

Minutes of the Management Board meeting held on Tuesday 25 October 2022 at 6.00pm at 4 Kinclaven Avenue, Drumchapel, Glasgow G15 7SP. Hybrid meeting using ZOOM Video Communications.

Present: David O'Hara (Chair)
Josephine Barnshaw (Secretary)
Joan McFarlane (Vice Chair)
Helen Eakin
Kayleigh Watt
Elspeth Kerr
Kelvin Nubor

In attendance: Pauline Burke, Director
Jacqueline McGoran, Finance and Corporate Services Manager
Marisa McCarthy, Senior Housing Officer
Anne Smith Corporate Services & Finance Officer (minute taker)
Lorna Shaw, Research Resource – Agenda item 5.1

Prior to the start of the meeting, D O'Hara requested members bring agenda item 5.1 to the top of the agenda. D O'Hara welcomed Lorna Shaw, of Research Resource, who attended the meeting via Zoom video conferencing.

Lorna Shaw left the meeting after delivering her presentation.

1. Apologies

- 1.1 Apologies were received from M Bowie, V Ogar.
D Riddle was absent without apologies

2. Declaration of interest

- 2.1 H Eakin declared an interest in agenda item 8.1. There was also a prospective member connected to C Meiklejohn, Housing Officer at agenda item 8.1

3(i) Minute of the previous meeting

- 3(ii) The minute of the meeting held on 13 September 2022 was proposed by J McFarlane and seconded by J Barnshaw. There were no corrections to the Minute.

3.1 Meeting Action List 2022/23

- 3.1.1 P Burke presented the meeting action list for 2022/23 and advised members that the donation to the Asian Forum for their community event in October 2022 remained outstanding. E Kerr advised that the Asian Forum group intended to carry out various activities within the community. Board agreed that the donation could be used to support any future events provided by the group.
- 3.1.2 Members approved the meeting action list.

4. Matters arising

- 4.1 Management Board were informed of two matters arising. James Frame, Board Member has resigned with immediate effect for personal reasons. Board approved his resignation.
- 4.2 Alexander Kerr, a tenant of the Co-Operative has applied to become a member of the Board as a casual vacancy, arising from James Frame resignation. Board approved his application to fill the casual vacancy.

5. Director's Report

5.1 Tenants Satisfaction Survey 2022/23

- 5.1.1 L Shaw from Research Resource, the organisation commissioned by the Co-operative to carry out an independent tenant satisfaction survey, presented the findings of the survey to the Board
- 5.1.2 In total 215 interviews were carried out with tenants spread across the Co-operative's stock.
- 5.1.3 The overview of satisfaction results showed that levels of satisfaction had remained much the same as the 2019 survey with the exceptions of overall satisfaction (-6%), repairs satisfaction (-7%) and quality of homes (-7%). L Shaw advised that these results were much in line with what Research Resource were seeing in other housing providers survey results and the

thought behind this was tenants as a result of the impact of covid restrictions were spending more time in their homes.

5.1.4 L Shaw then presented to the Board a table showing the benchmarking of change in satisfaction by forty organisations. This showed in some areas namely, keeping tenants informed and opportunities to participate, the Co-operative had performed very well. Overall, the Co-operative's results were very much in line with the average change benchmarked in the table.

5.1.5 After some discussion the Board approved the 2022 Tenant Satisfaction Survey.

5.2 Scottish Housing Regulator – Landlord Report 2021/22

5.2.1 P Burke presented the report to the Board

5.2.2 The Scottish Housing Regulator publishes annually all Registered Social Landlord's (RSLs) performance alongside average rents data and compares it to the Scottish average of all other RSLs.

5.2.3 The table included in the report highlights the Co-operative's performance in comparison to the Scottish average and illustrates how well we performed during the last year.

5.2.4 The Board noted that our rents are in line or lower than the Scottish average apart from 4 apt and 5+ apt size properties. Members confirmed the Management Board continue to make rent affordability a priority.

