

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

2.	<p>Declaration of Interest and Committee Update The Management Committee noted no declarations of interest.</p> <p>The Management Committee discussed that the Secretary wished to stand down from the role on a temporary basis while the office remains closed. The Management Committee agreed that Margaret Smith would act as Secretary in the meantime.</p> <p>The Director advised the Management Committee that EHRA were planning a recruitment drive for new committee members.</p>	<p>Committee noted no declarations of interest and agreed on temporary Secretary</p>
3.	<p>Notifiable Event No update. The Regulator does not require any further information at present in relation to the office closure.</p>	<p>Committee noted no update</p>
4.	<p>Freedom of Information Update No update. No new Freedom of Information requests have been received.</p>	<p>Committee noted no new FOI requests</p>
5.	<p>Minutes of the Management Meeting on 1 October 2020 The Minutes of the Management Meeting held on 1 October 2020 were circulated prior to the meeting and noted by the Management Committee. The Minutes were approved by Marion Leat and Sarah Lack.</p>	<p>Committee approved Minutes of 1 October 2020</p>
6.	<p>Minutes of Special Meeting held on 22 October 2020 The Minutes of the Special Management Meeting held on 22 October 2020 were circulated prior to the meeting and noted by the Management Committee. The minutes were approved by Sarah Lack and Marion Leat.</p>	<p>Committee approved minutes of special meeting 22 October 2020</p>
7.	<p>Action Note of Meetings to 22 October 2020 The Action Note of 22 October 2020 was circulated prior to the meeting and noted by the Management Committee. The Management Committee noted there was no update regarding the Community Garden or the</p>	<p>Committee approved the Action Note of 22 October 2020</p>

	<p>Pendeen School site. The Management Committee agreed to shadow at EHRA members meetings.</p> <p>The Action Note was approved by Margaret Smith and Marion Leat.</p>	
8.	<p>Management Accounts to 30 September 2020 This report was circulated prior to the meeting and noted by the Management Committee. The Management Committee discussed the increase in maintenance expenditure as the volume of repairs have increased. The Management Committee noted that there continues to be levels of underspend due to COVID-19 as savings have been made in relation to conference attendances and office expenditure. The Treasurer gave an update of the meeting with the finance agent, which took place by Zoom and provided Treasurer checks for the months April to September 2020. The Management Committee approved the management accounts to 30 September 2020.</p>	<p>Committee discussed and approved the Management Accounts to 30 September 2020</p>
9.	<p>Factoring Report to 30 September 2020 This report 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 2020.</p>	<p>Committee discussed and approved the Management Accounts to 30 September 2020</p>
10.	<p>Property Management Reports</p>	
	<p>10.1 Rent Arrears and Welfare Reform Report This report was circulated prior to the meeting and noted by the Management Committee. The Management Committee noted that there are no rent arrears over £600 as at 30 September 2020. The Management Committee noted that the welfare rights service was a great asset to Gardeen tenants. The Management Committee noted that there are currently 55 tenants claiming Universal Credit and that this was an increase since March 2020. The report was approved by the Management Committee.</p>	<p>Committee noted the Rent Arrears and Welfare Reform Report</p>
	<p>10.2 Allocations and Void Report This report was circulated prior to the meeting and noted by the Management Committee. The Management Committee noted that there were 3 voids over the quarter. The Management Committee noted that a demo was awaited from Kiswebs of an application form that can be fully completed online. The Management Committee noted that there were 5 Section 5 referrals over the quarter. The Management Committee discussed the recent meeting with the local councillor where Committee members had raised their concerns at the percentage of offers to homeless applicants that was being requested by Glasgow City Council. The report was approved by the Management Committee.</p>	<p>Committee noted the Allocations and Void Report</p>

