

Minutes of the Management Board meeting held on Tuesday 19 April 2022 at 6.00pm at 4 Kinclaven Avenue, Drumchapel, Glasgow G15 7SP. Hybrid meeting using ZOOM Video Communications.

Ag3

Present: David O'Hara (Chair)
Andrew Loen
Elspeth Kerr
David Riddell
Josephine Barnshaw
Vincent Ogar
Joan McFarlane
Helen Eakin

In attendance: Pauline Burke, Director
Jacqueline McGoran, Senior Finance Officer
Marisa McCarthy, Senior Housing Officer
Chantelle Devlin, Minute Taker

Stuart Eglington, SE Training

1. Apologies

1.1 Apologies were received from M Bowie, K Watt and T Harvey.

2. Declaration of interest

2.1 C Devlin declared an interest at agenda item 4.0
J Barnshaw declared an interest at agenda item 8.1.

3. Minute of the previous meeting

3.1 The minute of the meeting on 01 March 2022 was proposed by J McFarlane and seconded by D Riddell. These minutes were signed by D O'Hara on the night of the meeting.

3.2 P Burke asked members to note the meeting action list 2021/2022 which reflects the actions from meetings during 2021/22. P Burke advised members that an action list will be provided under item 3.1 for each meeting for member approval going forward. Board approved meeting action list for 2021/22.

C Devlin left meeting at 18.25pm

4. Matters arising

4.1 There were three matters arising.

(i) P Burke advised members that the strategy day was being held at the Beardmore Hotel on 27 May 2022. It was discussed and agreed that C Devlin will follow up with staff/board members re dietary requirements and travel arrangements.

(ii) P Burke discussed that Board member K Watt had requested for there to be consideration given to a change in meeting dates as she cannot attend on a Tuesday due to work commitments. Subsequently K Watt contacted to say she was awaiting confirmation of a new job offer which if successful would not impact on her ability to attend future Board meetings. P Burke advised if required she would bring K Watt's request to the next meeting.

(iii) Board were advised that an offer of housing was to be made to a connected person of a staff member and in line with our Entitlements, Payments and Benefits Policy, any offer of housing due to be made under these circumstances must be approved by the Management Board. M McCarthy advised board of the detail of offer and board approved the offer of housing.

C Devlin returned to the meeting at 18:33.

5. Director's Report

5.1 Annual Board Appraisal Report and Action Plan

Due to a conflict in meetings, agenda item 5.1 was brought forward to the start of the meeting.

S Eglington presented the Annual Board Appraisal Report and Action Plan which was approved by board.

S Eglington left the meeting at 18:20.

E Kerr left the meeting at 18:22.

5.2 Board Training Plan and Attendance 2021/2022

5.2.1 P Burke presented the past year's training programme and attendance of Board members. It was highlighted that attendance at training remains to be an important condition of the Board's Code of Conduct and members were encouraged to continue attending as frequently as possible.

5.2.2 The board noted the training plan and attendance.

5.3 Entitlements Payments and Benefits

5.3.1 P Burke presented the entitlements, payments and benefits report for 2021/2022 which was noted by Board.

5.4 Strategic Objectives Progress Report 2021/2022

5.4.1 P Burke presented the Strategic Objectives Report 2021/22 to Board advising that all the tasks as per Board workplan for 2021/22 have been achieved.

5.4.2 Two policy reviews for Neighbour Disputes & Anti-social Behaviour and Information Communication Technology Strategy were not carried out. These have been incorporated into the workplan for 2022/2023

5.4.3 Board were advised the Co-operative has made progress with rent affordability having had a 0% rent increase in 2021/22 and then 2.1% rent increase for 2022/23. Consultants NorthStar have been engaged to look at rent restructuring with the review now in progress and tenants currently being consulted.

5.4.4 Good progress have been made in most areas in Business plan apart from Climate Change Emergency and Working towards the Energy Efficiency for Social Housing 2 due to staff capacity.

