

**Minutes of the Board Meeting held on
Wednesday 19 February 2020 at 6pm
in The McGinlay Suite at the Association's offices**

Present:

S. Gaunt - Chairperson (SG)
K. Barker
K. Clayton
A. Edgar
M. Flaherty
E. Gotowicz
H. Gracie
F. Koroma
A. Louden
M. Overthrow
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 P. McGinlay MBE and E. McShane. Board Member J. Ayorinde did not attend the meeting.

Declarations of Interest:

Nothing to report.

- 2. Minutes of previous Board Meetings**
 - (i) Decisions taken between meetings**

Nothing to report.

- (ii) Board Meeting 22.1.20 & Confidential 22.1.20**

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

(iii) **Matters Arising/Tasks**

The Board **noted** the report.

See Confidential Minute.

3. **Minutes of Sub-Committees and other Meetings**

Nothing to report.

4. **Matters for Discussion/Decision**

(1) **Business Plan 2020-2025**

The Board **approved** the Business Plan 2020-2025 and the Business Plan Financial Appendix & Budget.

See Confidential Minute.

(2) **Business Plan Summary**

NL referred to the draft document circulated to the Board and advised that the text will be amended to make it more user-friendly. The Summary will be professionally designed before being issued to residents and published on our website.

(3) **Draft Budget for the Year to 31 March 2021**

The Board **approved** the Draft Budget for the Year to 31 March 2021.

See Confidential Minute.

(4) **Private Finance for New Build**

NL requested delegated authority for the Finance, Audit and Corporate Services (FAC) Sub-Committee to consider the quote for Treasury Advice consultancy fees. The Board **approved** the request and **granted delegated authority** to the FAC Sub-Committee.

(5) **Community Hub Group Workplan**

The Board **noted** and **approved** the workplans for both Working Groups.

See Confidential Minute.

(6) **Rent Restructure Consultation Workplan**

The Board **noted** that the timetable for consulting and implementing the Rent Restructure had been reviewed by the Service Improvement Group (SIG) at their meeting on 18 February 2020.

JM advised that the SIG are keen to be involved in developing the information leaflet to be issued to tenants. The Board **reviewed** and **approved** the timetable.

(7) Annual Review of Factoring Management Fees

The Board **discussed** the report and **approved** the proposal to increase the Factoring Management Fee for 2020-21 by 2.2%. The Board **agreed** that staff should carry out a further review during the year to ensure that Glen Oaks' factoring fees are comparable with other housing associations.

(8) Bad Debt Write-off

(i) Housing Services Department

JM asked the Board to consider delegating authority to the Housing, Technical and Health & Safety Sub-Committee to agree the write-off at their meeting on 4 March 2020. This would allow the write-off procedure to be completed by 15 March 2020 to coincide with the closure of the 2019/20 debit cycle. JM confirmed that the write-off figure would be within budget. The Board **noted** the report and **granted delegated authority** to the Housing, Technical and Health & Safety Sub-Committee to agree the write-off at their meeting on 4 March 2020.

(ii) Technical Department

The Board **noted** the report and **approved** the following:

- The write-off of the rechargeable repairs arrears detailed in the report.
- The write-off (in principle) of additional rechargeable repairs, pending decision at the Housing, Technical and Health & Safety Sub-Committee meeting.
- The write-off of one former owner's factoring arrears because it would not be economical to pursue such a small amount.

(9) Capita Licence Fee

NL referred to the report and advised that she had contacted Capita to dispute their request for an additional licence fee. Capita have now advised that they will not be pursuing this request. The Board **noted** the report.

(10) Internal and External Audit Tender

The Board **agreed to delegate** the appointment of the Internal Auditors to the Finance, Audit and Corporate Services Sub-Committee.

The Board **approved** the re-appointment of Alexander Sloan as External Auditors for a period of three years, with the option to extend the contract by a further year.

5. Health & Safety

DW confirmed that Health & Safety Training for the Board has been arranged for Wednesday 8 April 2020.

DW reported that he had just received updates from EVH and would report on these to the Housing, Technical and Health & Safety Sub-Committee in March. AM had received information about coronavirus from Positive Action in Housing which has been passed to K. Swain (Health & Safety Administrator) for distribution to staff. The information will also be displayed in the Association's reception area.

