GLEN HOUSING ASSOCIATION

BOARD OF MANAGEMENT MEETING

6.30PM – WEDNESDAY 24th APRIL 2024

AGENDA

1.	**APOLOGIES & DECLARATIONS OF INTEREST**	(Report attached – *for action)*
2.	**MINUTES**	
2.1	Minute of Board of Management Meeting of 20/03/24	(Report attached – *for approval)*
2.2	Matters Arising from above Minute	
3.	**FINANCE & STAFFING MATTERS**	
3.1	Financial Report to 31/03/24	(Report attached – *for approval*)
3.2	Arrears Report to 31/03/24	(Report attached – *for information*)
3.3	Finance Review Update	(Verbal Report)
3.4	Window Replacement Contract Update	(Verbal Report)
4.	**GOVERNANCE**	
4.1	Internal Audit Report • Planned Maintenance	(Report attached – *for approval)*
5.	**HOUSING MANAGEMENT REPORTS (Jan - Mar '24)**	
5.1	Repairs Report	(Report attached – *for approval*)
5.2	Void Report	(Report attached – *for approval*)
5.3	Recharges	(Report attached – *for approval*)
5.4	Complaints & Compliments	(Report attached – for approval)
5.5	Tenant Support	(Report tabled at meeting)
6.	**POLICY REVIEWS**	
6.1	Insurance Policy and Procedure	(Report attached – *for approval*)
6.2	Tenancy Sustainment	(Report attached – *for approval*)
6.3	Selection of Consultants Policy	(Report attached – for approval)
7.	**AOCB**	

GLEN HOUSING ASSOCIATION

MINUTE OF THE BOARD OF MANAGEMENT MEETING

WEDNESDAY 24th APRIL 2024

PRESENT:

Barry Allan (BA) – Meeting Chair
Isobel Muirhead (IM)
John McArthur (JMc)
Shane Garrioch (SG)
Trevor Newman (TN)
Alison Crook (AC)
P Milne (PM)
Josie Smith (JS)

IN ATTENDANCE:

T Thomson (TT), Thomson Cooper
A Dickie (AD)
I Byers (IB)
K Milne (KM)

1. APOLOGIES & DISCLOSURES OF INTEREST

Apologies: Graham Ross (GR)
Stuart Thomson (ST)

Declarations of Interest: None

2. MINUTES

2.1 Minute of Board of Management Meeting 20th March 2024

The above Minute was proposed by JMc, seconded by SG and approved as a true record of the meeting with a couple of grammatical errors corrected at Items 5.1.2 and 6.4.1.

2.2 Matters Arising from the above Minute

No matters arising.

3. FINANCE AND STAFFING MATTERS

3.1 Financial Report for the year to 31/03/2024

TT presented this item and referred Members to the detailed report accompanying the **Draft** year-end Management Accounts. The accounts as presented were **approved.**

3.1.1 Appendix 3 Maintenance & Investment Spend

AD referred to the overspend of nearly £83k at Repairs & Void Repairs which was primarily due to the replacement stair lighting project – it was fully anticipated that this would take us over budget, however the work was required and this expenditure had been approved by Board previously.

3.1.2 Statement of Financial Position

AD queried the decrease at Housing Properties which TT explained was due to Depreciation.

3.1.3 Analysis of Investment Spend

AC questioned the continual underspend in Planned Maintenance, particularly around whether there was anything we're not doing that we ought to be.

AD and IB ran through the variances:

Boilers & Heating systems – contingency only as there is no replacement programme due to the Net Zero agenda, replacing only as required. However, we know that there are approx 120 boilers at end of life so it's important to keep this contingency realistically high, as opposed to coming to Board if all 120 need to be replaced at the same time.

Bathrooms – past 6 months has seen quite a bit of progress – catching up on the programme now.

Doors & Windows – behind on this but now on track to deliver 2 phases this financial year – no reason why we won't spend quite a bit of this budget.

3.2 Arrears Report to 31/03/2024

IB presented this report. The report was noted with the following discussed/clarified:

3.2.1 Present Tenant Arrears – IB advised that the increase was primarily due to 3 tenants in larger properties not paying anything in March.

BA commended the arrears percentage of 1.3%, given the changes the team have faced; IB confirmed that Ben had indeed been relentless in pursuing payments, with Norah concentrating on catching the smaller balances before they escalated.

3.2.2 Regulatory/Government Changes/Updates – IB referred to the Eviction Moratorium and confirmed that had ended on 31st March 2024. During the moratorium, only rent arrears of more than £2250 were not affected by the ban, however, that no longer being the case, any NOPs being served now will hopefully be called at Court quicker.

3.3 Finance Review Update

AD gave a verbal report as follows:

- Further meetings with Alistair Berwick (AB) to discuss feedback he has received from Triodos and CAF.

