

CASSILTOUN HOUSING ASSOCIATION

MINUTE OF MEETING OF BOARD OF MANAGEMENT
HELD ON WEDNESDAY 29TH APRIL 2020 AT 6.00 PM
VIRTUAL ZOOM MEETING

Present: George Kelly Anne M Stuart MBE
Teresa McGowan Julie McNeil
Chris O'Brien Kim McKee
Debbie MacKenzie

In Attendance: Clair Malpas Chief Executive Officer
Gamal Haddou Director of Finance/IT
Fiona McGowan Director of Operations
Laura Edwards Development Consultant (Part Meeting - left at 6.25pm)
Paula Brownlie Corporate Services Manager

1a. WELCOME, INTRODUCTIONS, SEDERUNT & APOLOGIES

George Kelly, Chairperson welcomed everyone to the meeting. He asked the Chief Executive to outline the rules for holding the meeting virtually.

Apologies were received from Richard Sullivan, William Craig and Evelyn Ferguson.

The Board were reminded that they were to speak through the Chair and to raise their hand if they wanted to ask a question.

The Chair sought the Board's approval to bring forward agenda items 7a, 7b, 8, 9 and 10 to the beginning of the meeting. The Board unanimously approved.

1b. QUORUM

As per the Association's Rules, the Quorum for the Board of Management Meeting stands at 4 members. Today's meeting is therefore quorate.

2. CONFLICT OF INTEREST (PERMANENT REGISTER)

None

7a. DEVELOPMENT UPDATE

Laura Edwards, Development Consultant presented the above report previously circulated with the agenda.

Report is for noting and information. Laura confirmed that she would like to raise a few key points:-

Barlia Sites: all 3 sites are closed in line with Government guidelines. We will be considering an extension of time for Crudens but will be resisting any loss of expenses to them. The lawyer has confirmed that the contract we have with them considers this type of unseen event. We will keep the Board updated with any Government instructions to open up building sites.

Castlemilk Drive: We have been successful in our tender submission to the Council for this site. **Sentence redacted – sensitive.** We have accepted the offer and will carry out the necessary background paperwork to finalise things. We cannot get on site until the lockdown is lifted. We will not be going on site until the Board gives approval to enter into a contract with Crudens. We need to purify a few issues and will report back to the Board possibly at the end of May or June. From a good governance perspective, the Board will need a full report and at the present time some matters remain outstanding.

Anna Stuart MBE enquired if we had encountered any problems with regards to security on any of the development sites. Laura Edwards confirmed that no concerns had been reported. The Chief Executive Officer also informed the Board that she is carrying out weekly visual external checks of the sites and they seem to be very secure.

7b. NURSERY SITE UPDATE

Laura Edwards, Development Consultant presented the above report previously circulated with the agenda.

Laura intimated that following on from the Board's views and queries on the architect's proposals for the design of the nursery site, she can confirm that she had spoken to the design team re safety for kids; speed limits etc. Safety will be a key consideration in the design of the site. We can impose a speed restriction of 20mph although the Roads Department will probably request traffic calming measures. Blind spots and the removal of trees will be addressed to ensure good visibility and whether it is a one way or two way system into the site will be discussed with the Board further into the design process

We are now in a position to decide as to whether we commit to the next stage of the design process. (conclusion of RIBA Stage 3 – detailed design and development and submission of a planning application) **Paragraph redacted as commercially sensitive.**

The report outlines the pros and cons for going forward with this site.

The Director of Finance intimated that in terms of being able to fund stage 3 of the process, we have money in the bank and are able to do this.

The Chief Executive intimated that we are only seeking approval to take the development to the next stage and we would seek further approval to move onto RIBA Stage 4. By dealing with it in this way it minimises the financial risks to the Association. We will not be over committing ourselves.

