

CASSILTOUN HOUSING ASSOCIATION

MINUTE OF MEETING OF BOARD OF MANAGEMENT
HELD ON WEDNESDAY 26TH MAY 2021 AT 6.00 PM
VIRTUAL ZOOM MEETING

Present: George Kelly Anne M Stuart MBE
Teresa McGowan Kim McKee
William Craig Richard Sullivan
Julie McNeil (Part meeting, left at 19.25 pm)
Barbara Dusik (Part meeting, joined at 18.25 pm)

In Attendance: Clair Malpas Chief Executive Officer
Gamal Haddou Director of Finance & IT (left meeting at 19.40 pm)
Paula Brownlie Corporate Services Manager
Clare MacLean Housing Manager (Services) (Left meeting at 19.40 pm)
John Williams Housing Manager (Property) (Left meeting at 19.40 pm)

1a. WELCOME, INTRODUCTIONS, SEDERUNT & APOLOGIES

George Kelly, Chairperson welcomed everyone to the meeting.

The Board were reminded that they were to speak through the Chair and to raise their hand if they wanted to ask a question.

Apologies were received from Evelyn Ferguson and Chris O'Brien.

1b. QUORUM

As per the Association's Rules, the Quorum for the Board of Management Meeting stands at 4 members. Today's meeting is therefore quorate.

2. CONFLICT OF INTEREST (PERMANENT REGISTER)

None

3a. MINUTE OF MEETING HELD ON 28TH APRIL 2021

The minute of meeting held on 24th April 2021 where noted and approved on the motion of Teresa McGowan and seconded by William Craig.

3b. MATTERS ARISING FROM MINUTE OF MEETING HELD ON 28TH APRIL 2021

Page 5, Item 5, Chief Executive's Bi Monthly: Subsidiaries Standing Orders: Corporate Services Manager informed the Board that Mark Ewing, TC Young had confirmed that the

Standing Orders were all in order but suggested including a paragraph relating to Entitlement, Payments and Benefits. Both Standing Orders have been updated to reflect this additional paragraph.

Page 9, Item 9, Management Accounts: The Chief Executive intimated that Anna Stuart MBE had asked a question in relating to Castlemilk Drive, ie £30,000 of grant funding and £19k of forecasts. The Chief Executive confirmed that after discussions with the Director of Finance & IT and the Development Consultant, it was agreed that the Castlemilk Drive HAG refund amount reported as increasing by £30k was an error in development cashflows and is now at the original £86k. The reported small increases in spend (£19k) from October dated projections was also erroneous and the project is still planned to finish on target at £9,787k. The remaining spend from April 2021 onwards is £5,525k.

Page 13, AOCB: Grass cutting: The Chief Executive Officer informed the Board that after the last Board Meeting, herself and the Housing Manager (Property) had carried out a walkabout of the area and had spoken to the Contractor regarding unsatisfactory work. Housing Manager (Property) will update the Board under his report, Agenda Item 5b.

3c. ACTION LIST FROM MINUTE OF MEETING HELD ON 28TH APRIL 2021

Chief Executive Officer gave an update against the action list from meeting held on 28th April 2021.

	Details	Person Responsible	Regulatory Standard	Status
1.	Board attendance register to be updated	CSM		Completed
2.	Redacted as contains sensitive information	CSM		Completed
3.	SHR Assurance Action Plan – Areas highlighted in yellow to be removed from the Action plan as they have now been completed Delegated authority given to CEO to update relevant policies to make reference to notifiable events. Delegated Authority Register to be updated	CEO CEO/CSM CSM		Completed Completed
4.	Information redacted as contains commercially sensitive information	CEO		Contract details to be completed and hoping to start on 1 st June 2021
5.	Castlemilk Drive - £19k extra costs. Laura Edwards to	DoF/Dev Consultant		CEO updated Board under Matters Arising

	confirm what the extra costs area			
6.	Benchmarking with other RSLs re Board Attendance	CSM		Currently investigating
7.	Landlord Manual – Policy Statement and Roles and Responsibilities. CSM to arrange for all board to sign off	CSM		Currently ongoing. Some board members still to sign off
8.	Cassiltoun Trust – 21 st year. CEO to acknowledge via post on website	CEO		Complete
9.	<i>Redacted as contains sensitive information</i>	CEO		Complete
10.	Board appraisals – CSM to contact Board members to arrange a date and time	CSM		Complete

4. **CHAIRS REPORT**

The Chair reported.

