

**COPPERWORKS HOUSING ASSOCIATION LTD**  
**MINUTE OF MANAGEMENT COMMITTEE MEETING**  
**HELD ON TUESDAY 28<sup>h</sup> APRIL 2020 AT 5.30PM**  
**VIA ZOOM**

<b>PRESENT:</b>	JIM LAING	CHAIRPERSON
	MAUREEN FLYNN	VICE CHAIRPERSON
	ROSEMARY GALLAGHER	SECRETARY
	GERALDINE McLAUGHLIN	TREASURER
	LUIS PAULINO	COMMITTEE MEMBER
	STEPHEN PENRICE	COMMITTEE MEMBER
	PETER KANE	COMMITTEE MEMBER
	NICK BROWN	COMMITTEE MEMBER
	ALAN SHUTE	COMMITTEE MEMBER

<b>IN ATTENDANCE:</b>	FIONA MURPHY	DIRECTOR
	GILLIAN SPENCE	CORPORATE GOVERNANCE OFFICER
	MARGARET BROWNLIE	DEPUTE DIRECTOR
	DONNA RICHARDSON	HOUSING MANAGER
	CLARK DAVIDSON	FINANCE AGENT

## **1.0 APOLOGIES, INTRODUCTIONS AND WELCOME**

### **1.1 Apologies**

Apologies received from;

ROSE McLAUGHLIN	COMMITTEE MEMBER (LOA)
FLORENCE DIOKA	COMMITTEE MEMBER

### **1.2 Welcome**

The Chairperson welcomed everyone to the meeting. The Director read out an email from Florence Dioka advising that she wished to resign her position on Committee. Committee discussed this and asked that the Director contact Florence to find out why she wishes to resign and if anything could be done to assist her to remain on the board.

## **2.0 MINUTES OF PREVIOUS MEETING**

### **2.1 Minute of Management Committee Meeting 28th April 2020**

The Minute of the Management Committee meeting held on 28<sup>th</sup> April 2020 was approved by Committee.

## **3.0 MATTERS ARISING (including Actions Tracker)**

Committee noted 4 open items contained within the actions tracker. Committee noted that item 10.1 Allocation Policy is ongoing and will remain open until June 2020 when it is reviewed again by Committee. Item 5.1 Draft Budget is ongoing and will remain open until August 2020 until reviewed again by the Finance Agent and Committee. The Housing Manager confirmed the actual arrears figure following last months report therefore than item was then closed. The Finance Agent advised that he is waiting on forms arriving from the Nationwide bank however he would chased this up and provide a further update in June 2020.

## **4.0 DECLARATION OF INTEREST**

There were no declarations of interest.

## **5.0 Staff Service Sharing Review**

**Committee discussed the recent Service Sharing Review carried out by Arneil Johnston.**

## **5.0 DIRECTOR / CORPORATE GOVERNANCE REPORTS**

### **5.1 Business Plan Progress Report 2019/2020**

Committee noted the content of report (copy available). The Director went over the KPI Report, Delivery Plan Report and Risk Report. Committee noted an error contained within the KPI with regards to staff sickness levels. The corrected figure should be 4.3%. The Director explained this figure had changed since writing the report as some more information became available while preparing the ARC return. The Director advised that also since writing this report she had reviewed the Risk report/register to take into account the current COVID-19 situation. This new Risk Report would be presented to Committee at the next meeting in May.

The Director provided an update on any items not yet complete. The Chair suggested that the 'interest rate' item on the risk register could perhaps be reassessed from high risk to moderate risk in light of the current position with interest rates. Committee agreed with this suggestion.

### **5.2 Triangle Site**

The Director advised that due to COVID-19 there has been a delay on the formal handover of this site. Before handover can take place there must be two cuts of the grass which has not as yet been carried out. The Director advised that she is still currently working with Community Links Scotland to source funding for the next phase of works at this site. Regular updates on this issue will be provided as this progresses.

### **5.3 Internal Audit Plan 2020/2021**

Committee noted content of report (copy available). Committee considered the suggestions made by the Internal Auditor and agreed with the proposed Internal Audit Plan for 2020/2021, including Tenant Safety. Committee noted the potential additional cost associated with the audit plan.

