

**West of Scotland Housing Association  
Minutes of the Board Meeting  
Hybrid Meeting via Microsoft Teams and Camlachie Boardroom  
Wednesday 31<sup>st</sup> January 2024**

<p><b>Present:</b> Kelly Adams (Chair), Elaine Davidson, Ann Reid, Jim Williamson, Karen Merz, Nick Farrell, Paul McCandlish, Michael Sozansky, Kenneth Fee, Alison Calder (from item 3)</p> <p><b>In Attendance:</b> Brian Gannon (CEO), Jennifer Cairns (Director of Corporate Services, Robert Campbell (Director of Housing &amp; Community Services), Andrew Kubski (Director of Development &amp; Asset Management), Susan Speirs (Senior Corporate Services Assistant), Alison Walters (Chair, Staff Consultation Group for item 3 only)</p> <p><b>Apologies:</b> Nicola Wason, Paul MacNeil, George Kpodo</p> <p>Kelly Adams introduced Graeme Middleton to the meeting and explained that he was here as an observer with a view to joining the Board.</p>	
<p><b>Disclosure of Interests</b> Staff will leave the meeting for the EVH salary discussion under AOCB.</p>	
<p><b>1. Minutes of the Previous Meeting</b> The minutes of the previous meeting of 29/11/023 were approved as a true and accurate record. They were proposed by Ann Reid and seconded by Elaine Davidson.</p>	<b>Approved</b>
<p><b>2. Matters Arising</b> The Board noted the matters arising.</p>	<b>Noted</b>
<p><b>3. Review of Staff Engagement Survey</b> The Director of Corporate Services introduced Alison Walters, Chair of the Staff Consultation Group to the Board and explained that Alison was here to present the report on the review of the Staff Engagement Survey along with herself.</p> <p>The Director of Corporate Services explained that the Staff Consultation Group was set up in September 2023 and that the review of the staff engagement survey was one of the first tasks they had undertaken.</p> <p>The Chair of the Staff Consultation Group advised that they had looked at this as a group and had then got feedback from the teams in respect of the process and the actual survey. The group felt that the survey was too long and quite comprehensive and that the number of questions should be reduced.</p>	

It is proposed that the survey will be issued at the beginning of June each year after the T&D session and will now be on Microsoft forms. At the T&D session staff will be advised on how the survey results are analysed to give reassurance with regards to anonymity. The number of questions will be reduced from 64 to 35. The group had proposed to reduce the number of responses from 5 to 3 but the CMT felt that it should be kept at 5 to keep it consistent with previous years. The group also felt that it would be good to have space for staff to provide any suggestions or recommendations.

The Association will also donate £1 to our corporate charity for every survey completed.

One of our key business objectives for 2024/25 is to develop and implement a plan for creating a strong culture of celebrating and recognising staff and team successes and achievements. Questions will be added into the staff engagement survey in respect of this topic so that we can gather data to measure the impact of this key business objective.

Following a discussion the Board agreed to donate £5 for every survey completed.

The Board approved the revised Staff Engagement survey and process.

Alison Walters left the meeting at this point.

**4. EV Car Community Charging Policy**

The CEO advised that this was a new policy and it sets out what our position is in respect of installing charging points within existing homes and also in new build developments. The CEO advised that we have started to receive enquiries from tenants regarding this. He also advised that we would not be putting in charging points if tenants don't have driveways at present. The policy may need to be reviewed in a year due to any changes that may happen.

Michael Sozansky advised that there was a mistake on page 12 of the policy. It should read "the office for zero emission.. and not omission". He stated that it was a very good document.

Michael advised that the signage would need to be clear that you could only park your car if you were charging it as he had been cited in the past for parking in a spot but had not been charging his car.

The Board approved the EV Community Charging Point Policy.

**Approved**

**Approved**

<p><b>5. Tenant Satisfaction Survey</b> This was a confidential discussion.</p>	
<p><b>6. Rent Consultation Feedback</b> The Director of Housing &amp; Community Services presented this report.</p> <p>He advised that robust communication had been undertaken with tenants in the summer and autumn of last year with regard to their rent and service charges, with 900 tenants responding to the ‘rent conversations’.</p> <p>At the November Board meeting the Board approved consulting on a rent increase of 4.6% for former Charing Cross tenants and 5.6% for all other tenants (excluding the Broomhouse transfer tenants and Fair Rent tenants).</p> <p>Tenants were then informed after this meeting that the rent consultation was taking place and were given details of the proposed rent increase and what this would mean for them. Tenants were given to opportunity to give their views via an online survey or direct contact with WSHA. We received 281 responses this year compared to 31 last year.</p> <p>The Director of Housing &amp; Community Support Services advised that overall, 69% of the tenants understood the reason for the increase. He advised that meetings had been held with TAG, APPAT and the Woodlands &amp; Garnethill Residents Association and they had been very supportive of the increase.</p> <p>Tenants had raised concerns about the maximum £50 cap for service charges.</p> <p>The Director of Housing &amp; Community Services advised that the SFHA rent model had been used to work out if our rents are affordable. Affordability has improved from 6.36% last year to 4.47% this year.</p> <p>The Director of Housing &amp; Community Services advised that a lot of comments had been received from tenants and these will be followed up and support given where necessary.</p> <p>The Board noted and approved the following:-</p> <ol style="list-style-type: none"> <li>1. Noted the contents of this report.</li> </ol>	<p><b>Noted &amp; approved</b></p>

