

Minutes of the Management Board meeting held on Tuesday 28 June 2022 at 6.00pm at 4 Kinclaven Avenue, Drumchapel, Glasgow G15 7SP. Hybrid meeting using ZOOM Video Communications.

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## **Ag3**

**Present:** Andrew Loen (Acting Chair)  
Elspeth Kerr  
David Riddell  
Josephine Barnshaw  
Vincent Ogar  
Joan McFarlane  
Helen Eakin  
Kayleigh Watt

**In attendance:** Pauline Burke, Director  
Chantelle Devlin, Minute Taker

### **1. Apologies**

1.1 Apologies were received from D O'Hara and M Bowie.

### **2. Declaration of interest**

2.1 There were no declarations of interest.

### **3. Minute of the previous meeting**

3.1 The confidential minutes of the meeting held on 24 May 2022 were proposed by H Eakin and seconded by J McFarlane

3.2 The minute of the meeting held on 24 May 2022 was proposed by J McFarlane and seconded by J Barnshaw.

#### **3.1 Meeting Action List**

3.1.1 P Burke presented and asked for approval for the meeting action list 2022/23.

3.1.2 Members approved the meeting action list for 2022/23.

## **4. Matters arising**

4.1 There were no matters arising.

## **5. Director's Report**

### **5.1 Loan portfolios return to the Scottish Housing Regulator**

5.1.1 Members approved the submission of the loan portfolios return to the Scottish Housing Regulator as prepared by FMD Financial Consultants.

### **5.2 SHAPS Pension – Deficit contribution update**

5.2.1 P Burke advised Board that the Co-operative had received notification from their pension provider (TPT) that the SHAPS Pension deficit contributions are to cease from 30 September 2022.

5.2.2 Members noted the pension deficit update from TPT.

### **5.3 Risk Management Register and Matrix – Annual Review**

5.3.1 Members were asked to approve the annual review of the Risk Matrix.

5.3.2 Members approved the annual review of the Risk Matrix

### **5.4 Succession Planning report**

5.4.1 An in-depth discussion took place regarding the actions noted in the report in relation to how DHC seek to fill the current vacancies on the Management Board, identify skill gaps, and provide support and training for members who are interested in becoming future board members.

5.4.2 Board reviewed and approved the actions noted in the report and agreed for the Strategic Planning Day to be held the evening of Friday 2 September 2022.

### **5.5 Strategy Day business – Strategic Objectives 2022**

5.5.1 P Burke presented the Strategic Objectives discussed at the recent Strategy Day.

5.5.2 Members approved the priorities listed to form the Strategic Objectives for the review of the Business and Asset Management Plans.

## **5.6 Arrangements for the Annual General Meeting (AGM)**

5.6.1 It was proposed that the AGM this year will be a hybrid meeting, given that the current Covid restrictions are lifted on public gatherings. The meeting is to take place in the office with the facility for tenant members to attend via video conference. This is consistent with the revised Rules of the Co-operative, as adopted in 2021. The date of the AGM will be 25 August 2022 at 6pm.

5.6.2 E Kerr is the longest serving member since being re-elected in 2019 and is therefore required to stand down. J McFarlane and D Riddell volunteered to stand down alongside E Kerr.

T Harvey is also required to stand down as they are a co-opted member. Board was advised they could choose to invite T Harvey to re-join as a co-opted member should T Harvey put herself forward to be a co-opted member for another year, providing the total Board membership numbers does not exceed fifteen people.

5.6.3 Members agreed the agenda for the AGM and the above members who will stand down this year.

5.6.4 It was proposed to Board that re-election of the external auditor would choose Findlay & Co to be re-appointed to members. The Co-operative has been satisfied with the current auditor's performance and level of service.

5.6.5 Board noted the above and agree to recommend the re-appointment of the current external auditors.

## **6. Housing and Technical Report**

### **6.1 Performing benchmarking – Quality Efficiency Forum results year end 2021/22**

6.1.1 P Burke presented members with the results of the Quality Efficiency Forum results for 2021/22.

6.1.2 Board noted the performance benchmarking scorecard and the excellent results for 2021/22

## **6.2 Key Performance Indicators 2022/23**

6.2.1 P Burke presented members with the KPI targets for 2022/23.

6.2.3 Board approved the KPI targets for 2022/23 and agreed for these to be incorporated into the business plan.

## **6.3 Tenant Satisfaction Survey 2022**

6.3.1 P Burke presented the upcoming Satisfaction Survey 2022 which is due to be carried out by Research Resource and invited members to suggest any appropriate amendments to the questions.