Wednesday 5th May

Attended online workshop facilitated by SHARE and presented by Paul McNeil. The course was entitled Measuring Value for Money.

Paul highlighted that board members are responsible for ensuring that their organisation is offering VFM to tenants and residents in every department. He described the difference between the metrics that are regulated in England and Scotland.

He highlighted that a value for money culture works to get the best of every penny spent in order to enhance the lives of tenants and residents.

There were numerous slides which I am sure will be put on the SHARE website.

It would seem, that now and in the future RSL partnerships and transfers to larger organisations is looked upon as the best way to create value for money for smaller RSL's.

Monday 10th May

Began a week of Board appraisals which all went very well.

Wednesday 13th May

Attended the Assurance workshop where all those in attendance received assurance on the Governance Framework guidance numbers 4-7.

Monday 17th May

Attended the Landlord Health and Safety Meeting. Housing Manager (Property) presented the Manual to the board and discussed all the headings contained within from asbestos to legionella to electricity. He also covered the ACS audit report which he will comment on in his report later.

Tuesday 18th May

Attended a Board agenda meeting with Chief Executive Officer.

Wednesday 19th May

Attended the Recruitment and Selection workshop facilitated by Natasha from GCVS.
Redacted as contains sensitive information.

Thursday 20th May

Attended World of Work Governing Body Session run by EVH.

This was about how we move forward as we come out of lockdown and beyond using home working and the effects and challenges that will arise. Things that we have spoken about before like home risk assessments, cyber security, health and safety working practices, tax implications on reimbursements and allowances were raised. Employee consultation is required re changing employee contracts,

Employees expectations of time spent at home and time spent in the office will have changed. Can any job be adapted to flexible/hybrid working. We had breakout sessions where all these were discussed and the conclusion was that this will all take a long time and it will be down to individual HA's to adopt the best way forward for them.

EVH will try to collate information from the sector and put forward some general guidance on how to move forward.

Tuesday 25th May

Attended the first of this year's Chairs Network Workshops facilitated by Pauline Munro at SHARE.

In attendance was Mary McCluskey, SHARE's new director and George Walker - Chair of SHR.

George Introduced himself and went on to tell us that he had served as chair for four years and that he has just been re-elected for another four-year term. He went on to explain what the SHR did during the pandemic year and he recognised the fantastic amount of work Housing Associations throughout Scotland did and are still doing for our communities through this very challenging year.

He stated that the year saw the SHR focus on supporting the COVID-19 response. He mentioned the work of the Scottish Government Resilience Group.

Going forward their focus will be on Homelessness, rent affordability, tenant and resident safety, financial health and good governance. They will continue to engage with RSL's and Local Authorities in line with SHR risk assessments.

It was a very friendly discussion with plenty of questions and answers. I asked George if the SHR would be changing their focus on Value for Money information and evidence recording. He said no plans on VFM have been discussed and that it would mean changes to the Governance Framework which was only changed a short time ago.

In later discussions with Mary, it was agreed that for all the good work HA's have done and are still doing, there has not been any national or local stories printed or highlighted in the press or on the news. It was agreed that we need to promote ourselves out to the wider world. Mary and the staff at SHARE are going to help with this.

The Chair's report was noted.

5. OPERATIONS BI MONTHLY REPORT

5a. Operations Service Performance

Housing Manager (Services) presented the above report previously circulated with the agenda.

Arrears for 2021/22

Period 1 £173,110.39

Period 2 £172,934.72

The arrears are reducing slowly.

There is currently a Supported Accommodation property in which the occupants have an Occupancy Agreement. One of the tenants unfortunately passed away. Due to COVID unfortunately the person that was chosen to move into the property could not. The Housing Manager (Services) and the Chief Executive Officer met with the GCC Commissioners Office and support providers CIC and they have guaranteed that someone will move into the property by the end of the July. However, this is not a rent arrear as previously detailed in the report presented to the Board in March 2021, it is in fact a void loss as the property has not been occupied. The Board were asked to write off the void loss of £9,518.88 for the period 20/05/19 to 06/06/21.