5.5 Nationwide one-year fixed rate deposit maturity

5.5.1 J McGoran presented the report to retrospectively request approval from the Management Board on maturity of Nationwide one-year fixed rate saver to transfer funds of £546,823.02 to Nationwide Building Society Business 35 Day Saver Account Deposit and upon acceptance by Royal Bank of Scotland, transfer funds to RBS 1-year fixed rate saver. Board approved the request.

5.6 Scottish Housing Regulator Engagement plan 2022/23

5.6.1 P Burke advised Board that formal notification of the Scottish Housing Regulator (SHR) Engagement plan was published Thursday 31 March 2022. The Co-operative's Regulatory Status is Compliant, a copy of the engagement plan was included with papers. Board noted the engagement plan for 2022/23.

5.7 External Audit – Pre-Audit programme

5.7.1 J McGoran presented Findlay & Co chartered accountants pre audit memo for the external audit due to commence Monday 6 June 2022. Board approved the pre audit memo.

5.8 Five-year financial projections for submission to Scottish Housing Regulator (SHR)

5.8.1 J McGoran presented the main assumptions used in the five-year financial projections.

5.8.2 The projections and ratios demonstrate a positive financial outlook.

5.8.3 Ratios illustrate that the business objectives over the period continue to be fully funded and that the Co-operative operates from a strong asset base.

5.8.4 Sensitivities ran over the period demonstrate the Co-operative's ability to withstand series of negative and combined negative scenarios.

5.8.5 Board approved the submission of five-year financial projections to SHR.

6. Housing and Technical Report

6.1 Annual Complaints Report

6.1.1 M McCarthy presented the annual complaints report, 55 stage one complaints were received four of which were upheld. There were no Stage 2 complaints. The majority of complaints related to the quality of service or work in relation to repairs/maintenance and environmental issues. Board asked for some examples which were given and along with resolutions which led to discussion.

6.1.2 Board noted the annual complaints report.

6.2 Approved Contractors for 2022/23

6.2.1 J McGoran presented the Approved Contractors List for 2022/23.

6.2.2 Board approved the list for 2022/23.

6.3 Planned maintenance progress report

6.3.1 P Burke presented the planned maintenance report to update the board on progress to date. Board members were asked to note the contents of the report in connection with the planned maintenance programme 2021/22 and approve the Director to further explore the opportunity to negotiate with MCN (Scotland) Ltd to replace L & D Plumbing & Tiling Ltd for Kitchen and boiler replacement 2022/23.

6.4 Former tenant credit write off

6.4.1 M McCarthy advised Board that due to an administrative error a credit write off was duplicated within the report to the value of £72.87 presented to Board Meeting for approval on 1 March 2022 and was discovered prior to the processing of approved credit write offs. Board members noted the reduction in former tenant credit write-offs as approved by Board on 1 March 2022 from £927.82 to £854.95

6.5 Performance Exceptions Report

6.5.1 M McCarthy presented to Board the exceptions report to 31 March 2022. Offers refused at 31 March 2022 had risen to 29.63% from 26.09% at 28 February 2022. Board were advised of offer numbers and refusal reasons.

6.5.2 Board noted the performance exceptions report.

7. Policy review

7.1 Policy Review report

7.1.1 P Burke advised the Board that it had only come to light today that due to a technical issue with the website that both EVH Health & Safety Control manual and Health & Safety Landlord Safety manual had not uploaded into members area portal. Board were advised that the policies would be put on the agenda

for the May 2022 meeting allowing members to have time to review the manuals prior to approval.

8. Governance

J Barnshaw left the meeting at 19:00 due to a declaration of interest

8.1 Membership Report

8.1.1 Board approved 62 prospective members and three share certificates.

J Barnshaw returned to the meeting at 19:05

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

Due to staffing matters of a confidential nature, Marisa McCarthy, Chantelle Devlin and Jackie McGoran left meeting at 19:10

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

11. Date of next meeting

11.1 The next Board meeting will take place on Tuesday 24 May 2022 at 6.00pm using hybrid model.

The meeting closed at 19:30pm