

**Minutes of the Board Meeting held on
Wednesday 25 November 2020 at 6pm
via Zoom video conferencing**

Present:

S. Gaunt - Chairperson (SG)
J. Ayorinde
K. Clayton
M. Flaherty
H. Gracie
A. Louden
M. Smith

In Attendance:

A. McKee, Chief Executive (AM)
N. Logan, Finance Director (NL)
J. Murray, Housing Services Director (JM)
D. Weir, Technical Director (DW)
P. Bridges, Corporate Services Officer (Minutes)

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

Apologies:

Apologies were **noted** on behalf of Board Members K. Barker, A. Edgar, E. Gotowicz, F. Koroma and M. Overthrow. P. McGinlay MBE is currently on leave of absence.

Declarations of Interest:

Nothing to report.

2. COVID-19 Update

AM advised that the staff team continues to work from home, with the exception of a small number of staff who are attending the office to carry out specific tasks (lettings, void inspections, repairs, IT). Some staff members have also been permitted to work in the office occasionally for wellbeing purposes.

The Corporate Management Team recently reviewed the Scottish Government's new arrangements for increased restrictions and agreed to carry on working as before.

DW is meeting with City Building tomorrow to determine whether any changes need to be made to our procedure for managing voids. AM added that the CMT believes that it's important for the Association to continue to let properties where possible. Glen Oaks currently has 30 voids, with approximately 14 new voids being created every month.

AM confirmed that staff who are working from the office are following all of the necessary precautions. SG thanked the staff team for their continuing hard work during this difficult period.

3. Minutes of previous Board Meetings

(1) **Decisions taken between meetings** - *nothing to report.*

(2) **Board Meeting 28.10.20 & Confidential 28.10.20**

The Minutes were **approved** as an accurate record of the meeting.

(3) **Matters Arising/Tasks**

The Board **noted** the following:

Page 2, Item (3) - Minutes of Sub-Committees: The Chairperson advised that he had spoken with AM regarding the circulation of the Minutes of Board and Sub-Committee meetings. SG acknowledged the difficulties with keeping to the agreed timescale under the current restrictions. It was **agreed** that until we can return to normal working, staff should continue to make every effort to keep to the 5 working days timescale. However, if this is not achievable, then staff should endeavour to produce the Minutes as soon as possible after the meeting.

Page 3, Item 4(3) - Arden 5 Site Compound: DW advised that AS Homes did not wish to lease the site on a short-term basis.

Page 3, Item 4(6) - Approval of Bank Signatories: NL has spoken to the Relationship Manager about this and is waiting for further information.

Page 4, Item 4(10) - Board Learning & Development Plan: AM to report back to the Board at their January 2021 meeting with proposed dates for training. SG asked AM to add the dates for future training sessions to the Calendar of meetings. SG confirmed that he had received copies of the Board members' Individual Learning Statements.

Page 8, Item 18(2) - Review of Sub-Committee Performance: The Board **approved** the proposal to invite O. Gaffney and her colleague to attend the Sub-Committee meetings in December. AM will confirm the dates with O. Gaffney.

See Confidential Minute

4. Minutes of Sub-Committees and other Meetings

- (1) Housing, Technical and Health & Safety Sub-Committee 2.9.20**
- (2) Finance, Audit and Corporate Services Sub-Committee 30.9.20**

The Board **noted** the Minutes of both Sub-Committee Meetings.

(3) Strategy Event 7.11.20

The Board **noted** and **approved** the Minutes of the Strategy Event.

See Confidential Minute

5. Assurance Statement

- (1) Assurance Reports**
See Confidential Minute
- (2) Assurance Action Plan**
See Confidential Minute

(3) Draft Assurance Statement

It was **agreed** that AM should make the amendments requested by the Board before forwarding the final Assurance Statement to the Chairperson, who will sign it on behalf of the Board. The Assurance Statement will then be submitted to the Scottish Housing Regulator.

See Confidential Minute

6. Matters for Discussion / Decision

- (1) Gas Servicing**
See Confidential Minute
- (2) Review of Reactive Repairs 2016-2020**

DW advised that he had reported on this item to the Housing, Technical and Health & Safety Sub-Committee at their meeting in September 2020. DW confirmed that the Association's reactive repairs performance continues to be good with all significant targets being met.

A Board member asked if the Association expected to see an increase in the number of repairs being reported next year. DW replied that although tenants are not keen on having contractors in their homes at present as a result of the pandemic, he does not envisage carrying out more than 3 or 4 repairs per property in 2020-21.

A Board member asked if void properties had been drained down. DW confirmed that this was done as a matter of course for all void properties from October to March every year.

A Board member asked if homeless referrals from Glasgow City Council (GCC) would reduce the number of voids Glen Oaks has. JM replied that the Association is keen to increase the number of lets to homeless applicants but would not be able to achieve the required quota without an increase in referrals from GCC. GCC indicated that they would try to increase the number of referrals coming through to the Association. There had also been a discussion about the possibility of matching voids to applicants, instead of relying on referrals which can often result in no let being made.

The Board **noted** the report.

(3) Rent Consultation Progress

JM advised that following the Board's recent Strategy Event, the Rent Review booklet was forwarded to the SIG for comment. The SIG asked for some amendments which have now been incorporated and the document is ready to be issued to tenants. JM advised that the Rent Review booklet will be sent out by 4 December 2020, with responses requested by 23 December 2020.

JM highlighted the various consultation methods/options being offered to tenants, which include the opportunity to respond by post, Google form, website, Facebook, and email. Staff have also been asked to encourage feedback from tenants they are in contact with on the telephone.