The Chief Executive indicated that these properties are furnished, they have industrial washing machines. The rent of the property is over £1,000 every four weeks.

Anna Stuart enquired if there is any way we can recoup these monies. The Chief Executive confirmed that there is no-one liable for this loss as the property is not occupied.

Teresa McGowan enquired if anyone had signed up for the tenancy. Housing Manager (Services) intimated that someone has been identified and needs support. There is another occupant in the property and there needs to be a transition period to make sure they match. We had planned someone in February last year, but as they are a vulnerable group they went into shielding.

Teresa McGowan enquired if there is anything we can do to stop this happening again. Housing Manager (Services) confirmed that the house is normally filled within 6-8 weeks. However, due to the vulnerability of the tenant and shielding etc, this has been a one-off situation.

The Chief Executive Officer confirmed that the GCC are desperate for accommodation and asked if we had other accommodation.

Anna Stuart enquired if this information will be reported in the ARC as a large void loss. Housing Manager (Services) confirmed that we can put comments in the ARC return advising why the loss occurred and the total loss.

Julie McNeil lost connection.

The Board unanimously approved to write off the void loss of £9,518.88 for the period 20/05/19 to 06/06/21.

Teresa McGowan enquired as to Voids/Lets to Homeless cases and the figure for Section 5 referrals on page 2 as it is sitting at 36%. Housing Manager (Services) confirmed that over the year we give a minimum of 30%, it could be more. It might be that we are looking at the waiting list and transfer applicants. Teresa McGowan and the Chairperson were of the opinion that the Board agreed to give 30% of our properties to Section 5 referrals. Homeless applicants can also be on our waiting list.

Teresa McGowan suggested that anything over the 30% of lets to Section 5 referrals should be brought back to the Board for approval. Chief Executive intimated that she would discuss the issue with the Director of Operations as it could be that a property that is allocated to a waiting list applicant may also be homeless. Waiting for Board approval would not be practical as the Association would not want the property to be vacant and incur void loss. The Chief Executive also confirmed that we will provide some benchmarking on our performance of allocations to homeless over the last 5 years.

Kim McKee intimated that sometimes homeless people are on our waiting list. We should avoid the assumption that homeless people are potentially going to be problem tenants.

George Kelly intimated that the Board had received in the past figures in relation to homeless tenants sustaining their homes. Housing Manager (Services) confirmed that these figures will be presented as part of the ARC and will be highlighted in Agenda Item 7b.

The Board noted the contents of the Operations Service Performance Report.

18.25 pm - Barbara Dusik joined the meeting

5b. TECHNICAL SERVICE PERFORMANCE

Housing Manager (Property) presented the above report previously circulated with the agenda.

CJS Placement: The Association has been successful in obtaining funding for a number of Community Job Scotland placements. One of these placements is for a Repairs Assistant. Closing Date for the post is 4th June 2021 and the post needs to be filled by 21st June 2021.

Health and Safety: An independent audit of our Landlord Health and Safety was carried out by ACS on Tuesday 2nd March 2021, this was completed virtually. The Action list from the audit was presented to the Landlord Health and Safety Committee on 17th May 2021. The Committee will meet monthly to address the action list as well as working through the assurance process to ensure we have the right measures in place to address landlord health and safety. The key areas being worked on include Asbestos and Legionella Management.

An Asbestos Management Plan will be presented as part of the next Operations Technical Report.

18.34 pm – Julie McNeil re-joined the meeting.

Major Repairs: The lockdown had huge implications on our major repairs programme. There are budget implications as we have been unable to fulfil which need to roll into this financial year. Continuation of the planned work requires 9 sets of windows and 43 doors to be moved into 2021/2022 investment plan. The total roll over cost will be £75,000 including VAT & fees.

Teresa McGowan intimated that a tenant had told her that window installations will be commencing in Ballantay Road in August. Housing Manager (Property) confirmed that there is nothing set in place as yet and he will liaise with the staff team.

The Kitchen and full house rewire program due for completing within 2020/21 did not commence due to Covid-19 and has been scheduled in for the current financial Year. These works have been budgeted for within the current years forecasts and have been provisionally programmed in to be complete in August 2021.

There is a £50,000 budget allocated to conclude the smoke detector programme. The Association is on track to conclude this programme by February 2022. We met with City Technical and they hope to restart the programme and it is hoped to be concluded by February 2022.