### **5.4 Committee Succession Strategy and Training Plan**

Committee noted content of report (copy available). A Committee Member noted an error contained within the Committee bios and requested that this is amended. Following this change Committee unanimously approved the Committee Succession Strategy and Training Plan along with the timescales contained within the Committee Recruitment plan. Committee noted that this report contained an organisational training plan provided by SHARE following the recent Committee Appraisals and noted the timescales set against each item.

### **5.5 Staff / Committee Training Report 2019/2020**

Committee noted content of report (copy available). The Chairperson noted that a lot of training had been carried out within the year both by staff and Committee and encouraged everyone to continue to attend training and conferences throughout the year. The Corporate Governance Officer also encouraged Committee to make use of SHARE's e-learning portal during these difficult times to ensure Committee remain on track to complete all required training that was identified as part of this year Committee Appraisals.

### **5.6 Complaints Handling Report 2019/2020**

Committee noted content of report (copy available). The Corporate Governance Officer drew Committee's attention to the overall annual complaints figures contained within the report and confirmed that the Association had in total 16 stage 1 complaints and no stage 2 complaints during 2019/2020.

### **5.7 Membership Report**

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

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

### **6.1 Planned/Cyclical Maintenance Report**

Committee noted the content of report (copy available). The Depute Director advised that the investment strategy is currently being progressed and provided Committee with an update on the progress for each element. The Depute Director confirmed that although some works are on hold until after the COVID -19 crisis works are still underway with procurement to ensure that these tender documents are ready to commence one we are able. The Depute Director confirmed that the ESPD documentation has now been received.

### **6.2 Roystonhill Masterplan**

The Depute Director advised that unfortunately since the last report she has had no response or an update from Glasgow City Council. All information that the Planning Department requested was submitted a number of months ago however despite numerous attempts by staff to get an update this has not been forthcoming. The Depute Director advised that both she and the Architect will continue to pursue this matter.

### **6.3 Gadshill Street Improvements**

The Design team continue to work on the tender documentation, the SER Certificate (Structural Engineering Registration) and the building warrants have been submitted. The Depute Director will provide an update on this as these works progress.

## **7.0 HOUSING MANAGER REPORTS**

### **7.1 Housing Management Performance Reports 2019/2020**

Committee noted the content of report (copy available). The Housing Manager drew Committee's attention to a small increase in rent arrears and advised that although this figure remained within target she would continue to monitor this issues very closely and use all the resources we have at our disposal to mitigate the impact of COVID-19 on our arrears figures. There was a short discussion on the way this figure was calculated and the Director advised that she felt this figure would be lower if technical arrears associated with Universal Credit were excluded, in line with ARC guidance. The Housing Manager advised that she would double check this.

Committee discussed the void report figures. Although the association remained on target a discussion took place with regards to allocations during the COVID-19 crisis. A Committee Member asked if the Association was offering voids to homeless applicants. The Housing Manager advised that we had a local letting plan where we have agreed to allocate 25% of all voids to homeless. She went onto explain that this is not always possible to lack of referrals however regular meeting were held with the homelessness team to try to resolve this issue.

The Director advised that a senior management team meeting would take place this week to discuss how the Association could continue with allocations during COVID-19 and an update on this would be provided at the next meeting.

### **7.2 Outcomes Report**

Committee noted the content of report (copy available). A Committee Member pointed out that on pages 77 and 82 reference was made to Spire View, The Housing Manager apologised for this error but conformed that the figures were indeed for Copperworks. The Housing Manager confirmed that the Money Advice Service, Tenancy Support Service and the Financial Capability Service were all still in great demand. Although some of these staff are currently working from home, they continue to support tenants through telephone appointments. The Financial Capability Officer has been very busy assisting tenants in fuel poverty and able to assist them to access new funding that has been opened for this purpose.

The Housing Manager will continue to monitor these services to ensure we have sufficient cover in place.

### **7.3 Tenant Participation Strategy Progress Report 2019/2020**

Committee noted the content of report (copy available).

### **7.4 Housing Assistant Vacancy**

The Housing Manager advised that since the Housing Assistant took up a new post with another housing provider the Housing Officer has continued to work some additional hours to cover this role. This has been working well and will be reviewed should it be requested or following the Service Sharing Review.

