

**Meeting:** Minutes of Board Meeting. (Redacted)

**Meeting Date:** 24 January 2023

**Time:** 5.30pm

**Location:** MS Teams (Virtual)

**Discussion**

**Meeting Opening**

**1. Welcome & Apologies**

<b>Present</b>		<b>Staff</b>	
Liz McKenzie	Chair	David Byfield	Chief Executive (CEO) Company Secretary (CS)
Mark Ingram	Vice-Chair		
Maureen Cope	Board Member	Peter Kelly	Director of Asset Management (DAM)
Ann Marie Docherty	Board Member	Karen Fee	Director of Finance, Digital Engagement & Corporate Services (DFDCS)
Chinenye Anameje	Co-Optee	Lindsay Gemmill	Interim Director of Customer Services (IDCS)
		Michelle Hart	Finance & Corporate Manager
		Anthony Chelton	Corporate Services Officer (CSO) (MS)
		<b>In attendance</b>	
		Lorna Shaw	
		Carole Ewart	
<b>Apologies</b>		<b>Leave of Absence</b>	
Alex Warren	Board Member	Sharon Richford	Board Member
Karen McDonagh	Board Member		
Richard Mahon	Board Member		
John Duncan	Board Member		
Chukwudi Chuks-nnadi	Board Member		

**2. Declaration of Interest**

None.

**3. Declaration of Receipt and Understanding**

Members present confirmed they read and understood the contents of the Board papers.

**4. Minutes of Board Meetings for Approval**

**Minutes of Board Meeting 25 October 2022**

**Approved by: Mark Ingram**

**Seconded by: Maureen Cope**

**5. Matters Arising/ Action Sheet**

No matters arising.

Action Sheet:

**Approved by: Maureen Cope**

**Seconded by: Anne Marie Docherty**

**Items requiring a discussion/ approval**

**6. Rent Increase Consultation**

Report noted. Board acknowledged the increase in tenant response from the rent consultation, rising from 16% to 27%.

Lorna Shaw took the Board through the rent consultation feedback. Lorna noted that the response rate from tenants was high, and this showed a strong feeling amongst tenants. The overall opinion from the tenants had shifted from positive to more negative, however, this trend is common across the sector due in part to the increased financial constraints currently. Lorna then discussed a number of profiling questions.

**\*Minute redacted to remove sensitive information.**

Carole Ewart then took the board through a summary of her Equalities and Human Rights Assessment. The outline of the report covered how the full report works and why it is important. It covered topics such as: Regulatory Framework, Scottish Social Housing Charter, Public Sector Equality Duty, Human Rights as well as what tests the assessment would undertake. The Board and Staff thanked both for their presentations. LG commented that given the amount of people disaffected by the rent situation, it was a difficult environment and would have to be navigated carefully.

Questions/Comments:

**\*Minute redacted to remove sensitive information.**

SHO commented that each case is assessed individually. She acknowledged that tenants who are working typically receive less help, or are unaware of what help they could receive and that those in receipt of benefits understand the help they can receive more. SHO also commented that the current review, to help communication with those who pay full rent, would also look at tenancies where emerging arrears are low but unusual and to engage with tenants before their situation gets any worse.

CEO commented that the Organisation would develop an action plan to address the main points raised by tenants. AM commented that as the Housing Association is the first port of call for most things, it is important for the Organisation to engage well with tenants. CA