Cyclical Maintenance: We are trying to get our contractors to start electrical and guttering programmes as soon as possible.

As part of the ARC Return there were 23 properties that did not receive their gas service. This was due to COVID related issues. Commentary will also be included in the ARC.

Redacted as contains sensitive information.

Future Performance Reporting: In order to strengthen our monitoring, forecasting and expenditure controls within each of the key areas of Major Repairs, Reactive, Cyclical and Estate maintenance, a review of how this information is presented has been carried out. The Board approved the template for future performance reporting.

Redacted as contains sensitive information.

The Board noted the contents of the Technical Service Performance Report.

5c. **FACTORING PERFORMANCE**

Housing Manager (Property) presented the above report previously circulated with the agenda.

The Board are asked to approve the following Factoring Policy Update surrounding roles and responsibilities:

“Overall responsibility for delivering Factoring Services will be led by the Director of Operations. The Housing Manager – Property will carry out day to day management functions of the Factoring service and will be supported by the Customer Service Assistant – Technical”

The Board were also asked to approve the Debt Recovery procedures

After discussion, the Board unanimously approved the update to the Factoring Policy and the Debit Recovery procedures.

Factoring owner arrears at period 2 stands £37,278.58. Our target is £40,000.

The Board noted the contents of the Factoring Performance Report.

5d. **COURT ACTIONS**

Housing Manager (Services) presented the above report previously circulated with the agenda.

There are five cases in total, 3 are for rent arrears and two for anti-social issues.

Teresa McGowan enquired if we are unable to recoup any of the £3137.46. Housing Manager (Services) confirmed that they will explore all options to try and recoup these monies.

After discussion, the Board unanimously approved with the continuation of the necessary action for those who have breached their tenancy agreement, including court action up to and including decree for eviction for recovery or possession, debt outstanding and expenses which if granted will result in the repossession of the property.

5e. **EQUALITY AND DIVERSITY REPORT**

Housing Manager (Services) presented the above report previously circulated with the agenda.

We have implemented a new Equal Opportunities form which was produced by ACAS.

The Chairperson intimated that the figure of 812 of non-return of the form is quite high. Housing Manager (Services) confirmed that this is in relation to the waiting list.

The Board noted the contents of the Equality and Diversity Report.

Arrear Write-off: The Housing Services Manager intimated that at the Board meeting held on 25th November 2020, the Board approved to write off £22,493.32 of former tenant arrears. However, in the validation process of the ARC it became apparent that there was anomaly with this write off. The figure should have been £22,493.32 and not £22,483.32. ***The Board noted and approved this figure.***

6. **BUSINESS CONTINUITY PLAN**

The Chief Executive Officer presented the above document previously circulated with the agenda.

The Business Continuity Plan was due to be updated prior to COVID and it was also raised as part of the Internal Audit programme.

The Chief Executive intimated that she had looked at other Housing Association's plans as well as benchmarking certain areas with others.

The Business Continuity Plan's objective is to ensure control is established at a senior level within the Association at the critical early stages of a disaster situation and to provide the recovery teams with a detailed list of actions to cover the initial period following disaster. Its purpose is to prepare for, provide and maintain controls and capabilities for managing the organisation's overall ability to continue to operate during disruptions.

The process being used within the organisation is based on the BCM models outlined in ISO 22301:2019 Business continuity management.

Cassiltoun Group uses this process for analysing business impacts to identify critical deliverables, evaluate priorities and assess risks to service delivery.

The process:

- identifies the activities that support the provision of services;
- assesses the impacts over time resulting from the disruption of these activities;
- identifies the timeframe within which the impacts of not resuming activities would become unacceptable to the organisation;
- uses this analysis to identify prioritized activities
- determines any interdependencies/dependencies including partners and suppliers

This process identified 5 key risk areas

	Threat	Implication for 'Business as Usual'
1	Severe Weather/Pandemic	Availability of staff/contractors/Board, service interruptions
2	Loss of office/Nursery facilities	Evacuation and service disruption
3	Loss of residential premises due to fire (or other)	Evacuation and rehousing tenants
4	Loss of Critical Infrastructure	Power cuts/IT failure
5	Contractor business failure	Unable to deliver repairs and maintenance

This will be rolled out to staff and training will also take place. It will also form part of the induction process.

