

**Minutes of Shire Board Meeting Held on 28 October 2020
at 6.30 pm via Microsoft Teams Application (Covid-19)**

PRESENT: H Carr, N Allan, R Irvine, D MacLeod, W Paterson, A Rae, S Roberts

CHAIR: H Carr (Vice Chair)

IN ATTENDANCE: J Munro (Director), C Donnelly (Head of Corporate Services), A McGrath (Asset Management Consultant), J McLelland (Minute Secretary) A Black (Senior Customer Services Officer)

The meeting commenced at 6.30pm

Item		Action
1.0	Formal Business	
1.1	<p><u>Apologies</u> L Campbell (Chair) and R Morris.</p> <p>The Board acknowledged A Malik’s leave of absence which was approved on 23 September 2020.</p>	
1.2	<p><u>Declaration of Interest</u> None.</p>	
1.3	<p><u>Minutes of the Meetings held on 30 September 2020</u> The Vice-Chair presented the minutes and invited comment or corrections.</p> <p>The Board approved the minutes as a true and accurate record of the meeting of 30 September 2020.</p>	
1.4	<p><u>Action Plan</u></p> <ul style="list-style-type: none"> - Item 4.3 26/06/19; Office Redevelopment Given the impact of Covid-19, it was agreed that a meeting is to be scheduled for December to allow the Working Group to consider the relevance of discussions held with consultants in March 2020. - Item 2.1 28/08/20; New Draft Model Rules The Director confirmed that the new Model Rules are ready to be submitted to the Scottish Housing Regulator (SHR) following their approval by the Financial Conduct Authority. The submission to the SHR is a Notifiable Event and will be brought to Board under Item 1.6 at November’s Board meeting. The Standing Orders will be updated to reflect the new rules. <p>The Board highlighted that there are a large number of items due in November 2020 and confirmed that they are happy for the Senior Management Team to push some items back if necessary.</p>	<p>WG</p> <p>SMT</p>

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	<p>The Board noted the contents of the Action Plan.</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 Governance Assistant presented the report to the Board highlighting the actions that will be taken to retain members and to reduce terminations under Rule 11.1.3.</p>	
	<p>The Board noted the actions that will be taken by the Association to reduce the number of terminations under Rule 11.1.3 and retain members. The Board noted that there have been no applications or terminations since the last meeting on 30 September 2020.</p>	
1.8	<p><u>Health & Safety Report</u> The Head of Corporate Services (HCOR) presented the report to the Board and advised that there have been no general office Health and Safety issues since the last report.</p> <p>The HCOR advised that an Internal Audit review of Fire Safety has been undertaken. The Audit Committee will review the final report at their meeting on 3 November 2020.</p> <p>The Director confirmed that the temporary Asset Manager has responsibility for Health and Safety administration and that this will continue to form part of the role for the new post.</p> <p>The Board noted the content of the Health & Safety report.</p>	
2.0	<p>Items requiring a Board Decision</p>	
2.1	<p><u>Quarter 2 Management Accounts</u> The Head of Corporate Services (HCOR) presented the report to the Board, highlighting the lower than budgeted costs for repair and improvement works as a result of the lockdown restrictions and staffing changes. The HCOR confirmed that next year's budget will take account of any works that are unable to be completed in 2020/21 with corresponding rephasing of work into the future.</p> <p>The HCOR advised that there are no issues regarding cash resources or loan covenants.</p> <p>As RBS require management accounts to be submitted within 45 days of the period end, the Board fully discussed permitting the HCOR to submit draft accounts to RBS prior to them being presented to Board - when the Board cycle does not allow for approval within 45 days of the</p>	

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<p>2.2</p> <p>3.0</p> <p>3.1</p>	<p>quarter end. The Board requested that staff highlight where this going to be the case and provide draft Management Accounts to Board at the same time as RBS out with the meeting cycle.</p> <p>The Board:</p> <ul style="list-style-type: none"> • Approved the Draft Management Accounts for the period to 30 September 2020. • Approved the submission of these Management Accounts to RBS. • Approved that where it is not possible to draft management accounts in time for Board in the month after quarter end, the Head of Corporate Services is permitted to submit the draft being provided to the Board to RBS in advance of the meeting, subject to this being brought to the Board's attention in advance and providing Board with a draft at the same time. <p><u>Confidential Staff H.R. Report</u> See confidential minute.</p> <p>Items for Discussion</p> <p><u>Director's Report</u> The Director presented the report to the Board.</p> <p>The Board noted that staff working in the office are adhering to the mandatory requirement to wear face coverings in the office corridors.</p> <p>The Director advised that the staff team are working hard to improve void loss performance. The Senior Customer Services Officer will provide additional detail under Item 3.3.</p> <p>The Director advised the Board that work will shortly commence on preparing tender documents for the Reactive and Void Repairs Contract, with a report being brought to Board over the next few months. The Board discussed various options regarding a Community Benefit Clause. It was agreed that this will be discussed further when the Board have been provided with additional details regarding the scope of the contract to determine the appropriate action.</p> <p>The Director advised that the Senior Management Team are revising the draft Business Plan Strategy, which they hope to present to Board in November 2020.</p> <p>The Board noted the report, particularly the ongoing impact of the Covid-19 pandemic on serviced delivery, and the Scottish Government's intention to seek a 12-month extension to the implementation of Fire Safety Regulations on the Association's housing stock.</p>	

