



Board Meeting – 29 January 2020

Agenda Item: 3

Subject: Minutes of Board Meeting 27 November 2019

Prepared by: Kirsty Broadfoot

Minute of the Board meeting held on Wednesday 27 November 2019 at 5.30pm in Main Street, Ayr

Present:

Tenant Members

Frances Maguire
Amanda Bryan
Myra Nicol
Kenny George
Margaret Campbell

Community Members

Simon Leslie – Chair
Mike Tomlinson
David Porte

In Attendance

Jim Whiston
David McGivern
Alan Park
Kirsty Broadfoot – Minutes
Jim Purvis

Simon introduced Alan Kennedy from Knowledge Partnership. Alan presented his report on the findings of the Tenant Satisfaction Survey which had been carried out recently. Alan explained that face to face interviews had been carried out with 600 of our tenants across all our localities. The overall results highlighted that 89% of tenants are satisfied with our service. 7% were dissatisfied. This is down from the survey carried out in 2016, mainly due to the dissatisfaction expressed by tenants who have had a repair carried out in the last year. With most of the other indicators Alan advised that they were fairly similar to the 2016 survey, though Alan highlighted that there had been a significant increase in the percentage of tenants satisfied with the opportunities to participate in decision making processes.

David advised the report would be published on Basecamp after the Board meeting. ¹ Alan advised that the work also provided for two focus groups to consider some aspects of the survey in more detail and would welcome any suggestions from the association as to topics which might usefully be covered by the focus groups. He suggested that the dip in

¹ TSS to be posted on Basecamp.

satisfaction with the repairs service would be an obvious topic. Simon thanked Alan for his presentation.

1. Apologies

Apologies were received from Rhonda Leith, Bobby Pyper and Gemma Collins. Georgina submitted her apologies after the meeting.

2. Declarations of interest

No matters were discussed.

3. Minute of the Board meeting held on Wednesday 30 October 2019

The Minutes of the meeting held on 30 October 2019 were accepted as a true record and were proposed by Mike Tomlinson and seconded by Frances Maguire.

4. Matters arising

The update to the website on domestic abuse will now be made by mid-December. Director's review is taking place on 28 November.

6. Housing management activity

6a. Consultation on potential rent increase

Jim explained the rationale behind the proposal and the work that has been done so far in the budget preparation for 2020/21. We aim to increase the number of completed consultations this year and for all respondents there is the chance to enter a prize draw to win one of 5 shop vouchers. Jim explained that the proposed rent increase figure is in line with the range of increases being proposed to date by fellow member organisations in the Glasgow and West of Scotland Forum and takes account of the requirements of the Business and Financial Plans in terms of maintaining service levels, planned maintenance and development activity. It was noted that the potential costs for the new main repairs contractor are as yet unknown.

The Board discussed the importance of ensuring the consultation is as easy to understand as possible.

The Board accepted the recommendation.

9. Operational matters

Jim updated the Board on the various matters.

H&S – the date of 11 December will need to be rescheduled.

Eydent – it was agreed that Kenny will attend the meeting on 2 December.

Staffing Issues – a meeting of the HR Committee will be held in the new year to discuss the EVH job evaluation exercise.

Audit Committee – Alan reported on the tendering exercise for a new external auditor. There were 6 companies interested and 4 submitted tenders. There was a 70/30 split against quality and price. Highest tender scored 84%. Alexander Sloan was the winning company. They are experts in audits within our sector. The Board accepted the recommendation to appoint Alexander Sloan.

Community Engagement and Publicity – South Ayrshire Swim Team had approached us as part of a request from multiple agencies to obtain funding of £9k

which will enable them to run swimming classes aimed at young people using Maybole pool throughout 2020. It would provide for 46 sessions throughout 2020. They are aiming to increase access to swimming coaching from the Carrick towns and villages. We had previously pledged £1,000 towards their project. The other funding has now been confirmed allowing our grant to be paid.

Production of this year's Christmas card in conjunction with Ballantrae PS is now underway with donations being made to the school and to the other suggested charities.

The application for South Harbour Street has been withdrawn to allow a query from the Planning department to be addressed. It will be resubmitted in the near future.

Jim highlighted an article which appeared in this week's Ayrshire Post regarding a complaint made by one of our tenants to the Ombudsman.

Notifiable events and disposals – the Board noted the report.

9a. Board and Director effectiveness report

Jim highlighted the Board training plan. A presentation on H&S by Professor Roger Willey from ACS will be rescheduled to January due to lack of availability in December. A new Board calendar will be issued shortly.

9b. Annual Report on disclosures

Jim confirmed all returns bar two employees who are on sick leave have been received.

10. Any other business

10a. Publication of Board papers

The Board accepted the recommendation to publish the November Board papers in full.

10b. Date of next Board meeting – Wednesday 29 January 2020

Mike asked for an update on a few issues. Jim provided clarification.

The tender for the new contractor was issued on 26 November and closes 19 December.

Consent for North East Troon has been granted. A framework of contractors is to be initiated.

Carrick Street – South Ayrshire Council have asked us to withdraw the application due to height restrictions. We will resubmit the application meaning we will lose 3 houses. An update will be provided to the Development committee.

The Elba Street project is progressing well.

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

Signed

Dated