The Association will carry out annual tests on aspects of the Plan to allow staff to pick up and assess what has to be done. This will identify strengths and weaknesses of the Plan.

The Board are responsible to ensure we are compliant with Business Continuity Procedures. Any scheduled Board or Sub-Committee meetings due to be held in the first week following a disaster may be postponed.

A full and separate report will be submitted to the next available, or an emergency (if necessary) Governing Board meeting.

The Business Continuity Management Team are the SMT and Housing Managers.

The Plan includes Action Plans against each of the 5 key risk areas.

The Chairperson intimated that the Plan was very robust and thorough.

Richard Sullivan enquired if there were any risks identified if there were any financial implications that we have not prepared for. The Chief Executive intimated that insurance covers any fire in the stock. We also looked at not being able to collect rent, we can collect monies via the chip and pin system when staff are working from home. The Director of Finance & IT intimated that we outsource a lot of income collection, ie Allpay system, Universal Credit and Housing Benefit. The stock is insured for fire and an aircraft crashing into them. We don't have terrorism covered in our insurance. The Chairperson enquired if the insurance company does not cover for this peril. The Director of Finance & IT intimated that he could ask the insurance company to cover this area under the Board's instruction. The Board agreed that this would be a remote risk.

After discussion, the Board unanimously approved the Business Continuity Plan.

7a. ARC 2020/21 – VERIFICATION REPORT

The Housing Manager (Property) presented the above report previously circulated with the report.

Christine Dugan, Consultant carried out a virtual verification ARC audit and worked with the Housing Manager (Services), Housing Manager (Property), Senior Housing Officer and Senior Technical Assistant.

Christine audited 23 indicators

13 indicators (54.2%) were validated, with some minor enhancements to reporting identified.

10 indicators (41.7%) were assessed as on line for validation, these required elements of re-work to enable validation. Some of these indicators were re-worked at the time of validation, others require further re-working. Once the data in the ARC is updated these indicators should be validateable.

1 indicator remains partially validated (4.1%)

Indicator 8 – Emergency repairs.

Issues were identified with the recording of completion times. The Association will investigate and revise data accordingly.

The Association are looking at changing as to when Christine Dugan will come in next year. This will allow for preparation work on the ARC to commence earlier than usual.

She pointed out a few recommendations that she had highlighted last year.

An action plan will be drafted up with this year's recommendations and the Board will be kept up to date against each point.

In summary she has identified SHQS and EESSH as areas that we need to look at. As previously reported, workshops will be set up with the Board to take them through these areas.

The Chairperson enquired if these areas will be addressed before submitting the ARC. Housing Managers both confirmed that they had made the required changes as per Christine's recommendations and the ARC submission has respectively been updated.

Kim McKee confirmed that Christine was very thorough and welcomed the Data Dictionaries that she had produced.

The Board noted the contents of the ARC Verification Report produced by Christine Dugan, Consultant.

7b. ARC 2020/21 – SUMMARY

Housing Managers (Property & Services) presented the ARC findings via a powerpoint presentation.

In order to provide the Board with assurance that the performance information is correct, the Board had received Christine Dugan's report from the areas that she interrogated and verified from the evidence that we had produced.

19.25 pm – Julie McNeil left the meeting

Teresa McGowan enquired as to the factored owners fee of £97.32. Was this a quarterly or monthly fee. Housing Manager (Property) confirmed that this was the quarterly management fee. Teresa McGowan enquired if there was any connection with this figure and the factored owners being unsatisfied. Do they feel they are not getting value for money? Housing Manager (Property) confirmed that this is something that we need to address with the factored owners and we would hope with the new Technical Assistant being in post that factored owner's satisfaction would increase.

Kim McKee intimated that workshops with the Board on EESSH2 is an excellent idea as it will financially impact on the sector especially when there is a downward pressure on rents from the Government. There will always been something that the Association needs to take into account when business planning. The Chairperson confirmed that there is talk in the sector that the Government should be offering funding for this type of work. The Chief Executive also confirmed that we need to look at how the property type suits these new forms.

After discussion, the Board noted the findings from the ARC Return and unanimously noted and approved the ARC Return to the SHR.

The CEO will authorise the online submission of the ARC Return on behalf of the Association.

