract during Covid-19, where contractors may be facing financial instability.
- Health & Safety implications if the contract is not awarded.
- The possibility of Davison & Lindsay commencing with electrical safety checks in the interim.
- Contingency plan.

The TSM will liaise with F3 and seek further clarification and present a report to Committee at the next meeting.

Committee considered the information presented in the report and agreed that the contract would not be awarded at the moment until clarification sought from F3.

### **6.2 Tender Report – The Kitchen replacement**

The TSM presented the report.

Committee discussed the following:

- The implications of awarding a contract during Covid-19, where contractors may be facing financial instability.

Committee considered the information presented in the report and agreed that the contract be suspended for the moment due to Covid-19.

## **7. AOCB**

The Chairperson asked that all staff be made aware that Committee appreciate their hard work. In particular thanks were noted for [redacted] [name redacted from public minute – disclosure would be an actionable breach of confidence] who has put much time, effort and patience into assisting members of Committee with setting up the technology to enable the video conferencing to go ahead.

### **Video Conferencing**

The CEO asked for feedback from Committee and overall it was established that everyone was satisfied with the facility.

### **Training & Development**

The CEO confirmed that additional items will gradually be added to the Agenda as time progresses, he acknowledged the length of time taken to get through the Agenda using video conference.

### **Email**

Committee discussed email addresses. The CEO confirmed that all personal email addresses were confidential in line with GDPR.

The meeting ended at 8.10pm