

MINUTE OF THE ONLINE MANAGEMENT COMMITTEE MEETING HELD ON THURSDAY, 28 MAY 2020 AT 7PM VIA 3CX VIDEO CONFERENCING SYSTEM

PRESENT

Mr A Scott
Mrs R Tinney
Mrs M Hutchison
Mr J McQuirk
Mr J O'Donnell
Mrs J Donachy
Councillor E McDougall
Mr N Halls
Mrs M Smith

IN ATTENDANCE

Mr A Benson (Director)
Mrs L Sichi (Depute Director)
Miss C Anderson (Depute HR Manager)
Mr G Scott (Wider Role Solutions)

1a. APOLOGIES FOR ABSENCE

Apologies for absence were tendered on behalf of Mr A Young, Mrs C McGuire and Mrs A Jenkins.

The Chair informed the Committee that Mr A Young has requested a leave of absence, for an initial period of 3 months as a result of personal circumstances. Following discussion, the requests were unanimously accepted and approved by the Management Committee.

1b. DECLARATIONS OF INTEREST

There was none.

1c. RELEVANT BUSINESS ITEMS TO BE ADDED TO AGENDA

There was none.

1d. PRESENTATION ON TENANTS SATISFACTION SURVEY

The Chair welcomed Mr G Scott to the meeting and invited him to present the findings of the recently completed Tenants Satisfaction Survey (TSS).

Mr G Scott referred to the previously circulated report and provided the following summary:

- 650 of MHA tenants participated in the survey, which represents a 40% response rate.
- Two themes were covered: 1) Questions that relate to the ARC Return as required by the SHR and 2) A series of questions relating to non-housing related activities undertaken by MHA.
- Satisfaction levels across the required indicators generally exceeded 90% and were significantly above this level in relation to support for housing related activity.
- No tenant expressed the view they were extremely dissatisfied with any aspect of the service provided by MHA.
- There was overwhelming support for non-housing activities undertaken by MHA.
- Tenants prefer face to face communication and support annual TSS.
- Tenants are very aware of what MHA does as a community based housing provider and they have high expectations in terms of the range and quality of services.

- A few issues of concerns were raised by tenants including: void flats receiving investment ahead of occupied properties, drug dealing in some backcourts or common areas and the need for better communication about dates for replacing fixtures such as kitchens and bathrooms.

Following discussion, the Management Committee noted the recommended action points arising from the TSS and thanked Mr G Scott for his presentation and attendance at the meeting.

Mr G Scott left the meeting at this point.

2. ADOPTION OF MINUTES SPECIAL MEETING – 28 APRIL 2020

The Minutes of the Special Meeting held on Tuesday, 28 April 2020 were proposed for adoption by Mr J McGuirk, seconded by Mrs R Tinney and unanimously agreed by the Management Committee.

2a. MATTERS ARISING FROM SPECIAL MEETING – 28 APRIL 2020

The Depute Director informed the Committee that 3 suitable candidates have been selected for interview for the Finance Manager's position. All applicants have been informed that MHA will contact them in due course to arrange an interview.

3. ADOPTION OF MINUTES – 5 MAY 2020

The Minutes of the meeting held on Tuesday, 5 May 2020 were proposed for adoption by Ms J Donachy, seconded by Mr N Halls and unanimously agreed by the Management Committee.

3a. MATTERS ARISING FROM MEETING – 5 MAY 2020

It was noted that an email thanking all MHA employees who have continued to work from home or out in the Community throughout the duration of the Government Lockdown was sent. It was however, requested that a letter be sent to all staff, from the Chairperson. The Depute Director will liaise with the Chair to arrange this.

4. GOVERNANCE ISSUES

a) Coronavirus Transition Back to Work Plan - The Depute Director referred to the previously circulated report for approval by the Management Committee.

1. Estates Team – The Committee discussed at length MHA's return to work plans and noted that the Estates Team will be the first to come off furlough and return to work from 8 June 2020. As outlined within the report MHA have implemented all the necessary arrangements to ensure their safe return, including: revised risk assessments/method statements for all staff, purchase & supply of PPE, deep cleaned MHA premises, implemented revised working practices to ensure social distancing between employees is maintained at all times and completed safety checks on all machinery and electronic equipment.

