



Board Meeting – 27 June 2018

Agenda Item: 4

Subject: Board Meeting 30 May 2018

Prepared by: Alan Park

Minute of the Board meeting held on Wednesday 30 May 2018 at 5.00pm in Main Street, Ayr

Present:

Tenant Members

Suzi Williamson
Kenny George (Chairperson)
Frances Maguire
Georgina Dawson

Community Members

Rhonda Leith (from partway through item 4)
Mike Tomlinson

In Attendance

Jim Whiston
Caroline Donald (until commencement of training)
Joan Calderwood
Alan Park (Minutes until commencement of training)
Jamie Spurway

1. Apologies

Apologies were received from Simon Leslie, Bobby Pyper and Gemma Collins.

2. Declarations of Interest

Kenny asked that any member with an interest in any agenda item declares that fact at the appropriate time during the meeting.

3. Minute of the Board meeting held on 25 April 2018

The Minutes of the meeting held on 25 April 2018 were accepted as a true record and were proposed by Frances Maguire and seconded by Suzi Williamson subject to the following amendments.

Staff in attendance to be added.

Under item 5, Business Development - Kenny said with regard to his recorded comment about the properties surrounding the Peebles Street site that it should be added that the development will have a very positive impact on the wider area.

4. Matters arising

Jim referred to the stock tour and confirmed a date to suit as many Board members as possible will be arranged, possibly towards the end of June. The event will also mark the 15th anniversary of Ayrshire Housing.

Kenny asked if there was a list of stock by location available. Jim confirmed it is on our website and is also included in the company profile.

Jim indicated that a report to the Board on the office alterations would likely come to the June Board. Mike queried the progress that the architect has made and Jim undertook to follow this up with him.

5. Annual Performance reporting

Kenny invited Caroline to present the performance digest and the ARC and EESSH Returns.

Caroline explained that the content had been expanded to reflect the availability of full year figures. Overall performance levels are good with only one area where the target has not been met – void re-let times. However, the digest shows that we continue to perform well across all areas.

Caroline continued to explain various indicators and the background to them and highlighted some areas such as new tenant visits where performance has dropped. It appears that in some cases obtaining access once the new tenant has moved in has been an issue.

Caroline noted that our arrears show good results within the context of Universal Credit and welfare reform generally. Our current tenant arrears were 1.1% compared to 0.96% last year which Frances commented that this demonstrates that the organisation was dealing effectively with these issues.

There was further detailed discussion regarding the performance in repairs and maintenance where Caroline noted that the number of appointments met have increased substantially and that there is good satisfaction being recorded from tenants (based on last job completed). Any notes of dissatisfaction are followed up by the team. Gas safety is 100% up to date.

The Board thanked Caroline for the quality and quantity of useful information she had produced.

The Board examined the ARC and EESSH information presented and after due consideration approved both returns for submission to the Scottish Housing Regulator.

6. Business Development

Jim reported that there had been little movement in terms of the various items. He had met with Rhonda to agree the panel of architects and also with Kenny to agree the panel of engineers and quantity surveying firms that we may work with.

Mike raised the issue of SAC no longer being represented on our Board and proposed a formal structure be established between the two organisations including both Board members and officers. The purpose would be to ensure the linkage of our activities to their strategy and the relationship maintained through ongoing dialogue.

In response to a query from Kenny, Jim confirmed that we are in discussion with the University of Strathclyde regarding trialling solar heating with onsite energy storage. Jim will report back to the Board with more detail in due course.

The Board noted the report.

7 (a) Housing Management – Minute of Tenancy Matters Committee 25 April 2018

Jim confirmed that the case is continuing.

8. Property Maintenance - no items.

9. Financial Matters - no items.

10. Operational Matters

Jim drew the Board's attention to the updated Data Protection regulations (GDPR) and explained the actions we have taken to date in terms of implementation thus far.

The Board accepted the report.

11. Equality and Diversity in Service Delivery

Jim referred the Board to the paper which highlighted the areas which have been addressed in terms of practice over the last 12 months.

The Board noted the report.

At this point Kenny invited Jamie Spurway to make his presentation on Equalities and Diversity. The Board received an informative and enjoyable presentation and thanked Jamie for his attendance.

12. Any other business

There was no other business.

The meeting closed at 7.45pm

Date of next meeting 27 June 2018.

Signed

Dated
