

MINUTES OF THE MEETING OF THE COMMITTEE OF MANAGEMENT OF WHITEINCH AND SCOTSTOUN HOUSING ASSOCIATION LTD HELD AT 7.00PM ON WEDNESDAY 30th AUGUST 2023 at WSHA OFFICES

Present: L Stevenson (Chairperson)
C Ennemoser
J Carmichael
D Keaveney
L Mimmagh
J Haughey
G Johnston
M Burke
R Hunter

In Attendance: J Ward Chief Executive
A Reid Director of Finance & ICT
J Gordon Director of Property Services
S Shone Director of Housing & Community Services
K Szulc Corporate Services Manager

1. **APOLOGIES**

Apologies were received in advance from L McConnell & P Letham.

2. **CHAIRPERSON'S REMARKS/COMMITTEE – STAFF NEWS**

Recent milestone birthday wishes were passed to [REDACTED].

3. **DECLARATIONS OF INTEREST**

None to note.

4. **MINUTES OF THE PREVIOUS MEETINGS**

The minutes of the meeting on 7th June 2023 were **APPROVED** by **C Ennemoser** and **seconded** by **J Carmichael**.

The minutes of the AGM on 28th June 2023 were noted.

The minutes of the meeting held on 28th June 2023 were **APPROVED** by **J Haughey** and **seconded** by **R Hunter**.

5. **MATTERS ARISING**

Tenancy Matters for Approval from 7th June 2023 meeting - an update was provided to inform the Committee that the eviction took place.

The planned GDPR Training for Committee by Zoom at 30th August 2023 meeting was postponed due to technology issues.

6. **CEO UPDATE**

New Committee Members – welcome to M Burke & G Johnston.

Scottish Housing Regulator (SHR) ARC Submissions – all queries raised by SHR have been responded to with nothing outstanding.

Tenant Satisfaction – these surveys have been carried out quarterly. These have recently been changed to annually to allow more time to review results and address

improvements. Research Resource has carried out the first annual survey, the results will be presented to Committee next month.

Committee Member Recruitment – We have three new Committee Members. We are hosting a Scottish Housing Day on 13th September 2023 in the Centre where Committee Recruitment will be represented along with other opportunities within the organisation.

Whiteinch Burgh Halls – WSHA have been granted funds for a feasibility study on this being a potential housing development. There are some challenges in terms of access info and general/survey info on the property. The study should be completed by January with a report to Committee with recommendations.

Community Partnerships – Continuing the current model, money has been provided to St. Paul's Primary School. The Stephen Neil Foundation which had a commitment of £5k/year has been approached from a different perspective, recognising the passing of Karen Auld also. A negotiation has taken place with the trustees of the Stephen Neil Foundation, the proposal being £3k per year for 2 years with an inclusion fund in memory of Karen for 2 years. If successful, the Foundation could be rebranded as a New Tenancy Support Fund.

Annual Assurance Statement – draft will be ready in September with final revision and letter from auditor October.

Office Refurbishment – 1st floor refurbishment is underway with ground floor planned for later in the year.

Auditors – WSHA have responded to all points raised – WCL audit outstanding currently.

WCA – Committee were happy to approve letter of support for WCA for the auditors, which was duly signed by Chair.

Events – the three events coming up were noted - Scottish Housing Day (13/9), Cycle Storage Facility at Curle Street Opening (22/8) & Christmas Event (2/12).

7. TENANCY MATTERS FOR APPROVAL

The Director of Housing & Community Services (DHCS) reminded Committee that she had sent approval request by email and had received majority approval. The eviction had taken place ten days previously. The DHCS explained that it had been approved previously, but no representation in court from tenant who had applied for recall. However, we demonstrated twice and convinced the sheriff that it was the right decision to evict as no further income had been received from tenant who had arrears in excess of £6.5k. The tenants has now been evicted and is getting support from the council.

8. WSHA MANAGEMENT ACCOUNTS

The Director of Finance & IT (DF) referred to balance sheet and management accounts; £1.7m income and £2.1m spend, deficit of £400k. Budgeted deficit of £2m. The reason is variances relating to planned renewal underspend and reactive repairs. The 1st quarter will not be indicative of how the year progresses. The 1st six months is generally light, with more movement in 2nd six months of year. Last year there was a lot to catch up on with repairs due to office closure, and includes £58k of void work. Reactive repair costs will be separated out from void costs going forward. It was noted that our management accounts follow note 2a of statutory accounts. The Director of Property Services (DPS) and his team

will be breaking down costs by trade through the performance framework, which will provide more information on trends and issues. It was noted that the charge for factoring expenses would go through next quarter. The management accounts to 30/6/23 were **APPROVED** by **C Ennemoser** and **seconded** by **J Haughey**.

