

Present: Kath Mands (Chair), Kenneth Brannan, Paul Hocking, Andrew Black, Gavin High (from item 20/07/9). The following joined via Video Conferencing: Rhona McLeod, Vicki Cutler and Gordon Edwards.

In Attendance: Barry Moore (CE), Marjorie Sloan (CSD) and Roz Clark (CSO).

The Chair welcomed everyone to the meeting. The Chair congratulated Barry on his first anniversary as the Association's Chief Executive.

20/07/1 Apologies Ron Neave (Vice-Chair) and Denis Brown.

20/07/2 Declarations of Conflicting Interests
None.

20/07/3 Minute of Committee Meeting 27 May 2020 and Tracker

The Chair presented the minutes of the meeting held on 27 May 2020. No amendments were proposed.

Approved. Proposed Kenneth, Seconded Kath.

The CSD talked through the Tracker giving an update on progress and highlighting that two items relating to the ARC verification and Scheme of Delegated Authorities would be presented later in the Agenda.

20/07/4 Chair's Actions/Decisions between meetings

There had been no Chair's Actions.

20/07/5 Matters Arising

The Chair asked for feedback relating to item 20/05/13 the new Open Space Maintenance Contract. A member stated that they had not seen a significant difference as they felt that the cutting back of trees had still not been addressed. This will be brought to the attention of the Maintenance Manager to establish whether the trees in question are the Association's responsibility. It was highlighted that tree works are generally carried out during the winter months and the CE stated that a walkabout of Estates with the new Contractor was taking place in the next few weeks and he would ensure they were made aware.

20/07/6 Corporate Governance Policy Review: Scheme of Delegated Authorities

The CE presented the report highlighting three points relating to decision-making authority, budgetary control and the insurance contract. He referred Committee to para 6.4 of the Scheme of Delegated Authorities clarifying that following the Internal Audit recommendation the description now provides 'Tender approval provided it is not more than 10% over budget'. He also referred Committee to para 6.7 of the Scheme of Delegated Authorities which proposed that the CE and CSD acting together had delegated authority to accept the Insurance Contract. He explained the rationale behind the proposal and confirmed that a report would subsequently be presented to the AF&RM Committee.

There followed discussion with Committee asking whether business interruption insurance was built into the policy and if not was it a consideration. The CSD confirmed that at present there was a small contingency of [REDACTED] but that COVID-19 was not included. The CE highlighted that the Association has a very good relationship with Gallagher, the insurance broker, and that he had no doubt this would be a consideration and discussion that would take place shortly. There followed further discussion on how the insurance contract is procured and it was clarified that the Gallagher is responsible for

procuring the best deals. The CE also explained that the timing of the insurance renewal is also a factor as the renewal date is between Committee Meetings, hence the Chair's Action in previous years. He stressed that whilst the insurance broker was responsible for procuring the insurance contract and making recommendations, the Association reserved the right to make the final decision based on value for money, as opposed to opting for the cheapest quote.

Committee **approved** the Scheme of Delegated Authority.

20/07/7 Loan Portfolio Return to SHR

The CSD talked through the report highlighting that it is normally submitted by 30 June but due to the effects of COVID-19 an extension had been granted to 31 July 2020. It is based on information reported to Committee in May 2020.

Committee **approved** the Loan Portfolio Return to be signed by the Chair and for the CSD to submit it to the SHR.

20/07/8 Income Report May 2020

The CE talked through the report highlighting that Committee had already received the report at the beginning of June 2020 and that it was included within this meeting's agenda for governance and recording purposes. A Member asked if the current rent arrears figure was available as a percentage. The CE stated that the current figure was 3.18%. Committee was pleased with such a low figure. The CE highlighted that a high level of the Association's income was received via housing benefit, which reduced the risk to the Association's income stream.

Committee **noted** the Income Report for May 2020.

20/07/9 Income Report June and Quarter 1 2020

The CE presented the report highlighting the main areas covered and an additional section on 'Tenants Requiring Assistance' had been included, as this has been monitored throughout the lockdown period and provides additional statistics. The CE gave an update on the forecasting and stress testing which had been carried out and gave reassurance to Committee that the Association was financially viable and able to tolerate even the worst-case scenarios. He highlighted that progress was being made on Void Properties and, whilst it was anticipated that the loss would increase, it would not continue to increase at the current rate and therefore the forecast loss for the year was currently in the region of £70k-£90k. The CE talked through the process in respect of the allocation and letting of void properties and confirmed that properties were being let on a regular basis. Committee commended staff on their efforts to get properties let in this difficult time.

The CE explained that one of the highest risks was highlighted at 2.4 of the report and related to Legal Action for Rent Arrears. He stressed that tenants were being written to individually with wording appropriate to their individual circumstances and level of engagement with the Association.