<ul style="list-style-type: none"> <li>2. Approved a rent increase of 4.6% from April 2024 for all Charing Cross stock transfer tenants and</li> <li>3. Approved a rent increase of 5.6% from April 2024 for all other tenants (excluding Broomhouse transfer tenants and Fair Rents tenants).</li> </ul>	
<p><b>7. Damp &amp; Mould Action Plan Update</b></p> <p>The Director of Development &amp; Asset Manager presented this report.</p> <p>Following approval of the Dampness &amp; Mould Policy an Action Plan was drafted based on the Housing Ombudsman's recommendations and was approved by Board in May 23.</p> <p>Of the 24 actions in the plan 22 have been completed. 2 are incomplete due to the timeframes involved in completing these action but are in the process of being completed.</p> <p>The Director of Development &amp; Asset Management advised that there are no real concerns from a contextual point of view and referred to the detail within the report.</p> <p>He advised that KPIs will be developed and these will be reported at the quarterly performance management meetings.</p> <p>Nick Farrell asked if we should do tenant surveys on dampness and mould every three years. The Director of Development &amp; Asset Managed advised that this is something that could be looked at.</p> <p>Alison Calder advised that she thought there was a problem with dampness in one of the properties at Woodend Oval. The Director of Development &amp; Asset Management advised that he would send a Technical Officer to look at this.</p> <p>The board noted the action plan to confirm that the implementation of our Dampness &amp; Mould Policy &amp; Action Plan is being undertaken.</p>	<p><b>Action</b></p>
<p><b>8. Review of Board Terms of Reference</b></p> <p>The Director of Corporate Services presented this report. She advised that the Board Terms of Reference had not been reviewed for three years.</p> <p>One of the changes that has been added is for Board Members to join at least one Sub-Committee to ensure we have sufficient membership on each Sub Committee. This was discussed and approved by the Board.</p>	

<p>The Board approved the proposed changes to the Board Terms of Reference.</p>	<p><b>Approved</b></p>
<p><b>9. Board Brief</b></p> <p>The Board approved the Health &amp; Safety at Work Policy Statement. This was signed by the CEO and Chair.</p> <p>The CEO updated the Board on the SFHA Annual Membership Fee. The Board approved the SFHA Annual Membership Fee of £25,834.</p> <p>The Board approved the Director of Corporate Services and Director of Housing &amp; Community Support Services as authorised signatories for the electric vehicle leasing scheme and also approved an amendment to the Scheme of Delegation which will include this leasing and authorised signatories.</p> <p>The Board approved the amendments to the Void Management Policy.</p> <p>The Board noted the remainder of the Board Brief.</p> <p>Elaine Davidson asked how often shower heads should be changed. Jim Williamson advised that if they are used regularly they don't need to be changed.</p> <p>Nick Farrell asked for further clarification on the write off amendments. The Director of Housing &amp; Community Services provided further background on the reasons for the adjustments.</p>	<p><b>Approved</b></p> <p><b>Approved</b></p> <p><b>Approved</b></p> <p><b>Approved</b></p> <p><b>Noted</b></p>
<p><b>10. Gifts &amp; Hospitality Register</b></p> <p>The Board noted this report.</p>	<p><b>Noted</b></p>

<p><b>11. Customer Engagement Strategy Update</b> The Director of Corporate Services presented this report. She advised that there has been a lot of activity this year in achieving our key objectives.</p> <p>Karen Merz asked when the Factored Owners Forum will be held. The CEO advised it will be on 22 February.</p> <p>The Board noted this report.</p>	<b>Noted</b>
<p><b>12. Report on Potential Delivery Partner for Net Zero</b> The Director of Development &amp; Asset Management presented this report.</p> <p>He advised that CMT had approved the trialling of Warmworks and Everwarm as delivery partners to help us meet the new Social Housing Net Zero Standard, with Warmworks having overall strategic control of our stock. If trials are successful then it would be the intention to appoint via the SPA framework.</p> <p>The Board noted this report.</p>	<b>Noted</b>
<p><b>13. Resolutions</b> The Board noted this report.</p>	<b>Noted</b>
<p><b>14. Notifiable Events</b> The Board noted this report.</p>	<b>Noted</b>
<p><b>15. Group Information</b></p> <p>The Board noted the following information:-</p> <p>WT Board Minutes of 21.11.23 Audit Committee Minutes of 23.11.23 WL Board Minutes of 7.12.23 Staff Consultation Group Minutes of 7.12.23 DAMSC Minutes of 12.1.24</p>	<b>Noted</b>
<p><b>16. AOCB</b> Staff left the meeting at this point.</p> <p><b>16.1 EVH Salary Uplift Proposal</b> The Board noted the letter from EVH consulting employers on the proposed wage offer negotiated with Unite. The Board discussed the proposal and noted that it would have been good to know the Union's views on the proposal. They also suggested that it would be good to do some benchmarking with other RSLs on the proportion of revenue expenditure on salaries? After further discussion the Board agreed to support the proposal. The Chair would advise the CEO so that WSHA's response could go back to EVH.</p>	<b>Approved</b>

<b>Review of Meeting</b>	
The Board felt that the meeting had gone very well. There had been a lot of discussion.	
The meeting ended at 7.45 pm.	
<b>Date of next meeting – 28<sup>th</sup> February 2024</b>	