A Board member asked if the Chancellor's plans to replace RPI with CPIH by 2030 would affect NL's financial projections. NL replied that the Association will plan for this over the coming years.

The Chairperson asked how the Association's proposed rent increase compared to other housing associations. JM referred to a report circulated by GWSF which indicated that Glen Oaks' proposed increase is similar to a number of other housing associations.

The Board thanked JM and **noted** the report.

7. Board Priorities

- (1) Board Training**
- (2) Rent Harmonisation**
- (3) Succession Planning and Staff Resources**
- (4) Office / Community Hub**
- (5) Tenant Communication / Transparency**

There will be no further updates on these items until next year.

8. Health & Safety

DW advised that this item had been covered by the Covid-19 Update provided to the Board at the start of the meeting.

DW added that the Internal Auditor's report on their review of the Association's approach to dealing with Health & Safety issues in relation to Covid-19 will be reported to the next meeting of the Finance, Audit and Corporate Services Sub-Committee.

The Board **noted** the report.

9. Risk Management

(i) Detailed Strategic Risk Register

NL advised that the Finance, Audit and Corporate Services Sub-Committee will be looking at the Detailed Strategic Risk Register at their meeting on 9 December 2020. NL confirmed that all risks had been reviewed, there had been no changes to the levels of the risk indicators, and staff are continuously updating the controls and assurances. The Sub-Committee will look at these in more detail.

A Board member commented that the risks were **corporate** and asked if **asset** risks should be added, e.g. the condition of specific assets because, if those assets were to fail, it could have a big impact on the Association. NL replied that this type of information is included in the departmental risk registers. NL suggested that the Decision Time module would be useful for developing this proposal, adding that the Sub-Committees could look at this in more detail.

The Board **noted** the report.

(ii) Summary Strategic Risk Register

The Board **noted** the Summary Strategic Risk Register.

10. Notifiable Events - *nothing to report.*

11. Staffing

See Confidential Minute

12. Membership

(1) Ending of Membership

The Board **approved** the cancellation of 1 shareholding membership as detailed in the report.

See Confidential Minute

13. Use of Seal - *nothing to report*

14. Policy Review

(1) Policy Register

The Board **noted** the Policy Register.

A Board member asked if the Policy folder in Decision Time's Document Library could be updated. PB will update the folder.

(2) Board Succession Plan

The Board **approved** the Board Succession Plan.

15. Community Regeneration

JM provided an update on recent funding applications, advising that the Association has applied for a total of 19 grants and had been successful with 10 applications. JM highlighted the following:

- **Connecting Scotland:** we received funding to enable us to provide 10 tablets and 10 Chromebooks for tenants.
- **IGF Fund:** we received a grant to provide a telephone befriending service for vulnerable tenants.
- **Cash for Kids:** we received £3,220 from this fund.
- **The Ripple Effect:** we applied for a grant to help establish a community garden for tenants to socialise while learning and sharing gardening skills.

JM advised that she has prepared a report on grants and funding for the Housing, Technical and Health & Safety Sub-Committee meeting next week, adding that the report is available on Decision Time for any Board member who would like to read it. In response to a request from the Board, NL will arrange for all Board members to have full access to the Sub-Committee folders on Decision Time.

JM/AM will prepare a written report on Community Regeneration for the Board meeting in January 2021, detailing funding applications and giving an update on the Workingrite project.

The Board **noted** the report.

16. Matters for Information

(1) Calendar of Board & Sub-Committee Meetings 2021

The Board **noted** the Calendar for 2021.

17. Report back from Meetings / Conferences attended - nothing to report.

18. Correspondence and Other Matters for Decision

The Board **noted** the written report. AM added that he had would circulate a letter he had received today from the Ian Brennan, Director of Regulation at the Scottish Housing Regulator, which provides updated Covid-19 guidance for Boards.

19. Any Other Competent Business

- (1) **EVH Meetings:** The Association's EVH representative (HG) asked AM if he had been notified of any EVH meetings. HG thought the meetings would have taken place on Zoom but she had not received any notifications. AM will clarify this with EVH and report back to HG.
- (2) **New Developments:** A Board member commended staff on the high standard of the new developments at Lunestone Court and Kilmuir Close.
- (3) **Access - Kilmuir Close:** A Board member asked if parking had become an issue at this development due to the narrow roads. JM replied that, as more people move into their new homes, there had been an increase in the number of complaints about parking. There are no designated parking spaces and staff are doing their best to manage the situation.
- (4) **Buy Back - Darnley:** A Board member enquired about a buy back property in Darnley. JM advised that this is part of GCC's strategy to buy back larger homes, adding that one of the criteria of this scheme is that the property must be let to a homeless applicant with a large family.
- (5) **Bonfires - Darnley:** A Board member asked if anything could be done about the damage caused by bonfires in Darnley, especially in Glen Cona Drive. The Board member advised that the grass had been burnt and there was still a lot of rubbish lying around. JM will pass this information to GCC and ask for the debris to be picked up.

AM thanked all staff involved in servicing the Board and Sub-Committee meetings during the year. AM also thanked the Board for their continuing support.

20. Date and Time of Next Meeting

- The Finance, Audit and Corporate Services Sub-Committee meeting will take place on Wednesday 2 December 2020.
- The Housing, Technical and Health & Safety Sub-Committee meeting will be held on Wednesday 9 December 2020.

The next Board meeting will take place on **Wednesday 20 January 2021** at **6pm** via Zoom.

The Chairperson thanked everyone for attending and ended the meeting by wishing the Board and staff team a happy (and safe) Christmas.

Signed:

Date: