GLEN HOUSING ASSOCIATION

BOARD OF MANAGEMENT MEETING

6.30PM – WEDNESDAY 21st AUGUST 2024

AGENDA

1.	**APOLOGIES & DECLARATIONS OF INTEREST**	(Report attached – *for action)*
2.	**MINUTES**	
2.1	Minute of Board of Management Meeting of 19/06/24	(Report attached – *for approval)*
2.2	Matters Arising from above Minute	
3.	**CORRESPONDENCE**	
4.	**FINANCE & STAFFING MATTERS**	
4.1	Financial Report to 31/07/24	(Report attached – *for approval*)
4.2	Arrears Report to 31/07/24	(Report attached – *for information*)
4.3	CAF Bank Loan	(Report attached – *for approval)*
4.4	Window/Door Replacement Programme - Phase 1 survey results - Phase 2 start	(Report attached – *for information*)
5.	**GOVERNANCE**	
5.1	Annual General Meeting - Declaration: Rules 39 & 68 - Office Bearer Succession	(Report attached – *for approval)*
5.2	Board Performance Review Results	(Report attached – *for approval*)
5.3	Fife Housing Emergency	(Report attached – *for discussion*)
5.4	Report on Audit of Health & Safety Management Systems	(Report attached – *for information)*
6.	**HOUSING MANAGEMENT REPORTS** (April – June 24)	
6.1	Repairs Report	(Report attached – *for approval*)
6.2	Void Report	(Report attached – *for approval)*
6.3	Recharges	(Report attached – *for approval)*
6.4	Complaints & Compliments	(Report to follow*)*
7.	**MEMBERSHIP**	
7.1	Withdrawal of Membership	(Report attached – *for approval*)

8. POLICY REVIEWS

8.1	Policy for Parking in Driveways/Gardens	(Report attached – *for approval*)
8.2	Erection of Fencing Policy	(Report attached – *for approval*)
8.3	Pets Policy	(Report attached – *for approval*)
8.4	Hard Flooring Policy	(Report attached – *for approval*)

9. AOCB

GLEN HOUSING ASSOCIATION

MINUTE OF BOARD OF MANAGEMENT MEETING

WEDNESDAY 21st AUGUST 2024

PRESENT:

Graham Ross (GR) - Chair
Isobel Muirhead (IM)
Josie Smith (JS)
John McArthur (JMc)
Alison Crook (AC)

IN ATTENDANCE:

Anne Dickie (AD)
Ian Byers (IB)
Karen Milne (KM)
Elaine Cromwell (EC), Thomson Cooper
Katrina Jamie (KJ), Thomson Cooper

1. APOLOGIES & DECLARATIONS OF INTEREST

Apologies:

Pat Milne (PM)
Shane Garrioch (SG)
Barry Allan (BA)
Trevor Newman (TN)

Declarations of Interest: None

2. MINUTES

2.1 Minute of Board of Management Meeting of 19/06/2024

The above Minute was proposed by AC, seconded by JMc and approved as a true record of the meeting.

2.2 Matters Arising from above Minute

No matters arising.

3. CORRESPONDENCE

Letter received from Fife Council – Agenda Item 5.3.
Nothing further of note.

4. FINANCE AND STAFFING MATTERS

4.1 Financial Report to 31/07/24

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

EC advised that whilst she had presented the financial report, it had been prepared by KJ who is doing an excellent job, taking over from Tracy Thomson.

4.1.1 AD referred Members to the Cash Summary, explaining that this had reduced greatly due to the payment for Phase 1 of the window replacement programme – this will be rectified once the first drawdown of the loan is completed.

4.2 Arrears Report to 31/07/2024

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

4.3 CAF Bank Loan

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

4.3.1 Green Loan facility – AD advised that approximately £750k of the £3.25m loan has been provisionally earmarked for the retrofit programme at Rockfield Gardens (grant dependent). AC asked if there would be penalties for not drawing this down in the event of an unsuccessful grant application – AD confirmed that the facility could be used for other work, however, would attract an interest rate of 1.4% pa as opposed to the green loan rate of 1.3% pa.