8a. AZETS ENGAGEMENT LETTERS

The Director of Finance & IT presented the Engagement Letters from Azets previously circulated with the agenda. These are for information as the letters have been signed by Evelyn Ferguson, Secretary.

The Director of Finance/IT informed the Board the letters are standard engagement letters addressed to the Board of Management and is part of the requirements needed for the audit. One is for the standard audit process and the second one is for other services. In addition, we have an audit planning letter that covers the Cassiltoun Group.

The Board noted the three engagement letters with Azets.

8b. SHR FINANCIAL RETURNS – LOAN PORTFOLIO

The Director of Finance & It intimated that he had correspondence from the SHR about three weeks ago. The Loan Portfolio return was delayed as the Regulator is having problems with its software. The Association was not able to include the CAF drawdown in March and this needs to be included in the Return.

The Board noted the update.

8c. BOARD FINANCE TRAINING

The Director of Finance & IT presented the above report previously circulated with the agenda.

The report identified 12 areas of finance training that the Board may be interested in receiving training on.

After discussion, the Corporate Services Manager will circulate the training to board members and will contact them to ascertain their four areas of preference and as to whether the training should be done externally or internally. This should be completed by Friday 4th June 2021.

9. **PROCUREMENT PLANS**

9a. **GAS CONTRACT**

Housing Manager (Property) presented the above report previously circulated with the agenda.

After discussion, the Board unanimously agreed to the procurement of a contractor to undertake gas maintenance. The Board also unanimously approved the milestones contained within Appendix 1 of the report.

The Board unanimously approved to give delegated authority to the Director of Operations to:-

- ***carry out the shortlisting of firms following on from the pre-qualification stage***
- ***agree the format and weighting of second stage quality assessment***
- ***establish appropriate community benefit requirements for the project***

9b. **CYCLE FUND**

Housing Manager (Property) presented the above report previously circulated with the agenda.

The Association previously sought grant funding from the 'Social Housing Fund for Improved Walking and Cycling Facilities' and were offered a grant of £50,000.00 including VAT.

The project proposal aims to support an increase in walking/ cycling by addressing the issues, which include: cycle parking/ storage; security; access; lack of seating and signage.

Due to COVID we were unable to progress with the funding received. We aim to procure a contractor to establish rates that can be done in backcourts as well as installing cycle racks etc. Once received we will work through the list of rates to maximum the benefits of the backcourts and improve the cycling network in the area.

The Chief Executive intimated that this funding will be relevant to factored owners' backcourts as well as tenants.

Teresa McGowan commented that she feels that bike sheds will not be used by tenants. The Chief Executive intimated that the funding is not for bike sheds but more a place to secure your bike. The purpose of the fund is to improve cycling.

After discussion, the Board unanimously approved to procure a contractor to fulfil the terms of the funding from the Social Housing Fund for Improved Walking and Cycling Facilities.

The Housing Manager (Property) confirmed that the Board will be regularly updated on any progress made with regards to this project.

19.40 pm – Housing Managers and Director of Finance & IT left the meeting.

10. GROUP CODE OF CONDUCT FOR GOVERNING BOARD MEMBERS

The Corporate Services Manager presented the above policy previously circulated with the agenda. The policy has been revised by the SFHA and approved by the Scottish Housing Regulator.

After discussion, the Board unanimously approved the revised Group Code of Conduct for Governing Board Members.

11. ENTITLEMENT, BENEFIT AND PAYMENTS

The Corporate Services Manager presented the above policy previously circulated with the agenda. The policy has been revised by the SFHA and approved by the Scottish Housing Regulator.

After discussion, the Board unanimously approved the revised Entitlement, Benefit and Payments Policy.

The Corporate Services Manager reminded the Board that Stuart Eglinton, Consultant will carry out training on both policies at the board training session on 8th June 2021.

We will also be drafting a Donation Policy which will come to the Board for approval at a future meeting.

12. GDPR/FOI

Nothing to report.

RGDP provide Data Protection Services to the Association. There has been a change in personnel and the role is now undertaken by Claire Berkley.

