



**Minutes of the Board meeting
held on Tuesday 30th August 2022 at 5pm
in the Community Centre**

Board Member	Attended	Apologies
Liz Doherty (LD)	x	
Jamila Flynn (JF)	x	
Kristina Bowie (KB)	x	
Claire McGraw (CM)	x	
Stewart MacKenzie (SM)		x
Maisie O'Brien (MO'B)		x
Tope Falade (TF)		

Board Members on leave
Linda Brown (LB)
Stephanie Harverson (SH)

In Attendance	
Pamela Milne (PM)	Chief Executive
Charlie Wood (CW)	Asset Manager
Scott Gillon (SG)	Wylie & Bisset
Fettes McDonald (FMD)	FMD Financial Services

Agenda Item	Description	Action By
1.	Welcome	
1.1	KB agreed to Chair the meeting in LB's absence. KB welcomed everyone to the meeting. It was noted that Gerry O'Donnell had submitted his resignation. Board members asked that G O'D be sent a gift to thank him for his time on the Board.	PM
1.2	Apologies were noted from SM and MO'B. There were no declarations of interest.	
2.	Approval of previous minutes	
2.1	Board approved the minutes of the meeting held on 26 th May 2022. These were proposed by CM and seconded by KB.	
3.	Action Tracker	
3.1	The Chair asked the Board to forward any changes on the Action Tracker to the CEO.	PM

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4.	AGM Arrangements	
	<p>All Board members present confirmed they had received the papers for the AGM which detailed the arrangements for the meeting.</p>	
5.	External Audit and the Annual Accounts	
<p>5.1</p> <p>5.2</p> <p>5.3</p> <p>5.4</p> <p>5.5</p>	<p>Scott Gillon (SG) from Wylie & Bisset summarised the key highlights of the Annual Accounts and External Auditor Report.</p> <p>SG confirmed that they had given a clean audit opinion in relation to the accounts and in relation to internal financial controls. There were no concerns in relation to fraud. He confirmed that the Board report was consistent with the accounts.</p> <p>SG confirmed that they were comfortable with the accuracy of the figures in the accounts.</p> <p>SG advised that the one recommendation from the previous audit had been addressed, however four new recommendation had been added, three low level ones which Management had confirmed would be addressed in the year and one high recommendation relating to the Independent review of Governance and Management. SG stated that he had spoken to our lawyers regarding this and that from those discussions there was no indication of a breakdown in internal financial control or material financial loss resulting from this. The following Management response was agreed: Any recommendations shall be considered and actioned where necessary</p> <p>SG advised that the Board were being asked to sign the draft Letter of Representation, confirming that the content was all standard representations asked of all organisations.</p>	

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5.6	The Board approved the annual financial statements for the year to 31 st March 2022. These were signed after the meeting.	
5.7	The Board agreed to sign the Letter of Representation to be issued to the external auditors. It was agreed this would be signed at the AGM.	
5.8	The Board agreed the response to the Management Letter.	
5.9	The Board thanked FMD and Wylie and Bisset for the work relating to the Audit of the financial statements.	
6.	Deposits	
6.1	It was agreed that this item would be taken to the next Board meeting.	
7.	Quarter 1 Management Accounts	
7.1	It was agreed that this item would be taken to the next Board meeting. CW noted that quarter 4 was showing some improvement in performance, and advised that this had continued into quarter 1.	
8	Bank Signatories	
8.1	LC introduced the report on complaints during quarter 4 of the financial year. LC noted that the two most common categories of complaints were reactive repairs and close cleaning, both of which were regularly discussed by Board. LC noted there had been a slight downturn in the percentage of Investigations completed on time, and that this was being managed through reminders being sent to those with outstanding complaints on the system each week.	
11.2	Board members asked for an update on the standard of close cleaning during the current pilot of having this work carried out by an external contractor. CW confirmed that the standard from the new company was excellent. CW advised that there was currently a customer satisfaction survey live with residents, and that unfortunately some negative comments were still being received. As a result CW had himself inspected 9 closes at random and all were excellent. CW advised that windows were now being washed weekly, which reflected an increase in service for customers.	
11.3	CW advised that the company also had their own quality checks that they carried out to ensure all work is up to the desired standards. They also have a QR code that residents can use to give direct feedback on work carried out. Any negative comments were being dealt with on the same day.	