5.2.5 Board noted the contents of the report.

5.3 Payments and benefits mid-year report – April to September

5.3.1 P Burke presented the report to the Board and asked members to note the contents of the report.

5.3.2 Members noted the content of the report.

5.4 Board Induction – new members' Progress Report

5.4.1 P Burke presented the report to the Board

5.4.2 Board were advised that two new members were elected to the Management Board at the AGM on 25 August 2022. Once elected each member should complete part 1 of the induction programme, with part 2 to follow.

5.4.3 P Burke confirmed that part 1 of the induction was carried out in September for one new board member by the Corporate Services and Finance Officer with part 2 scheduled for November 2022.

5.4.4 Board noted the update.

5.5 Succession Planning report

5.5.1 P Burke presented the report to the Board.

5.5.2 An evening session was held for Board members and senior staff to discuss and agree an action plan for succession planning.

5.5.3 Key action areas were identified and are noted within the report. The main ones are (i) ensuring the Board membership does not move towards the minimum seven; (ii) ensuring the Co-operative has and in the future capable office bearers in particular the position of Chair; (iii) ensuring a mix of skills amongst Board members and (iv) to continue to recruit a mix of new and experienced Board members.

5.5.4 Board members approved the succession planning action plan.

5.6 Board Effectiveness Appraisal Action plan quarterly report

5.6.1 P Burke presented the report on the Board Effectiveness Review and the progress on the Action Plan.

5.6.2 Members noted the progress made and after some discussion the action plan was approved.

5.7 Annual Return on the Charter – Draft Tenant Report Card

5.7.1 A Smith presented the report to the Management Board.

5.7.2 A Smith informed Board that all Registered Social Landlords are required to report on their performance against the Charter outcomes and Regulatory Standards to tenants and other service users by 31 October each year.

5.7.3 The draft Tenant Report Card details the Co-operative's performance against charter outcomes and provides comparisons with the previous year's performance alongside local and national performance. It also contains tenant satisfaction data along with financial information for the year detailing the Co-operative's income and expenditure.

5.7.4 Tenant Panel members were consulted on the report, design, and layout.

5.7.5 Board approved the Tenant Report Card.

5.8 Equality and Human Rights report – Quarter 2 2022/23

5.8.1 P Burke presented the report and the progress on the Equality and Human Rights Action Plan.

5.8.2 Board noted the contents of the report and the progress made on the action plan.

5.9 Tenant and Residents Safety

5.9.1 P Burke presented the report to Board members and were asked to note the updates highlighted within the report.

5.9.2 P Burke referred members to item 5.9(i), a quote for Legionella Management Services for the office and the unit leased by Scottish Association for Mental Health.

5.9.3 Members noted the contents of the report and approved the quote for legionella services.

5.10 Short Life Working Group (SLWG) Annual Assurance Statement report

5.10.1 P Burke presented the report to Board.

5.10.2 The SLWG reviewed the evidence bank at the meeting held on 4 October 2022 and recommended the draft Annual Assurance Statement (AAS) 2022 for approval by the Management Board.

5.10.3 Since the SLWG meeting there was emergency legislation by the Scottish Government which has resulted in a rent restriction to 31 March 2023 and possibly beyond and a suspension on evictions.

5.10.4 In light of the above, a paragraph has been included in the draft AAS highlighting whilst the Co-operative is compliant with the Regulatory Standards there are concerns regarding the potential implications of the recent Scottish Government proposals and the uncertainty around these decisions in relation to the longer term sustainability of the Co-operative.

5.10.5 After some discussion, the Board approved the draft Assurance Statement at item 5.10(i).

5.10.6 Board noted the contents within the action plan at item 5.10(ii) and that none of the actions are considered as materially non-compliant.

5.10.7 Board approved the draft Annual Assurance Statement 2022 and delegated authority to the Director to submit the statement to the Scottish Housing Regulator by 31 October 2022. Board also approved the Assurance Statement Action plan.

5.11 SDM Housing Software report

5.11.1 J McGoran informed the Board that the Co-operative had received the SDM annual Software and License Support invoice which represented a 64% increase in annual costs.

5.11.2 The increase is due to a change in the way costs for the software are calculated which are detailed in the report.

