

MINUTES OF MEETING NO. 678
QUEENS CROSS HOUSING ASSOCIATION BOARD OF MANAGEMENT
HELD AT 45 FIRHILL ROAD ON TUESDAY 25 APRIL 2023 AT 6.00 P.M.

Andrew Burns, Ian Elrick, Margaret Glass, Sadie Gordon, David Horner, John McIntyre, Matt Millar, Anne Ramsey.

Shona Stephen (Chief Executive), Neil Manley (Director of Finance & Corporate Support), Louise Smith (Director of Neighbourhood Services), Donalda Hogg (Depute Director of Property, Enterprise & Regeneration), Elizabeth Hood (Depute Director), Fiona Smith (Executive Office Manager), Alison McKay (Governance Advisor) minutes.

ACTION

1.0 Housekeeping

1.1 Noted.

2.0 Welcome and Apologies

2.1 The Chair welcomed everyone to the meeting. Apologies were noted from Bronwyn Wyper. The Board agreed that the running order of the agenda should be changed with item 7, Repairs and Maintenance Contract Update now being considered as item 4.

3.0 Declarations of Interest

3.1 There were no new declarations.

4.0 Repairs and Maintenance Contract Update

4.1 The Board had agreed to consider this tabled report. Donalda Hogg, Depute Director of Property, Enterprise & Regeneration, presented the report. She updated the Board on the new contract for reactive repairs and voids service.

4.2 Wright Kerr All Trades Ltd began their contract with the Association on 1 April 2023 and is coping well with the high level of repairs raised and voids issued. The Board was pleased to note that customer feedback of Wrightkerr and the temporary contractors used has been exceptionally good, with frontline staff reporting numerous compliments about the service.

4.3 Donalda invited questions:

The Board noted that there is now a focus on putting together a framework for tightening up and strengthening the performance management for the new contract with more frequent reporting to the Executive Team.

The Board was advised that part of the new contract is shared technology between the Association and the contractor which means that there is a more robust process and overview of contractor performance including providing real time updates to customers. This was not available under the contract with the Bell Group.

4.4 Donalda left the meeting at 6.30pm

5.0 Lettings Plan 2023/24 – For Approval

5.1 The purpose of this report was to present the outcome of the plan for 2022/23 and seek approval of the Lettings Plan for 2023/24. Elizabeth Hood, Depute Director,

presented this report. The Board noted that a reduced number of lets were carried out in 2022/23 with 320 properties being let compared to 351 lets in 2021/22. Quarter 4 has been extremely challenging.

5.2 The Board was reminded that the GCC letting quota was agreed by RSLs on the basis that the 60% target was net of transfers (as it is acknowledged that RSLs need to stimulate turnover within their stock). The Board noted that the Association has not been able to reach the target of 60% due to a variation between the property types demanded by S5 applicants and the properties available to us to let throughout the year. However, although the target of 60%, was not met the Association is consistently amongst the highest providers of Section 5 lets across the city.

5.3 Since the introduction of Find My Home (Choice Based Letting) the Association has seen a steady increase in demand for our properties. At the end of March 2022, there were 1,993 registered applicants. Between 30 and 40 new applications are received each week and had 3,919 registered applicants by the end of March 2023.

5.4 Elizabeth explained that Glasgow City Council has requested 60% of our total lets in 2023/2024 for homeless applicants and we have agreed with the local homelessness casework team to allocate 60% of our stock to homeless applicants across a range of property sizes. This means we will offer 60% of our one-bedroom properties, 60% of our two bedroom properties, 60% of our three bedroom properties and so on. This will allow us to assist Glasgow City Council to meet their obligations to house homeless applicants whilst also ensuring a fair distribution of lets to our other applicant groups.

5.5 The 2022/23 year was the first full year allocating through Find My Home. The Board noted that it has proved to be very successful, with a high number of bids being received for all of the advertised properties, including studio and multi-storey flats, which had been of low demand on the previous waiting list system.