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3.2	<p><u>Newbiggin Terrace Update</u> The Asset Management Consultant (AMC) presented the report to the Board.</p> <p>The AMC advised the Board that the project was due for completion on 30 October 2020. However, both Scottish Gas and SSE have experienced significant business disruption, delaying completion dates for power and gas installations. The AMC advised that since writing the report, a proposed handover date of 16 November 2020 has been provided.</p> <p>The AMC advised that the Sustainability Certificate has now been received and this will be shared with the Board in due course.</p> <p>The Director confirmed that the property is due to be allocated over the next week or so.</p> <p>The Board noted the updated position. A report will be brought back to Board in November, monitoring progress and issues that may arise as the project finalises.</p>	
3.3	<p><u>Customer Services Performance Report</u> The Senior Customer Services Officer (SCSO) presented the report to the Board.</p> <p>The SCSO advised that staff continue to work productively from home, with current arrears improving over the last quarter. The Board noted that the Financial Inclusion Assistant is concentrating on former tenant arrears. The Board welcomed the positive downward trend of current arrears.</p> <p>The SCSO advised the Board that enhancements to the UC portal have been successful so far, enabling the Financial Inclusion Team to closely monitor UC activity. In turn, this allows for early intervention to provide the necessary support to tenants to prevent arrears and improve tenancy sustainment.</p> <p>The SCSO highlighted that there were 40 void properties at the end of September. However, 20 properties were re-let by the end of October. Taking account of additional terminations there are currently 28 void properties to date. The Board took the opportunity to thank the Customer Services Assistant for her hard work in allocating properties.</p> <p>The Board noted that the poor repairs performance during August and September arose from the contractor having operational issues and difficulty sourcing materials. The Association have been liaising closely with Turner Property Services (TPS), who are committed to working collaboratively to improve performance and service going forward. The AMC advised that TPS are taking the issue very seriously and are aware</p>	

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3.4	<p>that their performance will form part of any tender discussions or assessment going forward.</p> <p>The Board considered and noted the Performance update.</p> <p><u>Planned Maintenance Report</u> The Asset Management Consultant (AMC) presented the report to the Board.</p> <ul style="list-style-type: none"> ➤ Rewires The AMC advised the Board that rewiring of void properties continues to progress. However, the ‘Central Belt Lockdown’ has provided additional challenges for tenants who have not yet had their property rewired. The AMC advised that options of using local community hubs are being explored to give tenants a safe space to be while work is being carried out. ➤ Roof Replacement The AMC advised the Board that the Association intend to give owners, in mixed tenure blocks where roof replacement is required, advanced notice of 6 months and a response period of 6 weeks. It was agreed that the Association will explore if there are any options available to owners, such as grants, to help with the cost. If available, the Association will provide owners with the relevant signposting. ➤ Energy Efficiency Standard for Social Housing (ESSH) The Board noted that new EPC’s will be provided for properties that have had External Wall Insulation works carried out. This should result in positive traction on ESSH figures. ➤ Castleview Avenue, Galston [FOISA Status – Exemption under Section 36 (Confidentiality)] <p>The Board noted the physical and financial progress of the Planned Improvement Programme for 2020-2021.</p>	
4.0	<p>Reports for Information Only <u>None.</u></p>	
5.0	<p>Training None.</p>	
6.0	<p>Deferred Items None.</p>	
7.0 7.1	<p>AOCB <u>EVH Representative</u> Before his departure from the Board, S Lowrie acted as EVH</p>	

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7.2	<p>representative alongside W Paterson. Any Board members interested in becoming an EVH representative are to contact the Director.</p> <p><u>Potential SHR Appointment</u> The Director advised the Board that he has been approached by the SHR who have asked him to consider becoming an appointee on the Board of a community-based housing association. The Board agreed that given current staffing and work pressures, it would be prudent not to commit to this at this time.</p>	
8.0	<p>Date of Next Board Meeting:</p> <ul style="list-style-type: none"> • Wednesday 25 November 2020 <p>Venue: Remotely on Microsoft Teams.</p> <p>Meeting Concluded at 8.00pm. I confirm this Minute is a true and accurate record of the meeting:-</p> <p>Chair _____</p>	