

**Minutes of Shire Board Meeting Held on 29th January 2020
at Ochiltree Community Hub, Ochiltree at 6.30 pm**

PRESENT: L Campbell (Chair), H Carr (Vice Chair), N Allan (Audit Convenor), S Lowrie, D MacLeod, A Malik (Remotely), R Morris, 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), A Black (Senior Customer Services Officer) J McLelland (Minute Secretary)

The meeting commenced at 6.30pm

Item		Action
1.0	Formal Business	
1.1	<u>Apologies</u> W Paterson.	
	The Board acknowledged S Murray’s ongoing leave of absence which was approved on 11 th December 2019.	
	In accordance with the Association’s Rules and Standing Orders, L Murphy’s leave of absence, originally approved on 26 th June 2019, was reaffirmed to continue for a second 3-month period.	
1.2	<u>Declaration of Interest</u> None.	
1.3	<u>Minutes of the Meeting Held on 11th December 2019</u>	
	The Chair presented the minute and invited comment or corrections.	
	The Board approved the minute as a true and accurate record of the meeting of 11th December 2019.	
1.4	<u>Action Plan</u>	
	- Item 2.5 24/04/19; Care & Repair – Service Structures	
	The narrative within the Action Plan was discussed and the Director advised that the contract is not yet publicly tendered.	
	- Item 7.1 30/10/19; Tender Activity	
	[FOISA Status – Exemption under Section 33 (Commercial Interests and the Economy)]	
	- Item 2.2 27/11/19; ICT Hardware	
	The Director advised that the Convenor of the Audit Committee is currently trialling a laptop. A Microsoft Surface Go has also been ordered and will be trialled once set up.	
	The Board requested that the Internal Audit Tender is added to the	HCOR

Item		Action
	Action Plan.	
	The Board noted the contents of the Action Plan	HCOR
1.5	<u>Matters Arising</u> None.	
1.6	<u>Notifiable Events</u> <u>Decorative Brickwork at Castleview Avenue, Galston</u> The Board noted the notifiable event which will be covered in more detail under Item 2.1.	
1.7	<u>Membership Report</u> None.	
1.8	<u>Health & Safety Report</u> The Senior Asset Officer (SAO) presented the report. Board noted that no general office related Health and Safety issues have occurred since the last meeting in December 2019. The SAO advised that there have been four further cases of asbestos since the report was written, one of which is notifiable to the Health and Safety Executive. Arrangements are underway for removal. The SAO advised that the Action Plan following the Health & Safety Audit continues to be actioned and updated. Patna, Fire Damaged property; Our Loss Adjuster visited the fire damaged property in Patna. A structural assessment has confirmed that the Association's property is structurally sound. The 'Notice of Removal' issued by East Ayrshire Council is still in place until the council review the impact of damage to the adjoining owner-occupied property. Association insurers are preparing a schedule of remedial work for actioning once EAC allow free access. The outcome of the investigations carried out by the Scottish Fire and Rescue Service and Police Scotland are yet to be received. Once obtained, the findings will be shared with the Board. Customer Service staff continue to liaise with the tenant, who continues to reside with parents. The SAO advised that the decorative brickwork at Castleview will be discussed under Item 2.1 The Board noted the content of the Health & Safety report.	SAO
2.0	Items requiring a Board Decision	
2.1	<u>Castleview Avenue, Galston – Notifiable Event Report</u> [FOISA Status – Exempt under Section 36 (Confidentiality)] The Director advised that removal work is now complete.	DIR

Item		Action
	<p>[FOISA Status – Exempt under Section 36 (Confidentiality)]</p> <p>The Director advised that the Regulator is comfortable with the steps taken by the Association to resolve the issue. The Regulator continues to be updated regularly. Residents will be updated of the programme of remedial work.</p> <p>The Board discussed exploring the use of drone or other technology to aid less intrusive property inspection.</p> <p>Board noted the timeous response by contractor, DM Roofing, to deal quickly with removal of piers.</p> <p>The Board noted the current position and thanked the staff team for working quickly and effectively to deal with this issue.</p>	
2.2	<p><u>Rent Consultation – Outcome and Approval</u></p> <p>The Head of Corporate Services (HCOR) presented the report to the Board. Board discussed and considered the consultation results.</p> <p>Board noted that when tenants were engaged face to face, they were able to see the benefits of the higher increase.</p> <p>The Board discussed some of the commentary around dampness or mould. The SAO advised that the Association use Airtech to carry out investigations if mould is reported. Tenants are then given advice if the issue has arisen as a result of lifestyle choices. N Allan suggested high frequency radio wave technology may be a future option to help to identify moisture.</p> <p>The Senior Customer Services Officer advised that staff will follow up on all comments where contact information has been provided.</p> <p>The Board discussed and considered the findings that most tenants (77.4%) preferred the lower increase of Option 1 - 1.7% with 16.1% preferring Option 2 – 2%. Board discussed the outcome at length and agreed that it is imperative that we demonstrate that we listen and take account of their views.</p> <p>The Board approved a 1.7% annual rent increase for 2020/21.</p>	
2.3	<p><u>Draft Flexible Working Policy</u></p> <p>The Head of Corporate Services (HCOR) presented the report to the Board.</p> <p>Following Board discussion, the HCOR will seek clarification from Addleshaw Goddard around appeals being made to the “same manager”.</p> <p>The Board approved the draft Flexible Working Policy subject to clarification from Addleshaw Goddard.</p>	HCOR

