



**Minutes of the Board meeting
held on Tuesday 26th October 2021 at 6pm
in the Community Centre**

Committee Member	Attended	Apologies
Linda Brown (LB) (<i>Chair</i>)	X	
Gerry O'Donnell (GO'D)		X
Jamila Flynn (JF)	X	
Kristina Bowie (KB)	X	
Elizabeth Doherty (ED)	X	
Claire McGraw (CM)	X	
Stewart MacKenzie (SM)	X	
Helen McNab (HM)	X	
Stephanie Harverson (SH)	X	
Thomas Mellor (TM)	X	
Maisie O'Brien (MO'B)	X	
Tope Falade (TF)	X	

In Attendance	
Pamela Milne (PM)	Chief Executive
Lesley Carnegie (LC)	Business Improvement Manager
David Edgar (DE)	Housing Manager
Charlie Wood (CW)	Asset Manager

Agenda Item	Description	Action By
1.	Welcome	
1.1	LB welcomed everyone to the meeting. Apologies were noted from GO'D. There were declarations of interest from staff and from SM and CM regarding the EVH pay award item to be discussed under any other business.	
2.	Approval of previous minutes	
2.1	Board approved the minutes of the meeting held on 2 nd September 2021. These were proposed by KB and seconded by JF.	
2.2	Board approved the minutes of the meeting held on 23 rd September 2021. These were proposed by SM and seconded by HM.	
3.	Action Tracker	
3.1	Board approved the updates to the Action Tracker, including those actions now closed as complete.	

Agenda Item	Description	Action By
	GOVERNANCE	
4.	Assurance Statement	
4.1	LB introduced this item, noting that the Annual Assurance Statement was due to be submitted to the Scottish Housing Regulator by the 31 st October, and that a Board workshop had been held on the 14 th October to review the whole Assurance Framework in detail. The draft Statement was now being brought to Board for approval.	PM/CW
4.2	LB advised that officers had been asked to provide additional assurance in relation to landlord health and safety to satisfy Board members that the Association was compliant in this area. CW advised that substantial records had been found in relation to health and safety. It had been confirmed that electrical certificates were in place and an up-to-date Legionella Policy was in place. Some areas required more attention, but an action plan was in place and being further developed to address these. This would include meeting the smoke alarm deadline of 1 st February 2022.	
4.3	PM advised that a full landlord health and safety audit had been completed in 2018 and that the resulting action plan had since been completed. The next audit was slightly overdue, most likely due to covid. The organisational side of health and safety had been audited in August 2021 and an action plan was in place and progressing.	
4.4	LB asked Board members if based on this update they felt assured of compliance.	
4.5	Board members asked how many properties were outstanding for smoke alarm installation. CW confirmed that there were 158 properties and that this was completely achievable by the deadline.	
4.6	Board then agreed and approved compliance against the terms of the Regulatory Framework and associated Regulatory Standards of Governance and Financial Management to inform our Annual Assurance Statement.	
4.7	Board approved the draft Annual Assurance Statement and delegated authority to LB to sign the Statement and submit it to the Regulator.	LB/LC
5.	Membership List Update	
5.1	LC advised that this was an annual paper to update the Association's Membership List following the AGM. In line with the Rules, all Members who had missed five meetings were to be removed from the List, unless they had submitted apologies, nominated a proxy to attend in their place, or voted on an item.	LC
5.2	Board approved the proposed cancellations from the Membership List.	