Some minor amendments have been made to the wording of the Allocation Policy so that it accurately describes our practices and is clearer for applicants. The fundamental principles of the Allocation Policy have not been changed therefore no consultation with applicants or tenants is required and the board agreed these minor amendments. The Board noted that a full review of the Allocation Policy is due to be carried out in 2024, this will be added to the board tracker.

Elizabeth

5.6 Elizabeth invited questions from the Board:

It was agreed that more communication to raise awareness of how the Find My Home system works could be useful and an article in Focus magazine was suggested.

Elizabeth

6.0 **Reviewing and demonstrating compliance with the SHR Regulatory Standards- Housing Association Membership**

6.1 Neil Manley, Director of Finance & Corporate Support, presented this report. This report follows the discussion on membership structure which took place at the Board meeting on 28 February 2023 with Margaret Brannan, Business Strategy Manager and Lynn Armstrong, Continuous Improvement Officer facilitating the discussion.

It was agreed that the report is an accurate summary and sums up the discussion held; and it was agreed that the position on membership would be monitored and reported to the Board and further discussion would be required.

Fiona

6.2 It was agreed that membership would be added as a rolling item on the action tracker for the month after the AGM. A report on the current numbers and composition will be presented to the board annually in August prior to the AGM.

Alison

7.0 **Approval of appointment to the QC Workspace Board**

7.1 The purpose of this report was for the Board to invite the board to consider the appointment of Sharon Martin to the QC Workspace Board. Fiona Smith, Executive Office Manager, presented this report.

7.2 It was confirmed that the QC Workspace Board met this afternoon and formally agreed the appointment of Sharon subject to agreement from the parent board. It was noted that an application was submitted by Sharon as part of the QC Group recruitment campaign in February 2023. Sharon's application evidenced that she has skills and experience that could be put to good use on the Workspace Board. Sharon has a long-standing connection with Queens Cross Housing Association being a tenant of the Association and through her role as co-ordinator at the Courtyard Café and pantry at Westercommon and as Business Manager at local community café Toshies.

7.3 The Board agreed the appointment of Sharon to the QC Workspace Board. Sharon will be formally appointed at the AGM in September.

8.0 Letter from the Chairperson

8.1 The Chairperson had issued a letter to board members on 6 April regarding recent activities by a campaigning organisation. The board discussed the content of the letter and in particular its duty of care as the employer of the Chief Executive and other employees. The Board:

- a) Condemned the action taken by the group and individuals.
- b) Noted its support for the action taken to date in response to the organisation and other individuals.
- c) Noted the action being taken to resolve genuine issues raised by tenants.
- d) Asked to be kept informed of any further developments.
- e) Noted that other Housing Associations had been targeted by similar groups and that across sector meetings were being held to discuss the implications.

9.0 Health and Safety

9.1 There were no Health and Safety issues or items to report.

10.0 New Membership Applications

10.1 There were no new membership applications to approve.

11.0 Minute of Previous Meeting

11.1 The minutes of the meeting 677 were reviewed for accuracy and matters arising. There were no matters arising and the minute of the meeting was proposed by Anne Ramsey and seconded by Sadie Gordon.

12.0 Action Tracker

12.1 There were no actions on the tracker.

13.0 AOB

13.1 It was noted that the QC Community Foundation Sponsored takes place on Saturday 13 May, with the route following the canal from Dundasvale to Westercommon. All volunteers and participants are welcome.

13.2 The Board asked about the new Low Emissions Zone which will be enforced in Glasgow City Centre from 1st June 2023 and how this will affect the Dundasvale area.

Fiona confirmed that our corporate vehicles all meet the required standard and staff have been made aware and encouraged to check the standard of their own vehicles online. The Association is committed to reducing its carbon footprint and has recently obtained funding for 2 electric bikes for staff use.

14.0 Date and Time of Next Meeting

The meeting concluded at 7.50pm. The next meeting is scheduled to take place on Tuesday 30 May 2023 at 6.00pm.

I certify that the above minute has been approved as a true and accurate record of proceedings:

Chair: Date: