GLEN HOUSING ASSOCIATION

BOARD OF MANAGEMENT MEETING

6.30PM – WEDNESDAY 25th SEPTEMBER 2024

AGENDA

1.	**APOLOGIES & DECLARATIONS OF INTEREST**	(Report attached – *for action)*
1a	**ELECTION OF OFFICE BEARERS**	(Report attached – *for action*)
2.	**MINUTES**	
2.1	Minute of Board of Management Meeting of 21/08/24	(Report attached – *for approval)*
2.2	Matters Arising from above Minute	
3.	**CORRESPONDENCE**	
4.	**FINANCE & STAFFING MATTERS**	
4.1	Financial Report to 31/08/24	(Report attached – *for approval*)
4.2	Arrears Report to 31/08/24	(Report attached – *for information*)
4.3	CAF Bank Loan	(Verbal Update*)*
4.4	Window/Door Replacement Programme - Removal of DMev	(Report attached – *for approval*)
4.5	Valuation Report	(Report attached – *for information*)
4.6	Aids & Adaptations Report	(Report attached – *for approval*)
4.7	Review of Flexible Working Pilot	(Report attached – *for approval*)
4.8	Procurement Report	(Report attached – *for information*)
5.	**GOVERNANCE**	
5.1	Board Performance Review Results	(Report attached – *for discussion)*
5.2	Fraud & Gift Register Sign-Off	(Report attached – *for approval)*
6.	**POLICY REVIEWS**	
6.1	Privacy Policy	(Report attached – *for approval*)
6.2	Freedom of Information Policy	(Report attached – *for approval*)
6.3	Consultants & Contractors Liquidation Policy	(Report attached – *for approval*)
7.	**AOCB**	

GLEN HOUSING ASSOCIATION

MINUTE OF BOARD OF MANAGEMENT MEETING

WEDNESDAY 25th SEPTEMBER 2024

PRESENT:	G Ross (GR) B Allan (BA) I Muirhead (IM) J Smith (JS) J McArthur (JMc) A Crook (AC) S Garrioch (SG) T Newman (TN) S Thomson (ST)
IN ATTENDANCE:	E Cromwell (EC), Thomson Cooper A Dickie (AD) I Byers (IB) K Milne (KM)

1. APOLOGIES & DECLARATIONS OF INTEREST

Apologies: P Milne (PM)

Declarations of Interest: None

GR handed over to AD to Chair Agenda Item 2.1

1a ELECTION OF OFFICE BEARERS, COMMITTEE MEMBERSHIP, FORMAL REPRESENTATIVES AND APPROVED SIGNATORIES

1a.1 Chair:

As per discussion at the August meeting, Graham Ross (GR) had confirmed his agreement to continue as Chair. No other members came forward for the positions of Chair, therefore;

GR was nominated by JMc, seconded by SG, and duly elected.

Vice Chair:

Barry Allan (BA) intimated he would be happy to stand for Vice-Chair. BA was nominated by TN, seconded by IM and duly elected.

Secretary:

Isobel Muirhead (IM) intimated her willingness to continue as Secretary. IM was nominated by AC, seconded by TN and duly elected.

AD handed over to GR to Chair the remaining Agenda

1a.2 Committee Membership:

<u>Audit Committee</u>

Current membership: Josie Smith (JS), Trevor Newman (TN), Alison Crook (AC) & Barry Allan (BA). Those in attendance confirmed their willingness to remain on the Audit Committee. No other members put themselves forward for the Audit Committee.

Committee Membership as above - **approved.**

<u>Health and Safety Committee</u>

Current membership: Isobel Muirhead (IM), Shane Garrioch (SG), Anne Dickie (AD) & Karen Milne (KM). No other members put themselves forward for the H & S Committee.

Committee Membership as above - **approved.**

1a.3 Formal Representatives

Current EVH representative – GR
Current SFHA representative - JS

Both intimated their willingness to continue. **Approved**

AD advised that representatives from SFHA are scheduled to visit Glen HA on Wednesday 23/10. Their aims are to improve service and membership engagement.

1a.4 Approved Signatories

No amendments to the current approved signatories. **Approved** as follows:

Graham Ross	In capacity as Chair
Isobel Muirhead	In capacity as Secretary
Josie Smith	In capacity as Board Member
Anne Dickie	Director
Ian Byers	Housing Manager

1a.5 Use of Seal

As per General Regulations - Secretary plus any 2 Board Members.

2. MINUTES

2.1 Minute of Board of Management Meeting of 21/08/24

The above Minute was proposed by JMc, seconded by AC and approved as a true record of the meeting with the following amendment:

BA & TN to be removed from list of members present.

2.2 Matters Arising from above Minute

2.2.1 Item 4.3.2 CAF Bank Loan

GR asked if there was any update from the solicitor in challenging CAF's clause on material adverse changes – AD advised that negotiations were ongoing – nothing further to update at this stage.

2.2.2 Item 4.4.1 – Window/Door Replacements

IB confirmed the keys for the suggested property visit had been handed into the office today and it was his intention to organise a Board visit to this property the next week. Confirmation of date and times will be emailed to all.

2.2.3 Item 5.3.3 – Fife Housing Emergency

GR asked if there was any update from Tom Barclay following his attendance at the meeting on 26/08 – AD confirmed the next Fife Housing Association Alliance meeting is scheduled for November which is likely to be when he will feed back.

3. CORRESPONDENCE

Nothing of note.

