



**Minutes of the Board meeting  
held on Thursday 26<sup>th</sup> May 2022 at 6pm  
in the Community Centre**

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	
Claire McGraw (CM)	x	
Stewart MacKenzie (SM)	x	
Helen McNab (HM)		x
Maisie O'Brien (MO'B)	x	
Tope Falade (TF)		x

Board Members on leave
Elizabeth Doherty (ED)
Stephanie Harverson (SH)

In Attendance	
Pamela Milne (PM)	Chief Executive
Charlie Wood (CW)	Asset Manager
Lesley Carnegie (LC)	Business Improvement Manager
Fettes McDonald (FMD)	FMD Financial Services

Agenda Item	Description	Action By
<b>1.</b>	<b>Welcome</b>	
1.1	CM agreed to Chair the meeting in LB's absence. CM welcomed everyone to the meeting. It was noted that HM had submitted her resignation. Board members asked that HM be sent flowers to thank her for her time on the Board.	LC
1.2	Apologies were noted from LB, JF and TF. There were no declarations of interest.	
<b>2.</b>	<b>Approval of previous minutes</b>	
2.1	Board approved the minutes of the meeting held on 26 <sup>th</sup> April 2022. These were proposed by GO and seconded by CM.	
<b>3.</b>	<b>Action Tracker</b>	
3.1	Board reviewed the Action Tracker and requested that item 7a) be closed as it was an ongoing action.	LC

Agenda Item	Description	Action By
3.2	Board approved the updates to the Action Tracker, including those actions now closed as complete.	
<b>4.</b>	<b>Annual Return on the Charter</b>	
4.1	LC presented the Association's Annual Return on the Scottish Social Housing Charter (ARC), explaining that this was the annual performance return due to the Scottish Housing Regulator by 31 <sup>st</sup> May each year.	PM
4.2	LC advised that the ARC report provided for Board members showed all indicators from the Regulator's portal, along with additional notes from management team to provide commentary on levels of performance. Last year's reported figures had also been added in blue to allow Board members to see any major changes year to year.	
4.3	Board members noted the internal validation process that had been completed, with LC checking all figures against the agreed indicator definitions. Board members noted that having additional narrative and comparisons in the report was helpful.	
4.4	Board members thanked staff for the work that had gone into the ARC, recognising that it was a significant regulatory return.	
4.5	Board then approved the ARC submission and delegated authority to submit the final return to the Chief Executive PM.	
<b>8.</b>	<b>Quarter 4 Business Plan and Risk updates</b>	
8.1	This item was taken next as FMD was only scheduled to join the meeting from 7pm.	
8.2	PM presented the quarter 4 update on the Business Plan, noting that this was for the previous Business Plan, with the new one having been approved and in place from April 2022. PM advised that everything outstanding from the previous Plan had been added to the new one.	
8.3	PM then presented the quarter 4 update on the Association's Risk Register, again noting that this was the previous year's version.	
8.4	Board noted the updates on the Association's Risk Register and Business Plan Delivery Plan.	
<b>9.</b>	<b>Housing Management Quarter 4 Performance</b>	
9.1	PM introduced a report on performance for Housing Management during quarter 4 of the year, noting that the year-end figures were aligned with those in the ARC. PM reminded Board members that new KPIs had been agreed as part of the new Business Plan, and that these would be reported from quarter 1.	

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9.2	Board members reviewed the report and agreed that they were aware of the issues being raised due to performance reports being presented throughout the year. Board members noted that from April the new KPIs would be the first clean year post covid and with the Association's new management structure in place.	
9.3	Board noted the reported performance for Housing Management.	
<b>10.</b>	<b>Repairs &amp; Maintenance Quarter 4 Performance</b>	
10.1	CW presented the quarter 4 performance for Repairs and Maintenance, confirming that this was in line with the figures reported in the ARC. CW explained that a data cleansing exercise had been completed prior to completion of the ARC to improve data quality, so some of the figures in the report had changed from those previously reported to Board. This reflected improved accuracy in the figures.	
10.2	CW noted that quarter 4 was showing some improvement in performance, and advised that this had continued into quarter 1.	
10.3	In relation to cyclical maintenance, CW noted that some major repair work had moved into quarter 1 of the new financial year, as shown in the report. CW confirmed that the 50 electrical tests and all smoke alarms had been completed.	
10.4	Board members recognised the change during the year from an in-house repairs team to an external contractor, and how this had affected information on the system during the year. Board members agreed it was positive that the cleansing exercise had now been carried out and the data reconciled.	
10.5	Board members noted the positive progress with gas and electrical work now complete, due to their importance in relation to landlord health and safety.	
10.6	CW advised that the team were working closely with the housing management system provider SDM to increase the use of the system, including for cyclical programmes. Board members agreed this was a positive step, making better use of a system already invested in, and moving away from standalone spreadsheets.	
10.7	Board members asked how the back-up contractor for void works was performing. CW advised that he was very pleased with their performance, and the contractor was also being used for some of the major repairs work.	
10.8	Board members noted that it was good to see the financial year ending on a high in terms of quarterly performance.	
10.9	Board noted the reported performance for Repairs & Maintenance.	

Agenda Item	Description	Action By
<b>11.</b>	<b>Complaints Quarter 4 Performance</b>	
11.1	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.	CW
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.	
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.	
11.5	Board noted the reported performance in relation to customer complaints.	
<b>12.</b>	<b>Succession Policy</b>	
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.	
<b>13.</b>	<b>Assignation Policy</b>	
13.1	PM introduced this item, explaining this was similar to the above policy.	

<b>Agenda Item</b>	<b>Description</b>	<b>Action By</b>
13.2	Board approved the draft Assignment Policy.	
13.3	FMD joined the meeting at this point	
<b>14.</b>	<b>Landlord Health &amp; Safety Audit</b>	
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.	
<b>5.</b>	<b>Five Year Financial Plan</b>	
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 <sup>st</sup> 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.	
5.2	Board approved the five year projections for submission to the Regulator by FMD.	FMD
<b>6.</b>	<b>Loan Portfolio Annual Return</b>	
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 <sup>th</sup> 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.	
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.	FMD

Agenda Item	Description	Action By
<b>7.</b>	<b>Management Accounts Q4</b>	
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 <sup>st</sup> March 2022.	
<b>15.</b>	<b>AOB</b>	
15.1	Board members asked for an update on the Housing Manager vacancy. PM advised that the deadline for applications was the 30 <sup>th</sup> 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 on additional duties as a Housing Team Leader on a temporary basis while the post was filled.	

Signed: \_\_\_\_\_

Date: \_\_\_\_\_