

**CORDALE HOUSING ASSOCIATION LTD**

**MINUTES OF THE MANAGEMENT COMMITTEE MEETING  
HELD ON 19<sup>th</sup> JANUARY 2021 AT 3pm  
BY VIDEO CONFERENCE**

<b>Present</b>	Martin Walker (Chair) Margaret McCallion Veronica Hamilton Lilian Peters Graham Logan	
<b>Apologies</b>	Gary Wilson	
<b>In Attendance</b>	Leigh Grubb Andrew Kilpatrick Garry Savage Tim Calderbank Jenna Noble Kevin Nixon Joanne Jakubiak Carol-Ann Burns	Director of Finance and Governance, Caledonia Director of Assets, Caledonia Director of Strategy & Innovation, Caledonia Director of Customer Service, Caledonia Head of Frontline Services, Caledonia Regional Manager, Caledonia Finance Officer, Caledonia Governance Officer, Caledonia, Minutes
<b>Resignation</b>	Aileen Overend	

**01/21 Apologies**

Apologies were received from Gary Wilson.

**02/21 Declaration of Interest**

There were no declaration of interests.

**03/21 Draft Minutes of Management Committee held on 8<sup>th</sup> December 2020**

The Head of Frontline Service advised of an error at 111/20, two of the write off cases should not have been noted as approved to be written off as they have been differed for further action. The members noted the error and approved.

The minutes were proposed by Margaret McCallion and seconded by Lilian Peters.

**04/21 Matters Arising**

The members discussed the recent resignation and wished the member well. The Director of Customer Service advised the members of the implications of operating under the required number of 7 members, and advised the members that the Management Committee has up to 2 months to find another member to bring the membership to at least 7. The Head of Frontline Service advised she would be

discussing marketing strategies for recruitment with the Communication and Marketing Officer. The Governance Officer has advertised the positions externally through Goodmoves and contacted a previous member. The Chair advised he has two previous members in mind that he would also contact. The members discussed the possibility to a co-opt member from Caledonia Management Board to assist for a period of time.

The Director of Customer Service advised that if the association was unable to recruit after 2 months, the Committee's responsibilities would be restricted to solely matters related to the recruitment of members only, with all other responsibilities transferring to Caledonia.

The members discussed the Personal Improvement Plan (PIP) and action list. A further meeting would be scheduled for February and members will finalise and agree the plans.

05/21

### Head of Frontline Services Report

The Head of Frontline Services provided the Management Committee with updates or information which has a significant operational or strategic importance to the Association.

- **Business Continuity Plan – Update**
- **Waterside Update**
- **Policy Review**

The Director of Customer Service provided the members with updated Caledonia repairs information as follows;

Emergency Repairs October 2020	-	7 hrs
Emergency Repairs December 2020	-	4.38 hrs
Non-Emergency Repairs October 2020	-	5.91 hrs

The Head of Frontline Services advised there are currently 269 applicants on the waiting list for Cordale and 210 applicants on the waiting list for Bellsmyre.

The members discussed the Group Common Housing Allocations Policy which was presented in draft for information in advance of an extensive tenant consultation exercise. Some concern was raised over applicants being allocated properties not in their preferred area. The Regional Manager advised within the proposed consolidated application form there would be the option for applicants to specify what area they wish to be housed in. He advised the consolidated form would streamline the process for West Dunbartonshire area benefiting the applicants as they would only be required to fill in one form. The members discussed and expressed concern over long standing applicants on the waiting list and new applicants potentially being housed before them. The Chair expressed concern over how the proposed changes to the form will be received by local applicants. The Regional Manager advised the current policy for allocations was not changing and allocations were based on housing needs not housing aspirations. The proposed process was only intended to streamline the application for both the applicant and staff.

Members discussed the cash collected and requested members are updated with background information to why cash collected is lower from the previous report. The

Head of Frontline Service advised the current dip was due to a delay in the posting of housing benefit payments over the festive period. The Director of Customer Service advised housing benefit payments were received every 4 weeks and the payment received prior to the festive period ensured accounts were up to date to 13<sup>th</sup> December. The following housing benefit payment (for the period 14<sup>th</sup> December to 10<sup>th</sup> January) was only received and posted to accounts when our offices reopened and after the January rent debit had been raised. This resulted in 3 weeks technical arrears being included in the figures for rent collection. It was agreed for future reports background information would be provided to help inform members.

