



Board Meeting – 28 August 2019

Agenda Item: 3

Subject: Minutes of Board Meeting 26 June 2019

Prepared by: Kirsty Broadfoot

Minute of the Board meeting held on Wednesday 26 June 2019 at 5.30pm in Main Street, Ayr

Present:

Tenant Members

Kenny George – Chair
Margaret Campbell
Myra Nicol
Georgina Dawson
Frances Maguire

Community Members

Gemma Collins
Bobby Pyper
Simon Leslie – until after item 9a

In Attendance

Jim Whiston
David McGivern
Alan Park
Kirsty Broadfoot – Minutes
Margaret Woods – until after item 6c

1. Apologies

Apologies were received from Rhonda Leith, Mike Tomlinson, David Porte and Jordan Dunlop.

2. Declarations of Interest

No matters were disclosed.

3. Minute of the Board meeting held on Wednesday 29 May 2019

The Minutes of the meeting held on 29 May 2019 were accepted as a true record and were proposed by Gemma Collins and seconded by Bobby Pyper.

4. Matters arising

Frances enquired if there had been any update on Kings Arms, Dailly. Jim advised that the defects had been very slight and the contractors had been unable to get access so it was likely to be closed off. Some tenants seem to have carried out any minor repairs themselves.

5. Business Development

A new date to be arranged for the first meeting of the Development Committee. ¹

Gemma updated the Board on the GWSF conference that she and Jim had recently attended.

Frances asked how the office extension was progressing. Jim confirmed that we are waiting on the building warrant and that he will speak with the architect, Gordon Fleming, on his return from holiday. Working groups have been established to cover the new reception and the ICT issues for the hub, and its public use was discussed at the briefing session on community engagement. Jim will keep the Board updated on any changes through Basecamp.

6. Housing Management Activity

6a Tenant Participation and Estate Management Annual review

David provided background into the above review and confirmed that the Tenant Participation Strategy was last reviewed and approved in June 2017. He noted that the priorities for the housing management service had continued to focus on income management and the associated demands of welfare reforms and Universal Credit over the past year, but that the association continues to place high value on positive engagement with its tenants and maintaining its estates.

David went on to discuss the complaints procedure and noted that there had been a low number of complaints recorded in comparison to other organisations and that we will be undertaking training in Complaints Handling later in the year.

The Board noted the review.

6b Estate Management Policy

The Board approved the updated policy after hearing from David regarding the changes which had been made to policies and procedures.

Frances expressed her concern about the height of the hedges in her area. David said he would look into it.

6c Minute of Tenancy Matters Panel meeting held on Wednesday 29 May

The Board noted the report.

At this point, Karen Anderson arrived and staff members were asked to leave the room whilst discussions took place regarding item 9a (Board and Director Effectiveness Report).

7. Property Maintenance

7a Asset Management Plan – Progress Report on Action Plan

Jim provided an overview of the Asset Management Plan, but advised that a separate briefing would be organised by Jim Purvis on his return from

¹ Kirsty to organise via Basecamp.

holiday.² Jim went on to give a summary of the changes to the plan, indicating that the life cycle costing model had been refreshed and this had been factored into the financial plan. He also spoke about the SHQS compliance progress by year (table 4, appendix 2). Jim then updated the Board on the Energy Efficiency Standard for Social Housing post 2020 (ESSH 2) which is expected to state that no social housing can be let with an EPC below band D after 2025 and that there would be an aspiration for a B rating for all stock by 2032. We are currently trialling LED lighting with microwave switches in communal areas in South Harbour Street.

Jim updated the group on grants which we had received to fit air source heat pumps and cladding works in some properties. The Board heard about the changes in regulations regarding heat and smoke detectors whereby all properties must have interlinked units fitted by 2021.

8. Financial Matters

8a Loan Portfolio Return

Alan described the return and its content. The SHR uses this return (part of five key pieces of information they collect) to perform their desk top assessment of the risk rating of each HA and LA in Scotland.

The Board agreed to the submission of the Loan Portfolio Return to the SHR.

8b Five-Year Financial Projections

In terms of the five year financial projections Alan detailed the various assumptions made in drawing the projections together. In overall terms the projections are in line with expectation and previous results and Alan indicated that the stock growth shown was based on known projects rather than perhaps overly optimistic predictions of potential developments. In terms of staffing levels, Alan explained that there should not be a significant increase in the next five years and the introduction of My Home and dedicated iPads for housing and maintenance teams will hopefully increase efficiency. He also commented on the uncertainty around Brexit, this is likely to have an impact on the base rate.

The Board agreed to the submission of the five-year financial projections to the SHR.

9. Operational Matters

My Home

Jim confirmed that the number of active users was now around 300.

Health and Safety

Following the recent audit, an action plan has been pulled together by Jim Purvis and Kirsty.

² Kirsty to organise briefing once Jim P returns from annual leave.

Eydent

Arrangements for the conference are progressing. The next Eydent briefing takes place on 22 August. Karen Anderson of Indigo House will speak at the conference. Publicity is now underway.

Staffing Issues

David Glennon has been appointed as part time Project Manager starting 8 July. He will support the newly formed Development Committee.

Staff Pension Schemes

The HR Committee will receive an update at its meeting on 31 July.

Community Engagement and Publicity

The application form is to be amended to provide for more details of applicants' funding sources.

The formal opening of the Peebles Street development will take place on Friday 28 June.

Freedom of Information (Scotland) Act, 2002

Jim explained that we are awaiting a guidance note from SFHA before submitting a paper to the Board in August. A new guide for information is to be created.

AGM Arrangements

This will be a similar format to last year. Long service awards will be presented.

9a Board and Director Effectiveness report

Director's annual appraisal and review

It was noted that the Board had accepted Karen Anderson's report on this topic.

Board effectiveness action plan

The Board noted the progress to date.

Succession Planning

Jim explained that Georgina Dawson would need to stand down in the tenant category. In addition, there is a casual vacancy to be filled in the tenant category.

Due to four members having equal service lots would have to be drawn in the community category. The draw was performed by Kenny George and Simon Leslie and Mike Tomlinson were the names drawn first. Therefore, they will be required to retire. Both are eligible to stand for re-election if they wish. Jim confirmed that the wording for the advert for new members would remain the same as last year.

The Board encouraged all the retiring members to stand for re-election.

9b Equality and Human Rights Policy

Jim updated the Board that the Audit Committee had received a presentation from Carole Ewart of Ewart Communications on her review of our compliance with equality and human rights requirements.

The Board approved the new policy.

9c Complaints and Compliments

Kirsty gave a summary of the complaints and compliments received during the reporting year. David went on to discuss the complaints procedure and noted that there had been a low number of complaints recorded in comparison to other organisations and that we will be undertaking training in complaints handling later in the year.

The Board noted the report.

10. Any other business

a) Date of next Board meeting – Wednesday 28 August 2019

There was no further business and the meeting closed at 7.10pm with a vote of thanks to the Chair.

Signed

Dated
