

**West of Scotland Housing Association
Minutes of the Board Meeting at Camlachie House
Wednesday 23rd January 2019
PUBLIC MINUTES**

Some Information has been removed for confidentiality

<p>Present: Ruth Simpson (Chair), Elaine Davidson, Ena Hutchison, Ann Reid, Clare Newton, Colin Menabney, Robert Higgins, Kelly Adams, Shona Gallagher and John Shearer</p> <p>In Attendance: Lynne Donnelly, Chief Executive Officer, Colin MacCallum, Director of Finance and Corporate Services ,Stewart Gibb, Director of Housing and Customer Services, Andrew Kubski, Director of Development and Asset Management, Jennifer Cairns, Head of Corporate Services, and Kari Archibald, Executive Assistant.</p>	
<p>1. Welcome & Apologies The Chair welcomed all to the meeting and noted apologies from Derek McGowan</p>	
<p>2. Approval of the Minute of 21st November 2018 The approval of the minutes from the Board meeting of 21st November 2018 was proposed by Robert Higgins and seconded by Clare Newton subject to page 2, para 3 which should include the word reporting “ and read “concern about reporting the staff turn over”</p>	Approve
<p>3. Disclosures of Interest. Colin Menabney informed the Board that his organisation had some knowledge of the residents within Netherlee House but he has no direct connection with them.</p> <p>The Board noted Colin’s update and agreed that there was no need for a disclosure of interest.</p>	
<p>4. Matters Arising All matters arising were noted.</p>	
<p>5. Board Briefing The CEO spoke to the Brief and updated on the leavers and new starts to the Association.</p> <p>The CEO received a confirmation that Claire MacBeth has date availability to assist the project team in her new role at CIVICA.</p> <p>The Board heard that the Annual Reviews will be scheduled to be carried out during the month of April. The CEO spoke to the brief about Serco losing the contract for rehousing Asylum seekers. The Director of Housing and Customer Services advised that the brief should state 18 properties and not 16. Colin Menabney raised concern about the Association’s</p>	

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<p>a number of Health and Safety issues involved which explains the rise in costs.</p> <p>Kelly Adams asked for clarification on properties that are not under contract of heating. The Director of Property and Asset Management explained that this is in relation to the age of the boilers/heaters.</p> <p>After consideration the Board agreed to increase the total Repairs budget and approved the forecast outturn for the year to 31 March 2019.</p>	<p>Approve</p>
<p>9. Review of Procurement Policy</p> <p>The Head of Corporate Services provided a report showing the review of the Procurement Policy and proposed changes.</p> <p>The Head of Corporate Services referred to the Internal Audit carried out by BDO and of the recommendations made from the auditor’s findings. The Head of Corporate Services informed that the amendments to the policy were minimal and intended to make it clearer in in places such as the operation of balanced quality and price.</p> <p>The Board noted the report and approved the revised Procurement Policy.</p>	<p>Approve</p>
<p>10. 2018 Conference Feedback</p> <p>The CEO provided feedback to the Board and asked for members to consider if they wish to continue with the conference in the same format.</p> <p>The Board heard and acknowledged the benefits of the conference and of the proposal to roll out “Place Standard” exercise during Year 1 of the Corporate Business Plan with the priority areas being Springburn and Royston</p> <p>The Board held a discussion around the conference and felt that it was a great opportunity to meet all staff within the Association and work together to agree future plans. Robert Higgins felt that the conference proved great value for money and the event is valuable to staff and Board.</p> <p>Shona Gallagher agreed that the money was well spent and has learnt a lot about the Associations stock and areas as well as meeting staff.</p> <p>Ann Reid enquired about the November 26th TAG minutes noting a member quoted the conference being £26k and asked that TAG be notified that this figure is incorrect. The CEO agreed to speak with the Tenant Engagement Officer to rectify this quote.</p> <p>After consideration, the Board agreed to continue with the format of future business planning conferences and approved the roll out of the Place Standard throughout all communities with the year 1 focus being Springburn and Royston.</p>	<p>Approve</p>
<p>11. Corporate Business Plan 2019-2024 – Update</p>	

