

Meeting: Minutes of Board Meeting.

Meeting Date: 28 June 2022

Time: 5.30pm

Location: Virtual Meeting (MS Teams)

Discussion

Meeting Opening

1. Welcome & Apologies

| Present | | Staff | |
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| Liz McKenzie | Chair | David Byfield | Chief Executive (CEO) Company Secretary (CS) |
| Mark Ingram | Vice-Chair | | |
| Ann Marie Docherty | Board Member | Jacqui Mills | Corporate & Compliance Officer (CCO) (MS) |
| Alex Warren | Board Member | Peter Kelly | Director of Asset Management (DAM) |
| Sharon Richford | Board Member | Lindsay Gemmill | Interim Director of Customer Services (DCS) |
| John Duncan | Board Member | Fiona McGovern | Community Investment Manager |
| Richard Mahon | Board Member | In attendance | |
| Maureen Cope MBE | Board Member | | |
| Mary Eardley | Board Member | | |
| Apologies | | Leave of Absence | |
| Karen McDonagh | Board Member | | |
| Frank Young | 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 24 May 2022

Approved by: Ann Marie Docherty

Seconded by: Alex Warren

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| 5. | <p><u>Matters Arising/ Action Sheet</u></p> <p>The Board queried whether there could be more updates on items that are in progress. CEO advised that the Board Action plan will be updated for the next meeting and there should be a drop off of some items by then too.</p> <p>DAM referred back to the last Board meeting where there had been discussions about only procuring contractors who paid the living wage. He confirmed that the contractor recently procured does pay the living wage.</p> <p>DAM then referred to the suggestion made at the last meeting to purchase a supply of panel heaters and advised that he has not yet had time to look at this but will do so before next Board meeting.</p> |
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Items requiring a discussion/ approval

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| 7. | <p>Eviction Report</p> <p>Report noted.</p> <p>It was agreed that agenda item 7 should be heard first this evening.</p> <p>DCS took members through the Eviction report advising of the sensitive circumstances surrounding the case and the extensive attempts made by Ardenglen to get the tenant to engage. The tenant has accrued fourteen months of unpaid rent amounting to several thousand pounds.</p> <p>The Chair sought opinion of the Board. The Board unanimously agreed with the recommended action whilst recognising a difficult situation.</p> <p>The Board approved Eviction Report.</p> |
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| 6. | <p>CEO Report</p> <p>Report noted.</p> <p>The new CEO advised that the report was an overview after just one week in post.</p> <p>The CEO took members through his report advising that there are currently two notifiable events recorded with the SHR. These will be discussed in more detail by DAM later in the meeting.</p> <p>He further advised that the notifiable event relating to the late gas certificate will also require an amendment to our ARC submission. The Association is in the process of logging this and one other minor update in relation to lets in the year.</p> <p>CEO advised that there are two potential new candidates for Board Membership. These will be interviewed by the Chair, CEO and a Board Member in the coming weeks. A new Board Succession Action Plan has been developed for approval this evening.</p> <p>CEO advised that plans are underway with Aspen to begin recruitment process for the Directors of Finance, Digital and Corporate Services and Director of Customer Services.</p> |
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| | The Board noted the contents of the CEO Report. |
| 8. | <p>Board Succession Action Plan</p> <p>Report noted.</p> <p>CCO referred to the Board Succession Action Plan and advised that this has been developed following on from the approval of the Board Succession Strategy last year. The Action Plan documents all the actions that the Association should take to ensure strong and diverse Board Membership. She reminded the Board that the Equality and Diversity questionnaires have been distributed to members for completion and asked that they complete and return at their earliest convenience.</p> <p>CCO sought feedback from the Board. Members advised that it was a comprehensive piece of work.</p> <p>The Board approved the Board Succession Action Plan.</p> |
| 9. | <p>Secretaries Report</p> <p>Report Noted.</p> <p>CEO took members through the report. He highlighted that this year's AGM is scheduled for Tuesday 20 September at 6.45pm. A third of the Board must stand down at the AGM and be re-elected. CEO advised that four members are required to stand down, the following three members have been identified to stand down:</p> <ul style="list-style-type: none"> • Mark Ingram • Karen McDonagh • Frank Young <p>As they were not at this evening's meeting, the CEO will make contact with them afterwards to discuss.</p> <p>A fourth member should also stand down from the following :</p> <ul style="list-style-type: none"> • Sharon Richford • Alex Warren • Mary Eardley • Richard Mahon <p>Sharon agreed to stand down but advised that she would be on holiday and won't make the AGM. She will stand for re-election.</p> <p>The Board approved the Secretaries Report.</p> |
| 10. | <p>Policies for approval from the Policy Sub Committee</p> <p>Report noted.</p> |