The CE gave assurance to the Committee that whilst they receive a monthly report, these figures were being monitored on a daily/weekly basis. He stressed that the figures showed fluctuations, increases and decreases, which indicated that tenants were making efforts to pay their rent. The CSD highlighted that tenants who were struggling throughout the furlough period were sending feedback to thank the Association's staff for their help and assistance.

The CE highlighted that the monthly reporting to Committee would continue throughout this financial year.

Committee **noted** the Income Report for June 2020.

20/07/10 Gas Servicing Report Quarter 1 (COVID-19)

The CE explained that this is a specific report that is in addition to the Health and Safety Quarterly Report which will be presented to the Management Committee in August 2020. The CE explained that this report gave an overview of the Landlords Gas Safety Checks which had been undertaken during

Quarter 1; throughout the lockdown period. The CE explained that he would be submitting a Notifiable Event to the SHR relating to Gas Servicing. The Notifiable Event related to the 14 properties which had passed their annual anniversary date. The CE stressed that all 14 cases were due to COVID-19 implications and that staff were working extremely hard to maintain performance. Committee thanked the CE for the information provided and in particular for the way it had been presented.

Committee **noted** the Association's performance throughout Quarter 1 in respect to the statutory obligation to carry out a Landlords Gas Safety Check.

20/07/11 Strategic and Operational Implications (COVID-19)

The CE presented and talked through the report.

Committee asked whether staff had raised any concerns about returning to their place of work. The CE gave an overview for each area of the report.

Staffing: he explained that a plan for a 3-month remobilisation was in place with staff currently returning to work on a phased rota basis. At present staff were in week four of the rota and it was not anticipated to have a full complement of staff until the end of August. He explained that staff had been consulted throughout the remobilisation plan including asking for feedback on risk assessments, working patterns and office layout. PPE was being provided along with signage. Staff morale was high with many very keen to return to the office on a more permanent basis.

Property: the CE reported that it was anticipated that there would be a wave of non-urgent repairs when the office reopened. Committee asked if this may lead to an increase in complaints if the repairs were not dealt with quickly. The CE explained that information would be published on the website and social media explaining waiting times. In addition, the Housing Minister had also written an 'open letter' which had been published on our website/social media and it included a paragraph asking tenants to be patient as Associations catch up with backlogs. The CE emphasised the significant achievement in respect of health and safety compliance and emergency repairs.

Housing: the CE reported that he planned to open the office to tenants around the 3 August 2020. It was also anticipated that this would also be the date that Retirement Housing Co-ordinators would return to their Complexes.

Finance: The CE explained that the Association would take advantage of extensions for submitting regulatory returns, as reported later in the agenda. The CSD explained that the External Audit which had taken place during the previous week had been done virtually and whilst it had worked well it had taken a little longer.

Committee asked if there would be an extension to the submission of the Annual Assurance Statement. The CE explained that whilst it had been talked about he had not received anything formal confirming this. The CE explained that notwithstanding an extension, if it was required to be submitted before 31 October the Association would meet that requirement.

A Member asked if there would be an extension to the February 2021 deadline in respect of the interlinked smoke alarm and heat detector programme. The CE explained that there had been discussions to extend the deadline by 3 months, however if that is the case it would be woefully inadequate and therefore it would need a further review. He stressed that a significant number of RSLs would have even more properties to complete than the Association has and therefore it was likely that there would be a collective request to extend the deadline further.

Committee **noted** the content of the Strategic and Operational Implications Report (COVID-19).

20/07/12 Governance Training Plan

The CE talked through the report explaining that whilst the Training Plan had been agreed in February it had subsequently been delayed due to COVID-19. He highlighted that Risk Management was Priority 1 and he hoped to complete this training by late July/early August. He stressed the importance of kick-starting the training as this would complete the final part of the Regulation Plan. There followed discussion on preferred days, timings and methods of delivery of training. It was agreed that the CSO

would contact Committee Members to gather information in order to find a date/time which suited the majority.

Committee **approved** the Governance Training Plan.

20/07/13 ARC Validation Report

The CSD talked through the report. She explained that Indicator 13: repairs completed right first time, which had not been validated, was one which RSLs found most difficult to measure and that staff were trying to address the issues to make reporting easier in future. She also highlighted that Indicator C8: number of lets reported during the year by source of let, had not been validated. She explained that the information was taken from the Common Housing Register in which some of the terminology was confusing. However this had now been clarified and revised allocations would be used in future. The CSD talked through the four indicators which were unable to be validated explaining that each had been addressed and rectified for future reporting.

There followed discussion. The CE confirmed that the Association had achieved the objective of the Validation Exercise and stressed that it had been commissioned by the Association and not imposed on us. Members agreed that it was a valuable exercise which should be undertaken every two to three years.