A Member queried MHA's arrangements for those employees returning to work with childcare requirements. The Director explained that staff

will be asked to continue to work from home, if their job lends itself to home working. However, furloughed staff are contacted weekly and they're encouraged to inform MHA of any caring commitments that may hinder their return. Although, having said that, if staff are unable to work from home, MHA will expect them to return to work when the Scottish Government announce that it is safe for them to do so.

A discussion was held regarding the much valued services provided by the community café and the Sports Hub. Subsequently, the Management Committee agreed that the necessary arrangements are made to re-open the Sports Hub and Café (for a carry out service only). Strict social distancing procedures and the necessary Health and Safety requirements will be implemented and adhered to within both premises.

The Director informed the Committee that he will send a letter to all MHA residents advising them of the Association's plans to resume some services, effective from Monday, 8 June 2020.

Finally, following discussion, the transition back to work plan was proposed for approval by Mrs J Donachy, seconded by Mr N Halls and unanimously approved by the Management Committee.

- b) Review of Managing Attendance Policy- the Depute Director referred to the previously circulated report and highlighted the 3 proposed changes; 2 of which related to the recent Coronavirus pandemic. The Committee were informed that the revised Policy has been endorsed by MHA's Employment Advisors, Mentor.

Following discussion, the Managing Attendance Policy was proposed for approval by Mrs R Tinney, seconded by Mr N Halls and unanimously approved by the Management Committee.

- c) Internal Audit Brief – The Director referred to the previously circulated report highlighting the proposed areas for Internal Audit 2020/21 and confirmed that the Tender Brief has been drafted in line with the recently used briefs. The Brief is ready for implementation once lockdown is lifted and approval from the Committee at tonight's meeting will allow the tendering process to commence.

Following discussion, the Internal Audit Tender was proposed for approval by Mr N Halls, seconded by Mrs J Donachy and unanimously approved by the Management Committee.

- d) Business Plan Update – The Director referred to the previously circulated report and requested the Committees' approval to work alongside the Financial Consultant to draft a proposal with GBSH for additional funding. This work will incur consultancy and legal costs initially. The Committee were advised that any proposed borrowing agreement will be presented to the Governance Sub-Committee for consideration prior to being approved by the Management Committee.

A Member queried as the loan from GBSH will not be secured against any more of MHA's stock, does the Association require consent from the SHR to obtain additional borrowing. The Director confirmed that MHA does not require permission from the SHR, we will merely advise them of our intention to borrow. The Director reiterated that at this stage, permission is only being sought from the Committee to engage with GBSH regarding the possibility of additional borrowing, they are not being asked to approve a loan agreement. Following discussion, permission for the Director to work alongside the Financial Consultant to draft a proposal with GBSH for additional funding was proposed for approval by Mr N Halls, seconded by Mr J McGuirk and unanimously approved by the Management Committee.

- e) SHR Engagement Plan/Review Action Plan
- f) Training Schedule 2020
- g) GWSF Board Meeting Update
- h) GDPR & Freedom of Information Requests

The above mentioned items 4e – 4h were duly noted by the Management Committee.

5. PRECIS OF BUSINESS SUBSIDIARY COMPANY:

- a) MCE: 18 May 2020 – Roof works at CFN. The Director advised that the Tender documentation is prepared and ready to be issued. The Tenders will be presented to the Management Committee upon their return. It is anticipated that the roof works will take around 8 weeks to complete and the Committee were reassured that the residents residing within the Great Eastern Development will be notified of the roof works, prior to commencement.

6. A.O.C.B.

- a) Rat Infestation – A Member informed the Committee that there are issues across the G31 postcode area with rat infestations. A particular hotspot for rat activity is within the Bluevale area. Representatives from GCC completed an inspection of the area and provided MHA with information on buildings that need repaired in order to prevent rats entering the flats and causing disruption. The Asset Management function will ensure these works are completed.

Following discussion, as 110 Roebank Street recently experienced issues with rats, it was agreed for Allpest to complete an inspection of Millie's Café, prior to the re-opening to ensure all is in order and there are no signs of rat activity.

7. DATE OF NEXT MEETING:

The next meeting of the Management Committee has been arranged for Tuesday, 30 June 2020 at 7.00pm (online).