

**CORDALE HOUSING ASSOCIATION LTD**

**MINUTES OF THE MANAGEMENT COMMITTEE MEETING  
HELD ON 20<sup>th</sup> OCTOBER 2020 AT 3pm  
BY VIDEO CONFERENCE**

<b>Present</b>	Martin Walker (Chair) Margaret McCallion Veronica Hamilton Lilian Peters Christopher Paton Graham Logan	
<b>Apologies</b>	Gary Wilson	
<b>In Attendance</b>	Leigh Grubb Andrew Kilpatrick Gill Donoghue Jenna Noble Kevin Nixon Carol-Ann Burns	Director of Finance and Governance, Caledonia Director of Assets, Caledonia Strategy & Innovation Manager Head of Frontline Services Regional Manager, Caledonia Governance Officer, Caledonia, Minutes
<b>Leave of absence</b>	Aileen Overend	

**90/20 Apologies**  
Apologies were received from Gary Wilson.

**91/20 Declaration of Interest**  
There were no declaration of interests.

**92/20 Draft Minutes of Management Committee held on 8<sup>th</sup> September 2020**  
The Director of Assets advised phase 4 of the Dalquhurn development is incorporated within phases 5 & 6 of the tendering process. It is anticipated the tendering process will be completed for December 2020 with phase 4 the first phase to start. A date is to be confirmed.  
The minutes were proposed by Margaret McCallion and seconded by Graham Logan

**93/20 Draft Minutes of Supplementary Management Committee held on 22<sup>nd</sup> September 2020**  
The Governance Officer advised that Aileen Overend had agreed to remain as the Cordale representative for the Remuneration Committee.

The minutes were proposed by Margaret McCallion and seconded by Graham Logan

**94/20 Matters Arising**

Chair discussed the Trayndale report and advised this would be discussed elsewhere in the agenda.

Members discussed local member recruitment, the Head of Frontline Services advised she had discussed the Stuart Eglington Report and action list with the Chair and Vice Chair and will subsequently share with the remainder of the members. The Chair advised this would also feature on the agenda at the Cordale Away day.

**95/20 Head of Frontline Services Report**

The Head of Frontline Services provided the members with updates or information that are of significant operational or strategic importance to the Association.

- **Business Continuity Plan – Update**
- **Staff Welfare**
- **Cordale Office – Essential Access**
- **Waterside View**
- **Policy Review**

The Head of Frontline Services clarified the gas servicing failures are due to no access with Covid -19 related issues but have since been completed.

The members discussed tenant arrears and the impact of Covid-19. The Head of Frontline Services advised arrears had increased since March 2020. Neighbourhood Officers are working with tenants to provide assistance.

The members discussed the activity packs for Waterside View. The Head of Frontline Services advised this has been delayed due to local restrictions and competing priorities with Neighbourhood Officers but will be issued in the near future.

The Head of Frontline Services clarified the void costs are calculated on the number of days a property is void. There have been a number of void properties at Waterside View where rent is higher and includes a service charge which has impacted on the void loss figure.

The members discussed the impact of Covid-19 on rent loss and what support can be offered to tenants. Head of Frontline Services advised the deficit of income is currently at 5% but it is anticipated this may rise with the ongoing development of the pandemic. Various methods of supporting tenants are currently in action such as arrears campaigns, automation of services to allow tenants to access services, newsletters, the introduction of the repayment calculator online and Neighbourhood Officer support.

The Head of Frontline Services confirmed the recruitment of a Neighbourhood Officer who will cover the Cordale area and a current vacancy in the Customer Service Team.

The members asked if the association held data on tenants affected by furlough. The Head of Frontline Service advised we hold CACI data albeit this is needing to be refreshed and this does not hold individual details of employment status. The members expressed their concerns of the impact in the next 3-6 months of Covid-19, the Head of Frontline Service advised various solutions are being reviewed and proactivity working with tenants.

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

## **96/20 Group Annual Assurance Statement**

The Director of Finance & Governance advised that the Governance Working Group (GWG) had met to consider this year's annual assurance statement as previously agreed by the committee.

The Director of Finance & Governance provided a summary of the meeting, which had centred around 2 key documents, which are available on Decision Time:

- Governance Improvement Action Plan – substantial progress has been made, with some outstanding work to complete, particularly with regard to tenant engagement.
- Covid flags – the management team had produced detailed evidence confirming ongoing compliance with governing arrangements in spite of the challenges presented by the pandemic

The Director of Finance & Governance advised that the draft annual assurance statement would be a 'clean' statement with the inclusion of a required paragraph on the impact of Covid-19. The Statement is due to the Regulator by the end of November 2020 and this will be available for members to view, comment & approve prior to this date.

The members approved this approach and agreed any comments should be directed to the nominated Cordale representative, Gary Wilson, for collation.

The Management Committee **NOTED** the Director of Finance & Governance verbal report and **APPROVED** the approach to the collation and approval of the Annual Assurance Statement.

## **97/20 Management Accounts for the Six Month Period ended September 2020**

The Director of Finance & Governance discussed the Association's financial activity for the period ended 30 September 2020.

The members discussed the delay to planned maintenance schedules due to Covid-19. The members requested that delays are communicated to affect tenants. The Director of Assets advised he is awaiting a definitive start date however agreed that tenants would be advised.