Chairperson enquired as to how certain we are in getting the money back from the Council. Laura Edwards intimated that she is confident that we will receive the monies but maybe not this financial year. It is a site that the Council have identified as surplus to requirements and have named Cassiltoun HA for the disposal. They have already engaged City Property to liaise with regards to the valuation of the land. The Council are likely to pay abortive fees to the Association if it cannot go forward.

Teresa McGowan enquired if we are confident that Building Companies will not go into liquidation due to COVID-19. Laura Edwards confirmed that we cannot be sure but there are appropriate credit and financial checks in place; we pay contractors one month in arrears and we can take a performance bonds (insurance). We have no guarantees about contractors going out of business.

Director of Finance & IT reminded the Board that the development and the signing of a building contract for Nursery site is not for another 2 years; there may be a number of legislative changes and we would review contractor's financial strength before we make a final decision

After discussion, the Board unanimously approved to fund the next stage of the Nursery Site Development process, namely completion of RIBA Stage 3.

8. CONTRACTOR AND SUPPLIER MANAGEMENT STRATEGY APRIL 2020- MARCH 2021

Laura Edwards, Development Consultant presented the Contractor and Supplier Management Strategy for April 2020 – March 2021.

The Strategy is an update on last year's strategy and plans for the year ahead.

After discussion, the Board unanimously approved the Contractor and Supplier Management Strategy for April 2020 - March 2021.

9. SUSTAINABLE PROCUREMENT STRATEGY APRIL 2020- MARCH 2021

Laura Edwards, Development Consultant presented the Sustainable Procurement Strategy for April 2020 – March 2021.

The Strategy is an update on last year's strategy and plans for the year ahead.

After discussion, the Board unanimously approved the Sustainable Procurement Strategy for April 2020 – March 2021. A copy will be sent to the Scottish Government and a copy will be uploaded to the Association's website.

10. PROCUREMENT REPORT

Laura Edwards, Development Consultant presented the Procurement Report for 2019/20.

The Association is required to outline an annual procurement report on its regulated procurement activities as reasonably practicable after the end of that financial year.

After discussion, the Board unanimously approved the Procurement Report for 2019/20. A copy will be sent to the Scottish Government and a copy will be uploaded to the Association's website.

The Chairperson thank Laura Edwards for all her hard work in preparing the Development Reports for the Board.

Laura Edwards, Development Consultant left the meeting at 18.20 pm

3a. MINUTE OF MEETING HELD ON 26TH FEBRUARY 2020

The minutes of meeting held on 26th February 2020 were unanimously noted and approved.

3b. MATTERS ARISING FROM MINUTE OF MEETING HELD ON 26TH FEBRUARY 2020

None

3c. ACTION LIST FROM MINUTE OF MEETING HELD ON 26TH FEBRUARY 2020

1. Outstanding
2. CEO in discussions with CEO at Ardenglen HA
3. On hold due to COVID-19
4. Awaiting word from Barclays
5. Laura Edwards to update Board at meeting
6. Completed
7. Completed
8. Complete
9. Completed
10. Completed

4a. NOTE OF RESPONSES FROM BOARD OF MANAGEMENT RE BOARD PAPERS OF 25TH MARCH 2020

The notes from responses from Board of Management papers for meeting of 25th March 2020 were unanimously noted and approved.

4b. MATTERS ARISING FROM NOTE OF RESPONSES – 25TH MARCH 2020

None

4c. ACTION LIST FROM NOTE OF RESPONSES FROM BOARD – 25TH MARCH 2020

1. Still awaiting a reply from Barclays Bank
2. Completed
3. Completed
4. Completed
5. Completed
6. Completed
7. Completed
8. Completed
9. Completed

4d. OVERVIEW OF BOARD MEETING AND DECISIONS MADE – 25TH MARCH 2020

The Chief Executive intimated that the main items for approval were

1. Cassiltoun CHA Budget 2020/21
2. Subsidiary Budgets 2020/21
3. CEO Bi Monthly and Coronavirus Plan

No further questions were raised.

The Board unanimously approved all of the above.

