



Board Meeting – 30 October 2019

Agenda Item: 3

Subject: Minutes of Board Meeting 28 August 2019

Prepared by: Kirsty Broadfoot

Minute of the Board meeting held on Wednesday 28 August 2019 at 5.30pm in Main Street, Ayr

Present:

Tenant Members

Kenny George – Chair
Margaret Campbell
Myra Nicol
Jordan Dunlop
Frances Maguire

Community Members

Gemma Collins
Bobby Pyper
Simon Leslie
David Porte
Rhonda Leith – from after item 7a

In Attendance

Jim Whiston
David McGivern
Alan Park
Kirsty Broadfoot – Minutes
Margaret Woods
Caroline Donald

1. Apologies

Apologies were received from Mike Tomlinson and Georgina Dawson, and from Rhonda Leith for lateness.

2. Declarations of Interest

No matters were disclosed.

3. Minute of the Board meeting held on Wednesday 26 June 2019

The Minutes of the meeting held on 26 June 2019 were accepted as a true record and were proposed by Margaret Campbell and seconded by Gemma Collins.

4. Matters arising

No items were discussed.

5. Business Development

5a. Performance Digest to 30 June 2019

Caroline gave her report. She advised that there were no material changes, however, the Scottish Housing Regulator had removed some of the ARC indicators, but we will continue to record them.

Caroline reported on overall positive results again this quarter and went on to explain the various Charter outcomes highlighted in the digest in detail, answering questions from the Board.

In the repairs and maintenance section, Kenny queried whether the below target figures were a result of the closure of our main contractor, JD Thomson. Caroline confirmed that these figures were only to the end of June so did not have a bearing on the closure. However, it was noted that we may see a fall in completion times for repairs in the next quarter.

Caroline reported positive news on the uptake of the My Home portal, with 317 tenants having signed up by the end of June. The figure is now closer to 400, with lots of positive feedback having been received.

5b. Delivery Plan progress to date

Jim gave an overview of the progress that has been made so far. In particular, he highlighted that the association is aiming to improve the quality of information that it produces and its relationships with tenants and applicants. Other key points to note:

- Work is being carried out on a new Assurance Statement to help meet regulatory standards. There will be a briefing in early October to provide further information.
- New Design Guide has been published.
- Session held on grant awards.
- New Equalities and Human Rights policy has been introduced.
- Healthy Working Lives – staff are working hard to maintain our Gold award. Some staff took part in a litter pick earlier in the year around some of our developments.
- Training – looking to keep the momentum going, underpinned by the Personal Development Plans.
- Asset Management Plan has been refreshed.
- New Board Effectiveness policy and chief officer appraisal has been implemented.

5c. Minute of the Development Committee of 14 August 2019

Jim highlighted that Mike Tomlinson had posted some comments on Basecamp, but that the minute had already been finalised. As Mike had pointed out we are also pursuing development leads in one of the villages as well as Ayr and a comprehensive risk register for each development is being put in place. Frances asked about the progress of the hub. Jim advised that

work had stopped until a new contractor had been sought and it would likely be into summer 2020 before it would be completed. ¹

6. Housing management activity

David explained that several policies had recently been updated and the Board would be asked to approve the revised versions.

6a. Allocations Policy

David explained that this policy required to be updated due to changing processes and the fact that Scottish Government Guidance on allocations has also changed significantly since the policy was last reviewed. David went on to summarise the main updates to the policy and indicated that most of the changes or additions had been highlighted in red to allow for an understanding of the changes introduced. Bobby enquired whether we had an appeals process in place in regards to the suspensions process. David confirmed that we have a complaints policy, but that we may consider incorporating an appeals process also.

The Board approved the updated policy as the basis for the statutory consultation.

6b. Abandoned Tenancies Policy

David summarised the changes to the policy.

The Board approved the updated policy.

6c. Former Tenant Arrears Policy

David summarised the changes to the policy.

The Board approved the updated policy.

6d. Neighbour Disputes and Anti-Social Behaviour Policy

David summarised the changes to the policy.

The Board approved the updated policy as a basis for consultation with our tenants.

6e. Joint Tenancies Policy

David summarised the changes to the policy.

The Board approved the updated policy.

6f. Alterations and Improvements Policy

David summarised the changes to the policy.

The Board approved the updated policy as a basis for consultation with our tenants.

7. Property maintenance activity

¹ Jim to post plans for NE Troon development on Basecamp.

7a. Repairs Service Arrangements

David provided an update on the repairs service arrangements following the closure of JD Thomson. He highlighted that Acatch, Millar Electrics and Gas Sure are dealing with all repairs in the interim. Acatch have confirmed they do not wish to be considered as our primary contractor. David confirmed that we are beginning the procurement process and this is likely to take a number of months to complete.

Jim reminded the Board that he had written to the Regulator about JD Thomson ceasing trading. He had stated that since there had been no loss of service, this was not a "notifiable event" in terms of the Regulator's guidance. Jim had, however, informed the Regulator of the situation given that they may have picked up on Thomson's difficulties through the trade press.

The Board agreed that a standing item on "notifiable events" be included in each operational matters paper.

The Board noted the report.

At this point, Rhonda arrived and it was confirmed that Kenny would continue as Chair.

8. Financial matters

8a. Elba Street private finance

Alan summarised the proposal. We are seeking to borrow £3M from Allia C&C for the development programme. Alan highlighted that their offering comes with competitive rates. He went on to discuss the rates in comparison to RBS and Bank of Scotland.

The Board approved the proposal.

8b. Annual Accounts for the year ended 31 March 2019

Alan explained the reconciliation between the Management Accounts figures discussed at the April Board meeting and the figures disclosed in the Annual Accounts.

It was also agreed that Rhonda would say a few words at the AGM to give thanks to Jim Sinclair.

The Board accepted the Accounts for adoption by the members at the AGM on 4 September 2019.

8c. Management Accounts for the 3 months ended 30 June 2019

Alan explained the background to the figures for the first 3 months of the new financial year and confirmed that there are no areas of concern. We continue to manage the business well and most budget heads are under budget with the exception of rent receivable which is lower than budget by £8k due to the late completion of Peebles Court. Void repairs and routine maintenance were also slightly over budget.

Alan confirmed that all banking covenants are well within the parameters set within the loan agreements with our lenders.

The Board approved the Management Accounts for the 3 months ended 30 June 2019.

8d. SHR ACS return for the year ended 31 March 2019

The Board agreed to the submission of the information presented on the ACS Return to the SHR.

8e. OSCR Return for the year ended 31 March 2019

The Board agreed to the submission of the information presented to OSCR.

9. Operational Matters

Jim updated the Board on the various matters, in particular, under Staffing Issues, Jim confirmed that the existing Director's remuneration policy will now be referenced through an addition to the Member's Handbook. Under AGM Arrangements, Alan asked that the tenant members encourage their neighbours to vote in the Board elections as the uptake had been extremely poor so far, compared to last time.

9a. Accessibility Policy

Jim summarised the revised policy.

The Board approved the policy.

9b. Sustainability Policy Review

Jim highlighted the key points in the policy, highlighting the new Design Guide that had been adopted in May, the improvement works in Dundonald and the signposting by our Money Advice team.

The Board noted the review.

9c. Minute of the Audit Committee meeting held on 26 June 2019

The Board noted the minute.

10. Any other business

10a. Date of next Board meeting – Wednesday 30 October 2019

There was no further business and the meeting closed at 7.25pm with a vote of thanks to the Chair.

Signed

Dated
