

**Minutes of the Board Meeting held on  
Wednesday 22 January 2020 at 6pm  
in The McGinlay Suite at the Association's offices**

**Present:**

S. Gaunt - Chairperson (SG)  
J. Ayorinde  
K. Barker  
K. Clayton  
A. Edgar  
M. Flaherty  
E. Gotowicz  
F. Koroma  
P. McGinlay MBE  
E. McShane

**In Attendance:**

N. Logan, Acting Chief Executive/Finance Director (NL)  
J. Murray, Housing Services Director (JM)  
D. Weir, Technical Director (DW)  
M. Hutcheson, Corporate Services Manager (MH)  
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 H. Gracie, A. Louden, M. Overthrow and M. Smith. Apologies were also **noted** on behalf of the Chief Executive, A. McKee.

**Declarations of Interest:**

Nothing to report.

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

Nothing to report.

**(ii) Board Meeting 27.11.19 & Confidential 27.11.19**

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

### (iii) Matters Arising/Tasks

Page 6, Item 15(1) - *Decoration of void properties*: DW will ask the Housing, Technical and Health & Safety Sub-Committee to discuss this item further.

Page 6, Item 17(2) - *SHARE Conference*: M. Flaherty advised that she was unable to attend. **Post meeting note**: MH has booked places at the conference for K. Clayton, F. Koroma, A. Louden and M. Overthrow.

The Board **noted** the report.

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

### (ii) Housing, Technical and Health & Safety Sub-Committee 18.12.19

Page 6, Item 5(9) - *Void Maintenance Contract 2020-2025*: The Void Maintenance Contract went out to tender in November 2019. D. Weir advised that the tender process was now complete and the contract has been awarded to City Building.

The Board **noted** the minutes of the Sub-Committee.

## 4. Matters for Discussion/Decision

### (1) Chairperson's Priorities - presentation and verbal report

The Chairperson (SG) had prepared a presentation to set out his view of the priorities for the coming year.

SG advised that he has looked at the key responsibilities of his role as Chairperson. These responsibilities include ensuring that the Board works effectively and that Board members take an active role in the decision-making process. SG was pleased to note that there had been a high level of participation from Board members during the past year, with a lot of views expressed.

The Chairperson added that the ability to demonstrate the highest standards of conduct and integrity is critical to the success of the Board. The Board must implement and work to the Association's Code of Conduct for Board Members which is based on the 7 principles recognised as providing a framework for good governance:

1. **Selflessness**: Every Board member must recognise that they have a collective responsibility to support the decisions made at Board meetings.
2. **Openness**: The Board could do more in this area, especially when big decisions have been made. It is vital to be transparent and to consider the views of our tenants.

3. **Honesty:** All Board members must always act in the best interests of the Association and ensure that the Board's activities are transparent and accountable.
4. **Objectivity:** Board members must prepare effectively for meetings by reading the papers in advance of the meeting and contacting staff if they have any questions or require additional information.
5. **Integrity:** The Board must actively support and promote Glen Oaks' values. Board members should respect the opinions of others and understand and uphold the Association's policies.
6. **Accountability:** Every Board members must take responsibility for and be able to explain the Board's decisions.
7. **Leadership:** Board members must not criticise Glen Oaks in public, make inappropriate remarks or act in any way that could jeopardise the Association's good reputation.

The Chairperson spoke about leading the Board constructively, providing direction and managing meetings effectively, and asked Board members to let him know if they believe that this is not being done.

The Board then discussed several long-standing items that the Chairperson was keen to see resolved as soon as possible.

See Confidential Minute.

### **6.30pm - The Board took part in a Fire Drill.**

The Chairperson spoke about the recent change to the preparation of the minutes of Board and Sub-Committee meetings, adding that he hoped that receiving the minutes within 5 working days of each meeting would be of benefit to the Board. SG added that NL has prepared a brief presentation (under Any Other Business) asking the Board to consider buying additional Decision Time modules which would assist with the consolidation of the Association's action plans and the ongoing work in connection with the Assurance Statement.

### **(2) Rent Consultation 2020/21**

JM's report explained the consultation process and the communication methods used, and also highlighted the response rates and the feedback from tenants. The Association had consulted on 2 possible increases - 2.6% or 2.8%, with the majority (46.1%) of the tenants who responded opting for an increase of 2.8%.

The Board **approved** an increase of 2.8%.