5a. MINUTE OF MEETING HELD ON 30TH MARCH 2020

The minutes of meeting held on 30th March 2020 were unanimously noted and approved.

5b. MATTERS ARISING FROM MEETING HELD ON 30TH MARCH 2020

Page 1, Agenda Item 3: Cassiltoun Stables Nursery: The Chair enquired if there were enough monies in the bank to pay the nursery salary bill. Chief Executive confirmed that recent guidance has indicated that we can use partnership monies from the Glasgow City Council to pay salaries. Any shortfall can be claimed via the Furlough Scheme.

5c. ACTION LIST FROM MEETING HELD ON 30TH MARCH 2020

All actions completed.

6. CHAIRS REPORT

The Chair thanked the staff team for all their hard work and commitment during this unprecedented time. Anna Stuart also thanked the staff.

11. CHIEF EXECUTIVE'S MONTHLY REPORT

Chief Executive Officer presented her monthly report previously circulated with the agenda.

Staff interviews/IIP action plan: Completed. Discussions ongoing for our annual review of IIP Platinum. This will be carried out virtually with staff.

Calendar of Priorities for 2020/21: *The Board unanimously approved the contents of the Calendar of Priorities for 2020/21.*

Governance Timetable for 2020/21: *The Board unanimously approved the contents of the Governance Timetable for 2020/21.* Any changes will be approved by the office bearers.

SHR's Regulatory Framework & Assurance Improvement Plan: Improvement plan was updated with the last review of Standards 5, 6 and 7. We will resurrect the review sessions once we get back to business as usual.

Business Continuity – COVID-19: Cassiltoun has been able to implement a Business Continuity Plan for a situation that was unforeseen by all and the Board have been receiving regular updates. Our response to the ongoing situation is changing and adjusting as new decisions are made, new guidance produced or clarified and as we learn from others. The CEO's report outlined the Association's business continuity plan against specific issues, service delivery, staff welfare, legal and regulatory requirements; our finances are being managed, contractual obligations and governance. A monthly update will be provided to the SHR from April. CEO reported that she is updating the SHR verbally and updating the landlord portal.

Debbie MacKenzie enquired when a tenant sends an email to the housing email address, is it possible for an automatic reply to be sent in response outlining that someone will be in contact. From a customer point of view this would be good. Debbie further enquired if a telephone number could be made available for tenants to contact staff rather than just the main office telephone number. Chief Executive responded that we looked at our email system and unfortunately an automatic response is only available on the first email that you send to a person or the organisation. The only way to fix this problem is to shut all the computers down and unfortunately, we cannot do this as all staff needs their computers on to connect to VPN. With regards to reception phone. If we were to divert the reception phone to a member of staff's mobile, this would have to be 24-7 as we cannot divert back to the office answering machine to allow tenants to call out of hours and get the emergency repairs number. We have changed the answering machine message to allow people to leave a message and a member of staff would get back to them within 2 working days. Chief Executive enquired if the Board had heard of any tenants having an issue to communicate with the office. Debbie intimated that some of her neighbours had expressed that they couldn't get hold of a member of staff. Chief Executive stressed that if tenants call the main office number and leave a number or email the housing email address, staff will get back to them as soon as possible.

Julie McNeil enquired of safety guidelines with respect to Gas Safety checks. Director of Operations confirmed that contractors are going out with full PPE and asking tenants if they are shielding or suffering from any symptoms before attending. They keep the distancing rule and this is the same with emergency repairs. Julie McNeil further enquired if approval had been given to extend the timescale of gas safety checks. Chief Executive reported that confirmation had not been received. The Association are on top of our gas safety checks.

Kim McKee enquired if any feedback had been received from tenants regarding the impact of COVID-19 on services. Director of Operations intimated that tenants appreciate the difficult times we are going through and generally understand what we can and can't do. There are anti-social complaints, people not self-isolating; noise etc. Staff call tenants and action as far as they can. They are taking notes in the diary to deal with when we return to the office. Life and limb repairs are being carried out as per government instruction. Some tenants not happy with this but understand we can only do what the Government instructs us to do. Staff are phoning all our tenants to ascertain if they are ok, do they need referrals to other agencies. Feedback is generally positive. Chief Executive has spoken to a few tenants when she has been driving around the estate. The Advice Team are calling clients, the community team are working closely with tenants and people generally are appreciative of what we are doing.