	<p>commented that it is important for the Association look out for the warning signs of people struggling and to engage with them early to secure potential funding.</p> <p>The Board thanked Carole for her time. <b>Carole Ewart left meeting at 6:26pm.</b></p> <p><b>The Board approved a 6% rent increase.</b></p>
7.	<p><b>Tenant Satisfaction Survey Results 2022</b></p> <p>Lorna Shaw presented the topline results from the tenant satisfaction survey. LS started with an overview of the survey, noting that it took place prior to the rent consultation. The response from the survey met the SHR’s requirement for 40% response.</p> <p>LS covered the overall satisfaction. The overall results were similar to the previous year, however more tenants put fairly satisfied as opposed to very satisfied. This trend would continue with most results. LS then took the Board through the rest of the topline results, as follows:</p> <ul style="list-style-type: none"> <li>▪ Keeping Tenants Informed was above the Scottish average.</li> <li>▪ Tenant Participation was a strong result.</li> <li>▪ Repairs Satisfaction saw a small decrease and was just above the Scottish average.</li> <li>▪ Quality of Home saw a larger decrease and was below the Scottish average. However, LS commented that this is a trend across the sector and that the average was last year’s so may not be indicative. 23/24 ARC results may be lower. It could be due to people spending more time in their home and that repairs/improvements are not taking place in the same way due the review of investment.</li> <li>▪ Neighbourhood management saw a good result, well above the Scottish average.</li> <li>▪ Value for Money is a very positive result, given the current climate. It is well above the Scottish average.</li> <li>▪ LS took the Board through additional results: <ul style="list-style-type: none"> <li>○ Contact and Communications – Majority of tenants use the newsletter and/or leaflets to keep informed. Website used less and by younger tenants. The majority prefer contact by phone.</li> <li>○ Getting Online – 87% of tenants with internet access, many of whom are younger tenants.</li> <li>○ Satisfaction with Customer Care – Strong result.</li> <li>○ Affordability – Easy to afford rent result is significantly down, with the majority moving to just affordable. Nearly half of those asked admitted choosing not to put the heating on due to rising fuel bills. Only half of those asked are aware of the Welfare Benefits Service, but where it had been used there was 100% satisfaction.</li> <li>○ Tenant Priorities – Housing quality the highest priority for tenants.</li> </ul> </li> </ul> <p><b>Questions/Comments:</b></p> <p><b>*Minute redacted to remove sensitive information.</b></p> <ul style="list-style-type: none"> <li>• DAM – Commented that quality of housing is very important and a point of concern given it has the biggest percentage drop. It is not surprising that it has dropped, given the effects of Covid (moving to emergency repairs during the first few months) as well as the current financial situation however it is surprising it is below the Scottish</li> </ul>

	<p>Average. The situation might get worse given the cost of living issues and potential reduction in improvements.</p> <ul style="list-style-type: none"> <li>○ LS – The average shown in the report is last year’s average so is not reflective of the current situation nationally as the average is likely to be lower this year. The majority of the comments on it were about windows, damp, heating, etc. and is likely linked with the difficulty to heat the home.</li> <li>● AM – Commented that she found it surprising that regeneration didn’t come up in the priorities, given the level of investment into it. Potentially tenants don’t see it as being linked to the Association. <ul style="list-style-type: none"> <li>○ LS – It didn’t rank high enough. Wider community work was one of the options however it wasn’t a higher priority. Questions about community work were asked and these are found in the full report. The work was highly rated, with a 99% approval rate.</li> </ul> </li> </ul> <p><b>The Board noted the report and thanked Lorna for presenting. Lorna Shaw left the meeting at 6:53pm.</b></p>
<p><b>8.</b></p>	<p><b>Decree for Eviction Report</b></p> <p>Report Noted. SHO took the Board through last minute developments in the eviction report. The Organisation had made contact with the tenant the day before the Board meeting, resulting in a face-to-face meeting taking place. The tenant acknowledged that they had ‘buried their head in the sand’ instead of engaging. The tenant was made aware that non-engagement is not good and should always try to engage with the Association. The tenant agreed to meet with the Welfare Advisor as well as a property inspection.</p> <p>A payment of £3500 was made to reduce the arrears balance, with further payment expected at the end of January. The aim is to clear the balance by the end of the decree period. SHO recommends enforcing the decree at this stage to allow further engagement with Tenant.</p> <p><b>Questions/Comments:</b></p> <ul style="list-style-type: none"> <li>● AM – Happy that the situation has improved. Agrees with the approach taken to engage with the tenant. <ul style="list-style-type: none"> <li>○ SHO – Happy with the positive outcome. Notes that it is important for staff to offer support and effectively engage with tenants.</li> </ul> </li> <li>● Chair – Reflects on the support that the housing staff have given and thanks them for the effort. Happy with the outcome</li> <li>● MC – Agrees with previous two points.</li> </ul> <p><b>The Board approved recommendation not to evict as discussed, subject to continued rent payments, and continue engagement with tenant,</b></p>
<p><b>9.</b></p>	<p><b>5 Year Painter Contract</b></p> <p>DAM took the Board through the report. DAM noted that 20 notes of interest were received.</p>

