

Meeting: Minutes of Board Meeting

Meeting Date: 24 May 2022

Time: 5.30pm

Location: Maureen Cope Community Hall

Discussion

Meeting Opening

1. Welcome & Apologies

Present		Staff	
Liz McKenzie	Chair	Audrey Simpson	Chief Executive (CEO) Company Secretary (CS)
Mark Ingram	Vice-Chair	David Byfield	Depute CEO/ Director of Finance, Digital & Corporate Services (DFDCS)
Ann Marie Docherty	Board Member	Jacqui Mills	Corporate & Compliance Officer (CCO) (MS)
Alex Warren	Board Member	Michelle Hart	Finance & Corporate Manager (FCM)
Sharon Richford	Board Member	Lindsay Gemmill	Interim Director of Customer Services (DCS)
John Duncan	Board Member	In attendance	
Karen McDonagh	Board Member	Joe Dewar	Asset Management Consultant
Frank Young	Board Member		
Mary Eardley	Board Member		
Apologies		Leave of Absence	
Richard Mahon	Board Member		
Maureen Cope MBE	Board Member		
Peter Kelly	Director of Asset Management (DAM)		

The Chair welcomed members to this evening's meeting. Since it had been over two years without meeting in person, it was suggested that those present introduce themselves to one of the Board members returning from an extended period of leave.

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.	<p>Minutes of Board Meetings for Approval</p> <table border="1"> <tr> <td colspan="2">Minutes of Board Meeting 19 April 2022</td> </tr> <tr> <td>Approved by: Mark Ingram</td> <td>Seconded by: Karen McDonagh</td> </tr> <tr> <td colspan="2">Minutes of Audit & Risk 3 May 2022</td> </tr> <tr> <td>Approved by: Ann Marie Docherty</td> <td>John Duncan</td> </tr> </table>	Minutes of Board Meeting 19 April 2022		Approved by: Mark Ingram	Seconded by: Karen McDonagh	Minutes of Audit & Risk 3 May 2022		Approved by: Ann Marie Docherty	John Duncan
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5.	<p><u>Matters Arising/ Action Sheet</u></p> <p>No matters arising.</p>								
Items requiring a discussion/ approval									
6.	<p>ARC and EESH Submission 2021/22</p> <p>Report noted.</p> <p>Deputy CEO and Interim DCS took members through the ARC presentation, highlighting the performance for the year 2021/22.</p> <p>The Board queried the reasons for refusal as a Section 5 referral. IDCO advised that only refusals following a house viewing and formal offer count toward the formal refusal rate. In the stages prior to this Section 5, applicants may not pursue an offer for a number of factors and there has been a noticeable rise in withdrawals from/ refusals of offers across the Section by prospective tenants referred under Section 5.</p> <p>The Board queried whether the Association had caught up with the backlog of repairs created by Covid lockdowns. Deputy CEO confirmed that the repairs were now up to date.</p> <p>The Board approved the ARC and EESH submission 2021/22.</p>								
12.	<p>Asset Compliance Report</p> <p>Report noted.</p> <p>JD was invited to present his report slightly earlier in the meeting agenda. He joined the meeting at 5.50pm.</p> <p>JD took members through his report advising that this would be the final information report. He reported the following:</p> <ul style="list-style-type: none"> • New Director of Asset Management induction meeting and handover has taken place. • 28 areas of compliance were due to be achieved and at the handover stage; 26 of the 28 areas are complete. Director of Asset Management will prioritise the remaining 2 areas of compliance. • All EICR should be complete by 31 May 2022. • *Minutes edited to remove sensitive information*. 								

	<ul style="list-style-type: none"> ● FRA update – at recent Stock Condition Survey it was recommended that the fire rating of flat entrance doors be clarified. 20% of all relative properties were surveyed. The flat entrance door survey reported, the doors have a nominal 30-minute fire rating. <p>The Board queried how often should HAs inspect their fire doors. JD advised that this is something that Scottish Government are likely to make mandatory soon but that there is no legal requirement to inspect fire doors that have been upgraded. However, JD also made a suggestion that it would be worth inspecting fire doors every 5-10 years.</p> <p>JD thanked AHA staff including CEO and Depute CEO for all their support and assistance in ensuring that AHA achieve compliance.</p> <p>JD left the meeting at 6.03pm.</p> <p>The Board noted the Asset and Compliance Report.</p>
7.	<p>Loan Portfolio</p> <p>Report noted.</p> <p>FM took members through the Loan Portfolio highlighting the following:</p> <ul style="list-style-type: none"> ● Balance at March just over £5 million ● Majority of loan is with Nationwide ● Loan Covenants comfortably met this year <p>The Board queried whether interest rates going up will impact the Association. DFDC advised that following on from the Treasury Management Report monies will be moved across a variety of accounts with consideration given to the length of depositing to ensure that it is in the best interests of Ardenglen.</p> <p>The Board queried whether the Association would look to pay off loans earlier if interest rates continue to increase. FM advised that this is something that the Association may consider as part of our Treasury Management Plan.</p> <p>The Board approved the Loan Portfolio submission.</p>
8.	<p>Five Year Financial Plan</p> <p>Report noted.</p> <p>DFDC advised that the Five Year Financial Plan was being presented this evening for information as already been scrutinised by the Audit sub-committee.</p> <p>The Board approved the Five Year Financial Plan.</p>
9.	<p>Write Offs Report</p>