Subsidiary Governance: Both Cassiltoun Trust and Cassiltoun Stables Nursery's last Board minutes were circulated to the Board for their information.

Cassiltoun Environmental Services – we have received word today that we have been refused charitable status. Chief Executive will take time out to digest the contents of the letter and will report back to the Board. The refusal does not mean we cant set up the subsidiary, we just look another route.

Cassiltoun Stables Nursery is closed and all staff have been placed on Furlough Leave.

Publications: The CEO provided the Board with a list of publications for them to update themselves on with respect to COVID-19 and guidance produced for the Association to adhere to.

Social Enterprise Centre: Application to the Lottery has been submitted and the CEO is in discussions with Glasgow City Council with regards to the next round of Regeneration Capital Grant funding as we were unsuccessful in this year's round. (stage one application due in June).

Notifiable Event – Business changes due to Covid-19: Notifiable Event to the SHR with regards to the changes to our services including closing the office, shutting the Nursery and suspension of Right to Repair. All have been registered this with the SHR. CEO has been providing both e-mail and verbal updates to our Regulation Manager. They have no concerns about our operations and are satisfied with the actions that we are taking.

As a minimum the SHR now require a monthly update on from all landlords. The first one is due next week.

Staffing Sub Committee – 8th April 2020: The Staffing Sub Committee met on 8th April 2020. Approval was given to place 8 members of staff on Furlough Leave – **sentence redacted as sensitive.**

Item redacted as sensitive

The Board unanimously approved the contents of the Chief Executive's monthly report.

12. TRAFFIC LIGHT REVIEW OF OBJECTIVES 2019/20

Chief Executive Officer presented the above report previously circulated with the agenda.

The Board are aware that the operational objectives are regularly monitored by Sub Committees, Senior Management Team and by the Board throughout the year.

The Traffic Light Report provides the Board with additional assurance on “How” the Association is performing against the various objectives and targets set each year. Four objectives are amber due to COVID-19.

The Board noted and unanimously approved the contents of the Traffic Light Review of Objectives 2019/20.

13. CHIEF EXECUTIVE OFFICER’S APPRAISAL – APRIL 2020

The Chief Executive Officer’s appraisal that was carried out by the Chair and Vice Chairperson on 15th April 2020 and was circulated for the Board’s attention with the agenda. The Chairperson intimated that the Appraisal had gone well and that the CEO had been performing well against her targets. He also confirmed that the CEO is working hard with the staff team with regards to COVID-19 and providing the best possible service to our tenants during this unprecedented time.

The Board noted the contents of the CEO’s appraisal.

14. SMT & HOUSING MANAGERS’ SMART PLANS

The Chief Executive Officer presented the Senior Management Team and Housing Manager’s (Housing) SMART Plans for 2020/21. As the Housing Manager (Property) is on Furlough Leave, his SMART Plan will be completed on his return to work.

The Board noted and unanimously approved the SMT’s and Housing Manager (Housing) SMART Plans for 2020/21.

15. CORONAVIRUS RISK REGISTER

Chief Executive Officer presented the Coronavirus Risk Register which had been previously circulated with the agenda.

The Risk Register highlights the risks to the Association in relation to COVID-19 and what we are doing to mitigate the risks.

After discussion, the Board unanimously approved the Coronavirus Risk Register.

16. OPERATIONS SERVICE PLAN

The Director of Operations presented the Operations Service Plan previously circulated with the agenda.

After discussion, the Board unanimously approved the Operations Service Plan for 2020/21.

17. EQUALITY & DIVERSITY MONITORING

The Director of Operations presented the Equality & Diversity Monitoring Report previously circulated with the agenda.

