

**West of Scotland Housing Association
Minutes of the Board Meeting
Hybrid Meeting
Wednesday 25th May 2022**

<p>Present: Kelly Adams (Chair), Ruth Simpson, Nick Farrell, Kenneth Fee, Ian Whiteman, Elaine Davidson, Michael Sozansky, Ann Reid, Derek McGowan , George Kpodo</p> <p>In Attendance: Brian Gannon, Chief Executive, Donna Paton, Director of Finance, Jennifer Cairns, Director of Corporate Services; Robert Campbell, Director of Housing & Community Services; Andrew Kubski, Director of Development & Asset Management; Lorna Shaw, Research Resource (in part); Geraldine Connolly, Housing Manager (in part)</p> <p>Apologies: Paul MacNeil, Marc Sloan, Nick Farrell, Irene McFarlane</p>	
<p>Disclosure of Interests There were none declared.</p>	
<p>1. Approval of the minutes The minutes from the Special Board meeting on the 20th April 2022 were approved. The minutes from the previous Board meeting held on 27th April 2022 were approved.</p>	Approved
<p>2. Matters Arising The Board noted the update on actions from the previous meeting. There was a discussion in relation to the review of senior management gradings and it was agreed that Irene McFarlane as Chair of Staffing Sub Committee would lead on this with Eamon Connelly from EVH and would contact him post ballot to discuss.</p>	Action
<p>3. Tenant Satisfaction Results and Action Plan Lorna Shaw from Research Resource attended this part of the meeting. She presented an overview of the tenant satisfaction results for 2022. She outlined the results for each question and advised the Board of how this compared to previous years. She also provided a comparison of the Scottish Average from the previous year and a comparison to other RSLs that Research Resource had carried out surveys for this year.</p> <p>Kenneth Fee asked Lorna Shaw what was the most concerning result for WSHA. Lorna advised that the most significant reduction was in relation to repairs and this reduction was not in line what was happening in the rest of the sector, though there had been a decline across the sector in respect of repairs performance and customer satisfaction.</p>	

Kenneth queried the reason we ask the questions that we ask and suggested it would be better to ask a question around recommendation of WSHA as a landlord. Lorna Shaw advised that we asked this question in the past but the questions that we currently ask are Charter Indicators and the questions are questions that we need to ask in respect of our regulatory requirements.

Ian Whiteman stated it might be good to ask about recommending WSHA as a landlord as a supplementary question and that he as a tenant would be glad to be asked this.

Ruth Simpson noted that there was a higher dissatisfaction around repairs in Glasgow and wondered if this was because we have a higher number of pre 1919 stock. Lorna advised that she can provide this information with by breakdown of stock.

It was agreed that there would be a follow up in the Board Brief at a future Board meeting with a breakdown of satisfaction by communities.

The Chief Executive noted that it was interesting to see that we have higher satisfaction levels in Lanarkshire and Ayrshire rather than in Glasgow but we are often accused of focusing on Glasgow.

Kelly Adams asked how the tenants that are asked the questions are selected. Lorna Shaw explained the process by which the tenants are selected to ensure that there is a representative sample in respect of area, property type and size.

Kelly Adams queried if the 19 RSLs used to compare our results to were mostly Glasgow based. Lorna explained that they are across Scotland but the majority are Glasgow based as the majority of RSLs are Glasgow based.

The Chief Executive presented the proposed action plan to the Board to address the issues raised through the feedback from the surveys.

It was agreed that the action plan with details of progress would come back to the Board in a year's time.

Ian Whiteman queried how we monitor grounds maintenance performance. The Director of Housing & Community Services advised that we have an Estates Officer in post who is responsible for the contract management of this contract. The Director of Corporate Services advised that we will also be introducing in house customer satisfaction surveys which will include feedback on grounds maintenance to assist with contract management.

The Board approved the action plan.