	<p>Report Noted.</p> <p>*Minutes edited to remove sensitive information*</p> <p>The Board made reference to the report and requested that in future tenant addresses are removed from the report.</p> <p>DFDC agreed that in future this information will be removed before being presented to the Board.</p> <p>The Board queried what the trigger point for agency debt collection is. DFDC advised that he would come back to the Board with more information on this.</p> <p>The Board suggested that it may be a good idea for a wider discussion about arrears, debt and how the Association manages this situation going forward.</p> <p>The Board noted that the largest arrears seem to be in trust deeds and queried whether the Association anticipates more of our tenants entering into trust deeds in the near future.</p> <p>DFDC advised that trust deeds are an area that SLT were discussing earlier and suggested that this is an area for further discussion about how we navigate this. The Chair suggested that this should be on the agenda for the next Audit sub-committee meeting.</p> <p>The Board approved the write offs report.</p>
10.	<p>Policy Sub Committee Papers (for approval)</p> <p>AD, as Chair of the Policy Sub Committee provided a brief overview of the policies reviewed at the recent Policy Sub committee meeting. She advised that the following policies were reviewed and some minor suggestions for improvement were agreed, and she would now be happy to present them to the Board for formal approval:</p> <ul style="list-style-type: none"> • IT Policy • H&S Manual Sectional Updates HR Policies: • Alcohol and Substance Misuse • Attendance Management • Code of Conduct for Staff • Dignity at Work • Flexible Working <p>The Chair recommended that in future the policies are uploaded to the Sharepoint portal for members to review instead of included in the full board papers. Agreed.</p> <p>The Board approved the seven policies reviewed by the Policy Sub Committee.</p>
11.	<p>Close Cleaning Tender Report</p> <p>Report noted.</p>

	<p>In the absence of DAM, DFDC presented the Close Cleaning Tender report advising that it was a one stage open tender process.</p> <p>*Minutes edited to remove commercially sensitive information*</p> <p>The Board approved the tender report and appointment of Tenement Steps as the new close cleaning contractor.</p>
Items for Noting	
14.	<p>Q4 KPI Report</p> <p>Report noted.</p> <p>DFDC referred to the KPI report and welcomed questions in relation to Operations. No questions arose.</p> <p>DFDC the provided a brief overview of the Finance and Corporate KPIs.</p> <p>The Board suggested that it may be worth considering a conversation about the changing landscape due to economy and covid with materials being difficult to source and reduced staffing levels. These are issues that are out with the Association’s control but are having an impact on our repairs and complaints timescales.</p> <p>The Board also advised that in light of the increase in central heating breakdowns, it may be a good idea to have a good supply of panel heaters to loan out.</p> <p>The Board suggested it may be useful to review the emergency repairs contractor performance as it is unlikely that 100% of emergency repairs are carried out within 2 hours. Agreed.</p> <p>The Board noted the Q4 KPI Report.</p>
15.	<p>Notifiable Events</p> <p>CEO advised that the notifiable event in relation to her departure has now been closed by the SHR.</p>
16.	<p>Health & Safety</p> <p>None.</p>
17.	<p>Correspondence</p> <p>None.</p>
Meeting Closure	
18.	<p>Use of Delegated Authority</p> <p>None.</p>
19.	<p>A.O.C.B</p> <p>New Directors Recruitment</p> <p>Permission sought to use Aspen Recruitment for recruitment of a new Customer Services Director and Finance and Corporate Services Director.</p>

	<p>The Board approved use of Aspen Recruitment.</p> <p>New Company Secretary Permission sought to remove AS as the Company Secretary and update with new CEO details.</p> <p>The Board approved DFDC/ CEO as the new Company Secretary.</p> <p>Board Appraisals The Chair advised the Board that this year’s appraisals paperwork will be issued tomorrow.</p> <p>Policy Sub time change request A member requested that the time of this meeting be changed to 2pm. Agreed.</p>
19.	<p>Summary of actions/ decisions at this meeting</p> <ul style="list-style-type: none"> • The Board approved ARC & EESH Submission • The Board approved Loan Portfolio • The Board approved Five Year Financial Projections • The Board approved Write Offs Report • The Board approved seven Policies reviewed by Policy Sub Committee • The Board approved award of Close Cleaning Tender to Tenement Steps • The Board approved use of Aspen Recruitment for new Director recruitment • The Board noted the Asset Compliance Report • The Board noted the Q4 KPI Report • The Board approved review of emergency repairs timescales reported by contractor. • The Board approved change of Company Secretary
20.	<p>Meeting Evaluation</p> <p>The Board advised that it had been an informative meeting.</p>
21.	<p>Date and time of next meeting – 24 May 2022, 5.30pm, to be conducted remotely</p>
22.	<p>Meeting Close</p> <p>The meeting closed at 7pm with a vote of thanks to the CEO and Chair.</p> <p>Congratulations were also offered to our newly appointed CEO.</p>