## **8.0 FINANCE REPORTS**

### **8.1 Donation Register Report 2019 / 2020**

Committee noted the content of report (copy available).

### **8.2 Deposit Update**

*This item was discussed before item 1 on the Agenda.*

#### ***The Finance Agent then left the meeting at 5.42pm***

Committee noted the content of report (copy available). Committee approved the recommendation to spread our investments between Clydesdale Bank plc, Bank of Scotland plc, and Nationwide Building Society.

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

The next Management Committee meeting will take place via Zoom on Tuesday 26<sup>th</sup> May 2020 at 5.30pm.

## **10.0 AOCB**

### **10.1 COVID-19**

Committee noted the content of the report circulated. The Director advised that this situation is ever changing and since writing this report she had attended a webinar with SFHA / Scottish Housing Regulator. The Director then went on to provide Committee with an update on the following matters;

#### **Scottish Housing Regulator**

The SHR have requested monthly updates to be submitted covering items such as cash balances, staff sickness, arrears and voids. Staff are currently working on these figures and the Director will submit them before the deadline on 7<sup>th</sup> May 2020. There has also been talk of revisions to the approach in relation to the Annual Assurance Statement, with perhaps more focus on recovery after COVID-19.

#### **Gas Servicing**

The Director advised that there has been some discussion about extending gas safety certificate validity from 12 to 18 months. As it stands this is not likely to happen soon, if at all. The Depute Director sought legal advice from TC Young regarding gaining access to properties to carry out Gas Safety checks. TC Young advised that all efforts should be made to gain access but with the tenant's approval. We should not be forcing access during COVID-19 or capping gas supply. A full record of measures taken should be recorded. The Scottish Housing Regulator has advised that they will be mindful of access issues when considering ARC returns.

#### **Model Rules**

The Director advised that we are expected to approve new Model Rules this year and this is due to be approved and adopted at this year's AGM. SHR have advised that Associations should try to adhere to the normal timescales with this matter however, consideration may be given to postponing the adoption of these until 2021 due to the Coronavirus.

#### **Financial Matters**

Both the 30 and 5 year projections will need to be reviewed in August 2020.

## **End of Year Accounts**

Pre audit planning meetings were held to discuss how to ensure these remains within timescale.

## **Video Conferencing**

Although Zoom has been working well the Director advised that our IT company have now set up Microsoft Teams which will give us better functionality. This is currently being tested with staff and will be rolled out to Committee as soon as possible.

## **Allocations**

A Senior Management team meeting is due to take place on 29<sup>th</sup> April 2020 to discuss how to recommence allocations during COVID-19, taking account of recent Scottish Government advice.

## **Housing Support**

The Director has applied for further funding from Scottish Government through GSWF to continue with the Tenancy Support / COVID Co-ordinator Response Service, holiday hunger program and activity packs for children and elderly / vulnerable / isolated. These services have been vital in the community during the recent COVID outbreak. The Director has included some children's and elderly activity packs within the application. The Association has also committed funding to the holiday hunger program to allow it to continue for a further two weeks while we await the outcome of the funding application.

Rosemount Development Trust has applied to Supporting Communities Fund for £24,000 to enable Royston Youth Action to provide support of £20 per week to 50 households for a period of 24 weeks and £8,400 for Rosemount Lifelong Learning to provide 40 families with a monthly activity bag targeted on the needs of individual families. They will also co-ordinate distribution of phone top up cards for 30 individuals to allow them to stay in touch with support workers, family and friends.

## **10.2 Fraud**

The Director advised that a fraudulent direct debit of £1 was taken from a Copperworks bank account on Friday 24<sup>th</sup> April 2020. A member of staff picked this up on Monday 27<sup>th</sup> April 2020 and the appropriate steps were taken to cancel this direct debit and seek a refund. The Director has also instructed the bank to refuse any new direct debit instructions to this account. The Director will notify the Scottish Housing Regulator of this matter as a Notifiable Event. A Committee Member suggested that the Association could ask the bank to investigate this matter and have the perpetrator removed from the direct debit scheme. Committee agreed to await response from the Clydesdale Bank with regards our request the cancel the DD and seek a refund. Thereafter, the matter should be reported to SHR and internal / external auditors.

Meeting closed at 6.40pm

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

\_\_\_\_\_