Agenda Item	Description	Action By
	OPERATIONAL	
6.	Consultation on the Proposed Rent, Management Fee & Service Charges for 2022-23	
<p>6.1</p> <p>6.2</p> <p>6.3</p> <p>6.4</p> <p>6.5</p> <p>6.6</p> <p>6.7</p> <p>6.8</p>	<p>PM provided a presentation outlining the main considerations for the rent review, including affordability for tenants and viability for the Association. The rent policy says the September CPI figure will be used for the proposed rent increase, which was 3.1%. This would mean a proposed increase of 3.6% as the policy is based on CPI +0.5. However a lower than CPI would be feasible for the Association. The latest ARC figures showed that the percentage of tenants who believed their rent was good value for money had dropped to 69%. Taking all of this into account officers were therefore proposing a 2.5% increase for the consultation.</p> <p>DE noted that the rent consultation had low engagement last year, and that a 10% target was being put in place for this year.</p> <p>Board members questioned the response rate, believing that it had been higher. This was discussed and it was noted that the response rate for the full Resident Survey had been higher, however there had been very few responses to the specific rent consultation survey question.</p> <p>Board members noted that the rent harmonisation exercise previously planned was still a desirable exercise to complete, and that this should be picked up again next year. DE expressed some concern that the exercise would mean a large increase in rent for some tenants, which was particularly difficult until a detailed Investment Programme was put in place. This was recognised by Board members and it was agreed that the timing of this exercise would be key.</p> <p>LD joined the meeting at this point.</p> <p>Board then approved a proposed 2.5% annual rent increase and agreed the tenant consultation timescales.</p> <p>DE moved on to covering the management fee and service charges for factored owners. Owners had seen a significant increase in charges last year but then services during the year had not been of a good quality and had not always been delivered as required. This had resulted in credits being applied to a significant number of owner accounts, and had led to factoring satisfaction being very low. Taking all of this into account officers were recommending a freeze in charges this year.</p> <p>Board members expressed concern over having a freeze for owners but not for tenants. PM advised that a freeze for tenants was less viable and the risk was significantly higher due to the amounts involved. It was noted that tenants' rents cover more than just the services that have not been delivered to standard over the last year (estates and close cleaning), as tenants also pay for Housing Officer time, repairs etc. It</p>	<p></p> <p></p> <p>PM/DE</p> <p></p> <p></p> <p>DE</p> <p></p> <p></p>

Agenda Item	Description	Action By
6.9	<p>was also noted that the Rent Policy would have resulted in a 3.6% rise for tenants, so 2.5% was already a discounted level.</p> <p>It was suggested that rather than waiting a full year to further review owner charges a review could be carried out over the next six months and if it was found that owner charges should be increased this could be actioned during the year rather than from the 1st April 2023. PM advised that any increase would usually only happen once a year, however officers would check the policy and the written statement of service to determine whether this would be an option.</p>	PM/DE
6.10	Board then approved a nil increase to charges for factored owners but agreed that a review should be carried out to ensure charges were at the correct levels.	PM/DE
7.	Procurement Report	
7.1	<p>CW introduced this item, summarising the content of the paper which recommended using the Scottish Procurement Alliance (SPA) for upcoming procurement exercises. It was noted that the Association was already a member and that this would provide access to frameworks of pre-vetted companies and specialist procurement support. This was a free service as the funding is generated by a levy on the successful contractor. This approach would reduce the risks related to procurement for the Association.</p> <p>7.2 CW advised that officers were also suggesting the use of a specialist consultant for certain procurement exercises, to provide additional support and assurance.</p> <p>7.3 Board members noted that this was a positive approach to procurement, recognising it as a specialist area where support should be provided to the management team.</p> <p>7.4 Board members asked whether there were any community benefits built into the SPA. CW confirmed that this was indeed the case and that use of the SPA was very beneficial for the local community due to a percentage being given back for each contract.</p> <p>7.5 Board then approved the Association's engagement with the Scottish Procurement Alliance and access to their Framework Agreements.</p> <p>7.6 Board approved the changes to the scope of the previously agreed Stock Condition Survey tender, with two distinct tenders to be produced for Stock Condition/EPC Surveys and Asbestos Surveys.</p> <p>7.7 Board approved the appointment of a specialist procurement consultancy to expedite the completion of the outstanding project programme.</p>	<p>CW</p> <p>CW</p> <p>PM/CW</p>