The Management Committee **DISCUSSED** and **NOTED** the contents of the report.

## **06/21 Management Accounts to 31<sup>st</sup> December 2020**

The Director of Finance & Governance discussed the management accounts detailing Cordale's financial activity for the period ended 31<sup>st</sup> December 2020 and thanked the Finance Officer for the preparation of the accounts.

The prior year to date figures have been included on the detailed schedule of income and expenditure, as requested by members at the previous meeting. He advised with the current lockdown restrictions, the kitchen/bathroom programme will be delayed and the spend for this will be shown as a surplus on the accounts.

The members discussed the underspend on planned maintenance. The Director of Finance & Governance advised he is discussing the possibility of carrying this forward to the next financial year with our lenders. Members will be updated at February's meeting.

The members discussed re-forecasting of the budget in June 2020. The Director of Finance & Governance reminded the Committee of the necessary caution that had been applied when setting the revised budgets. The members discussed the impact of arrears which had not been as significant as anticipated, as well as the underspend of the maintenance budget.

The Management Committee **DISCUSSED** and **NOTED** the accounts and explanatory report.

## **07/21 Budget for the Five Year Period to 31<sup>st</sup> March 2026**

The Director of Finance & Governance advised of the five year projections and accompanying notes detailing the Association's plans for the five year period to 31<sup>st</sup> March 2026. He discussed;

- An uncertain planning environment
- Rent and service charge setting
- Dalquhurn development programme
- Funding
- Staff costs and overheads
- Results

The members discussed assumptions around voids and bad debts and agreed that the assumptions should be increased given current year performance. They discussed inflation on repairs and property inflation costs that is applied to planned

maintenance. The Director of Finance & Governance advised property cost inflation is applied to reactive and re-let costs.

The Management Committee **CONSIDERED** and **DISCUSSED** the attached draft budget.

## **08/21 Annual Rent and Service Charge Policy Review**

The Director of Customer Service informed the Management Committee that the Association's Group Rent and Service Charge Policy (Group Rent Policy) has been reviewed and that as part of the annual budget and business planning process an increase in the rental charge has been considered.

The members noted the deadline for completion of the survey was 19th January and questioned why the figures were being presented before then. The Director of Customer Service advised that the report outlined that the feedback in the paper were provisional figures and that these would be updated at the meeting using live information taken directly from the on-line survey. He further advised that it was not expected that these would change significantly following the close of the meeting. It was noted that most electronic survey respondents replied on the first day of a survey being issued. He advised that 74% of the respondents agree that rent charges represented good value for money which was slightly lower than previous survey outcomes. . 80% agreed that their rents were affordable, 90% were satisfied with the way they were advised about rent changes and 95% agreed information provided was clear. Updated and final results will be available for members on Decision Time.

The Management Committee **APPROVED** the Group Rent and Service Charge Policy noting that the review did not recommend or make any significant changes to the current policy provisions.

The Management Committee **APPROVED** the provisional rent increase resultant from the Budget review and the proposed consultation with tenants.

## **09/21 Group Business Plan Proposals**

The Director of Strategy & Innovation presented information on the key strategic priority areas that it was proposed would be incorporated within the Group Business Plan for 2021-22. Members noted that this reflected the Chief Executive's previous update on Group strategic priorities at the Management Committee's local strategy session in November 2020.

The Management Committee **CONSIDERED** and **DISCUSSED** the contents of this report.

## **10/20 Schedule of Meetings 2021**

The Director of Finance & Governance presented the members with a proposed schedule of meetings for 2021. The Cordale Management Committee members were asked at December's Management Committee meeting to consider also moving their meetings to the fourth week of the month (on a different day) in order to streamline

governance arrangements. After consideration, this proposal was not supported by members and the consensus of opinion is that Cordale Management Committee meetings will continue to be held on the Tuesday prior to the Caledonia Management Board meeting.

The Management Committee **DISCUSSED** the report and **AGREED** the schedule of meetings.

Meeting concluded at 16.20pm

**Date of Next Meeting**

Date to be confirmed

Signed (Chair):-----

Date: \_\_\_\_\_