4.3.2 AD advised that Alistair Berwick (ATFS) had reviewed everything and had a couple of points for confirmation/clarification that would be raised with CAF through our solicitor – nothing fundamental to agreeing the loan facility. AD added that the solicitor is also challenging CAF's clause where they determine what constitutes a "material adverse change" – whilst worthy of the challenge, not a game changer for Glen.

4.3.3 AB has checked covenants – no threat to the Association, particularly as the intention is to use Market Value-Sitting Tenant (MV-ST) for the new security, as opposed to Existing Use Value-Social Housing (EUV-SH); MV-ST giving higher cover on the basis that the property can be sold on should the Association default on payments (but with the sitting tenant remaining in place and tenancy protected).

Jones Lang LaSalle (JLL) will carry out the additional security property valuations over the next couple of weeks – Elder Grove, Spruce Grove, Levenbank Drive, Watt Crescent and 4 houses in Chestnut Crescent and thereafter feedback to CAF's solicitors.

AD confirmed that there would be additional security released by RBS in due course now that the loan has been paid off. It was also her intention to approach Triodos to release security they hold that is no longer required by them. JMc asked AD if it would be possible for Board to receive a statement in terms of the Association's encumbered and unencumbered stock (apropos) – **AD confirmed this was readily available and agreed to present to the next Board meeting.**

4.3.4 JMc asked about the potential for failing to drawdown both loans within the requisite period without non utilisation fees, particularly in terms of the retrofit project being reliant on subsidy from the Scottish Government. AD referred to the Net Zero Heat Fund application process, confirming that as soon as the checkpoint (date to apply) is released, Glen, with assistance from Changeworks, will be in a position to submit an application.

4.3.5 Confirmation given by Board that they were content with the 4 signatories as presented: Graham Ross, Isobel Muirhead, Anne Dickie & Ian Byers.

4.3.6 JS queried the use of "Committee of Management" throughout the documents presented and AD confirmed those as the form of words CAF wished to be used.

4.4 Window & Door Replacement Programme

4.4.1 Phase 1 Survey Results

AD presented this report which was noted.

IB referred members to the survey results, adding that there were several comments provided through the survey that were not easily pulled out in report format. Giving a verbal report on the comments, he was pleased to note the positive response from the majority, with any issues reported having timeously been dealt with the by Clydebuilt. Only 2 issues remain unresolved as they are going through the formal defects process.

IM asked if a visit to a completed property could be arranged for Board. AD confirmed this would not be a problem, with IB suggesting an upcoming void in Heimdal Gardens being ideal – **AD to arrange**.

4.4.2 Phase 2 Start

Start date of 19/08/24 with target completion date of 31/10/24 – noted.

5. GOVERNANCE

5.1 Annual General Meeting

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

TN has submitted his apologies for this year's AGM.

Members agreed that consideration should be given to a prize draw for attendees, as per previous years – **AD noted.**

5.1.1 Declaration: Rules 39 & 68

Rule 39: - the 3 Members affected by this rule, this year, are JS, BA and TN. JS confirmed she is prepared to stand for re-election and BA and TN both confirmed their intention by email.

Rule 68: - noted.

5.1.2 Office Bearer Succession

Confirmation from GR and IM that they are happy to continue as Chair and Secretary, respectively.

5.2 Board Performance Review Results

GR presented this report, thanking fellow Members for their submissions.

In view of the lower numbers in attendance and in particular lack of tenant Board Member representation at this meeting, it was agreed that further discussion on the perceived performance around tenant engagement be postponed until next month.

However, that didn't stop those present discussing this with the following comments/suggestions made:

- Use the AGM to promote the various opportunities for tenant engagement. AD confirmed that she anticipated Glen's Community Worker, Céline being in attendance too.

- Members present, took cognisance of how easily they can forget the tenant engagement that does take place and agreed, to keep tenants apprised of everything the Association does, can be a full time job.

5.2.1 Chair's Appraisal

GR invited IM to present a summary of the Chair's appraisal. IM explained that she had met with GR and BA, following which, BA

drafted the summary report that she then read out. The report finished with the following statement: "A great appraisal overall"
GR thanked Members for their positive contribution to his appraisal and gave commitment to improving on the small things that were raised.