	10.3	Repairs and Maintenance Report This report was circulated prior to the meeting and noted by the Management Committee. The Management Committee noted that gas servicing is continuing and the Association is on target to carry out an annual gas service for all of our properties. The Management Committee noted electrical periodic inspections are also on target. The Management Committee noted progress with legionella. The SHO provided an update on the repairs which required scaffolding to prevent water ingress into 2 properties. The report was approved by the Management Committee.	Committee noted the Repairs and Maintenance Report
	10.4	Estate Management Report This report was circulated prior to the meeting and noted by the Management Committee. The Management Committee noted that Glasgow City Council has issued a letter advising that there will be an introduction of charges for bulk waste uplift. Kerbside bin collections will change from fortnightly to three weekly. Weekly close cleaning and twice-weekly bulk uplifts and litter picks are continuing by Clyde Valley. The Management Committee noted that the Association has had to step in to provide services that have been suspended by Glasgow City Council such as grass cutting, pest control and the removal of bulk waste and white goods. The Management Committee discussed the mini satisfaction survey and noted that the outcome was positive with tenants being satisfied with the level of service during lockdown. The report was approved by the Management Committee.	Committee noted the Estate Management Report
	10.5	Policy Review Report This report was circulated prior to the meeting and noted by the Management Committee. The Management Committee discussed the four policies which have been updated to reflect current practice, legislative changes and service changes during COVID-19. The Policy Review Report was approved by Sarah Lack and Fiona Bowman.	Committee discussed and approved the Policy Review Report
11.		Director's Report	
	11.1	COVID-19 Returns This report was circulated prior to the meeting and noted by the Management Committee. The Management Committee were pleased to note that Gardeen's level of arrears and staff absence were much lower than that of many other organisations. The Management Committee approved the COVID returns and benchmarking report.	Committee noted the COVID-19 return
	11.2	Service Delivery Update This report was circulated prior to the meeting and noted by the Management Committee. The Management Committee discussed the further guidance from the Scottish Government. On 2	Committee noted the service delivery update

		November 2020, 5 new tiers from 0-4 were introduced which set out a new framework. All layers 0- 4 recommend working from home, where possible. The Management Committee discussed that non-emergency repairs, adaptations, gas servicing, roof anchor checks, installation of new smoke alarms, adaptations, estate management are all being delivered. A painter work programme has also been established. The Management Committee noted that the office is unlikely to re-open before spring 2021 at the earliest. The Management Committee provided feedback on the service to tenants.	
	11.3	Assurance Statement This report was circulated prior to the meeting and noted by the Management Committee. The Management Committee discussed and approved the Assurance Statement to be submitted to the Scottish Housing Regulator. The Chairperson agreed to sign the Assurance Statement	Committee approved the Assurance Statement submission for 2019-2020
	11.4	Benchmarking Report The Management Committee discussed the benchmarking report and were pleased to note that Gardeen continues to have the lowest re-let times and the highest percentage of tenants satisfied with the quality of their home when compared with the other EHRA Associations.	Committee noted the Benchmarking Report for 2019-2020
	11.5	Draft Performance Report This report was circulated prior to the meeting and noted by the Management Committee. The Management Committee discussed the Performance Report and approved for publication and distribution by end November 2020.	Committee discussed and approved the Performance Report
	11.6	OSCR Return and FCA Return This report was circulated prior to the meeting and noted by the Management Committee. The Management Committee discussed and approved the OSCR Return and the FCA Return for 2019-2020 for submission.	Committee discussed and approved the OSCR and FCA 2020 Returns
12.		Correspondence	
	12.1	Cadder Engagement Plan The Management Committee discussed the SHR engagement plan with Cadder. The Management Committee noted that the intervention was due to failures of governance and that the Director had left.	Committee noted SHR Engagement Plan with Cadder HA
13.			
		Health & Safety Report The Management Committee noted that the Health and Safety Audit was carried out remotely and an update will be given at the next Management Committee Meeting.	Committee noted the H&S Audit had been

		carried out remotely
14.		
	<p>Newsletter & Social Media The Management Committee noted that social media and the website continue to be updated weekly.</p>	
15.		
	<p>Repairs Draw The repairs draw for November 2020 had been made by the maintenance consultant.</p>	
13.		
	<p>Membership One new membership applications from a Gardeen tenant was approved.</p>	
14.		
	<p>Training Feedback Staff and Committee continue to attend training remotely. There was positive feedback from staff and Committee about online training. Sarah Lack advised that she had attended EVH training and it had been confirmed that the pension deficit payments will not cease.</p>	
15.		
	<p>EHRA Feedback EHRA Senior Officer meetings are continuing remotely every month. EHRA Committee meetings are continuing remotely every month.</p>	
16.		
	<p>EVH Monthly Report: EVH monthly report was circulated.</p>	
17.		
	<p>AOCB The Management Committee discussed having a Secret Santa and agreed that the Administrative Assistant will send an e-mail to staff and committee and that gifts will be sent by post.</p>	
	<p>The meeting closed at 8.45pm</p>	
	<p>Date and Time of Next Meeting: Management Meeting: Thursday 3 December 2020 at 7.00pm</p>	

APPROVED: _____ DATE: _____