13. CORRESPONDENCE

Letter from SPSO: The letter identifies the pressure on public services due to COVID and as a result the SPSO have received a lot of complaints about organisations not getting back to individuals in terms of complaints being raised. The SPSO reminded organisations that they must comply with the timescales set out in their guidance. The Chief Executive confirmed that the Association complies with the timescales set by the SPSO.

The Association received the Scottish Housing Association Walking Champion Award:
Our local MP put it in as an early day motion in Parliament.

Email from a new tenant: The email thanked the Association for all their support and assistance in moving into her new home.

14a. NEW MEMBERSHIP APPLICATIONS

None

14b. SHARE REGISTER

The Corporate Services Manager presented the above report previously circulated with the agenda.

In accordance with the Association's Rules, Section 11, Ending Membership, if Committee are satisfied that "you have failed to attend five annual general meetings in a row and you did not submit apologies", we will end your membership and cancel your share.

The Board unanimously approved to write to those members who have not complied with Section 11 of the Association's Rules to inform them of the decision to end their membership. The members will be removed from the share register.

15. USE OF SEAL

None

16. ENTITLEMENTS, PAYMENTS & BENEFITS REGISTER

None

17. NOTIFIABLE EVENTS

The Chief Executive informed the Board that there is one notifiable event at present: -

1. Ongoing operational issues regarding COVID which the SHR have indicated that they would wish to remain live.
2. Private and Confidential matter

18. SUBSIDIARY & SUB-COMMITTEE DECISIONS & MINUTES MADE BETWEEN 29TH APRIL 2021 – 26TH MAY 2021

The Health & Safety Committee and Health and Safety Landlord met on 17th May 2021 and details we covered in the Technical Services Report, Agenda Item 5b.

19. HEALTH & SAFETY/HWL

H&S: No accidents recorded

HWL: Staff are participating in Mental Health and Wellbeing training via SAMH and ACAS. Our staff have also participated in on line Stress training last year.

20. AOCB

20a. **Annual General Meeting:** The Chief Executive Officer reminded the Board that the next Annual General Meeting is set for August 2021. As the Board are aware, current COVID restrictions do not allow in-person AGM. The Chief Executive Officer sought the Board's approval to move the AGM to Saturday 11th September 2021 and that we should plan for a virtual AGM with the option for a hybrid delivery if COVID rules permit/IT resources are in place.

The Board unanimously approved to move the AGM to Saturday 11th September 2021 and to plan to hold it virtually.

Chairperson's Appraisal: As the Board are aware, they have been carrying out a 360 Appraisal of the Chairperson as part of their appraisal. This information has been collated and will be passed to the Chief Executive Officer. The Chief Executive Officer will meet with the Chairperson and an action plan drawn up from any points raised. Details will be reported back to the Board at their next Board Meeting.

Entitlement Payment and Benefits: *item redacted as contains sensitive information.*

The Board noted the above details.

Landlord H&S Audit: As the Board are aware, Landlord H&S is a hot topic with the Scottish Housing Regulator as we have seen in recent engagement plans.

The Chief Executive Officer intimated that she has been working with other Chief Executive's in the sector regarding Landlord H&S who had undertaken governance reviews and it had been flagged up that there had been gaps in their Landlord H&S audits. We are looking to procure an organisation for three years plus 2 to do a thorough and robust audit of compliance against H&S measures.

We will demonstrate VfM through a joint procurement exercise and 'lessons learnt' approach

The organisation will provide the following services:

- Ad hoc advice on landlord health and safety issues
- Advice on appropriate training/qualifications on landlord health and safety
- Regular briefings on legal/regulatory/HSE changes and good practice that would have implications for the commissioning Associations
- Assist the commissioning Associations with relevant policy reviews
- Auditing one area of landlord health and safety per association per year
- Follow up audit to check management actions 1 year on from future audits thereafter

After discussion, the Board unanimously approved to procure an organisation along with other Housing Association's to carry out a robust audit of our compliance against H&S.

8.00 pm Standing Orders

8.01 pm Chief Executive Officer and Corporate Services Manager left the meeting.

Notifiable Event: Item redacted as contains sensitive information.

21. DATE AND TIME OF NEXT MEETING

Wednesday 23rd June 2021 at 6.00 pm

There being no further business the meeting concluded at 8.05 pm

Signature:
Chair of Board of Management

Date:

***Copies of all reports mentioned within these minutes and any sub-committee reports/
minutes are available on request***