The Board unanimously approved the Equality & Diversity Monitoring Report.

18a. MANAGEMENT ACCOUNTS – MARCH 2020

Director of Finance & IT presented the Management Accounts for March 2020 previously circulated with the agenda.

These accounts are the tenth and final set for the financial year and previous forecasts are shown to ascertain the degree of accuracy within budget headings and cashflows are projected for the following two years.

The accounts are also used to monitor loan covenant compliance and the banks require, as a loan condition, management accounts to be submitted within 30 days of each quarter end.

In paragraph 4.2 of the accounts, the figures will need to be updated from those in February. Biggest change is smoke detectors – this expenditure has doubled during March and then stopped.

With regards to development, we managed to get just under £1m of extra HAG grant which puts us to where we were before November 2019 when the cost increased.

The 31st March 2020 arrears trend and the impact of COVID-19 on arrears is not a good comparative number as it includes rent charges for which housing benefit haven't yet been received. On a like for like basis, arrears in mid April will be approximately £128k [once we allocate £26k of unknown arrears direct] and early indications are that between mid March to mid April we are £27k short on income.

Only change as to what has gone to the Auditor is in respect to the figure of Pension, Past Service Debt. We have a higher surplus than what shows in the accounts.

The Cashflow tries to take into account of the delay in Barlia and Castlemilk Drive.

Anna Stuart MBE enquired if we can allocate £1m to the breakage of the Strathclyde Pension rather than £2m. Director of Finance intimated that this would be a discussion when we are looking at the business plan for the future.

After discussion, the Board unanimously approved the Management Accounts for March 2020 and their submission to all lenders.

18c. INTERNAL AUDIT YEARS SUMMARY REPORT

Director of Finance & IT presented the above report previously circulated with the agenda.

Recommendations will be taken forward by the appropriate officers and monitored by the Audit & Risk Committee.

Anna Stuart MBE intimated that there were a number of recommendations to take forward. Chief Executive Officer confirmed that none of the recommendations were classed as substantial.

The Board noted the contents of the Internal Audit years summary report.

19. COMPLAINTS REGISTER

Corporate Services Manager presented the Complaints Register which had been previously circulated with the agenda.

The Register details all complaints received from 1st April – 31st March 2020.

The Board unanimously approved the contents of the Complaints Register for the period 1st April 2019- 31st March 2020.

20. CORPORATE/HR REPORT

Corporate Services Manager presented the Corporate/HR Report previously circulated with the agenda.

Absence figure for the last quarter stood at 0.67%. End of Year absence figure stood at 1.34% compared to 2.85% in March 2019.

The report also highlights the number of staff who have had to self-isolate due to the Coronavirus. Although staff were self-isolating, the majority of them were still able to work from home.

Staff appraisals have commenced and we have extended the date for completion until the end of June 2020. This may have to be extended due to the impact of COVID-19.

As the Board are aware, an independent board appraisal review will be carried out this year and we plan to go ahead with this process via telephone or Zoom meetings. Corporate Services Manager has been working with Stuart Eglinton, Consultant to finalise the questionnaire and Stuart will be carrying out the reviews in the next 2-3 weeks.

After discussion, the Board unanimously approved the contents of the Corporate/HR Report.

21. GDPR/FOI

Quarterly Return to Scottish Information Commissioner: Quarterly Return statistics were circulated with the agenda. For the last quarter there were 13 SAR requests and 2 FOI requests.

The Board unanimously approved the contents of the Quarterly Return to the Scottish Information Commissioner. The return will be sent to the Scottish Information Commissioner.

22. CORRESPONDENCE

SFHA Annual Membership 2020/21: £10k. The Association has renewed their subscription.

Thank you from Patricia McCarthy: Chief Executive Officer facilitated a visit for a group who are hoping to develop the Stables at Pollok. They wanted to look at the work of the Trust and their Business Plan. The Chief Executive and James Wilson, Senior Housing Officer took them on a visit of the Stables and assisted with any of their questions.

