



**Minutes of the Board meeting  
held on Tuesday 28th February at 5pm  
in the Community Centre**


Board Member	Attended	Apologies
Kristina Bowie (KB)		x
Jamila Flynn (JF)		x
Claire McGraw (CMc)		x
Robert Wright (RW)	X	
Stephanie Harverson (SH) - Chair	X	
Mark Fisher (MF)	X	
Elizabeth McEachran (LM)	X	
Ross Kirkwood (RK)	X	
Amir Asif (AA)		x

In Attendance	
Pamela Milne (PM)	Chief Executive
Alison Vass (AV)	Housing Manager
Jennifer MacDonald (JM)	Business Administrator
Fettes McDonald (FMD)	FMD Financial Services
Charlie Woods (CW)	Asset Manager

Agenda Item	Description	Action By
<b>1.</b>	<b>Apologies</b>	
	<p>SH agreed to chair the meeting in KB's absence. Chair welcomed everyone to the meeting and advised there was apologies from the following people: -</p> <p>Kristina Bowie, Jamila Flynn, Claire McGraw, Amir Asif, Nicola Thom</p> <p>There were no declarations of interest for this meeting</p>	
<b>2.</b>	<b>Approval of Previous Minutes</b>	
	<p>Chair asked board to approve previous minutes. These were approved by:-</p> <p>1<sup>st</sup>: - Robert Wright 2<sup>nd</sup>: - Liz McEachran</p>	

Agenda Item	Description	Action By
3.	<b>Action Tracker</b>	
	<p>Board went through the Action tracker and were happy with the content.</p> <p>Board Approved the Action Tracker.</p>	
4.	<b>Notifiable Events</b>	
	<p>There were no notifiable events this month.</p>	
5.	<b>Written Resolutions</b>	
	<p>PM advised she had sent out a written resolution to board members but not everyone responded so it would be better to discuss this during A.O.C.B.</p>	
6.	<b>Management Accounts 31<sup>st</sup> December 2022</b>	
	<div data-bbox="276 840 1329 1153" style="background-color: black; height: 140px; margin-bottom: 10px;"></div> <p>Rent arrears are up to 7.59%. Loan debts reduced due to paying off the Co-Op loan.</p> <p>Costs have gone up significantly for heating and electricity which has also affected the budget.</p> <p>PM advised that a more detailed review of the figures for reactive and void maintenance would be carried out as the 22/23 budget was based on the previous year's budget when Cadder had its own trade team for part of the year.</p> <p>RK asked if we could have a list of the top 10 variances so that we can forward plan and look at reasons why. FMCD advised that this was possible. PM agreed that we needed better internal accounting control going forward.</p> <p>MF asked would it be cost effective to bring in seasonal trades teams. CW advised that he was currently looking at all costings and would be presenting a paper to the board in the near future.</p> <p>RK asked as new members, if they could see the draft budget. Jennifer to send budget to all new Board members</p>	<p>PM/CW</p> <p>FMCD</p> <p>CW</p> <p>JM</p>

