

**Minutes of Shire Board Meeting Held on 27<sup>th</sup> November 2019  
at Ochiltree Community Hub, Ochiltree at 6.30 pm**

**PRESENT:** L Campbell (Chair), H Carr (Vice Chair), N Allan, S Lowrie, A Malik (Remotely), R Morris, W Paterson, A Rae, S Roberts

**CHAIR:** L Campbell

**IN ATTENDANCE:** J Munro (Director), C Donnelly (Head of Corporate Services), L Miller (Head of Customer Services), C McHardy (Senior Asset Officer), J McLelland (Minute Secretary), W Torrance (Customer Services Officer), N McMillan (Repairs Assistant), S Weir (Observer), D MacLeod (Observer), L Shaw (Research Resource)

**ABSENT:** S Murray

**The meeting commenced at 6.50pm**

**The Chair welcomed observers, D MacLeod and S Weir, and staff members, W Torrance and N McMillan, to the meeting.**

**Presentation – Results from Tenant and Owner Satisfaction Surveys**

The Chair welcomed Lorna Shaw from Research Resource to the meeting to give the presentation of results from the Satisfaction Surveys to the Management Board. Lorna highlighted areas of excellence and areas for improvement. The Chair thanked Lorna for her presentation. All Board members have been provided with a copy of the presentation for information.

(N McMillan and L Shaw left the meeting at this point)

**Formal Business commenced at 7.20pm**

Item		Action
<b>1.0</b>	<b>Formal Business</b>	
1.1	<u>Apologies</u>	
	The Board acknowledged L Murphy’s ongoing leave of absence which was approved on 26 <sup>th</sup> June 2019.	
1.2	<u>Declaration of Interest</u>	
	H Carr – advised for the purpose of transparency that he worked with the Treasury Manager from Aquila Treasury and Finance Solutions (ATFS) in a prior organisation a number of years ago. This was deemed not to be a conflict of interest.	
1.3	<u>Minutes of the Meeting Held on 30<sup>th</sup> October 2019</u>	
	The Chair presented the minute and invited comment or corrections.  <b>The Board approved the minute as a true and accurate record of the meeting of 30<sup>th</sup> October 2019.</b>	

Item		Action
1.4	<p><u>Action Plan</u></p> <ul style="list-style-type: none"> <li>- Item 2.1 26/09/18; <b>Loan Refinancing</b> The Head of Corporate Services advised that ATFS have been appointed and the SMT met with them today. [FOISA Status – Exemption under Section 33 (Commercial Interests and the Economy)] The Director has made the Scottish Housing Regulator aware that the process is underway and has confirmed with them that this is not a Notifiable Event at present.</li> <li>- Item 2.5 24/04/19; <b>Care &amp; Repair – Service Structures</b> The narrative within the Action Plan was noted.</li> <li>- Item 2.2 30/10/19; <b>Assurance Statement</b> The narrative within the Action Plan was discussed.</li> <li>- Item 3.1 27/09/17; <b>Draft ICT Policy</b> The HCOR advised that this was discussed at the meeting of the Audit Committee. The Audit Committee agreed that the Office Working Group will trial ICT Hardware options for Board. A report will be brought to Board detailing the outcome of the trial, and the costs involved, for Board decision. It was agreed that the Association will look at leasing options as well as purchasing outright.</li> </ul> <p><b>The Board noted the contents of the Action Plan</b></p>	<p><b>HCOR</b></p> <p><b>ICT/HCOR</b></p>
1.5	<p><u>Matters Arising</u> None.</p>	
1.6	<p><u>Notifiable Events</u> None.</p>	
1.7	<p><u>Membership Report</u> The Clerical Assistant presented the report to the Board who considered the application received from:</p> <ul style="list-style-type: none"> <li>• [personal details removed]</li> </ul> <p>The Director confirmed that D MacLeod would also like to be considered for co-option onto the Management Board.</p> <p><b>The Board approved the application for membership and approved the co-option of D MacLeod onto the Management Board.</b></p>	
1.8	<p><u>Health &amp; Safety Report</u> The Senior Asset Officer (SAO) presented the report and advised that no general office related Health and Safety issues have occurred since the last meeting in October 2019.</p> <p>The SAO advised that a Health and Safety audit was carried out on 28 October 2019. The findings of the report were discussed in full at the meeting of the Audit Committee. An Action Plan has been prepared which details findings from the audit and sets out timescales for the resolution of the required actions. The SAO highlighted a correction to the Action Plan; the number of completed actions should be 7 rather</p>	

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	<p>than 8. The SAO advised that he has amended the low risk manual handling finding to medium risk due to knowledge of possible existing injuries within the staff team.</p> <p>The Convenor of the Audit Committee advised that the Committee are comfortable with the actions being taken. It was also agreed that the action plan will be reviewed by the Audit Committee in 6 months. If the Audit Committee are satisfied during their review, there will be no requirement for any additional review of the areas assessed by ACS. It was noted that the Audit Committee requested staff to carry out periodic audits on policy areas not covered in the recent ACS Audit.</p> <p>The SAO confirmed that asbestos containing materials continue to be discovered as part of the rewire programme and updates will be provided as part of the quarterly Planned Maintenance Report.</p> <p><b>The Board noted the content of the Health &amp; Safety report.</b></p>	<p><b>SAO/AC</b></p>
2.0	<p><b>Items requiring a Board Decision</b></p>	
2.1	<p><u>2019 Tenant and Owner Satisfaction Results</u></p>	
	<p>The Head of Customer Services presented the report to the Board. The HCS advised that the Tenant Panel will meet in December 2019 to carry out a review and will develop the draft Action Plan to take forward areas for improvement.</p>	<p><b>TP</b></p>
	<p>The survey results will be added to the website and an article will be included in the Autumn/Winter Newsletter. A link to the owner's results will be added to 2018/19 OSM invoices.</p>	<p><b>HCOR/CA</b></p>
	<p>The HCS advised that the Association's Open Space Maintenance contractor, along with staff, will carry out estate visits in the Spring to engage with owners.</p>	
	<p><b>The Board noted the results of the Satisfaction Surveys and considered the draft Action Plan that the Tenant Panel will take forward to address the improvement areas.</b></p>	
2.2	<p><u>Newbiggin Terrace, Dalmellington – Update on Reinstatement</u></p>	
	<p>The Senior Asset Officer presented the report to Board. The SAO advised that the Association continues to liaise with neighbouring owners and deal with any requests or queries made by them quickly and sensitively.</p>	
	<p>The Board thanked the SAO for the report and the assurance that it provides in evidencing the measures being taken by the Association. A further update report will be brought to the Board in December 2019.</p>	<p><b>SAO</b></p>
	<p><b>The Board noted the updated report.</b></p>	