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| | <p>The Chair invited the Chair of the Policy Sub Committee to provide an overview for the Board of the policies reviewed.</p> <p>Policy Sub Chair advised that two Policies came to the sub-committee for review:</p> <ul style="list-style-type: none"> • Void Management Policy • Charitable and Community Donations Policy <p>She advised that the Void Management Policy has just had a light touch review following recommendations made by Internal Auditors. There will be a full review in January 2023 when the new Director of Customer Services is in post. The main change was to incorporate Roles and Responsibilities. There were a few more updates suggested by the sub-committee which have been incorporated into the policy.</p> <p>The Board approved the Void Management Policy.</p> <p>The Policy Sub Chair then referred to the Charitable and Community Donations Policy. She advised that following on from discussions with CCO, a separate appendix to the policy has been developed which outlines the kind of organisations the Association would be willing to donate to.</p> <p>She advised that there had been some debate amongst the policy sub members about an existing aspect of the policy which sees CEO have delegated authority to approve donations up to £100. Some members felt that all donation requests should come to the Board and wanted this changed. The Policy Sub Chair felt that any change to current policy would have to be discussed at the Board. Therefore the Board were invited to give their opinion on CEO authorising donations up to £100.</p> <p>It was agreed that the Board will receive a courtesy communication when the CEO approves a donation under £100 to advise where the donation has been made to and the amount donated.</p> <p>The Board unanimously approved the Charitable and Community Donations Policy.</p> |
| 11. | <p>External Audit Plan</p> <p>Report noted.</p> <p>CEO took members through the External Audit Plan for 2022-23. He advised that the audit plan highlighted the cut off of planned maintenance and repairs as a risk across all clients in sector including AHA. He also asked members to note the increase in audit fees this year.</p> <p>The Board expressed disappointment that RSM have increased their fees and do not present their audit report – specifically given that the meeting is virtual. CEO advised that the Association will be due to procure an auditor in the next year and can review this.</p> <p>The Board approved the external audit plan.</p> |
| Items for Noting | |
| 12. | Annual Complaints Report |

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| | <p>Report noted.</p> <p>CCO took members through the summary report advising that the Association received 78 complaints in the year, an increase from 60 last year. She pointed out that in the last four years overall, there has been a steady decrease in complaints received. Last year's lower figure is likely explained by the reduction in repairs service due to covid restrictions.</p> <ul style="list-style-type: none"> • 65 were reviewed at stage one and thirteen at stage two. • 44 Upheld or Partially Upheld Complaints, 20 Not Upheld and 14 Resolved • Communication was the most frequent cause for Upheld complaints with 11 out of 12 received. • P&D Scotland were the most complained about contractor with 26 complaints in the year, however they also completed the most repair jobs at 1530 which is just 1.5% of their work complained about. • Caledonian Landscape completed just 106 jobs which resulted in 11.2% of their work being complained about • Delays were the biggest cause for complaints with 15 and 9 of these upheld • There were three learning from complaints identified in the year: <ul style="list-style-type: none"> - Review of Internal and External Communication - Review of service provision and outputs from contractors in light of Covid and Brexit - Review of Internal complaints handling <p>The Board queried whether DAM is able to have conversations with contractors using the complaints data to raise standards and improve service. DAM advised that he and the team have ongoing dialogue about complaints.</p> <p>The Board queried whether there had been any complaints in the last week about the conduct of City Technical. A few tenants had contacted a Board member to advise that the contractor had been in their home installing new boiler and did not clean up after themselves. DAM advised that he would raise this with City Technical.</p> <p>The Board noted the Annual Complaints Report.</p> |
| 13. | <p>Annual Pantry Report</p> <p>Report Noted.</p> <p>CIM joined the meeting at 18.25pm to present a report on the first year of the Castlemilk Pantry. She advised that there is a high demand for the service, pre covid membership levels were 200 but post covid there are 800 members. Membership is restricted to just G45 postcode. There is limited foodbank resource in the area. CIM would like to do monthly memberships to check that people signed up for the service are still able to access it.</p> <p>Volunteers are all trained in H&S and food hygiene to work at the pantry.</p> <p>An income of £370K was received from multiple funding streams in the year.</p> <p>CIM advised of some of the challenges at the Pantry including Glasgow Life's working pattern and employees lack of sensitivity and understanding of the issues faced by Pantry customers.</p> |