The DF drew attention to deposit account of £3m on 32-day account, which rolls over every 32 days. New rates are 2.3% and sought delegated authority to move £3m out of 32-day account to 6 months fixed term account with 3.4% interest. The money can be moved from 6-month account but penalty of interest is charged. Currently, £3m in current account, £3m in deposit account. Proposal is to have £1.5m in 32 day deposit, £1.5m in current account and £3m in new 6 month account, with £3m gaining 0.9% extra interest and £1.5m gaining extra 2.5% interest. Any potential development opportunities would be 12 months away. This was **APPROVED** by **J Haughey** and seconded by **C Ennemoser**.

Meeting bank loan covenants and meeting with bank to discuss reduction units utilised for loan value security.

9. **WSHA SHARE REGISTER UPDATE**

Committee **APPROVED** the application for membership of [REDACTED] [REDACTED]. He has expressed an interest in becoming a Committee Member, as he is new to area. Committee **APPROVED** the Cancellation of 15 shares in accordance with Rule 11.1.3.

10. **MANAGEMENT INFORMATION SYSTEM**

Committee were informed that the organisation currently uses Capita and are looking at different software as detailed in report. There are a number of issues with Capita, including the cost of third party software bolt-ons, e.g. Mobisoft £30k/year. The key criteria is to identify a fully integrated software with as little bolt-ons as possible. More research is being carried out on the alternatives and whilst we have used Capita since 2010, it's not as good as it was. Whilst the front-runner is currently Homemaster, others are being considered who are providing demonstrations and staff are visiting other HA's who are currently using Homemaster, to help us in the decision making process. The data cleansing and migration will be difficult regardless of which package, but resources will be put in place to allow as smooth a transition as possible. There is more transparency with Homemaster, a tenant's portal, live information and cloud based with a private cloud at an additional cost. Overall, will protect the service and improve efficiencies. Huge commitment to HA & staff, but going from 13 to 3 packages. Brixx would still be stand alone, but information can be easily downloaded from Homemaster and uploaded to Brixx. A demonstration will be available for Committee at October meeting. The Chief Executive asked for delegated authority for the Chief Executive to look at contracts and make decision. This was **APPROVED** by **L Mimmagh** and seconded by **D Keaveney**.

11. **STOCK CONDITION TENDER: EVALUATION AND AWARD**

The DPS explained that the Stock Condition Survey is a 5-yearly requirement by the Regulator, with the last being carried out in 2018/19 by in-house surveyor. The aim is 100%, with 58% properties actually inspected. The SCS has been brought forward to provide accurate data for inputting into the new IT system. The SCS was procured through Public Contract Scotland portal. The SCS will survey 30% of the total stock and be carried out by independent stock condition specialist to verify and make sure we are compliant with SHQS and H&S requirements. Only one tender has been returned – John Martin Partnership – local and very experienced. The fee proposal is detailed on page 39 of the report. There is an option to add services at a cost, with an ongoing annual fee which due to moving to a new IT system is not required at this time but this maybe revisited later. Generally, a percentage of properties are surveyed across a range of different properties

and types, to allow the information to be cloned across similar types of properties. The SCS can also help with negotiation of better insurance costs, but this likely involve an additional cost.

12. **HR UPDATE**

The Corporate Services Manager (CSM) referred to the Modern Apprenticeship and informed Committee that SHARE didn't have any current funding but as soon as funding became available, would let us know. Committee approved the recruitment of a Modern Apprenticeship. Committee NOTED the content of the rest of the report. There was a discussion about [REDACTED]

13. **WSHA – CONFLICT LETTER**

D Keaveney declared her interest and left the meeting. The CE explained that there had been community consultation and legal advice had been taken. TC Young were representing both parties, which would result in the asset being transferred. The Chair would sign the letter. At the end of September, if Committee approved, the asset would transfer to WSHA. The reason for the same legal representation is that WCA and WCL have no income and therefore WSHA would cover the cost. Committee approved the Chair signing the conflict letter.

14. **ANY OTHER BUSINESS**

Confidential HR Update was acknowledged by the WSHA Committee and the contents noted.

15. **DATE AND TIME OF NEXT MEETING**

WSHA Committee Meeting: **27th September 2023**

WSHA Committee Meeting: **25th October 2023**

WSHA Committee Meeting: **29th November 2023**

WSHA Committee Meeting: **31st January 2024**

WSHA Committee Meeting: **28th February 2024**

WSHA Committee Meeting: **27th March 2024**