GLEN HOUSING ASSOCIATION

BOARD OF MANAGEMENT MEETING

6.30PM - WEDNESDAY 23rd OCTOBER 2024

AGENDA

1.	**APOLOGIES & DECLARATIONS OF INTEREST**	(Report attached – *for action)*
2.	**MINUTES**	
2.1	Minute of Board of Management Meeting of 25/09/24	(Report attached – *for approval)*
2.2	Matters Arising from above Minute	
3.	**FINANCE & STAFFING MATTERS**	
3.1	Financial Report to 30/09/24	(Report attached – *for approval*)
3.2	Arrears Report to 30/09/24	(Report attached – *for info/approval*)
3.3	Mid-Year Budget Review	(Report attached – *for approval*)
4.	**GOVERNANCE**	
4.1	Annual Assurance Statement Draft	(Report attached – *for approval)*
4.2	Business Strategy Review	(Report attached –*for discussion/approval*)
4.3	Internal Audit 2023/24 Annual Reports	(Report attached – *for approval*)
5.	**HOUSING MANAGEMENT REPORTS** (July – Sep)	
5.1	Repairs Report	(Report attached – *for approval*)
5.2	Void Report	(Report attached – *for approval*)
5.3	Recharges Report	(Report attached – *for approval*)
5.4	Complaints & Compliments (Apr-Sep)	(Report attached – *for information*)
6.	**MEMBERSHIP**	
6.1	Application for Membership	(Report attached – *for approval*)
7.	**AOCB**	

GLEN HOUSING ASSOCIATION

MINUTE OF BOARD OF MANAGEMENT MEETING

WEDNESDAY 23rd OCTOBER 2024

PRESENT:	G Ross (GR) J McArthur (JMc) J Smith (JS) A Crook (AC) S Garrioch (SG) P Milne (PM)
IN ATTENDANCE:	A Dickie (AD) I Byers (IB) K Milne (KM) E Cromwell (EC), Thomson Cooper S Cuthbertson (SC)

GR opened the meeting by welcoming Shirley Cuthbertson who was in attendance as an observer with a view to joining the Board of Management.

GR referred to his recent appraisal; one item for improvement being debate at meetings is controlled better by him. With that in mind, GR reminded everyone to speak through the Chair.

GR advised that Agenda Item 4.2, Business Strategy Review, would be discussed after all other business – anticipating this may need to be continued dependent on allotted time.

1. APOLOGIES & DECLARATIONS OF INTEREST

Apologies:	T Newman (TN) B Allan (BA) I Muirhead (IM) S Thomson (ST)
Declarations of Interest:	None

2. MINUTES

2.1 <u>Minute of Board of Management Meeting of 25/09/2024</u>

The above Minute was proposed by AC, seconded by JMc and approved as a true record of the meeting with one typo amended as follows:

Item 4.4.1 – should read carbon dioxide, not monoxide.

2.2 Matters Arising from above Minute

2.2.1 Item 4.7.3 – Flexible Working Pilot

AD confirmed she had contacted EVH and was now awaiting appropriate documentation.

3. FINANCE AND STAFFING MATTERS

3.1 Financial Report to 30/09/2024

EC presented this item and referred Members to the detailed report accompanying the accounts. The accounts as presented were **approved**.

3.1.1 AC asked about the Cyclical Maintenance budget being £157k under spent to date – IB referred to Note 3 and advised as follows:

Fencing – delays due to Contractor having personal issues.

External Timber Paintwork (windows, doors, fascias, car ports) – both Association painting contractors are unable to commit to this contract. The Association is registered to access the Scottish Procurement Alliance (SPA) Public Sector Framework, but the worry is that the monetary value of this contract is not enough to interest the bigger contractors.

IB concluded he is still hopeful of sourcing an alternative contractor and catching up with the cyclical maintenance.

3.1.2 JMc referred to the Staffing Costs/Path Trainee budget heading showing an anticipated overspend at the year end and asked if this position had been filled again. AD explained that this had been an oversight on her part, whereby the allowance paid to the PATH trainee had not been stopped when they left in May. She confirmed that this has now ceased, and the recipient has been contacted to discuss an arrangement for repayment.