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| | <p>She also referred to food supply shortages; Fareshare are not receiving the same levels of food post covid which has led to some of the funding secured being used to purchase a top up of food at a cost of £21,900 spread over 41 weeks.</p> <p>There will be a one year anniversary celebration for the Pantry in July and members will receive an invitation shortly.</p> <p>The Chair queried whether security at the Glasgow Life premises was an issue as she was aware of a few break ins recently. CIM advised that there hasn't been any issues in the last few months but that the broken windows at the potential site for a community café makes it unusable at this time. CIM has discussed this with Glasgow Life and they have advised that they do not have the funds to replace the windows.</p> <p>The Board noted the Annual Pantry Report.</p> |
| 14. | <p>H&S Annual Report</p> <p>Report noted.</p> <p>CCO referred to the H&S report and advised that it is for noting. She requested permission from members for use of their digital signature for the Annual H&S Declarations. Members approved.</p> <p>The Board noted the H&S Annual Report.</p> |
| 15. | <p>Emergency Repairs Audit</p> <p>Report noted.</p> <p>DAM took members through the report advising that this had been requested at the previous Board meeting. He advised that MP and P&D Scotland deal with our emergency repairs and they had been reporting 100% attendance within 2 hours response time. An audit has now been carried out on all 2hr and 4hr emergency repair jobs on SDM which included analysis of jobs over 24 hours and analysis of satisfaction returns. The audit has provided assurance that the contractors are completing emergency repairs within timescale.</p> <p>No questions arose.</p> <p>The Board noted the Emergency Repairs Report.</p> |
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| 15. | <p>Notifiable Events</p> <p>Reports noted.</p> <p>1. Escape of Gas</p> <p>DAM advised members of the background to the report. A new boiler was installed in one of our properties. A few hours after this the tenant raised a call with Scottish Gas Network as they could smell gas. Two tradesmen had been in the property after the boiler was installed and did not smell gas. Scottish Gas Network attended the property and detected a gas leak at the boiler, isolated it and raised a RIDDOR notice to the Health and Safety Executive. DAM</p> |

advised that this is a serious notice as it goes to the Health and Safety Executive who determine whether it is an incident to be investigated.

Due to the seriousness of the event, City Technical Services Operations Manager contacted DAM on 10 June to advise that a RIDDOR report had been raised and that the incident was being investigated internally.

DAM queried with City Technical Services how many boilers the engineer had installed in the past. City Technical Services investigated this query and advised that the gas engineer had installed five boilers previously and four were confirmed to be safely installed with no issues. City Technical Services have still to gain access to the fifth property to inspect the work.

DAM alerted CEO on the same day and a notifiable event was subsequently recorded with the SHR which included an internal investigation report from City Technical Services. The operative who installed the boiler was found to have been responsible for the gas leak and DAM advised City Technical that he must be removed from all Ardenglen work.

DAM advised that the Association will ensure an additional 5% of new boiler installations undergo independent quality assurance checks for a period of six months. There will also be follow up monthly audit meetings with City Technical Services and Ardenglen to review gas safety works City Technical Services have also provided written assurance of the steps that they will take to ensure adequate safety measures are in place.

DAM sought questions from the Board.

The Board queried the Gas contractor understanding of the severity of the incident. The language used in their report whereby they “dispute the severity of the leak” is concerning to the Board as it raises questions over the contractor’s understanding of the seriousness of a gas leak and the potential threat to our tenants’ safety. It is imperative that the Board know that the Gas Contractor share the same concerns about gas and tenant safety. DAM advised that the contractor have taken the matter seriously, investigated it thoroughly and introduced additional layers of quality assurance and have also placed the gas engineer at fault on probation and will be re training him and assessing all his work for a set period of time.