Agenda Item	Description	Action By
7.	<b>Tenancy Support Officer Service</b>	
	<p>PM advised we have a tenancy support officer one day a week employed by the Simon Community and shared between 5 RSL's. Simon Community were previously paying 50% of the costs but have lost their funding this year as have a lot of other charities as the community fund was 64% over subscribed. Now looking for us to pay our share of the full cost but if any of the other RSL's say no then we would need to relook at costs again.</p> <p>SH asked if the service was beneficial to tenants. PM advised she has asked for more information but it does make a significant difference to the vulnerable tenants who are referred. Currently receiving a 6 monthly report but can ask for a 3 monthly report.</p> <p>SH asked if we didn't pay would it still be a service we would need to look at providing. PM advised that it would be something that we could work with other partner RSL's to provide if required.</p> <p>RK asked if it was an approachable service or was a referral only service. AV advised that staff identify vulnerable tenants that they feel would benefit from the service, so it is referral but very much based on tenant's circumstances and our staff knowing who would benefit most from the service.</p> <p>Board approved the funding of 20% of the cost for this service for 2023/24.</p>	
8.	<b>Internal Audit Tender</b>	
	<p>PM advised we have no internal auditor as per last meeting the tender was now closed and looking for three board members to form a sub-committee to assess the quality of the submissions received with NT. The 3 members who agreed to assess the tenders were: -</p> <p>LM, MF, RK</p> <p>JM to liaise with board and Nicola to set up a diary date to suit everyone.</p>	JM/NT
9.	<b>Landlord Health &amp; Safety Compliance</b>	
	<p>CW advised he set this report up to improve the monitoring of compliance and he felt this report was a good checklist for everyone to see how we were doing with compliance.</p> <p>Board all agreed they found this report helpful and praised CW for the work he has done and would like to continue to see this report.</p> <p>The Board noted the contents of this report.</p>	

Agenda Item	Description	Action By
10.	<b>Scottish Housing Regulator Engagement Plan</b>	
	PM advised we have put this on the agenda to ensure we are monitoring and working towards compliance.	
11.	<b>Housing Management Quarter 3 Performance</b>	
	<p>AV went through her report and advised that voids had improved but arrears had become worse. Part of this was due to having lack of permanent staff in place. Two new members of the team started in December and have been working to give Housing Officers individual targets.</p> <p>RK asked what was AV expectations going forward and MF asked how Av was looking at performance management. Av advised that she was looking for things to level off by the end of the year now staff in place and improvement starting to be seen by Q1 next year.</p> <p>LMc asked why we were billing factoring invoices in December when it was notoriously known as the worst time for people in general. PM advised there was a number of Scottish Homes transfers including Cadder and when the invoices were issued was historical. We are looking at overhauling factoring and improving the processes. NT is working on this for next year as it is a massive task.</p> <p>AV advised in Q4 Lauren McClure new Housing Assistant has brought in £21,000 in factoring arrears in one month so this is a positive step forward.</p>	NT
12.	<b>Repairs &amp; Maintenance Management Quarter 3 Performance</b>	
	<p>CW went through his report and advised that he was quite happy with current performance. Nearly everything is on target for KPIs and the few that are slightly out with target are only 1-2% out so CW is happy with that.</p> <p>RK advised he thought it was a fantastic performance and thought that some of the targets were set too high and impossible to achieve. The rest of the board agreed that CW had done a great job and should be proud of what has been achieved and they would like to relook at the KPI targets for next year to be more realistic.</p>	BOARD
13.	<b>Complaints &amp; Staffing Management Quarter 3 Performance</b>	
		

Agenda Item	Description	Action By
	<p>JM went through complaints reporting and advised that although it looks like there is more complaints in Q3 this is because AV has put in place a proper recording system and staff are now properly reporting complaints accurately. There were a few complaints that were overdue during the period but there is now a process in place to prevent this happening. Overall customer service levels are improving and we are building relationships with MPs &amp; MSPs to work more cohesively together.</p>	
	<p>[REDACTED]</p>	
15.	<b>A.O.C.B</b>	
	<p>PM went on to discuss the community centre and looking at a possible partnership with [REDACTED] PM advised she sent this information to board during the month and was looking to get approval to start discussions.</p> <p>RK advised we need to look at all viable and non-viable options for the community centre.</p> <p>Board approved discussions of a partnership with [REDACTED]</p>	
16.	<b>Board Training</b>	
	<p>JM advised this would be a standing agenda item and if there was any training that the board were interested in please let her know.</p> <p>PM advised that she would organise induction training with the new Board members and Board appraisals would be organised with Stuart Eglinton.</p>	PM
17.	<b>Date of Next Meeting</b>	
	Date of next meeting is Thursday 30 <sup>th</sup> March at 6pm	

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

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