23. APPLICATIONS FOR MEMBERSHIP

The Board considered three membership application as outlined by the Corporate Services Manager.

The Board noted the eligibility of the applications had been checked.

The Board noted and unanimously approved for the members to be added to the Share Membership Register and that the Share Certificate would be issued.

24. USE OF SEAL

Used on one occasion.

25. ENTITLEMENTS, PAYMENTS & BENEFITS REGISTER

None

26. NOTIFIABLE EVENTS

As previously noted under agenda item 11 – Chief Executive Officer’s Monthly Report.

27. SUBSIDIARY & SUB-COMMITTEE DECISIONS & MINUTES MADE BETWEEN 27TH FEBRUARY – 29TH APRIL 2020

Cassiltoun Stables Nursery – 27th February 2020

Board delegated authority to Nursery Manger to look at marketing the nursery via a publication ie Rutherglen Reformer etc. Ascertain best value for money.

The Board unanimously approved to write off former arrears totalling £190.94 and prepayments totalling £38.94.

The senior CDO appointed to the 3-5 room is currently filling the nursery Lead Practitioner. The Board approved for her to be seconded to this post.

Board approved Fee Increases for all rooms effective from 1 April 2020. Top up hourly rate - £5.00 also approved.

Item redacted as sensitive

Cassiltoun Trust Meeting – 4th March 2020

- Approval to instruct Hawthorn Boyle to carry out a “flush through” of the current heating system
- Delegated authority given to the Chief Executive Officer to go out to Quick Quotes for a contractor regarding the smoke vents
- Management Accounts for January 2020 – approved
- Budget 2020/21 – approved together with:
 - Approval to increase professional fees to £16k
 - Agreed with the recommendation to increase room rentals by 3%
 - Agreed the garden room rental pro-rata for half a year.

Cassiltoun Stables Nursery – 30th March 2020

The Board unanimously approved to close the nursery on Friday 3rd April 2020 and place all staff on Furlough Leave. ***Sentence redacted as sensitive.***

Staffing Sub Committee – 8th April 2020

Staffing Sub Committee approved to put 8 members of staff on Furlough Leave for an initial 3 weeks and to further extend if required.

They also delegated authority to the CEO to put other staff on Furlough Leave if their work diminishes.

Item redacted as sensitive

The Board noted and approved the Sub Committee decisions.

28. HEALTH & SAFETY/HWL

Health & Safety and HWL: Staff working from home and balancing home life. Taking appropriate breaks. Line managers communicate regularly with staff to ensure that they are fit and well. Teresa McGowan enquired if we ensure that staff take their one hour exercise per day. Chief Executive confirmed that although we cannot instruct our staff to do this, we can promote the exercise and as far as she knows our staff are participating regularly in a form of exercise.

Risk Assessment – Coronavirus: Director of Operations presented the Coronavirus Risk Assessment previously circulated with the agenda. The risk assessment will be communicated with all staff and monitored regularly.

Chief Executive Officer reported that she is already thinking of appropriate measures that will need to be addressed in preparation for the office opening back up.

The Board unanimously approved the Risk Assessment – Coronavirus.

29. AOCB

Return to Financial Conduct Authority: Advice Team Co-ordinator has submitted the Association's return to the Financial Conduct Authority in advance of the deadline.

Sub Committee Meetings: The Chief Executive sought the Board's approval to cancel the Operations Sub Committee scheduled for May 2020. An operational performance report will be brought to the full Board Meeting in May 2020 and how COVID-19 has impacted on our performance. The Board unanimously approved to cancel the Operations Sub Committee meeting.

Request from Glasgow City Council: Director of Operations intimated that the Association had been approached by Glasgow City Council to assist them to alleviate homelessness by offering more temporary furnished flats. The Board will already be aware that 15 of our homes are temporary furnished flats. We currently have 6 void properties that we cannot allocate as they need to be cleared, some repairs done and safety checks carried out. This is not classed as emergency work so we are unable to complete the works. Our void loss is approx £500 per week and is currently sitting at £2k.