4. FINANCE AND STAFFING MATTERS

4.1 Financial Report to 31/08/24

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

4.1.1 Management Costs – Legal Fees

AD referred to the overspend of almost £8k, which relates to the legal fees for arranging the loan for the window/door replacement programme. She had hoped that some of this could be capitalised, however EC confirmed that this was not the case.

4.2 Arrears Report to 31/08/2024

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

4.2.1 Table 2 – Breakdown of Tenant Arrear by Value

IB referred to the 7 cases within the £1000 - £1999 bracket and advised that 2 cases within that bracket were creeping towards the £2000+ bracket – both with court dates at the end of October.

4.2.2 Item 9 – Regulatory/Government Changes/Updates

AC referred to the Pension Credit applications and asked IB for his thoughts on the process. IB explained that they're not as difficult as portrayed in the media, however still quite a daunting task. The shared Income Maximisation Officer, Carolyn has already carried out some home visits, with mixed aged couple applications proving quite complicated and time consuming.

4.3 CAF Bank Loan

AD gave a verbal update on the progress of the loan application.

Various negotiations ongoing, however nothing untoward.

CAF Bank has offered an interest only period of 2 years at the start of the 25-year term. Board discussed this the pros and cons of an interest only period, however, in view of repayments being factored into the Business Plan from day 1, as well as the healthy cash position of the Association, it was mutually agreed that loan repayments commence from the outset.

GR asked AD if there was an expected end date for the negotiations – AD anticipated another couple of weeks.

4.4 Window/Door Replacement Programme – Removal of DMev.

IB presented this report, which was discussed as follows:

4.4.1 IB confirmed that he had been surprised by the results of the data analysis from the Aico sensors installed – it was anticipated that the air quality would suffer from the reduced leakage from the new windows and doors, and the fans being installed were superior (on paper) to those already installed. What's transpired is, the quality of the extractor fans already fitted by Glen as standard, appear to be sufficient and there is no justification for installation of the new DMevs as part of the project.

ST asked if all house types had been monitored with the environmental sensors which IB confirmed had been the case. IB confirmed that the sensors in place are permanent and will monitor temperature, humidity and carbon dioxide levels, allowing early intervention if required.

Although the recommendation is to remove the DMev installation from the programme, future decisions can be made following further monitoring and research into alternative solutions. IB expanded on a conference he and KM had attended the previous day, where there was a presentation on IoT environmental monitoring. The company presenting has teamed up with Designer Software (Glen's housing management software provider) to facilitate residential environmental monitoring and reporting. IB has requested further information including initial outlay and ongoing costs.

4.4.2 In terms of costs, over the course of the project (308 properties), a saving of approx £115k would be made from excluding the installation of the DMevs as part of the works.

Board approved the removal of the DMev installation from the current Window and Door Programme. Tenants to be updated accordingly.

4.5 Valuation Report

AD presented this report which had been requested at last month's meeting. Board noted the content and it was requested this be presented on an annual basis – AD noted.

4.5.1 Referring to the last item on the report – Stock To Be Returned From Security – AD advised that she had already made the request to RBS but would chase this up. Request to Triodos not yet made, however, this will be progressed.

4.6 Aids & Adaptations Report

IB presented this report, with the suggestion to hold off on a Policy/Report until next month, **approved.**

4.7 Review of Flexible Working Pilot

AD presented this report which was discussed as follows:

4.7.1 GR referred to the positive feedback from staff and asked AD to if she felt the survey results could be concluded as empirical evidence to support staff opinion. AD confirmed that every member of staff was surveyed.

4.7.2 ST referred to the Association's current Attendance & Absence Management Policy, suggesting this might need reviewed to take account of potential new trigger points, i.e. to incorporate hours as well as days. AD confirmed that she would take advice from EVH on this as it was their Model Policy documentation that was in place.

4.7.3 Board **approved** the retention of this model of flexible working and AD confirmed she would now seek verification from EVH on the correct type of contract/variation to be issued to staff. AD added that this model of flexible working would not be made available to new staff until after a probationary period of 6 months, but it was hoped that this would still be an incentive for future recruitment.

4.8 Procurement Report

IB presented this report for information and agreed with the proposal to wait for the results of the internal audit on procurement procedures.

JMc suggested Board didn't need such comprehensive breakdown in expenditure – IB concluded that the auditor may have the same comment.

5. GOVERNANCE

5.1 Board Performance Review Results

AD presented this report, held back from last month's meeting in view of the number of apologies.

GR reiterated his concerns about the 2 members who felt we "could do better" under Tenant Engagement and hoped a wider discussion would either bring about some change to the perceived performance or facilitate a strategy for improvement.

Much discussion and debate ensued with the resultant decision being more action is required to address the minor concerns that the Association could be doing better.

It was suggested that staff could do better at presenting and evidencing Tenant Engagement to Board throughout the year. It was also intimated by JS that she would be happy to form part of a Tenant Engagement Working Group if that would be useful.

5.2 Fraud & Gift Register Sign-Off

5.2.a Fraud Register 01/10/23 – 18/09/24

No incidences of fraud – noted and **approved.**

5.2.b Gifts & Hospitality Register 01/10/23 – 18/09/24

No gifts or hospitality provided or received – noted and **approved.**

6. POLICY REVIEWS

KM presented the following policies which had been reviewed:

6.1 Privacy Policy

Approved, with a request from JS to have the formatting of the Policy consistent throughout implemented.

6.2 FOI & EIR Policy

Approved, with a request from JS to have the formatting of the Policy consistent throughout implemented.

6.3 Consultants & Contractors Liquidation Policy

AD presented this reviewed Policy which was **approved.**

7. AOCB

Nothing intimated to the Chair.

The meeting concluded at 7.55pm.