- CAF has submitted an indicative Heads of Terms for up to £4m borrowing over 24 month period.

- Triodos have raised some queries on some of the assumptions in our Business Plan – as have CAF – IB and AD have been reviewing these and spoken with AB about addressing same (refers to some formulas that have not pulled through).

- IB carried out corrections and getting Thomson Cooper to review before returning to Triodos & CAF (via Alistair Berwick)

- Comfortable about later timescale in agreeing funds since we have adequate funds in bank to make any payments for window replacements, or any other planned maintenance costs. Don't want to rush any borrowing decisions:

    - Reflecting on how much we actually do need, and when.
    - Got works in PMP for 2024/2025 that we know we won't be doing but need to keep sight of (heating).

- Paper to May Board Meeting if possible.

- Advise SHR that we are taking a bit longer to consider best options.

- £401k RBS loan due to be cleared in June 2024

3.4 Window Replacement Contract Update

IB gave a verbal report as follows:

- Clydebuilt are progressing well with the project with between 5 and 8 properties being completed per week.
- Tenant feedback is very positive – reporting that they can feel the difference already.
- No complaints or issues with any of the teams working on the project.
- Changeworks Quality Assurance team on site every day which gives AD & IB comfort.
- Delays on a couple of jobs due to team not wanting to rush previous job, however communication between Clydebuilt/Changeworks/ Glen has been good.

PM asked about the delay with the project referred to earlier in the meeting – IB confirmed it was initially due to supply of materials but also discussion/debate about the d-MEVs – wanted to make sure we were happy with the info being given to tenants on their use/purpose.
AD added that interestingly, the material delay was down to the rosewood colour we had chosen being unusual now with everyone wanting grey exteriors.

4. GOVERNANCE

4.1 Internal Audit Report – Planned Maintenance

AD presented this report, referring members to the 2 x Priority 3 recommendations and IB's comments to same. The audit was timely in that we had just recently completed the planned maintenance programme on the HomeMaster software which the auditor had full access to.

Board **approved** this report.

5 HOUSING MANAGEMENT REPORTS

5.1 Repairs Report (Jan - Mar 2024)

IB presented this report which was **approved** with the following highlighted:

5.1.1 Item 1 – Contractor Repair Response Times - IB acknowledged the spread of trades/contractors being outwith timescales for routine repairs – for a variety of reasons; availability of materials, tenant access and poor scheduling by contractors – this is being monitored closely however, there are no major concerns to report.

5.1.2 Item 3.3 – Electrical Safety – IB confirmed that appointments had now been made by Scottish Power to fit the isolators on 26/04.

5.1.3 Item 8.2 – Tenant Satisfaction – SG referred to this tenant dissatisfaction and asked, in view of the earlier discussion about the high number of boilers reaching end of life, if Board should be prepared for more of the same. IB confirmed that this situation was mainly due to the tenant's lack of understanding about the diagnostics and process of elimination process with boiler repairs. Tenant was content after an explanation.

5.2 Void Report (Jan - Mar 2024)

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

5.2.1 AC asked if IB had any further info on the Housing Emergency declared last month – IB advised he was aware of a Fife Council working group set up to address the emergency - meeting set for the end of April but other than that, nothing further to report.

5.3 Recharges Report (Jan - Mar 2024)

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

5.4 Complaints & Compliments (Jan - Mar 2024)

AD presented this report which was noted.

5.4.1 IM referred to Item 4 – Learning/Improvement Outcomes and asked AD what improvements were being made to address the ongoing issue. AD confirmed the plan is to be more proactive in ensuring repairs timescales are met, managing tenant expectations by ensuring they are kept well informed, should there be a likelihood of delay.

5.5 Tenant Support

AD circulated a report on the support provided to tenants (via grant funding) from 1st April 2023 – 31st March 2024.

AC asked if Officers had seen needs levelling out any and IB advised that along with the grant money available, the Income Maximisation

Officer, Carolyn had also been invaluable in helping tenants navigate the benefit system.

6. POLICY REVIEWS

6.1 Insurance Policy & Procedure

AD presented this report and confirmed that the Housing Stock/Buildings Insurance policy does allow for flood risk.

Board **approved** the reviewed Insurance Policies & Procedure as presented.

6.2 Tenancy Sustainment

IB presented the reviewed Tenancy Sustainment Policy which was **approved** as presented.

6.3 Selection of Consultants Policy

IB presented the reviewed Selection of Consultants Policy which was **approved** as presented.

7. AOCB

7.1 AD advised Members of upcoming conferences and asked them to confirm to her if they were interested in attending:

EVH Annual Conference 17 – 19th May
SFHA Annual Conference 11 – 12th June

AD to forward relevant info to Members for consideration.

Meeting concluded at 7.40pm