



**Minutes of the Board meeting  
held on Thursday 24<sup>th</sup> February at 6pm  
in the Community Centre and via Zoom**

Board 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	
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
Fettes McDonald (FMD)	FMD Financial Services
Robin Harrison (RH)	Adamson Group
Apologies	
Charlie Wood (CW)	Asset Manager

Agenda Item	Description	Action By
<b>1.</b>	<b>Welcome</b>	
1.1	The Chair welcomed Board members to the meeting, including TF via Zoom. Apologies were noted from JF, ED and CM. There were no declarations of interest. The Chair explained agenda items would be taken out of order to suit the availability of attendees.	
<b>3.</b>	<b>Approval of previous minutes</b>	
3.1	Board approved the minutes of the meeting held on 20 <sup>th</sup> January 2022. These were proposed by KB and seconded by HM.	
<b>13.</b>	<b>Management Accounts to 31<sup>st</sup> December 2021</b>	
13.1	Staff members and FMD joined the meeting at this point, including LC via Zoom.	

<b>Agenda Item</b>	<b>Description</b>	<b>Action By</b>
13.2	This item was taken next. FMD presented the management accounts to the 31st December, noting that there was a projected surplus of £264k. Details of the main variances were included in the report.	
13.3	Board approved the management accounts to 31 <sup>st</sup> December 2021.	
13.4	FMD left the meeting at this point.	
<b>4.</b>	<b>Action Tracker</b>	
4.1	This item was taken next. Board approved the updates to the Action Tracker, including those actions now closed as complete.	
<b>5.</b>	<b>Board Assessments Action Plan 2022</b>	
5.1	The Chair introduced this item, explaining that all recommendations from the recent Board Assessment report had now been incorporated into an action plan. It was proposed that this action plan would be reviewed as part of the new Conveners' Meeting to ensure recommendations were addressed.	LC  All
5.2	It was agreed that action 3 on the plan should refer to Board and the CEO, not senior staff. This would be updated on the final version.	
5.3	The Chair asked Board members for suggestions for venues for the mini conference, and it was agreed that the proposed venue would be confirmed at the next meeting. The mini conference would take place shortly after the AGM.	
5.4	Board then noted the Board Assessments Action Plan for 2021-22 and agreed that this would be tracked at the Conveners' Meeting, with Board being advised of any major delays or changes.	
<b>2.</b>	<b>Stock Condition Survey</b>	
2.1	RH joined the meeting via Zoom at this point. RH provided Board members with an update on the current stock condition surveys being carried out, confirming that all fieldwork would be completed by the end of the following week.	
2.2	The surveys completed so far were showing a number of kitchens and boilers / heating systems needing attention. This would be likely to feature strongly in the final report.	
2.3	The surveyors had also found a number of small maintenance issues, which was not uncommon following covid restrictions. These had been reported to the Property Team and were being dealt with.	
2.4	RH advised that the final report would look at performance against the Scottish Housing Quality Standard (SHQS), the Energy Efficiency	

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2.5	Standard for Social Housing (ESSH) and ESSH2. Initial findings were that there were not too many issues except for energy, where top floor flats had insufficient loft insulation.  Board members asked if the surveys were looking at cyclical maintenance issues, such as gutters. RH advised that this was not usually included but could be. Board members agreed that cyclical maintenance areas should be added to the scope of the surveys.	CW
2.6	RH confirmed that the interim report would be available within the next 2.5 weeks. The Chair confirmed that Board would be given access to the report.	
2.7	RH left the meeting at this point.	
<b>GOVERNANCE</b>		
<b>6.</b>	<b>Quarter 3 Business Plan and Risk updates</b>	
6.1	PM presented an update on the Risk Register and on the Business Plan Delivery Plan, as at the end of quarter 3. It was noted that the new Business Plan was currently being developed and that this would be in place from 1 <sup>st</sup> April. Where items on the current Delivery Plan were being included in the new Business Plan, this was indicated in the report.	LC
6.2	PM provided an update on the Community Centre, with the new doors now fitted and colours picked for the remaining painting. Recruitment was now progressing. The Chair confirmed that the date for re-opening had been delayed and that a new date would be confirmed as soon as possible.	
6.3	It was noted that a stock condition survey of the Centre was being arranged. Once this was completed in March, planned and cyclical maintenance for the Centre would be programmed alongside the Association's tenanted properties.	
6.4	Board members discussed the Business Planning meeting scheduled for 2nd March, noting that only a small number of members could attend. It was agreed that the session would go ahead and that the output would be circulated to all Board members for their feedback and input.	
6.5	Board noted the content of the risk management report and the update on the Business Plan Delivery Plan.	
<b>OPERATIONAL</b>		
<b>7.</b>	<b>Write Offs</b>	
7.1	DE presented this item, proposing the recommended amounts of former tenant debts to be written off. It was noted that this included former tenant credits, all of which were at least 6 years old.	