5.11.3 DHCL have put their concerns in writing to SDM, who have advised that scheduled meetings will take place with SDM and Scottish Housing providers to discuss the substantial increase in costs

5.11.4 Due to time constraints of sourcing a new Housing Management system and the work involved transferring from one database to another, it was agreed that SDM would remain as the housing software provider for 2023. Going forward DHCL may look at alternative housing software providers.

5.11.5 Board approved payment to SDM.

5.12 Internet Banking access and additional card holder

5.12.1 J McGoran asked for Board approval for the Corporate Services and Finance Officer to be given delegated authority as contained in the report, namely, access to internet banking and to be an additional credit card holder. Financial regulations and procedures will be updated to reflect changes.

5.12.2 Board approved the request.

6. Housing and Technical Report

6.1 Housing Management Report – Quarter 2

- 6.1.1 M McCarthy delivered the report on Housing Management quarterly performance figures. She highlighted key areas which saw an increase or decrease in KPIs.
- 6.1.2 Rent collected increased to 103.06% due to receiving two four weekly housing benefit payment in July 2022. Gross arrears increased to 2.77%
- 6.1.3 Average days to relet increased to 17.47 days which are attributed to additional void works, resetting of meters, and changing of accounts by energy companies.
- 6.1.4 Void loss increased which has been a direct impact of increased days to re-let properties.

6.2 Bad debt report – Quarter 2

- 6.2 Board noted the contents of the Bad Debt report for quarter two and approved former tenant rent arrears totalling £6,153.66 to be written off.

6.3 Planned and Cyclical Maintenance report

- 6.3.1 P Burke updated the Board on the progress of Planned and Cyclical Maintenance.
- 6.3.2 It was reported that bathrooms, kitchen and boiler programs were complete. Window installations are still to go ahead in several properties and staff are working hard in conjunction with the contractor to gain access for those to be completed.
- 6.3.3 The Facias and Soffits programme is on hold. The Co-operative has written to Consilium Contracting Services to mutually agree to end the contract after agreeing a cost of work already completed. The remaining Lot 3 will be re-procured.
- 6.3.4 Board noted the contents of the report.

7. Policy review

7.1 P Burke presented the policy review report which included: -

(i) Environmental Information (Scotland) Regulations

(ii) Freedom of Information (Scotland) Act 2022

(iii) Whistleblowing

7.2 P Burke advised members that there were no substantive changes to the general data protection regulation policies, which were reviewed by the Data Protection Officer, Maura McAulay of RGDP.

7.3 The Whistleblowing policy had no substantive changes, the only difference was that an Equality Impact Assessment had been conducted on the policy, as per our equality and human rights action plan. No questions were raised in relation to any of the policies.

7.3 Board approved the policies at item 7.1(i), 7,1(ii) and 7.1(iii).

8. Governance

H Eakin left the meeting at this point

8.1 Membership Report

8.1.1 Board were advised that there were 61 prospective members this month and eight share certificates for approval.

8.1.2 Board approved the membership report.

H Eakin re-joined the meeting at this point

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 The minute of the Short Life Working Group meeting held on 4 October 2022 was proposed by J McFarlane and seconded by J Barnshaw. There were no corrections to the Minute. Board noted the Minute.

10.2 Scottish Housing Regulator Landlord Group invitation letter of 29 September 2022. Management Board noted letter from Scottish Housing Regulator Chair and thought it would be helpful if sector members offered to be involved.

P Burke to confirm with the Scottish Housing Regulator that the Co-operative would be interested in having their senior officer participate.

Action P Burke

10.3 P Burke informed Board a letter was received from the Scottish Government, titled Cost of Living (Tenant Protection) (Scotland) Bill and would distribute this at the end of the meeting for information.

Action P Burke

10.4 P Burke confirmed to members that EVH Pay Negotiations were ongoing however no agreement had been met.

10.5 P Burke advised members that a hard copy of the agreed DRUMCOG Training Plan was available for their information and would be handed out at the end of the meeting.

Action P Burke

10.6 P Burke was happy to announce that the new temporary Senior Maintenance Officer would assume his role on Tuesday 1 November 2022.

11. Date of next meeting

11.1 The next Board meeting will take place on Tuesday 6 December 2022 at 6.00pm in the Boardroom at Drumchapel Housing Co-operative with a zoom video conferencing option available.