5.3 Fife Housing Emergency

AD presented this report which was discussed in great detail.

5.3.1 AD/GR attended a meeting of the Chairs/CEOs of the Fife HA Alliance on 14/08 which is summarised as follows:

- Resounding lack of support from Board for transfer-led allocations
- Kingdom HA very much want to lead on any new builds, however, there is a 44% reduction in new builds going on site which will have a massive impact in Fife on the availability of housing.
- Choice Based Lettings (CBL) – Fife Council advocating this – Alliance members don't support it as there is no evidence that it would benefit the applicants. Edinburgh City Council is presently reviewing their CBL system and actually looking at the Fife system, among others, to compare outcomes and efficiencies.

5.3.2 AD to formalise Glen's response to include the following:

- Glen will use its best endeavours to work towards the 60% target for statutory homeless allocations, however not to the detriment of the best use of stock.
- The Board of Glen will not adopt a transfer-led approach to its Allocations Policy.
- Glen has no issues with long-term voids or hard to let properties.
- Glen will allocate new build properties to both homeless and transfer applicants
- Homeless figures vary from year to year and they reflect the facts of what we were able to contribute at that point.
- Glen very unlikely to adopt an approach of allocating 2 bed properties to single applicants – healthy turnover of 1 bedroom properties.
- Glen will continue to offer incentives to assist with internal transfers where it is considered best use of stock.
- There is already a mechanism in place for low demand lets within the Fife Housing Register web site.

5.3.3 Next meeting of the Fife Housing Emergency Action Plans (HEAP) scheduled for Monday 26/08 – Tom Barclay, CEO of Kingdom will be in attendance and feed back to the FHAA members.

5.4 Report on Audit of Health & Safety Management Systems

AD presented this report which was noted.

KM confirmed the few recommended improvements on the management plan were being progressed. Board commended KM for ensuring the Association remains complaint in Health & Safety at Work.

6. HOUSING MANAGEMENT REPORTS

6.1 Repairs Report (April – June 2024)

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

6.1.1 Aids & Adaptations

AD updated Members on the current position with Aids & Adaptations grant funding. To date, no funding confirmation has been forthcoming from the Scottish Government, which is unusual, awards are ordinarily notified by late May/early June each year.

For the year 2023/24 there was an overspend of £9403 – assuming we could claim from the 2024/25 budget which has been the case in previous years.

In this current year, approximately £6000 worth of adaptation work has been carried out to date; front funded by Glen. There are a further 2 major adaptation requests amounting to approximately £20k, awaiting a decision from Glen as to whether to progress, neither are rated critical by the OT.

AD/IB asked for a view on carrying out less expensive adaptations such as grabrails/handrails, without a guarantee of grant funding – there was unanimous agreement that tenants should take precedence over budgetary constraints for these smaller adaptations. With regards to more expensive adaptations, such as wet floor showers, there was much discussion and debate, with agreement reached that whilst there is dubiety over grant funding, these requests should be brought to Board for spending decisions, as this unplanned expenditure would add to overhead costs.

AD to prepare a report for Board, including spend over the past 3 years.

6.2 Void Report (April – June 2024)

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

6.3 Recharges Report (April – June 2024)

IB presented this report, referring to the auditor's recommendations, he advised that staff would be concentrating on pursuing payment for these accounts. Board **approved** the report as presented.

6.4 Complaints & Compliments Report (April – June 2024)

AD apologised for the omission of this report – competing priorities meant it would now be presented at the next meeting.

7. MEMBERSHIP

7.1 Withdrawal of Membership

AD presented this report. Board **approved** the withdrawal of Share Certificate 164, Mr Allan Dalkin.

8. POLICY REVIEWS

8.1 Policy for Parking in Driveways/Gardens

Approved.

8.2 Erection of Fencing Policy

Approved.

8.3 Pets Policy

Approved.

8.4 Hard Flooring Policy

Approved.

9. AOCB

9.1 AD referred to the next two scheduled Board meeting dates and asked if they could both be moved a week later, i.e. 18/09 to 25/09 and 16/10 – 23/10. Those present were in agreement – AD to email the remaining members to confirm.

The meeting concluded at 8.35pm