Agenda Item	Description	Action By
8.	Close Cleaning Proposals	
8.1	DE introduced this item advising that staff had recently carried out a survey of all closes in the Association's properties and had identified those that were in a poor condition. It was proposed that a specialist contractor would be employed to carry out a deep clean of the worst closes.	DE/CW
8.2	Three specialist contractors had provided quotes and there were significant variances between them. It was therefore proposed that a pilot be carried out, allocating two closes to each of the three contractors to determine the quality of each.	
8.3	Board members asked about items being kept in closes such as bikes and prams. DE confirmed that close inspections had now re-started and the first round had been fully completed. Where any items were found in the close, officers would knock doors to ask for these to be removed, following this up with a letter. Longer term the Association would be looking at whether storage could be provided for certain items.	
8.4	Board members asked if the three companies had completed similar work before. DE confirmed that all three had carried out similar cleans for other housing associations. Board members suggested that these other housing associations could be approached for references. This would be followed up by officers.	
8.5	Board members asked whether there were enough staff in the internal estate team to provide the close cleaning service on an ongoing basis, also asking what checks were in place to ensure they were carrying out all elements of the cleans. PM confirmed that post inspections and spot checks of estates work would be carried out, and that new KPIs for the team would be introduced and reported to Board.	DE/CW
8.6	Board then approved the one-off deep clean of 45 tenement blocks.	DE/CW
8.7	Board also approved the pilot programme for each contractor to clean two tenement blocks, and for officers to instruct the contractor who provides best value for money for the Association to provide the service for the remaining tenement blocks.	DE/CW
8.8	Board approved the virement of money for this contract from the overheads budget.	PM
9.	Gas Contract Extension	
9.1	Board approved that the current contractor be granted a further one-year extension to the current gas servicing and repairs Measured Term contract.	CW
10.	Buyback on the Open Market	

Agenda Item	Description	Action By
10.1	DE advised that the Association was seeking to make its first buyback of a property on the open market. DE noted that there was currently no Buyback Policy in place so this would be a pilot and a policy would then be developed if it was successful.	DE
10.2	Board members agreed that this was a positive step and a way of growing the Association without embarking on a new development. It was agreed that trying one buyback as a pilot and then developing a policy was a good idea.	
10.3	DE noted that there was an error in the cover paper. The property valuation was carried out in September 2021, not 2020.	
10.4	Board then approved the purchase of the property in Scapa Street at the Home Report valuation.	
11.	Void Property Contractor Update	
11.1	CW provided an update on performance issues with the Association's current reactive and void maintenance contractor. The contract was being looked at to determine what clauses could be used to take action as a result of poor performance. This would include looking to appoint a back-up contractor through the frameworks discussed at item 7. CW agreed to keep the Board updated as this progressed.	CW
11.2	Board noted the content of this report and supported the Senior Management Team in taking early action to address performance issues with this contract.	
	CORPORATE	
12.	Severance Policy	
12.1	<i>This item was moved to the November Board agenda.</i>	PM
13.	Health & Safety Policy	
13.1	LC advised that the Health & Safety Policy Statement that forms part of the Association's Health & Safety Manual was due to be signed by all Board members. This was an annual process to reinforce the responsibilities of the Board in relation to health and safety.	
13.2	Board approved the Health & Safety Policy documents. Board members signed these documents following the meeting.	
	ANY OTHER BUSINESS / FOR INFORMATION ONLY	
14.	Annual Report on the Charter	
14.1	LC provided an update on the Association's Annual Report on the Charter, which was due to be published by 31 st October. A report on	

Agenda Item	Description	Action By
	performance against the Charter had been combined with an update on the staffing restructure. This would be published on the Association's website following the meeting, and would be printed and posted to all customers in the next week.	LC
14.2	Board noted the approach to this year's Annual Report on the Charter.	
15.	Any other business	
15.1	DE advised that the Association was looking at the possibility of becoming involved in the Afghan Resettlement Scheme via Glasgow City Council (GCC). DE advised that he was seeking tentative approval from the Board with a paper then coming to the November meeting.	
15.2	Board members noted that this was a very positive idea that would also bring benefits to the Association. Board members asked who would deal with repairs and maintenance during the lease period. DE advised that this would be a combination of GCC and the Association, depending on the job. GCC would also decorate some of the properties at their own expense.	
15.3	Board members asked how long the leases would be for. DE advised that they would typically be for six months to a year.	
15.4	Board members asked whether there would be legal fees involved in setting up the leases and who would cover the cost. DE agreed to speak with the Association's solicitors and confirm the answer to this in the November paper.	DE
15.5	Board members agreed with looking further into the scheme, with a paper to be presented at the next meeting.	DE
16.	Date of next meeting	
16.1	LC confirmed the Board schedule had now been finalised for the year and would be circulated to Board members along with invites to the actual meetings.	LC
16.2	It was noted that the next Board meeting would be 25 th November 2021.	
17.	Confidential item	
17.1	All staff left the meeting to allow the Board to discuss the EVH pay award item. The Board's response to the consultation from EVH would be reported back to PM so a response could be sent.	LB/PM

Signed: _____

Date: _____