

| 1. | Sederunt | Name | Position | Action |
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| | Present | Marion Leat (via Zoom) Sarah Lack (via Zoom) Corrina Brewer (via Zoom) Catherine Brown (via Zoom) Rose O'Malley (via Zoom) Kirsty Bavidge (via Zoom) Gary Ferguson (via Zoom) Fiona Bowman (via Zoom) | Chairperson Treasurer Vice Chair Committee Member Committee Member Committee Member Committee Member Committee Member | |
| | Apologies | Margaret Smith | Secretary | |
| | In Attendance | Roslyn Crawford (via Zoom) Lyndsay Moffat (via Zoom) Lorraine Fisher (via Zoom) Alan Neary (via Zoom) part Michael McDevitt (via Zoom) | Director Senior Housing Officer Administrative Assistant Kiswebs Observer | |

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| 2. | Declaration of Interest and Committee Update The Management Committee welcomed Michael McDevitt an Observer to the meeting. There were no declarations of interest. | Committee welcomed Observer and noted no declarations of interest |
| 3. | Notifiable Event The Regulator does not require any further information at present in relation to the office closure. | Committee noted there were no notifiable events |
| 4. | Freedom of Information Update The Management Committee noted there had been no further Freedom of Information requests received. | Committee noted no further FOI requests |
| 5. | Alan Neary, Kiswebs Alan Neary was thanked for attending the meeting and provided a demonstration of how the new online application form works from the perspective of applicants. The Management Committee discussed the functionality of the forms and the security protocols in place to protect applicant data. Alan was thanked for the information and left the meeting. | Committee discussed the new online application form with Alan Neary of Kiswebs |
| 6. | Minutes of the Management Meeting on 1 October 2021 The Minutes of the Management Meeting held on 1 October 2021 were circulated prior to the meeting and noted by the Management Committee. The Minutes were approved by Sarah Lack and seconded by Corrina Brewer. | Committee approved Minutes of 1 October 2021 |
| 7. | Notes of Office Bearer's held on 20 October 2021 The Management Committee noted that the Officer Bearer's meeting had taken place on 20 October 2021. A note of the meeting will continue to be circulated. | Committee noted Office Bearer's meeting |

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| 8. | <p>Minutes of Special Management Meeting held on 21 October 2021 The Minutes of the Special Management Meeting held on 21 October 2021 were circulated prior to the meeting and noted by the Management Committee. The Minutes were approved by Sarah Lack and seconded by Kirsty Bavidge.</p> | <p>Committee approved the minutes of the Special Management Meeting held on 21 October 2021</p> |
| 9. | <p>Action Note of Meeting to 21 October 2021 The action note to 21 October 2021 was circulated prior to the meeting and noted by the Management Committee.</p> | <p>Committee approved the Action Note to 21 October 2021</p> |
| 10. | <p>Management Accounts to 30 September 2021 The Management Accounts to 30 September 2021 were circulated prior to the meeting and noted by the Management Committee. The Management Committee were pleased to note that planned repairs are ongoing and the accounts indicate levels of underspend in some areas. The Management Committee discussed the rising costs of labour and parts and that cuts to local councils are impacting on social landlords. The Management Committee approved the Management Accounts to 30 September 2021.</p> | <p>Committee noted and approved the Management Accounts to 30 September 2021</p> |
| 11. | <p>Factoring Report to 30 September 2021 The Factoring report to 30 September 2021 was circulated prior to the meeting and noted by the Management Committee. The Management Committee noted that factoring arrears and payments continue to be monitored. The Management Committee noted that the majority of owners are paying in full or have a payment plan. The Management Committee approved the Factoring Report to 30 September 2021.</p> | <p>Committee noted and approved the Factoring Report to 30 September 2021</p> |
| 12. | <p>Draft Budget 2022-2023 The Draft Budget 2022-2023 was circulated prior to the meeting and noted by the Management Committee. The Management Committee discussed the increase in costs and services due to Coronavirus and Brexit. The Management Committee discussed the higher costs for stair lighting and bulk uplifts. The Management Committee noted that Gardeen has some of the lowest rent levels in Greater Easterhouse, and across Glasgow. The Management Committee agreed to consult on a rent increase of 4.1% being 1% plus CPI inflation at September 2021. Consultation with tenants will be by letter, newsletter articles, emails and surveys. Following discussion, the Management Committee approved the Draft Budget for 2022-2023.</p> | <p>Committee discussed and approved the Draft Budget 2022-2023</p> |
| 13. | <p>Property Management Reports</p> | |
| | <p>13.1 Rent Arrears and Welfare Reform This report was circulated prior to the meeting and noted by the Management Committee.</p> | <p>Committee approved the Rent Arrears</p> |