The Board provided further comment that it is really important that our gas contractors understand that safety of our tenants is paramount and that there will be serious repercussions if there are any safety breaches. DAM advised that City Technical Services are a well renowned gas contractor with robust processes and procedures and they do have regular training for staff. They are a reputable organisation and are gas safe.

The Chair advised that the Regulator has a copy of the City Technical Report and will also receive the minutes of this meeting. CEO advised that the Regulator have been informed of all the developments and assurances have been given to the tenant. He also advised that the minutes will be sent to the Regulator when complete.

The Board also advised that the contractor has to be aware that they have let us down and our reputation is at risk.

2. Late Completion of gas service

DAM took members through the second notifiable event report on the late gas service explaining that the situation arose from an administrative error. He advised that a thorough internal investigation was carried out to find out if and why the gas service had been missed. He advised that a gas service was carried out immediately whilst the investigation took place to ensure there was a valid gas safety inspection certificate. The internal investigation found that the gas service had in fact been missed due to an administrative error. This was recorded as a notifiable event with the Regulator on 14 June.

DAM advised that staff will be undertaking refresher training on gas servicing. Consultant John Mulholland will be carrying out the training exercise with staff.

DAM welcomed questions from the Board. The Board queried the anniversary date of October and queried the due date of December 2021. The Board asked for clarity over which was the due date as if it is October, it would appear the contractor is on a ten month cycle. DAM clarified that the actual due date was December 2021.

The reason for the mishap was due to an administrative error in the input of a completed gas service which has changed the due date for that property. The Chair advised that a cause for concern was the lateness of DAM in advising the CEO of the notifiable event. DAM advised that he accepts being at fault in delaying to let the CEO know as soon as he became aware.

The Board queried how the error was identified. DAM advised it was identified when reviewing a technical report which isn't part of the usual process. The Board also queried what the Association is doing to ensure that the same administrative error does not reoccur. DAM advised that staff have audited all gas servicing dates on system and will carry out a regular weekly audit of gas servicing due to ensure that none are missed going forward.

The Board advised that they need assurances that this won't happen again. There was also concern that DAM did not raise it with CEO as soon as he became aware of the situation in May. DAM advised that this was an error on his part and that he wanted to conduct an internal review to be sure before raising the issue. He accepts that this was an error and in hindsight should have gone straight to the CEO.

The Board advised that no matter what, even if it is just to keep yourself correct, staff must raise issues of this nature immediately with the CEO. The CEO advised that discussions have taken place internally and a full audit has been carried out to ensure that our internal processes are rectified and that going forward we have the assurance that gas records are being accurately maintained. It is a one off incident that has been a learning curve and will not recur.

The Board continued to remonstrate the seriousness of this issue and made it clear that it is imperative that the CEO is notified at the earliest opportunity.

The Chair advised that as soon as the CEO became aware of the incident, he let the Chair know and a notifiable event was recorded immediately.

The Board advised that is important that the Association recognises the failing and also learns from it and puts provisions in place to ensure there is no reoccurrence.

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| | The Board noted both notifiable events reports. |
| 16. | Health & Safety None. |
| 17. | Correspondence None. |
| Meeting Closure | |
| 18. | Use of Delegated Authority None. |
| 19. | A.O.C.B Fly tipping A Board member advised that fly tipping has occurred at the lane at Arden Craig Quadrant and queried whether CCO can report this. CCO advised that she would report this to the council and ask for it to be cleared. |
| 19. | Summary of actions/ decisions at this meeting <ul style="list-style-type: none"> • The Board approved Eviction Report • The Board approved Board Succession Plan • The Board approved AGM arrangements and CEO will discuss members standing down with members not present – Frank, Karen and Mark • The Board approved Void Management Policy • The Board approved Charitable and Community Donations Policy • The Board approved External Audit Plan • The Board noted Annual Complaints Report • The Board noted the Annual Pantry Report • The Board noted the Health and Safety Report and approved use of digital signature • The Board noted Emergency Repairs Audit Report • The Board noted two Notifiable Events • CCO agreed to report Fly Tipping to Council |
| 20. | Meeting Evaluation The Board thanked staff for their reports and advised it was an informative meeting. |
| 21. | Date and time of next meeting – 23 August 2022 at 5.30pm in person |
| 22. | Meeting Close The meeting closed at 7.45pm with a vote of thanks to the Chair. |