6.3.2 Board noted the survey questions with no amendments to be added.

## **6.4 Planned and Cyclical Maintenance progress report**

6.4.1 Prior to the meeting, a member asked what the difference was between the Idverde Open Space Maintenance contract in 4.4 of the report and IAS Landscape Open Space Maintenance at Appendix 1.

6.4.2 P Burke provided members with an explanation on the difference between both contracts.

6.4.3 Members noted the update on the Planned and Cyclical Maintenance programmes for 2022/23.

K Watt left the meeting at 18:47

## **7. Policy review**

7.1.1 P Burke presented the Neighbours Disputes and Anti-social Behaviour Policy that was reviewed and consulted with tenants. The policy was also reviewed by Glasgow City Council's Anti-Social Behaviour Team. They made comment on a legislative change subsequently the query was passed to our solicitor for comment however, this has still to be received.

7.1.2 Members were asked to approve the policy and agree for the legislative amendment, if required, be amended.

7.1.3 Members approved the Neighbours Disputes and Anti-social Behaviour Policy pending the legislative amendment.

7.1.4 P Burke presented the Asbestos Management System policy reviewed by ACS Health and Safety consultants.

7.1.5 Members approved the Asbestos Management System policy.

## **8. Governance**

### **8.1 Membership Report**

8.1.1 A member highlighted that there appeared to be a duplicate member on the report.

8.1.2 P Burke advised this will be reviewed and an update provided at the next meeting.

8.1.3 Board approved 26 prospective members and 3 share certificates.

### **8.2 Ethical Conduct and Notifiable Events**

8.2.1 There were no ethical conduct or notifiable events to report to the Board.

## **9. Audit, Risk and Staffing sub-Committee**

9.1 There were no sub-Committee meetings to report

## **10. Any Other Competent Business**

### **10.1 Planned Maintenance Programme**

10.1.2 P Burke highlighted to members that there are legislative issues identified regarding requirements to fit new distribution boards (metal clad) and main isolator switches as part of planned maintenance bathroom replacement programs.

10.1.3 P Burke advised the cost for this would be approximately £15,500 based on 31 properties, however, is hopeful that all boards may not be replaced depending on the type of existing boards in the properties.

10.1.4 Members will be provided with an update on the position of numbers and cost at a future meeting.

10.1.5 Members approved the costs for effective properties within the current programme with £15,500 being the maximum additional cost.

## **10.2 Letter from Scottish Government – Zero Emissions Social Housing Taskforce (ZEST) report**

10.2.1 Members were provided with a copy of the letter and asked to note the content regarding the Energy Efficiency Standard for Social Housing 2 not aligning with net zero. A review of EESSH 2 will commence this year for completion 2023. Therefore, EESSH 2025 (EPCs Band C and above) and EESSH 2032 (EPCs Band B and above) milestones are on hold until the review is complete.

10.2.2 Members noted the contents of the letter and the update on the ZEST report.

C Devlin left the meeting at 19:12 due to agenda item 10.3 being of a confidential nature.

## **10.3 Staffing Matters – confidential**

10.4.1 Staffing Matters- confidential. Please refer to the confidential minute

## **10.4 Scottish Housing Regulator (SHR)**

10.4.1 P Burke advised members that she received a call from Paula Thomson, from the SHR who advised that SHR have reviewed their portfolios and it has been decided to appoint a new Regulation Manager and Analyst to the Co-operative from 1 July 2022.

10.4.2 The new Regulation Manager will be Stephen Lalley and the Regulation Analyst will be Sylvia Ward. An induction meeting will be arranged over the coming month.

10.4.3 Members noted the changes to the above.

## **11. Date of next meeting**

11.1 The next Board meeting will take place on Tuesday 09 August 2022 at 6.00pm using hybrid model.

The meeting closed at 19:19pm