Item		Action
2.3	<p><u>Management Accounts – Quarter 2</u> The Head of Corporate Services presented the report to the Board and provided a summary of where the main variables to budget had arisen. A hard copy of page 2a was distributed to Board members as some of the narrative was cut off within the pack.</p> <p>The Board requested that the figure on page 2a, pertaining to the spend on EPC's, is checked as it does not seem to coincide with individual EPC costs. (Later confirmed as correct at item 2.6)</p> <p>It was agreed that the SAO will bring a report to Board in Q3, with a breakdown of costs associated with complex rewires e.g. displacement due to asbestos.</p> <p>The Board thanked the HCOR for the accurate and detailed report.</p> <p><b>The Board approved the Management Accounts for the period to 30 September 2019 and approved their submission to the Co-operative Bank to ensure compliance with loan covenant requirements.</b></p>	SAO
2.4	<p><u>Rent Increase 2020 – Consultation</u> The Head of Customer Services presented the report to the Board, which detailed 3 potential rent increase options for 2020/21. The Business Plan is based on an increase of 2%. The HCS advised that the comparative data, made up of GWSF members, shows that increases range from 1.5% to 3.8%.</p> <p>The Board expressed that they are mindful that affordability continues to be an issue for the Association's tenants. They also acknowledged that the Association has delivered "low" rent increases for 2 consecutive years and the lower options will put a strain on the 30 Year Plan. The rent consultation booklet will explain what the options approved by the Board will allow the Association to deliver. The HCS advised that the Financial Inclusion Team have analysed the data around affordability from the Satisfaction Survey in order to direct services to tenants.</p> <p>The Board felt that Board Member representation at Rent Consultation Events would prove useful. The Clerical Assistant will liaise with Board members to provide details and determine availability.</p> <p><b>Having fully discussed the options, the Board approved rent increase options 1 (2%) and 3 (1.7%) to present to tenants during consultation. The Board also approved the programme of consultation.</b></p>	CA/ BOARD
2.5	<p><u>Draft 2020/21 Budget</u> The Head of Corporate Services presented the report to the Board.</p> <p>The Director advised that the paper refers to a confidential paper which will be discussed under AOCB in a confidential session.</p>	

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	<p>The HCOR highlighted a change from the 30-year plan of up to 3 property buy backs per annum as part of the SHIP, with £30k of HAG funding and £20k allocated from the Association per property.</p> <p>The HCOR advised that a final draft budget will be presented to the Board for approval in February 2020.</p> <p><b>The Board noted the draft Budget for 2020/21.</b></p>	<b>HCOR</b>
2.6	<p><u>Planned Maintenance Report</u> The SAO presented the report to the Board and provided an update.</p> <p>The Director advised that he is hoping to arrange a visit with the Minister for Local Government, Housing and Planning to discuss the challenges the Association faces such as EESSH.</p> <p><b>The Board noted the Planned Maintenance report.</b></p>	<b>DIR</b>
3.0	<p><b>Items for Discussion</b> <u>None.</u></p>	
4.0	<p><b>Reports for Information Only</b> <u>None.</u></p>	
5.0 5.1	<p><b>Training</b> <u>Health &amp; Safety Training</u> The Director advised that Health &amp; Safety training for Board members and senior staff will be arranged shortly. It is probable that training will take place in February 2020.</p>	<b>DIR</b>
6.0	<p><b>Deferred Items</b> <u>None.</u></p>	
7.0 7.1 7.2 7.3 8.0	<p><b>AOCB</b> <u>Office Xmas Arrangements</u> The Board agreed that the office will close at 2.30pm on Friday 6<sup>th</sup> December. The Chair suggested that the Board make a contribution to the staff event. The Board agreed a contribution of £450.</p> <p><u>Venue for Future Meetings</u> The Board agreed that Ochiltree Community Hub will be used for future Board/Audit Committee meetings. It was felt that the venue fits well with the community ethos held by Association. The Clerical Assistant will make bookings for the next 12 months. The Clerical Assistant will inform Lochside House Hotel of the decision and the reasoning behind it.</p> <p><u>Confidential Staffing Update</u> See confidential minute.</p> <p><b>Date of Next Board Meeting: Wednesday 11<sup>th</sup> December 2019.</b> <b>Venue: The Fenwick Hotel at 6.30 pm.</b></p>	<b>CA</b>

Item		Action
	<p data-bbox="336 277 799 313"><b>Meeting Concluded at 9.00pm.</b></p> <p data-bbox="336 315 1273 351">I confirm this Minute is a true and accurate record of the meeting:-</p> <p data-bbox="336 423 1254 459">Chair_____</p>	