	<p><b>*Minute redacted to remove commercially sensitive information.</b></p> <p><b>Questions/Comments:</b></p> <ul style="list-style-type: none"> <li>• AM – Commented that she believed it was a risk to retender as the cost could go up in the near future. However, she would prefer to receive SLT guidance on the matter. <ul style="list-style-type: none"> <li>○ CEO – Noted an issue around value for money as only one eligible tender doesn't establish evidence for value for money, especially with such a large tender. Would support a retender.</li> </ul> </li> <li>• MC – Agrees with AM's concern about price. Also commented on the gutter cleaning stating that it is urgent is gets completed. <ul style="list-style-type: none"> <li>○ DAM – Reiterates statement on doing the gutter cleaning separately.</li> </ul> </li> </ul> <p><b>The Board agreed to retender the painting contract to better establish value for money.</b></p>
10.	<p><b>Policy Approval</b></p> <p>AM briefly took the board through the following policies recommended by the Policy Sub Committee:</p> <ul style="list-style-type: none"> <li>• <b>Fire Safety Policy</b></li> <li>• <b>Damp &amp; Mould Policy</b></li> <li>• <b>FOI Policy</b></li> <li>• <b>EIR Policy</b></li> <li>• <b>Board Member Performance and Effectiveness Review</b></li> </ul> <p><b>The Board approved all policies.</b></p>
11.	<p><b>Notifiable Events</b> None.</p>
12.	<p><b>Health &amp; Safety</b> None.</p>
13.	<p><b>Correspondence</b> A letter was sent to the SHR stating the Association's position on the rent increase.</p>
<b>Meeting Closure</b>	
14.	<p><b>Use of Delegated Authority</b> None.</p>
15.	<p><b>A.O.C.B</b> The CEO noted that Mary Eardley submitted her resignation from the Board. The CEO thanked Mary for time on the Board and wished her the best. The CEO also noted that should she be able to, she had an interest in re-joining the Board in the future.</p>

	MC asked the CEO about the possibility of having a defibrillator installed. MC commented that defibrillators had been installed at Craigdale HA's Office as well as the Birgidale Centre but none in east Castlemilk. The CEO agreed to look into it.
<b>16.</b>	<p><b>Summary of actions/ decisions at this meeting</b></p> <ul style="list-style-type: none"> <li>• The Board approved the action sheet</li> <li>• The Board approved a 6% rent increase</li> <li>• The Board noted the Tenant Satisfaction Survey</li> <li>• The Board approved not enforcing the eviction decree at this time and endorsed further engagement with the Tenant</li> <li>• The Board approved the retender of the 5 Year Painter Contract</li> <li>• The Board approved policies presented by Policy Sub Committee</li> </ul>
<b>17.</b>	<p><b>Meeting Evaluation</b></p> <p>The Board thanked staff for their reports and advised it was an informative meeting.</p>
<b>18.</b>	<b>Date and time of next meeting – 07 March 2023 at 5.30pm.</b>
<b>19.</b>	<p><b>Meeting Close</b></p> <p>The meeting closed at 7:44PM with a vote of thanks to the Chair.</p>