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7.2	DE advised that with covid restrictions now changing, the extension of the notice period for Notices of Proceedings (NOPs) would end on 31st March 2022, returning to 28 days.	
7.3	Board approved the write off of £32,872.76 as set out in the paper.	DE
<b>8.</b>	<b>Buyback – 33 Herma Street</b>	
8.1	DE introduced this item, proposing to purchase a property in Herma Street. This would be the second buyback for the Association, with the first having now been successfully completed.	
8.2	The Herma Street property was a 3-bedroom that had been empty since October. The aim would be to complete the purchase by the end of March. DE noted that this was a positive move as the Association had a lot of demand for 3-bedroom properties.	
8.3	Board members asked whether there were any requirements on how the new property should be let DE confirmed that there would be a need to try to let the property to a Section 5 homeless referral, if a suitable referral was made by the council.	
8.4	Board then approved the purchase of the property at 33 Herma Street.	DE
<b>9.</b>	<b>Close Cleaning</b>	
9.1	PM introduced this item, asking for Board approval to complete deep cleans of an additional 63 closes, to get all to a good standard. PM noted that this work could be covered by available budget for the remainder of the financial year.	
9.2	Board members asked why these closes had not been deep cleaned by the Association's Estate Caretakers as previously planned. The Chair advised that there had been some complaints about the fact that some closes had received a deep clean by a specialist company while others had not. This would remove that inconsistency for customers.	
9.3	An update was provided on the Estate Management Action Group, which had now met several times and was progressing with several areas of work to improve the local area. Recent social media posts around a litter pick and tree work had been well received by local residents	
9.4	Board approved the additional close deep cleaning.	
<b>10.</b>	<b>Housing Management Quarter 3 Performance</b>	
10.1	DE provided an update on housing management performance in quarter 3, highlighting key achievements and areas of concern.	

<b>Agenda Item</b>	<b>Description</b>	<b>Action By</b>
10.2	Board members asked about the factoring KPI and whether this could be changed to make it clearer how the service was performing. DE agreed to look at this as part of setting up the KPIs for the new Business Plan and new financial year.	DE
10.3	Board noted the Quarter 3 performance update for Housing Management.	
10.4	TF left the meeting at this point.	
<b>11.</b>	<b>Repairs &amp; Maintenance Quarter 3 Performance</b>	
11.1	PM presented this item, providing an update on repairs and maintenance performance. It was noted that the figures in the report for cyclical and planned work were as at the end of December, so further work had been completed since then.	PM/CW
11.2	Board members asked about the electrical testing programme and progress since December. PM agreed to provide an up-to-date figure following the meeting.	
11.3	Board members asked about the contract in place for the main reactive repairs contractor, as performance was not meeting expectations and contractual targets. It was noted that PM would be escalating these issues and meeting with the contractor herself. It was agreed that Board would be kept up to date on this as it progresses.	PM/CW
11.4	Board then noted the Quarter 3 performance update for repairs and maintenance.	
<b>12.</b>	<b>Complaints Quarter 3 Performance</b>	
12.1	LC presented an update on customer complaints received during quarter 3, noting that performance overall was positive with 91% responded to on time. Key areas for improvement had been identified as estate management and reactive repairs.	
12.2	Board noted the Quarter 3 update for complaints.	
	<b>ANY OTHER BUSINESS / FOR INFORMATION ONLY</b>	
<b>14.</b>	<b>Chair's update</b>	
14.1	The Chair proposed that all Board and Committee meetings be moved to the last Tuesday of the month instead of Thursday. It was also proposed that Board members meet at 5.00pm on those days, with staff joining at 5.30pm. This was agreed by those present. The Chair would contact those not at the meeting to ensure the new arrangements were suitable.	LB/LC

Agenda Item	Description	Action By
14.2	The Chair encouraged other staff members to attend meetings where it was appropriate. This would be communicated to staff and kept under review for future agendas.	Managers