In terms of taking on another PATH trainee, AD confirmed this is still something the Association is keen to support, however, with the recent upheaval from various staff changes, this will not take place right away. Board will be notified when this is being pursued again.

3.1.3 Quarterly Loan Portfolio at 30/09/2024

Approved as presented.

3.2 Arrears Report at 30/09/2023

IB presented this report which was **approved.**

3.2.1 Present Tenant Arrears – IB explained that the Association's target of less than 1.25% is on the arrear due by tenants, not the total arrears figure which includes technical arrears.

3.2.2 Arrears Reconciliation to Accounts – IB explained the reason for the difference between the Total Arrears figure per Accounts (Current Assets – Rents Due) and the Total Arrears figure on the Present Tenant Arrears table.

3.2.3 Arrears Legal Action Report – of the two cases due to be called in court in October, one has already been heard – continued to monitor payments. The other is due to call, 24/10 – also likely to be continued to monitor payments.

3.2.4 Write Offs – **Approved.**

3.3 Mid Year Budget Review

AD presented this report. Each proposal was discussed fully and **approved** with the following pertinent points covered:

3.3.1 Loan Interest – drawdown dates likely to be agreed in the next couple of months – review this budget figure accordingly.

3.3.2 Legal Fees – confirmation from EC that nothing of the circa £50k legal fees incurred in arranging the loan facility with CAF can be capitalised.

3.3.3 Aids & Adaptations – JMc asked about the cut-off point for holding back on the 2 requests. IB explained that the prompt would come by way of the Scottish Government contacting us early in 2025 for an overspend/underspend projection for the financial year 2024/25.

3.3.4 Cyclical Maintenance & Major Repairs – further to earlier discussions in terms of the difficulties in sourcing a painting contractor to accommodate the external paintwork contract, AC suggested this is rolled over to next year, making it a bigger, therefore, more attractive contract. IB agreed in principle, however, he is still hopeful that this work will be caught up over the winter – a big enough contractor could turn the contract round in a couple of weeks.

In response to JMc's query, IB confirmed that the Association no longer carries out cyclical fence painting.

4. GOVERNANCE

4.1 Annual Assurance Statement (AAS) 2024

AD presented this report. Board confirmed that they were content with the compliance evidenced. **Approval** given for GR sign the AAS 2024 for submission by 31/10/24.

GR referred to last year's AAS submission, prior to which, Board Members formed a small working group with the task of re-assuring themselves that compliance could be evidenced. AD agreed that this would be formed again prior to next year's AAS submission.

4.2 Business Strategy Review

AD introduced this item, suggesting, with the depleted numbers at this meeting, it may continue on to the next meeting.

Members present agreed to work through as much as possible and carry forward as required.

4.2.1 Zero Carbon/Energy Efficiency Agenda

Much discussion and debate ensued around this Strategic Priority and with the conclusion being that the Net Zero Working Group reconvenes and meets with AD to review these operational activities – imminently.

Gain a better understanding of the issues:

Formal energy audit of both offices – AD will ask Changeworks to carry this out.

Arrange information/education events for tenants –events for those tenants on each phase of the window/door replacement programme carried out. More events to follow if grant application for retrofit of 30 properties is successful.

Rewording to – Work with contractors to help achieve net zero practices.

Establish our Base Position

Base position established with Changeworks Archetype survey – now waiting for Government to invite applications for grant funding for the retrofit properties.

New energy efficiency standards from Scottish Government – still not out.

Assess the Options

SG asked about replacing Association vehicles with electric – AD confirmed this had been investigated at the time of the recent van replacement and the cost implications meant this was not a viable option.

4.2.2 Financial Stability & Business Resilience

Seek opportunities to build

Timescales for the anticipated new build properties at Milton of Balgonie and Windygates should be amended to a C or D.

4.2.3 In terms of the Delivery Plan itself, discussion ensued on how best to update the plan, e.g. should the completed activities be removed or just moved to the bottom of each section and colour coded to show completion.

Members agreed to carry this review forward to the next meeting.