The members requested the reporting style for actual comparatives on actual v budget report would be helpful. The Director of Finance & Governance advised the report will be reviewed and noted the interim amendment to the report to incorporate this request.

The members discussed furlough costs. The Director of Finance & Governance advised that staff costs are recorded in Caledonia's budget and re-charged to Cordale's budget as Cordale no longer employ any staff directly.

The members discussed the pension deficit, the Director of Finance & Governance advised this was cleared with Pensions Trust at the financial year end however he is monitoring this as in accounting terms the association remains to be paying the contributions for 3 years where it should see the deficit close after this. The Director of Finance & Governance advised he would share the pension document with the members.

The members discussed the loan draw down for Dalquhurn. The Director of Finance & Governance advised this would not be drawn this financial year to the delay in the development.

The Management Committee **NOTED** the contents of the report, **REQUESTED** for tenants to be updated on planned maintenance, 6 monthly actual v budget report to be **AMENDED** at end of year and Director of Finance & Governance to share pension document with members.

## **98/20 Membership Review**

The Director of Finance & Governance provided the members with the report to manage and review the membership of the Association on an annual basis in accordance with the Association's Rules.

The members discussed whether the impact of Covid-19 may have prevented members attending the annual general meeting this year. The Governance Officer advised of the process and the rules, and confirmed that no member whose membership was proposed to be withdrawn had contacted the association to advise of any such issues.

The Management Committee **CONSIDERED** the report and **APPROVED** the recommendation that the members listed in Sections 11.1 and 11.2 of the report have their membership of the Association withdrawn and their shares cancelled.

## **99/20 Business Plan 2020/25 Implementation Plan Quarter 2 update**

The Strategy & Improvement Manager provided members with an overview of progress in relation to the strategic priority actions identified within the Group Business Plan 2020-25.

The Implementation Plan for the 2020-25 Business Plan sets out the key initiatives, linked to achievement of the Group's strategic objectives that were to be progressed during 2020-21:

Outcomes to be achieved by the end of each quarter for each of these initiatives are detailed in the revised Implementation Plan.

The Strategy & Innovation Manager confirmed the plan is a Group plan. The members requested that Cordale activities are highlighted for members, the Strategy & Innovation Manager confirmed this could be produced.

The Management Committee **REQUESTED** that Cordale activities are highlighted and **DISCUSSED** and **NOTED** the contents of this report

**Business Performance 2020/21 – Quarter 2 update**

The Strategy & Innovation Manager presented the quarterly update on business performance as measured against identified organisational key performance indicators (KPI's) for 2020/21. Members recalled that these performance targets were reviewed and approved by the Management Committee in June 2020. Results are presented for the second quarter of the year, covering the period 1st April 2020 to 30<sup>th</sup> September 2020.

The Strategy & Innovation Manager advised the status of the report should be green, non-confidential and not red, confidential as detailed.

The Strategy & Innovation Manager discussed the complaints data and advised the complaints response times were still to be finalised and reported to members. She advised of the complaints review to overhaul the process of recording, managing and closing of complaints. The members asked if this was a management/operation issue, the Strategy & Innovation Manager advised this was the case and complaints training for staff will feature in their learning & development plans. The Director of Finance & Governance discussed the importance of recording and having the ability learn from complaints throughout the Group. The members asked if Managers had access to complaints reports to ensure timescales are being adhered to. The Strategy & Innovation Manager advised this was the case although refining of the reports was under review. The members asked was there a timeline for the review, the Strategy & Innovation Manager advised the anticipated timeline is to be complete within quarter 3 and quarter 4 for staff learning & development plans however as improvements are made this would take effect throughout the year.

The members asked what percentage of tenants are using the Connect app that can provide support to tenants. The Strategy & Innovation Manager advised 10% of Cordale tenants are registered for the app at present however there has been a delay in the promotion of the app due to the pandemic and alternative strategies are to be considered in lieu of a summer campaign. The Regional Manager advised Neighbourhood Officers have targets in their development plans to get more users signed up to the app.

The members agreed this subject should feature as an item at their away day. The Strategy & Innovation Manager advised that the association has 50% of tenant email addresses and this in the first instance this is the method of communication and promotion of the app. The Head of Frontline Services advised for arrears cases we can identify tenants and also offer online support should they wish to use this. The members asked if most services were available on the app, the Strategy & Innovation Manager advised it is an ongoing development and tenants can access rent statements, payments and report repairs 24/7. The members discussed financial incentives to tenants to use the app. The Strategy & Innovation Manager advised of the 1000 user campaign that took place and are currently looking at other marketing strategies.

(L Peters left the meeting at 16.20pm).

Management Committee **DISCUSSED** and **AGREED** to agenda item at the member's away day the Connect app and **NOTED** the contents of the report

**101/20 Development & Planned Maintenance Update**

***Confidential.***

**102/20 Joint Health & Safety Committee meeting – Tuesday 22<sup>nd</sup> September 2020**

The Director of Finance & Governance advised of the minutes for information.

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

Meeting concluded at 17.00pm

**Date of Next Meeting**

Cordale away day- date to be confirmed in November 2020

Signed (Chair):-----

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