

**MINUTE OF THE MANAGEMENT COMMITTEE MEETING HELD ON TUESDAY, 8 DECEMBER 2020 AT 7PM AT 53 BALLINDALLOCH DRIVE**

**PRESENT**

Mr A Scott  
Mrs R Tinney\*  
Mrs M Hutchison  
Mr J McGuirk\*  
Mr J O'Donnell\*  
Mrs M Anderson\*  
Councillor E McDougall  
Mr N Halls\*  
Mrs C McGuire  
Mrs A Jenkins  
Mrs L Williams  
Ms G O'Hara  
Mrs J Donachy\*

(\* attendance via online video conference)

**IN ATTENDANCE**

Mr A Benson (Director)  
Mrs L Sichi (Depute Director)\*  
Miss C Anderson (Depute HR Manager)

**1a. APOLOGIES FOR ABSENCE**

Apologies for absence were tendered on behalf of Mr A Young and Mrs M Smith.

The Depute Director informed the Committee that Mr A Young has requested an extension, to his leave of absence, for a further period of 3 months. This request was proposed for approval by Mr J McGuirk, seconded by Mr A Scott and unanimously approved by the Management Committee.

**1b. DECLARATIONS OF INTEREST**

A Declaration of Interest was confirmed by Mrs A Jenkins in terms of item 7(a); AOCB - Control of Payments and Benefits.

**1c. RELEVANT BUSINESS ITEMS TO BE ADDED TO AGENDA**

There was none.

**2. ADOPTION OF MINUTES – 10 NOVEMBER 2020**

The above were proposed for approval by Mr A Scott, seconded by Mrs M Hutchison and unanimously agreed by the Management Committee.

**2a. MATTERS ARISING FROM MEETING – 10 NOVEMBER 2020**

It was noted that the Asset Management and Housing Services Scrutiny Group meetings will commence early in the New Year. Members were advised that their interest in joining these groups is greatly appreciated by the relevant Managers.

**3. ADOPTION OF MINUTES SPECIAL MEETING – 24 NOVEMBER 2020**

The above were proposed for approval by Mr A Scott, seconded by Mr N Halls and unanimously approved by the Management Committee.

**3a. MATTERS ARISING FROM MEETING – 24 NOVEMBER 2020**

Homeless Alliance - In addition to the updates noted on the previously circulated report, the Director informed the Committee that an introduction meeting with the Homeless Alliance Leadership Team has been arranged for Wednesday, 9 December 2020, he will be in attendance at the meeting along with the Housing Services Manager. The Committee will be updated accordingly after the meeting.

**4. USE OF SEAL**

The above Report was proposed for approval by Mrs M Hutchison, seconded by Mr A Scott and unanimously agreed by the Management Committee.

**5. GOVERNANCE ISSUES**

a) Coronavirus Transition Back to Work Plan – The Committee noted the contents of the previously circulated report.

b) Note of Governance Sub-Committee Meeting 12.11.20 – The Director referred to the previously circulated report and provided a further update on the following matters:

1) **Governance Action Plan** – To date, no feedback has been received from the SHR following the submission of the additional information sent on 16.10.20.

2) **Housing Services Manager Vacancy** – The Committee were informed that a total of 16 application forms were received. The shortlisting process will be completed prior to the end of December 2020 with interviews being held early January 2021.

3) **Confidential HR Matter**

c) Note of the Audit & Risk Sub-Committee Meeting 17.11.20 – The note of the abovementioned meeting was proposed for approval by Mr A Scott, seconded by Mrs R Tinney and unanimously approved by the Management Committee.

- d) Review of Complaints Policy – The Management Committee were informed that MHA operates the SPSO Model Policy and as the recently published guidance had no material changes, MHA’s current Policy remains unchanged. The remainder of the report, focusing on the monitoring of the Policy was duly noted by the Committee.
- e) Review of Customer Care Policy – There were no proposals to change the current Customer Care Policy with the exception of updating the Customer Code of Service, based on the feedback received during the satisfaction survey conducted in November 2020. The Committee noted that the findings from the survey demonstrated 100% satisfaction with the service.
- f) Update on Governance Action Plan
- g) KPI’s as at 30.11.20
- h) SHR Compliance Report
- i) GDPR & Freedom of Information Requests
- Items 5f – 5i, were duly noted by the Management Committee.*

## **6. PRECIS OF BUSINESS SUBSIDIARY COMPANIES**

- a) MCE Board Meeting 16.11.20 – The Management Committee noted the contents of the previously circulated report.
- b) MPS Board Meeting 23.11.20 – A discussion took place regarding MHA’s Estates Service delivered to owner occupiers and it was confirmed that although the service was placed on hold from 24 March – 5 June 2020 as a result of the National Lockdown, owners were not refunded an apportionment of their Estates Fee for this period as the service wasn’t compromised and has subsequently caught up since recommencing on 8 June 2020. It was noted that deep cleans were completed within communal closes and backcourts received the required number of cuts to bring the areas back up to standard.

## **7. A.O.C.B.**

*Mrs A Jenkins declared an interest in the undernoted item 7a and left the meeting at this point.*

- a) Control of Payments & Benefits - In accordance with the Allocations Policy, the Director provided details of this transfer allocation and confirmed it had been scrutinised by two Management Committee Members:
- Mrs A Jenkins, a Member of MHA’s Management Committee, has been offered a 2 apartment flat.

Following discussion, the above allocation was proposed for approval by Mr A Scott, seconded by Mrs M Hutchison and unanimously approved by the Management Committee. The Depute Director confirmed that this allocation will be duly recorded in the Association's Control of Payments & Benefits Register.

*Mrs A Jenkins returned to the meeting.*

b) Spaces for People Initiative – Councillor McDougall advised that to help suppress the spread of Covid-19, GCC are introducing various temporary road measures across the City to encourage connected walking, wheeling and cycling, whilst reducing or preventing access to 'through' motor traffic. From 08.12.20, temporary changes to some of the road layouts in Dennistoun, namely the 'Drives', will be made through GCC's Spaces for People programme. Councillor McDougall has been invited to attend a meeting where she will raise the Management Committees' concerns regarding the changes to the road layout in Dennistoun, as these have been implemented without consultation with local people or the emergency services.

c) Thank you – On behalf of the staff at MHA, the Directorate wished to record their appreciation to the Management Committee for their outstanding commitment, during a difficult year. As always their time, which they dedicate so freely to the Association, and their efforts are greatly appreciated.

- 8. DATE OF NEXT MEETING:**  
Tuesday, 12 January 2021 at 7.00pm