4.3 Internal Audit 2023/24 Annual Reports

AD presented this report which was **approved** with the following points raised/clarified:

Recommendations from previous Audits

4.3.1 Allocations (P61) – JMc referred to the Allocations Policy being a shared policy and asked, with whom? IB explained that parts of it are shared with FHR and as such, the finding that it should comply with new Equality and Diversity training will be addressed during the FHR review next year.

4.3.2 Responsive Repairs (P62) – GR asked why the recommendation for quotations from at least 2 suppliers where costs exceed £2000 was not taken forward. IB explained that the work involved was excessive for what transpires to be only a handful of jobs which already go through vigorous pricing checks by him or AD.

4.3.3 Allocations (P62) – IB confirmed that the notification to FHR to remove the applicant from the system was no longer a requirement in their processes, therefore this was no taken forward.

4.3.4 GR referred to the above two recommendations not taken forward and asked if the Internal Auditor might still recommend in later audits. AD explained that if they didn't agree with the Management Comments, they would encourage a re-think at the time.

AD took the opportunity to remind members that they have the contact details for Quinn Internal Audit Services Ltd should they wish to clarify anything direct with them.

5. HOUSING MANAGEMENT REPORTS

5.1 Repairs Report (July – September 2024)

IB presented this report which was **approved** as follows:

5.1.1 Contractors' Reactive Repair Response Times – IB explained that procedural changes to monitoring the repairs were being implemented over the next couple of months and response times would hopefully improve.

5.1.2 Pre-Inspections, Post Inspections etc – post inspections still under target but improving. Expect to see further improvements over the coming months.

5.2 Void Report (July – September 2024)

IB presented this report, which was **approved,** with the following discussed in detail:

5.2.1 Recommendation to set a new relet target in the 18 – 21 days region

JMc asked if the suggested new target was a recognised standard – IB explained that Board could make it what they like.

AC agreed that 11 days to relet is much more difficult with older stock.

SG asked if the target was in calendar or working days – IB confirmed, calendar.

SC asked what type of issues cause delays in relets - IB summarised as follows; contractor availability, regulatory checks, condition property left by outgoing tenant, extra levels of complexity, i.e. environmental issues left by outgoing tenant, issues with energy supply and arranging viewings with prospective tenants.

Members present agreed on a new relet target of 18 days.

5.2.2 Void Report Appendix – Aberlour, Wilmington Drive

IB referred to his report, explaining that he felt it was pertinent to update Board on the situation with the Aberlour flats.

Board expressed their disappointment that the flats had not been utilised to the full potential. AD and IB expressed their own frustrations for Aberlour as there is still a need for the accommodation, however, Social Work funding appears to be the stumbling block.

AC and JMc suggested escalating this within Social Work, perhaps including political intervention. AD/IB hoped that a report from Glen's

Board, expressing their concerns about the empty properties, might help. GR referred to the housing emergency and the conflict with the best use of these properties. SG referred members to previous discussions on these properties being used for the purpose they were built and only as a last resort, would there be a change of use.

5.3 Recharges Report (July - September 2024)

IB presented this report, which was **approved.**

5.4 Complaints & Compliments Report (April – September 2024)

AD presented this report, which was noted.

5.4.1 Due to a new reporting format, the following omissions were reported verbally:

<u>MP/MSP/COUNCILLOR REQUESTS & FOI/EIR/SAR</u>

2 x MSP enquiries – both responded to with no further action required by Glen.

3 x Freedom of Information Requests received – full release of information requested, within timescale.

1 x Environmental Information Request received – full release of information requested, within timescale.

5.4.2 AD referred to the 3 x complaints responded to out with timescale and gave assurances to Board that there was nothing of concern within the complaints, merely a resource issue causing the delay.

6. MEMBERSHIP

Board **approved** Shirley Cuthbertson be admitted to Membership of the Association.

7. AOCB

7.1 Shirley Cuthbertson confirmed her intention to now join the Board of Management, which was welcomed by all present.

7.2 GR referred to the upcoming SFHA Finance Conference and reminded those attending that he looked forward to hearing their views at the next meeting. On that note, AD to liaise with those attending re the breakout sessions, to ensure not everyone attends the same ones.

The meeting concluded at 8.40pm