Action

<p>Lorna Shaw left the meeting at this point.</p>	
<p>4. Lettings Strategy 2022/23</p> <p>Geraldine Connolly, Housing Manager attended the Board meeting to present the proposed Lettings Strategy for 2022/23. She presented an overview of the Strategy for consideration by the Board.</p> <p>Michael Sozanski queried what a Local Lettings Initiative was. The Housing Manager advised that we would put this in place where we have identified a issue with lettings in a particular area. The local lettings initiative can then focus on addressing issues in that area to improve the letting position.</p> <p>Ian Whiteman queried about the quotas for homelessness lets. The Housing Manager advised that we are set quotas for homeless lets by the relevant local authority.</p> <p>The Board approved the Lettings Strategy for 2022/23.</p>	<p>Approved</p>
<p>5. ARC Submission</p> <p>The Chief Executive firstly provided an update to the Board on progress made on our Key Business Objectives by the end of March 2022. He then went on to present the figures for the ARC submission for 2021/22. The presentation included a comparison to previous years and also the sector average in 2019.</p> <p>The Board discussed the repairs figures. The Director of Asset Management advised that the repairs figures are disappointing and there has been a number of reasons for the poor performance; covid, change in contractor, labour shortage and poor contractor performance. He explained that he has spoken to other RSLs who have used the same contractor and they have seen the same dips in performance.</p> <p>The Board approved the ARC submission.</p>	<p>Approved</p>

<p>6. Review of Factoring Services</p> <p>The Chief Executive presented the review of factoring services which outlined how WSHA proposes to managing factoring services going forward including an increase in factoring charge for current WSHA factored owners.</p> <p>The Board discussed the increase in factoring fee and agreed that the preference would be to apply the increase in fee at once but this would depend on how much the increase was and the impact that this would have on current WSHA factored owners. It was agreed that options in respect of the factoring fee increase would come back to the Board for discussion.</p> <p>In respect of the review of factoring services, the Board approved the following:</p> <ul style="list-style-type: none"> • Proposed team structure • To move factoring services to Westscot Living • Plan to review factoring fees 	Approved
<p>7. Staffing Sub Committee Annual Report</p> <p>The Chief Executive presented the Staffing Sub Committee Annual Report which provides the Board with an overview of the activities of the Staffing Sub Committee for the past year.</p> <p>The Board noted the annual report.</p>	
<p>8. Board Brief</p> <p>The Chief Executive presented the Board Brief. He highlighted the two items for approval:</p> <ul style="list-style-type: none"> • Refinancing – The Director of Finance advised the Board that we have received a proposal from RBS in respect of refinancing which may mean we do not have to go out to tender. The Board approved that DTP would carry out a market testing in respect of this offer and provide the Board with advice in respect of the options available. • RAG Rating – Following on from discussions at the previous Board meeting, the Chief Executive presented a proposed rating for action plan updates which was agreed by the Board. <p>The Chief Executive provided an update in respect of the Overtown situation.</p>	
<p>9. Risk Management Report</p> <p>The Director of Corporate Services presented the risk management report and highlighted the impact of the current issues of cost of living, Brexit, shortage of labour and increase in costs on our strategic risks.</p> <p>The Board noted the report.</p>	

<p>10. Subsidiary Report The Director of Corporate Services presented the subsidiary report which provided the Board with an update on the activities of Willowacre Trust and Westscot Living.</p> <p>The Board noted the report.</p>	
<p>11. Management Accounts 2021/22 The Director of Finance presented the Management Accounts for the full year. She advised that these figures were draft figures for the annual accounts subject to any audit adjustments</p> <p>Kelly Adams highlighted that while there was a surplus, the majority of the surplus appeared to be relating to not carrying out planned investment due to the contractor issues that the Board are aware of.</p> <p>The Board noted the report.</p>	
<p>12. CXHA Update Report The Chief Executive presented the Board with an update on the CXHA transfer of engagements project plan.</p> <p>The Board noted the update.</p>	
<p>13. Resolutions The Board noted the resolution in respect of the disposal of sharing ownership property.</p>	
<p>14. Notifiable Events The Director of Corporate Services provided an update in respect of Notifiable Events. The Chief Executive advised that we continue to keep the SHR updated in respect of the situation with the Overtown St tenants.</p> <p>The Board noted the report.</p>	
<p>15. AOCB The Board approved a shareholder application from Alison Calder. It was agreed that Alison would be appointed to the Board at the next Board meeting.</p>	
<p>16. Review of Meeting The Board reviewed the meeting and agreed that the meeting had gone well and the new format makes a big difference to the running of the meeting.</p>	
<p>Date of Next Meeting – 29th June 2022</p>	