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<p>The CEO presented the Corporate Business Plan and informed the session held on the 23rd January at 3pm with Leadership and Board was excellent with a good discussion around our priorities for the next five years, including the emphasis on the Digital Strategy, data management, business growth via the development programme, developing our Assurance statement, and being in a position to increase our stock base through considering suitable transfers of engagement and mergers.</p> <p>The CEO highlighted the range of actions the working group agreed to focus on during Year 1 as well as during the next 2 to 5 years.</p> <p>The CEO requested Board approval to delay the delivery of the Corporate Business plan from 20 February 2019 to e Board meeting of 20th March 2019.</p> <p>The Board approved delay to the Corporate Business Plan 2019-2024.</p>	<p>Approve</p>
<p>12.Rent Setting 2019-2020</p> <p>The Director of Housing and Customer Services presented a report to Board outlining the feedback received from tenants on the Associations' proposed rent increase for 2019/20 and to seek final approval from Board for the rent and service charges increase which had provisionally been agreed at the Board meeting of 21st November 2018.</p> <p>The Director of Housing and Customer Services informed that the level of feedback was poor with 89 responses either through post, online or by telephone.</p> <p>From the responses received it was noted that there was support for the proposal to introduce the £10 a month reduction on older stock and for a £17 a month cap on movement to the target rent.</p> <p>The Director of Housing and Customer Services informed that TAG had convened on 20th November and he advised the Board the key concerns raised at this meeting. The Chair thanked the Director of Housing and Customer Services for bringing TAG s concerns to the Board meeting</p> <p>Board members debated the pre 1919 stock noting the extent of the repairs and major works required. The CEO explained that the concerns over pre 1919 housing stock is being discussed at Scottish Government level and there is a large majority of pre 1919 tenements in Glasgow.</p> <p>Ann Reid suggested the Association consider stock disposal where appropriate to do so. The CEO agreed that this is an area to consideration and would be referred to in our Asset Management Strategy.</p> <p>The Chair requested the Board make a final decision and all agreed to view each of the recommendations;</p> <p>(1) Note the feedback received from tenants in relation to the</p>	

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<p>(2) consultation exercise undertaken in December 2018</p> <p>(2) Approve a rent increase of CPI+1% giving a 3.4% increase for our Scottish Secure Tenancies and leased properties</p> <p>(3) Approve the retention of the rent cap at £17.00 per month (excluding new builds since 2000 and two apartment pre -1919 flats)</p> <p>(4) Approve the introduction of rent enhancements for new homes (new build supplement built since 2000 of £10.00 per month)</p> <p>Some Board members did not want to approve this and the Chair went to a vote by a show of hands. 6 members voted for approval and 4 voted against. The majority vote was carried and Approval granted.</p> <p>(5) Approve a reduced target rent for smaller (two apartments) pre 1919 tenement flats and similar properties of £10.00 per month.</p> <p>All but one member approved</p> <p>(6) Approve the introduction of new arrangements for calculating service charges based on actual cost</p>	<p>Noted</p> <p>Approve</p> <p>Approve</p> <p>Approve</p> <p>Approve</p> <p>Approve</p> <p>Approve</p> <p>Approve</p>
<p>13 Review of Scheme of Delegation</p> <p>The Head of Corporate Services presented the Scheme of Delegation along with the proposed changes.</p> <p>The Board noted the changes made and approved the revised Scheme of Delegation.</p>	<p>Approve</p>
<p>14. Gifts and Hospitality Register</p> <p>The Executive Assistant presented the Gifts and Hospitality Register to Board and announced that the total monies raised for the corporate charities was £5k and that this was split between the two 2018 charities, Cancer Research and City Mission.</p> <p>The Executive Assistant highlighted that a new approach would be taken to choose the charities for 2019 and that this would link in with Springburn and Royston which were the nominated areas of focus from the staff and Board conference on 30th November 2018.</p> <p>The Board noted the content of the report.</p>	<p>Noted</p>
<p>15. Review of Regulatory Standards and Governance</p> <p>The CEO highlighted the content report noting and informed members that the additional of red boxes show standing items and will remain as red going forward.</p> <p>The Board noted the content of the paper in particular the number of links to Standards 1 and 2.</p>	<p>Noted</p>
<p>16. Health and Safety</p> <p>No issues to report.</p>	

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<p>17. Minutes of Audit Committee The minutes of the Audit committee meeting of the 7th November 2018 were noted</p>	<p>Noted</p>
<p>18. Minutes of TAG The minutes of TAG meeting of 26th November were noted</p>	<p>Noted</p>
<p>19. Minutes of DISC The minutes of the DISC meeting of 27th November 2018 were noted.</p>	<p>Noted</p>
<p>20. Resolutions None.</p>	
<p>21. Notifiable Event The Chair is awaiting a response from the SHR on the final report and confirmation of the timing for a proposed meeting with the Board. Members will be advised as soon as information becomes available.</p>	<p>Noted</p>
<p>22. AOCB</p> <p>Ground Maintenance Tender</p> <p>The Head of Corporate Services referred to the report issued to the Board earlier in the week confirming the outcome of the tender exercise for a grounds maintenance contract and that Tivoli presented the highest scoring bid.</p> <p>The Head of Corporate Services asked Board for approval to appoint Tivoli.</p> <p>Some of the members had concerns about the quality of Tivoli's work in the past and the Head of Corporate Services assured them that Tivoli works will be well monitored and KPIs will be reported to TAG and Board on a quarterly basis.</p> <p>The Board approved the appointment of Tivoli.</p>	<p>Approved</p>
<p>23. Review of the meeting</p> <p>The Chair invited members to review the meeting.</p> <p>Members felt the session at 3pm and Board meeting went well and ran to time.</p>	
<p>24. Date and time of next meeting: Wednesday 20th February 2019</p>	