



Board Meeting – 26 June 2019

Agenda Item: 3

Subject: Minutes of Board Meeting 29 May 2019

Prepared by: Kirsty Broadfoot

Minute of the Board meeting held on Wednesday 29 May 2019 at 5.30pm in Main Street, Ayr

Present:

Tenant Members

Kenny George – Chair
Margaret Campbell
Frances Maguire
Jordan Dunlop

Community Members

Gemma Collins
David Porte
Bobby Pyper
Mike Tomlinson

In Attendance

Jim Whiston
David McGivern
Alan Park
Margaret Woods
Kirsty Broadfoot – Minutes
Caroline Donald – until after item 5

1. Apologies

Apologies were received from Rhonda Leith, Simon Leslie, Myra Nicol and Georgina Dawson.

2. Declarations of Interest

No items were noted.

3. Minute of the Board meeting held on Wednesday 24 April 2019

Mike asked if Jim would provide an update on item 9c. Jim confirmed this would be addressed during the meeting.

The Minutes of the meeting held on 24 April 2019 were accepted as a true record and were proposed by Margaret Campbell and seconded by Gemma Collins.

4. Matters arising

Informal Board gathering

It was agreed that this item could now be removed from the table given the introduction of the new and extended schedule of meetings.

Community engagement briefing

The date for this has been moved to 5 June at 3.30pm.

5. Annual Performance Reporting

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

Caroline explained that some indicators will be removed next year and some new ones will be added. She stated that the digest shows that we continue to perform well across all areas, despite one or two slippages in recent years.

Caroline continued to explain various indicators and the background to them and highlighted some areas such as tenant satisfaction with our overall service which has increased to 91.7% from 87.9%.

Caroline noted that we collected over £6.6M rents which equates to 100.29% and rent arrears performance was excellent at 1.77% of rent due, which was a decrease from 2.04%. The percentage of rent lost due to properties being empty increased slightly to 0.4%.

There was discussion regarding the performance in repairs and maintenance where Caroline noted that the number of appointments met has increased 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.

A discussion took place around the void re-let time and the factors which impact on this. The majority of these were due to death of the tenant and David highlighted that our policy states that the tenancy is immediately terminated upon us receiving notification of the death rather than charging a notice period rent to the deceased's estate.

The Board thanked Caroline and the rest of the staff for all their hard work in producing such detailed and accurate data and also commended Caroline on her excellent presentation.

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

Peebles Street, Ayr

Jim advised that there has been a further delay on the project due to bad weather and was now due to complete on 24 June. The contractor had made a claim for an extension which is being assessed by our contract administrator. A launch event will be planned for mid-June and suggestions are being sought for a suitable person to open the development.

Kings Arms, Dailly

Jim updated that the defects have been attended to. A fascia board had delaminated. It is hoped that this will be signed off next month. Mike noted an error in the pipeline projects table, the total number of plots should be 159, not 165.

South Harbour Street, Ayr

Jim advised that he is confident that we can achieve a planning consent for the desired 40 units and that the architect is making some minor adjustments to the draft scheme.

Bolestyle Road, Kirkmichael

Jim updated the Board that the village shop may be developed/relocated and there have been positive feelings about the proposed development in the village since it will add to its population.

Carrick Street, Ayr

Heads of terms have been agreed.

Tenant Advice Hub and Extension

Working groups have now been established for the ICT requirements and reception area and meetings are taking place week beginning 3 June. Jim said he would provide a fuller update at the community engagement briefing on 5 June on the proposals for the public use of the new facilities.

Community Engagement and Publicity

A full update will be provided at the meeting on 5 June. This will be an opportunity to review the criteria for grant awards.

7. Housing management activity

- a) The minute of Tenancy Matters Committee meeting on 30 April 2019 was approved. David updated the Board on the case.

8. Property maintenance activity

No items for consideration.

Kenny noted that there had been no items for a few months. Jim advised that the quarterly digest had replaced the monthly briefings and also that the Asset Management Plan would be one of the main topics for discussion at the June Board meeting.

9. Financial matters

No items for consideration.

10. Operational matters

My Home

Jim advised that the number of users has reached 270. Jordan said he has found the site really useful and easy to navigate. Kenny felt some older tenants may have problems getting to grips with My Home. Jim advised that, with the Housing and Maintenance Officers now have their own iPads, it would be easier for them to assist tenants in their own homes. Margaret suggested promoting My Home at community events etc.

Health and Safety

Jim advised that the external audit had been carried out on 10 May with only a few minor points to note. Jim Purvis and Kirsty have drawn up an action plan to deal with these issues.

The Board members were given a copy of the 'Board responsibilities' section of the Health and Safety manual and were asked to read over the sheet and then sign off. Kirsty will send this to all Board members who were not at the meeting.

Jim advised that there will be an additional training session on H&S in December, delivered by Professor Roger Willey of ACS.

Board effectiveness and governance

The Board members were given a booklet containing biographies, calendar of meetings, training plan and information sources.¹

Eydent

Jim updated the Board on the speakers at the Eydent conference in October.

Staffing issues

Following interviews, a preferred candidate has been identified for the part time Project Manager role.

Jim reported on the lunch which took place on 29 May to celebrate 10 years of participation in the Healthy Working Lives programme.

Audit Committee

Carole Ewart of Ewart Communications will present a report on her review of compliance with equality and human rights requirements to the next Audit Committee meeting in June. This will be circulated to the Board prior to this meeting.

¹ Kirsty to arrange for Mike Scott to take new Board photos at Peebles Street opening event.

Freedom of Information (Scotland) Act, 2002

Caroline and Jim have attended training sessions on the secondary legislation. A report will be included in the Board papers in June setting out the steps that we will need to put in place.

10. Any other business

a) Date of next Board meeting – Wednesday 26 June 2019

There was no further business and the meeting closed at 6.45pm with a vote of thanks to the Chair.

Signed

Dated