*See Confidential Minute.*

### **Service Charges**

JM advised that, due to a change of contractor, the service charges have increased. JM confirmed that the Association pays the contractor to pull bulk items through to the front of closes for collection by Glasgow City Council. JM also confirmed that the cost is derived from the actual cost of the service and is only applied to those tenants/owners who receive the service. The service charges will be applied from March 2020.

The Board **approved** the service charges as detailed in the report.

### **Sharing Owners - Management Fee**

*See Confidential Minute.*

### **(3) Rent Restructure**

*See Confidential Minute.*

**As per paragraph 6.2 of the Standing Orders, more than two thirds of the Board present agreed to revise the decision taken at the Board meeting on 27 November 2019. Following further discussion, the Board agreed to defer the implementation of the rent restructure programme until March 2021.**

**Proposed: K. Barker**

**Seconded: K. Clayton**

### **(4) Development Report**

**Association's Offices:**

*See Confidential Minute.*

#### **Old Darnley Phase 1**

The Board **noted** that the Design Team has been appointed and is working on a planning application to be lodged with Glasgow City Council by the end of January. N. Logan will prepare a report on the options for Private Finance for the Board meeting in February.

#### **Arden Phase 5**

DW advised that the first handovers (10 houses) will take place this April. All handovers will be completed by September 2020.

### **(5) Business Plan 2020-2025**

NL advised that the preparation of the Business Plan is in progress and the final draft will be presented to the Board at the February Board meeting. NL asked the Board to agree the objectives and key measurements for the Business Plan.

The Board **agreed** to retain the objectives as detailed in the current Business Plan. The Chairperson suggested that dates should be added for all key measurements. The Board **agreed** with this proposal.

*See Confidential Minute.*

The Board **agreed** with NL's proposal to produce a summary of the Business Plan (with input from the Service Improvement Group) for publication on the Association's website.

## 5. Health & Safety

DW advised that this document was an update of the report presented to the Housing, Technical and Health & Safety Sub-Committee at their meeting in December. DW added that he will correct the report to remove the reference to attached information. A Board member asked for clarification on 'requirement not met or unknown: 2' (item 4.4 of the report). DW replied that both items were risk assessments which will be attended to by the Health and Safety Administrator.

It was **agreed** that Health & Safety training for the Board would take place on Wednesday 8 April at 6pm.

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

## 6. Assurance Statement

### (1) Action Plan

NL advised that some dates had been adjusted and some of the items noted in the Action Plan had been re-allocated. In response to a query from a Board member, MH advised that EVH did not have a standard job description for the role of Chief Executive. The Board **agreed** that this item would be discussed by the Finance, Audit and Corporate Services Sub-Committee.

The Board **noted** the updated Action Plan.

## 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 added that there had been no other changes. The Board **noted** and **approved** the Strategic Risk Register.

## 8. Notifiable Events

*See Confidential Minute.*

**9. Business Plan Quarterly Review: 1.4.19 - 31.12.19**

The Board **noted** the report.

**10. Staffing**

Nothing to report.

**11. Membership**

The Board approved one membership application.

*See Confidential Minute.*

**12. Use of Seal**

The Seal was used once to issue a share certificate.

*See Confidential Minute.*

**13. Policy Review**

Nothing to report.

**14. Community Regeneration  
(1) goConnect Evaluation**

The Board **noted** the Evaluation Report. On behalf of the Board, the Chairperson thanked JM and the goConnect team for their excellent work for the project.

**15. Matters for Information**

Nothing to report.

**16. Report back from Meetings/Conferences attended**

Nothing to report.

**17. Correspondence and Other Matters for Decision**

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

- (1) *EVH - Membership Renewal for January - December 2020*: The Board **approved** the renewal of the Association's membership of EVH for the cost detailed in the report.

**18. Any Other Competent Business**

- (1) NL asked the Board to consider extending the Decision Time software package to include the Risks and Goals modules. The Board **agreed** with this proposal for the cost detailed in the report.
- (2) The Chairperson encouraged the newer Board members to contact him during the Chief Executive's absence if they had any questions or required any additional information.
- (3) A Board member commented that they did not have up to date contact information for their colleagues on the Board. It was **agreed** to circulate a list of the personal email addresses of Board members.

**19. Date and Time of Next Meeting**

The next Board meeting will take place on **Wednesday 19 February 2020** at **6pm**. Board members are invited to attend at 5.30pm for an informal chat with A. McKee if they wish.

**Signed:** .....

**Date:** .....