Item		Action
2.4	<u>Flexible Working Application</u> See confidential minute.	
2.5	<u>Staff Structure Review: Succession Planning</u> See confidential minute.	
2.6	<u>Newbiggin Terrace - Status Update</u> The Senior Asset officer (SAO) presented the report to the Board and confirmed that the 3 rd party Loss Adjuster has agreed with our design proposal, including energy efficiency measures to comply with building regulations. The SAO advised that the programme is currently on schedule to complete by the end of May 2020. Board will be kept regularly updated on progress. The Board noted the updated position.	SAO
3.0	Items for Discussion	
3.1	<u>Barbieston Road – Stage 2 Option Appraisal Update</u> [FOISA Status – Exemption under Section 33 (Commercial interests and the Economy)] The Board noted the contents of the report and noted the delay in finalising Stage 2.	HCS
3.2	<u>Quarter 3 Performance Report</u> The Senior Customer Services Officer (SCSO) presented the report to the Board. Board noted that former tenant arrears remain a challenge due to the impact of Universal Credit payments up to end of tenancy. The staff team continue to focus on this and are encouraging all tenants to be a month in advance to avoid falling into arrears. Board noted that the repairs and maintenance right first-time performance was particularly poor during December. The SAO advised the poor performance is being addressed with MPS Housing. As a result, complaints increased to 22 in the last quarter. Board noted that the contract is due for review next month. The Board are mindful of the risks of declining performance in the event of early re-procurement and require this to be covered in the review next month. The Board noted the Performance Update.	SAO/HCS
3.3	<u>Festive Repairs Call out Report</u> The Senior Asset Officer (SAO) presented the report to the Board. Board welcomed the reduction and low impact on service over the holiday period.	

Item		Action
3.4	<p>The Board noted the festive repairs call out report.</p> <p><u>Customer Service Report</u> The Senior Customer Services Officer (SCSO) presented the report to the Board, highlighting the Association’s continued support of local communities.</p> <p>The Chair requested that the Association includes the funds awarded from the National Lottery Fund for the Netherthird Mosaic Project in the Spring Newsletter.</p> <p>The Board expressed their wish to support and accelerate the C.A.N.I in the community project. The HCOR advised that the Association’s insurers do not have any issues with the Association’s property being reclassified as a community space. Lease templates are currently being reviewed to ensure that we do not impede access to external funding sources for the group. Board requested that the Association consult with tenants in the area. The HCS advised that there should be no issues around accessibility as the property the group are interested in is a ground floor flat.</p> <p>The Board suggested that the Association scope out any existing community groups within the Dalmellington area and have a conversation around support that we may be able to offer to them.</p> <p>The Board suggested that the Association utilises their involvement with Coalfield Community Transport and extend an invite to the C.A.N.I group to arrange a visit to a similar establishment in Rothesay. The Convenor of the Audit Committee will provide details of this establishment.</p> <p>The Board requested that the Association review what is left of the current year’s community engagement budget and consider how this could be spent.</p> <p>The Board thanked staff for the impressive work that has been carried out in our local communities.</p>	<p>CA</p> <p>SCSO</p> <p>SCSO</p> <p>SCSO/NA</p> <p>SMT</p>
4.0	<p>The Board noted the Customer Service update.</p> <p>Reports for Information Only None.</p>	
5.0 5.1	<p>Training</p> <p><u>Health & Safety Training</u> The Clerical Assistant advised that Health & Safety Training, for Board members and senior staff, will be held on 11 February 2020 at Ayrshire Housing. There will be 2 sessions – 3pm and 6pm. The CA will reissue the details to all Board members via email.</p>	<p>CA</p>
6.0	<p>Deferred Items</p>	

Item		Action
	<u>None.</u>	
7.0 7.1	AOCB <u>Board Photographs</u> The Director advised that a photographer will attend the February Board meeting to update photographs for our website.	
7.2	<u>Audit Committee Doodle Poll</u> The Head of Corporate Services requested that Audit Committee members complete the Doodle Poll to allow a date to be finalised.	
7.3	<u>H Carr</u> H Carr advised that he will be stepping down from the Board in the Spring due to relocation. The Chair thanked H Carr for his contribution and dedication to both the Board and the Audit Committee. H Carr is happy to advise of or introduce the Association to any potential Board members with financial expertise to ensure a financial skillset on the Board.	(updated as per Board Meeting 26/02/2020) HC
8.0	Date of Next Board Meeting: Wednesday 26th February 2020. Venue: Ochiltree Community Hub at 6.30pm.	
	Meeting Concluded at 9.10pm. I confirm this Minute is a true and accurate record of the meeting:-	
	Chair _____	