DW advised that the Finance, Audit and Corporate Services Sub-Committee would be discussing the Association's Unacceptable Behaviour Policy at their meeting next week (Internal Audit - Health & Safety).

See Confidential Minute.

The Board **noted** the Health & Safety report.

6. Assurance Statement

(i) Action Plan - updated February 2020

The Board **noted** that the majority of items in the updated Action Plan are on target. NL advised that staff would continue to monitor the Action Plan and the Board would receive regular progress reports.

(ii) 2020 Review of Regulatory Standard 4

NL advised that staff would bring one or two of the Regulatory Standards to each Board meeting for discussion. With regard to the recommendations highlighted in the report, NL advised that the new format for the Board agenda may change again in March, following the review of the Scheme of Delegated Authority. The CMT will also look at improving the layout of reports, including adding details of the relevant Regulatory Standard to each report. The Board **noted** the report.

7. Risk Management

(1) Strategic Risk Report

NL reported that the Strategic Risk Register had been reviewed and the relevant record of assurance had been updated where appropriate. NL advised that there had been no other changes. NL added that the Risk Register would be transferred to the new module in Decision Time in April. The Chairperson asked NL to add 'rent harmonisation' to the Risk Register. The Board **noted** and **approved** the Strategic Risk Register.

8. Notifiable Events

It was confirmed that the Scottish Housing Regulator had been advised that AM was now back at work. The Board **noted** the report.

9. Staffing

See Confidential Minute.

10. Membership

Nothing to report.

11. Use of Seal

The Board **noted** that the Seal had been used once since the last Board meeting to issue a share certificate.

See Confidential Minute.

12. Policy Review

(1) Policy Register

NL referred to the updated Policy Register and confirmed that 40 policies had been reviewed and approved by the Board and Sub-Committees during 2019. A Board member had a query about the Entitlements, Payments and Benefits policy. A. McKee will clarify this matter and respond to the Board member. The Board **noted** the Policy Register.

(2) Staff Settlement and Severance Policy

The Board **noted** the amendments recommended by the Association's solicitors, TC Young, and **agreed** to incorporate them into the policy. The amendments will ensure the policy complies with all regulatory requirements. The Board also **noted** that the Scheme of Delegated Authority will be updated to reflect the advice received from TC Young. The Board **approved** the Staff Settlement and Severance policy.

13. Community Regeneration

(1) Greater Pollok Properties Limited (GPPL)

See Confidential Minute.

(2) J. Gordon, Consultant

See Confidential Minute.

14. Matters for Information

(1) New Tenant Information video

Board members were very impressed by the New Tenant Information video which will be shown to new tenants as part of the sign-up process. New tenants would also be sent a link to the video to allow them to view it at home should they wish to do so. JM confirmed that the information in the video linked to the Tenant Handbook, giving a consistent message to new tenants. A Board member asked if the video could be produced in another language, e.g. Polish. JM replied that our website has a translation feature that could be used for that purpose.

(2) Calendar of Board & Sub-Committee Meetings 2020

The Board **noted** the updated Calendar of Board & Sub-Committee Meetings which included training sessions for the Board. The Board **agreed** to change the dates of the Business Plan Strategy Session (now 6 & 7 November 2020) and the November Board meeting (now 18 November 2020). The Finance, Audit and Corporate Services Sub-Committee meeting will move to Wednesday 25 November 2020. The Calendar will be revised to show the new dates.

(3) Management Accounts for the period to 31 December 2019

The Board **noted** the Management Accounts for the period to 31 December 2019.

15. Report back from Meetings/Conferences attended

Nothing to report.

17. Correspondence and Other Matters for Decision

The Board **noted** the previously circulated Correspondence report.

18. Any Other Competent Business

- (1) AM asked the Board for feedback on the Christmas Function held at Qua Italian Restaurant on 6 December 2019. The Board **agreed** that it had been a really good event. AM added that photographs from the event were on the Noticeboard.

19. Date and Time of Next Meeting

The next Board meeting will take place on **Wednesday 18 March 2020 at 6pm**. Board members are invited to attend at 5.30pm for an informal chat with A. McKee if they wish.

Signed:

Date: