

**Minutes of the Board Meeting
held on Wednesday 24 May 2023 at 6pm
in person in The McGinlay Suite at the Association's offices**

Present (in person attendees):

Simon Gaunt, Chairperson (SG)
Patricia Gallagher
Fiona Koroma
Michael Smith
Johnson Ayorinde
Emma Brown

Absent:

Kimberley Barker

In attendance:

Nicola Logan, Chief Executive (NL)
Donald Weir, Technical Director (DW)
Kirsty Wilson, Housing Services Director (KW)
Catherine Sloey, Corporate Services Assistant (CS) (Minutes)

Welcome

The Chairperson welcomed everyone to the meeting and thanked them for attending. He asked everyone to introduce themselves.

Emma Brown (EB) was asked to leave the meeting to allow the Board to discuss her application to become a Board Member of the Association. After a brief discussion, the Board unanimously **agreed** to offer EB a casual vacancy place on the Board. As per the Association's Rules, EB will be asked to stand down at the AGM in September and stand for re-election to the Board.

It was **noted** that EB was an existing shareholder of the Association. As part of her induction, NL would meet EB next week.

EB rejoined the meeting and accepted the offer of a casual vacancy place on the Board. The Chairperson welcomed EB as a new Board Member of the Association.

New Appointment – Chief Executive Officer (CEO)

SG was delighted to advise that, after an extensive selection process, NL had been appointed as the new CEO of Glen Oaks Housing Association. The interview panel unanimously agreed that she was the best candidate and offered an element of continuity for the Board. In addition, NL had a lot of exciting ideas to help take the organisation forward. SG added that until a new Finance Director was appointed, NL would cover both roles.

NL thanked SG and advised that she was looking forward to her new role and working with the Board.

1 **Apologies and Declarations of Interest** (including agenda item to which this refers)

Apologies:

Apologies were received from Board Members Kerry Clayton, Allan Edgar and Helen Gracie.

Declarations of Interest:

There were no Declarations of Interest.

2 **Health & Safety Report**

DW spoke to his report and highlighted key issues within the report. The Board **noted** the Health & Safety Report.

3 **Minutes of Previous Board Meeting**

(1) Decisions taken between meetings

Nothing to report.

(2) Board Meeting 29 March 2023

A Board Member requested that items not discussed at the meeting required to be **noted** as carried forward to a future meeting: (14.2) Draft Procurement Policy and (19.1) Timescale responding to complaints.

The Minutes of the previous meeting were approved.

(3) Matters Arising 29 March 2023: Actions/Decisions

The Board **noted** the Actions report and discussed the following points:

- **Electrical Servicing:** *completed.*
- **Fire Drill Discussion at Meeting on 29.03.23:** In relation to the discussion regarding locks on fire exits, it was **agreed** that DW to progress this item as a priority action, by end of June, and explore possibility of ordering a new door.

- **Project Overview (Communication Regeneration Strategy):** Survey postponed to July 2023 to avoid survey fatigue.
- **Money Matters:** Update to be given at the June Housing, Technical and Health and Safety Sub-Committee meeting (HTHS).
- **New Members HTHS:** SG confirmed that he would follow this up by end of June 2023.
- **Amendment to Dampness, Mould and Condensation Policy:** completed.
- **Viewing of Sample Windows – Open Tenants Meeting:** DW confirmed that a meeting would be set up, after 1 June, after the contractor was appointed.

The Board **noted** the Decisions report.

4 Minutes of Sub-Committees and Other Meetings

Nothing to report.

5.1 Chief Executive's Report / Presentation

PowerPoint Presentation

NL gave a presentation on her plans and vision for the future of the organisation. SG thanked NL for her presentation.

Report

NL spoke to her report and highlighted the following issues:

New Appointment

NL was delighted to accept her new appointment and looked forward to working with Board Members in the future.

Notification – Reactive Repairs Contract

NL advised that the Notification remained open at this stage.

Annual General Meeting 2023

In accordance with Rule 39.2, NL advised that Board Members who had served the longest on the Board, since the date of their last election, were required to stand down. The longest serving Board Members were Simon Gaunt and Michael Smith.

As **Johnson Ayorinde, Allan Edgar and Fiona Koroma** had served for an equal period of time, a draw was held at the meeting to determine who would be asked to stand down. It was **noted** that **Allan Edgar's** name was drawn, therefore, he would be asked to stand down at the AGM.

NL advised Board that due to work commitments, David McDonald had submitted his resignation on 21 May 2023. The Board **noted** his resignation.

Membership

The Board **approved** the cancellation of Share No (**See Confidential Minute**).

August Board Meeting – Date Change

The Board **approved** the new date of 30 August 2023.

Board Strategy Event

A brief discussion took place on the proposed dates of Friday 1 September to Saturday 2 September 2023.

As some Board Members could not attend on both days, it was agreed that, depending on final numbers, NL would decide on whether to hold the session over one day or two. NL **agreed** to update the Board on her recommendation.