However, if we allow the Council to use them as temporary furnished flats they will carry out all these actions (as for them it is seen as an emergency and critical situation due to the spike in homeless). We will then get rent for the properties. We have asked them to use these properties for Section 5 Referrals to allow us to flip the properties if the tenant qualifies. It will become permanent accommodation for them.

If the Board approve to allocate these 6 voids to the Council, we will offer them on the understanding that

- the tenants are supported by the Council
- that if we are happy with the conduct of the tenant that we can convert it to a mainstream tenancy once we return to business as usual
- that once we return to normal operations the properties are returned to us (once the tenant has secured other accommodation) and they return to our mainstream stock

Debbie MacKenzie intimated that if the properties are allocated to homeless people on a temporary basis, they wouldn't be seen as queue jumping the waiting list. Director of Operations confirmed that this would not be the case and they would only be allocated the properties on a permanent basis if they qualified for them.

Teresa McGowan enquired if these void properties are in areas that are well sought after or are they hard to let. Director of Operations confirmed that there is a mixture. There is one property that is a cottage flat, the rest are tenements. Board are reminded if the flats are flipped, this would form part of our Section 5 referral quota for 2020/21. If the tenancy is flipped, the tenant would keep the furniture.

Anna Stuart MBE enquired as to what would happen if there is anti social behaviour. Director of Operations confirmed that the Council would monitor this. The Association is also

monitoring all anti social within the area. We would have contact with the Council and raise any issue of concern.

Chris O'Brien enquired if we were happy that the Council would have the appropriate support for the proposed tenants and if it was sustainable for them if the tenancy is flipped. Director of Operations confirmed that we are in discussion with the Council regarding this and that they will provide the appropriate support.

If the proposed tenants turn out to be anti social, how quickly can they be removed. Director of Operations confirmed that the allocation is only supposed to be on a short term basis, she would go back and ask for the property back.

Kim McKee enquired if the Council wanted all 6 properties? Director of Operations intimated that they asked for 10. They are in desperate need. Kim suggested that the Board need to support these issues as there are a lot of people in need of housing via domestic abuse etc.

Julie McNeil reiterated that the Board should support this request. A homeless person is just as likely to create anti social issues as those of mainstream tenants.

After discussion, the Board unanimously approved to offer the 6 void properties to the Glasgow City Council on a short-term basis.

Director of Operations also sought the Board's approval that if we get other voids back can she offer them to the Council rather than come back to seek the Board's approval. It was agreed that this would need to be determined on how close we are to getting back to work as we need the properties for our own tenants.

Rutherglen Reformer: Anna Stuart MBE would like to thank Paddy McKenna, Communities Co-ordinator for the wonderful article that she had placed in the Rutherglen Reformer regarding the work that they have done for the community.

Universal Credit: Chris O'Brien intimated that DWP are going to stop debt recovery which includes arrears. Of the tenants that we are contacting, is this the case. Director of Operations confirmed that we had not been impacted by this as yet as we had just received a third party payment – and we had been informed it was only for 4 weeks. If this is the case payments should re-start and the debt will be recovered over a longer period. Although we are contacting our tenants we not asking tenants to make up these payments as we understand the situation tenants are in. We are having conversations with tenants and if they can continue to pay we will put an arrangement in place. If not, we are putting a note in the diary to contact them at a later date if third party payments do not re-commence. We are also making referrals to the Advice Team. We are trying to be sympathetic with tenants and building relationship with the tenants to make sensible arrangements in the future.

30. DATE AND TIME OF NEXT MEETING

Wednesday 27th May 2020 at 6pm

There being no further business the meeting concluded at 7.48 pm

Signature:

Date:

Chair of Board of Management

Copies of all reports mentioned within these minutes and any sub-committee reports/minutes are available on request.