Committee **noted** the ARC Validation Outcome report.

20/07/14 Annual Return on the Charter

The CSD presented the report highlighting that normally this return was due to be submitted by the 31 May 2020, however due to COVID-19 restrictions an extension had been granted to the 31 July 2020. The CSD provided an update on a number of small changes to Indicators 16 and 30 that had previously been reported to Committee in the Operational Performance Report in May. She also provided an update to the figure reported on page 48 of the return relating to the number of households the landlord received housing costs directly for during the reporting year. The CSD explained that a desktop validation exercise had been undertaken by the Scottish Housing Network. As a result, further explanation has been added to a number of indicators. Committee asked whether there had been any indication of when the SHR's Landlords Report may be published. The CSD explained that it would normally be at the end of August but as yet she had heard nothing.

Committee **approved** the submission of the ARC return to the SHR by the CSD.

20/07/15 Reactive Repairs Contract

The CE talked through the report and explained the rationale behind the request to extend the current Reactive Repairs Contract for a minimum of six months and maximum of 12 months. He assured Committee that there were no legal implications relating to procurement regulations why this should not happen. However, he stressed that only Committee could waive the Association's Policy requirements as per para 2.7 of the paper. There followed discussion on the current Contractor, with Committee questioning whether all checks and balances had been undertaken. The consensus of Committee was that extending the Contract was the sensible thing to do and they all agreed to the proposal. However, the caveat was that all checks and balances were done including a liquidity check. Committee **approved** the waiving of the Association's Policy requirement and accordingly approved the extension of the Reactive Repairs Contract to QAPM for a minimum period of six months and a maximum period of twelve months.

20/07/16 Development: Charleston Update

The CE talked through the report. He was pleased to report that Bancon Construction would start on site on Monday 20 July 2020. It was anticipated that during the first few months of the Project the impact of COVID-19 restrictions would be minimal and therefore progress should be good.

Committee **noted** the Development Update for Charleston.

20/07/17 Development: Finavon Street Update

The CE talked through the report highlighting that the project was almost at an end with some minor internal works and some external landscaping works. He explained the financial elements which were still being pursued, including potential funding. Committee asked for clarification on the impact should that funding not come to fruition. The CE explained that if funding was not available the Association could tolerate the financial impact as all costs had been budgeted for. Committee also asked whether a 'lessons learned' exercise would be undertaken. The CE confirmed that lessons had been learned and that policies and procedures were in place to ensure there was no repeat of mistakes identified. He explained that the upcoming Mossgiel Project would give Committee the reassurance that lessons had been learned and that prudent development risk management was in place.

Committee **noted** the Development Update for Finavon Street.

20/07/18 Committee Training Plan

The CSO talked through the report and confirmed she would book the Chair onto the CIH Webinar and Social Housing Scottish Annual Conference. She would also update the Training Log to show that Rhona was attending the Conference.

Committee **noted** the Committee Training Plan.

20/07/19 Share Update

The CSO talked through the Report.

Committee **approved** the updates to the Share Membership Register.

20/07/20 SHR Communication and Correspondence

The CE talked through the report explaining that he was continuing to provide regular and timely updates and reports to the SHR. Committee asked if there had been any feedback on the reports or if it was known what was being done with the information provided. The CE stated that he was aware that the information relating to the impact of COVID-19 was being collated and passed to Government to strengthen funding requests.

Committee **noted** the SHR Communications and Correspondence Report.

20/07/21 Supporting Communities Fund

The CSD talked through the report highlighting that, with the help of SFHA, the Association had submitted a bid and been granted £75k from the Supporting Communities Fund. The Association would be working with Hillcrest HA who had also received funding to ensure that they could maximise the assistance given across the City. The CSD explained that the first tranche of money had already been received and she provided an update of how it was to be used.

The CE expressed his delight at having received the funding highlighting that it would be extremely well received by the many, indeed thousands, who were currently being assisted throughout Dundee on a weekly basis. He explained that further funding bids would be submitted as the support needed in Dundee was almost overwhelming and therefore any assistance that could be given to the agencies should be given.

Committee asked the CE to thank the SFHA for their assistance in putting together the bid.

Committee **noted** the Supporting Communities Fund.

20/07/22 AOB

1. The CE reported that the Asset Management & Development Sub-Committee meeting which was scheduled to take place on 29 July 20 has been cancelled due to the fact that no development or planned maintenance had taken place throughout lockdown.

2. The CE explained to Committee that the intention was still to hold the AGM in September 2020 and that a survey had been sent to Share Members asking for feedback on timings and venues. The findings of the survey would be reported to August 2020 Management Committee Meeting.

Meeting closed at 19:20