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| | <p>The Management Committee noted that there are no rent arrears over £600 as at 30 September 2021. The Management Committee noted that the welfare rights service remained popular with Gardeen tenants and that there had been a substantial amount of financial gains. The report was approved by the Management Committee.</p> | <p>and Welfare Reform Report</p> |
| | <p>13.2 Allocations and Void Report This report was circulated prior to the meeting and noted by the Management Committee. The Management Committee noted that there had been one property re-let over the last quarter and that there had been low void loss. The Management Committee noted that a Section 5 referral had refused an offer due to the fact that they required a ground floor property but that hadn't been included in the Section 5 referral paperwork. The Management Committee noted there was 100% tenancy sustainment rate. The Management Committee approved the Allocations and Void Report.</p> | <p>Committee approved the Allocations and Void Report</p> |
| | <p>13.3 Repairs and Maintenance Report This report was circulated prior to the meeting and noted by the Management Committee. The Management Committee noted that the combining the roof anchor certification work and the gutter cleaning would provide best value for money. The Maintenance Consultant has obtained prices from contractors in quarter 2 and this work will be carried out in quarter 3. Committee noted that non-emergency repairs are taking a little longer as there has been delays with contractors locating parts. However, the average time to carry out non-emergency repairs remained low at 4 days. The Management Committee approved the Repairs and Maintenance Report. The Management Committee approved that the Maintenance Consultant would re-tender the painterwork contract in 2022/23. The Management Committee noted the stock condition survey report.</p> | <p>Committee approved the Repairs and Maintenance Report</p> |
| | <p>13.4 Estate Management Report This report was circulated prior to the meeting and noted by the Management Committee. The Management Committee noted that regular inspections continue to be carried out and close rotas continue to be issued to Clyde Valley. Weekly close cleaning and twice weekly bulk uplifts and litter picks are also being carried out. The Management Committee noted there has been no change to the bulk uplift service and discussed that there is still a possibility that housing associations will no longer be able to dump bulk free of charge from 1 April 2022. There has been no further update from Glasgow City Council to date. The Management Committee were pleased to note high levels of tenant satisfaction reported in the mini tenant satisfaction survey carried out by Wider Role Solutions by telephone. The Management Committee approved the Estate Management Report.</p> | <p>Committee approved the Estate Management Report</p> |
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| 14. | Director's Report | |
| | <p>14.1 COVID-19 Quarterly Return and Benchmarking This report was circulated prior to the meeting and noted by the Management Committee. The Management Committee noted Gardeen arrears and void loss remain low. The Management Committee noted the EHRA Benchmarking Report to September 2021 which highlights the performance of Gardeen Housing Association in comparison with EHRA members. Gardeen performance remains high in relation to voids and arrears.</p> | <p>Committee noted the Covid-19 Quarterly Return and the Benchmarking Report to September 2021</p> |
| | <p>14.2 Service Delivery Update This report was circulated prior to the meeting and noted by the Management Committee. The advice at present from the Scottish Government is to continue to work from home. Staff continue to work from the office on at least one day per week to visit tenants, inspect repairs and monitor estate management. Appointments for tenants are available by arrangement. Tenants have met with the welfare rights officer and housing staff in the office, following COVID regulations by sanitising hands, wearing masks and opening windows.</p> | <p>Committee noted the Service Delivery Update</p> |
| | <p>14.3 Changes to Nationwide Building Society: LIBOR This report was circulated prior to the meeting and noted by the Management Committee. The Management Committee noted that LIBOR (a rate used to lend money between banks) has ended and will be replaced by term or compound SONIA. The Management Committee discussed term and compound SONIA, and agreed to adopt compound SONIA as recommended by the Finance Agent. The Management Committee agreed to sign the extract of the minute.</p> | <p>Committee agreed to adopt compound SONIA and agreed to sign the extract of the minute</p> |
| | <p>14.4 Equalities Update This report was circulated prior to the meeting and noted by the Management Committee. SFHA and the Scottish Housing Regulator have developed a guide for social landlords with practical advice to help Gardeen Housing Association to gather data on equalities to meet the new regulatory requirements. The Management Committee agreed to attend training in December 2021 with a view to developing an equalities action plan.</p> | <p>Committee noted the Equalities Update and agreed to attend training in December 2021</p> |
| | <p>14.5 Investors in People Award This report was circulated prior to the meeting and noted by the Management Committee. The Management Committee noted that Investors in People assessment process was delayed from 2020 and took place in September 2021. The Management Committee were pleased to note that the report was positive and that Gardeen had secured the Investors in People Award.</p> | <p>Committee noted the Investors in People Report 2021</p> |
| | 14.6 Confidential Report | |

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| | The Management Committee discussed a confidential report Fiona Bowman left the meeting at 8.45pm. | |
| 15. | Correspondence Scottish Housing Regulator – The Management Committee noted the Coronavirus Advice for Governing Bodies. Scottish Housing Regulator – The Management Committee noted correspondence from the SHR, ‘How we use our statutory powers.’ EVH – The Management Committee noted that salary negotiations will now take place as there had been an increase in inflation. | |
| | Health & Safety Report No issues. | |
| 12. | | |
| | Newsletter & Social Media The Management Committee noted that social media and the website continue to be updated regularly. | |
| 13. | | |
| | Repairs Draw The repairs draw for October 2021 has taken place. | |
| 14. | | |
| | Membership There were no applications for approval. | |
| 15. | | |
| | Training Feedback Staff and Committee continue to attend training remotely. Staff and Committee are encouraged to attend any training of interest. | |
| 16. | | |
| | EHRA Update and Shadowing The Management Committee noted that shadowing will be reviewed next year. | |
| 17. | | |
| | EVH Monthly Report: EVH monthly report will be circulated next month. | |
| 18. | | |
| | AOCB Green Spaces Update Katy provided an update and it was noted that more committee members were encouraged to attend. It was agreed that Green Spaces would | |

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| | look at taking over the community garden project. Connect would also look to be involved in developing the project. | |
| | The meeting closed at 9.00pm. | |
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| 19. | Date and Time of Next Meeting: Management Committee Meeting | 2 December 21 |

APPROVED: _____ DATE: _____