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11.4	Board members requested that the improvements to close cleaning and open spaces be included in the next newsletter, as a 'You Said, We Did' feature, showing how the Association has made important changes as a result of customer feedback.	CW
11.5	Board noted the reported performance in relation to customer complaints.	
12.	Succession Policy	
12.1	PM introduced this item, explaining that succession was previously covered in the Allocations Policy, but was now being separated out into its own document.	PM
12.2	Board members noted that there were arguments for and against having separate policies for areas like this, or including them in one overall Allocations Policy. An alternative would be to cover succession, assignation and mutual exchanges in a single joint policy alongside the main Allocations Policy. PM agreed that this would be revisited when the Allocations Policy was reviewed later in the year.	
12.3	Board then approved the draft Succession Policy.	
13.	Assignment Policy	
13.1	PM introduced this item, explaining this was similar to the above policy.	
13.2	Board approved the draft Assignment Policy.	
13.3	FMD joined the meeting at this point	
14.	Landlord Health & Safety Audit	
14.1	CW presented the report from the recent audit of Landlord Health & Safety, along with the improvement plan that had now been developed in response.	
14.2	Board members noted the recommendations in relation to legionella. CW advised that some shared water tanks still remained and could not be removed due to some owners not having combi boilers. CW advised that a programme was now in place to disinfect the remaining tanks every two years. Risk assessments were also being carried out to provide the Association with better information in relation to water safety within its properties. All of this work was due to be complete by the end of June 2022.	
14.3	Board noted the content of the audit report and approved the improvement action plan in response to the auditor's recommendations.	
5.	Five Year Financial Plan	

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5.1	FMD introduced this item, explaining that it was a key financial return due to be submitted to the Scottish Housing Regulator by the 31 st May. FMD noted that the return reflected the first five years of the 30 year plan approved by the Board in April 2022. FMD confirmed there were no issues with loan covenants and the figures were healthy.	FMD
5.2	Board approved the five year projections for submission to the Regulator by FMD.	
6.	Loan Portfolio Annual Return	
6.1	FMD introduced this item, explaining that it was another regulatory return, this time due for submission to the Scottish Housing Regulator by 30 th June. FMD advised that the return sets out the details of all of the Association's loans, and that there were no issues in terms of covenants or other concerns.	FMD
6.2	Board members asked when the Association would be loan free. FMD advised that this would be in 2034. FMD advised that the loans could be paid off earlier but with upcoming changes to energy efficiency standards the Association may need this money to invest in improvements.	
6.3	Board approved the submission of the loan return to the Regulator by FMD.	
7.	Management Accounts Q4	
7.1	FMD presented the management accounts for quarter 4 of the financial year, providing details of the variances included in the report and noting the projected surplus of £360k.	
7.2	FMD noted that this was the fourth year that the pension deficit was included in the accounts. FMD advised that this was likely to be volatile on an ongoing basis.	
7.3	FMD advised that the balance sheet showed no concerns, and that all covenants and ratios were fine.	
7.4	Board approved the management accounts to 31 st March 2022.	
15.	AOB	
15.1	Board members asked for an update on the Housing Manager vacancy. PM advised that the deadline for applications was the 30 th May and that two Board members would be required for the shortlisting and interview panel. PM would contact Board members to agree who would support this process.	PM/BMs
15.2	PM advised that no temporary Housing Managers were available, therefore the intention was for one of the current Housing Officers to take	

Agenda Item	Description	Action By
	on additional duties as a Housing Team Leader on a temporary basis while the post was filled.	

Signed: _____

Date: _____