Customer Service Excellence

NL was pleased to advise that the Association achieved the Standard with five compliance plusses. However, there was a partial compliance relating to the response time set out in the Customer Service Standards. NL advised that this would be reviewed over the next month. She added that it was her intention to have the timescales for Standards publicised on the website.

Board Training (June Board Meeting)

As the DPO would be presenting a short update on GDPR at the June Board meeting, NL proposed an earlier start time of **5.45pm**. She also mentioned that Olwyn Gaffney (Share) would provide a report on Board Appraisals.

The Board **agreed** the new start time.

Format of Board Agenda

NL reported that she had revised the current format making it more streamlined. It was hoped that this would allow extra time to discuss strategic matters.

SG added that the performance reports within the papers were for information only and would not be discussed at meetings. However, any comments from Board could be added via Decision Time.

SG asked if Board had any questions on NL's presentation/report.

Referring to the master plan within NL's presentation, a Board Member suggested including opportunities available. In addition, keep properties at mid-market range as affordability was essential.

A brief discussion took place on the above suggestions. It was **noted** that future planning would be part of the discussions at the Strategy session.

SG thanked NL for her presentation and report.

5.2 Reactive Repairs Update

The Board **noted** the update on Reactive Repairs.

5.3 Garden Care Scheme

Following the last Board meeting, DW provided an update on the review of the Garden Care Scheme. He mentioned that tenants had been notified that the organisation was carrying out a review of the scheme.

5.4 Lettings Plan 2023-24

KW spoke to her report and highlighted some key points.

To ensure good governance, a Board Member asked KW to consider the wording of reports in future to ensure that it was clear that decision was to be taken by the Board rather than being imposed on them by GCC.

KW took this feedback on board and recognised that more appropriate word choice could have been used.

The Board **approved** the Lettings Plan for 2023-24, accepting the increase from 40% to 50% of lets to homeless.

6 Scottish Housing Regulator Returns

(i) Annual Return on the Charter (ARC)

A short discussion took place on performance figures.

KW noted the deterioration in value for money figures. The Board were advised that the return was based on response to this question when asked during the rent consultation survey, which received a poorer response rate in comparison to the 3-yearly satisfaction survey.

It was **agreed** that KW will check the guidance notes for reporting before submitting the return.

In relation to the tenancy offers refused, KW advised the Association's figures were very transparent. She commented that various new approaches were tried to reduce refusals, however, to no avail.

Board were also advised that a review of the waiting list was underway. A Board Member suggested that if not already done so, that this was noted in the ARC return.

The Board **approved** the ARC Return subject to checking the guidance on the satisfaction survey.

(ii) Five-Year Financial Projections

The Board **approved** the Five-Year Financial Projections for submission to the Regulator.

(iii) Loan Portfolio Return

NL reported that the balances and Covenant compliance had been updated as at 31.03.23.

The Board **approved** the Loan Portfolio Return.

(iv) Stock Report

NL highlighted that there was no increase to the rent figure.

The Board **approved** the Stock report.

6.2 Strategy and Development Funding Plan

The Strategy and Development Funding Plan (SDFP) was presented to the Board by DW for information and no decisions were required by Board Members. DW to continue to progress with the plan.

6.3 Management Accounts to 31 March 2023

The Board **approved** the Management Accounts to 31.03.23.

7 Performance Reports (for information)

7.1 Risk Management

The Board **noted** the Risk Management report.

7.2 Quarterly Business Plan Review

The Board **noted** the Quarterly Business Plan Review.

7.3 Complaints Report

The Board suggested changing the colour (red) of the report. NL **agreed** to review the colour.

The Board **noted** the Complaints report.

7.4 Board Attendance

The Board **noted** the Attendance report

7.5 Charitable Donations

The Board **noted** the Charitable Donations report.

7.6 Estate Management Progress

The Board **noted** the Estate Management Progress report.

8.0 Assurance Statement

NL commented that she had altered the programme and would review the format.

9.0 Policy Review

(1) Revised Policy Schedule

NL reported that the revised schedule would, hopefully, reduce the number of policies presented to Board and streamline the process. Additional strategy documents would be introduced over the coming months.

As the Vice Chair had a particular interest in this area, SG suggested that NL kept her updated.

The Board **approved** the Revised Policy Schedule.

(2) Governance Framework

The Board **approved** the Governance Framework.

(3) Governance Handbook

The Board **approved** the Governance Handbook.

10.0 Report back from Meetings/Conferences Attended

Nothing to report.

11.0 Any Other Competent Business

11.1 Internal Audit – NL asked Board if there were any comments, they would like her to feedback to the Auditor.

Performance Reports – comments raised on the use of the colour red and review the use of the smiley faces.

11.2 Board Attendance - SG reminded Board to confirm their attendance by using Decision Time.

12.0 Date and Time of Next Meeting

The next Board meeting is scheduled to take place on 28 June 2023 at **5.45pm**.