

Minutes of the Management Board meeting held on Tuesday 7 August 2018 at 6.00pm in Drumchapel Housing Co-operative's office, 4 Kinclaven Avenue, Glasgow, G15 7SP

---

**Ag5**

**Present:** Joan McFarlane  
Cllr Elspeth Kerr  
Margaret Bowie  
Fiona Russell  
Alana Durnin  
Helen Eakin  
Tanith Diggory  
Paul McBride  
Laura Stevenson (Observer)  
Michelle Dunlop (Observer)  
David Riddell (Observer)

**In attendance:** Caroline Shepherd, Director  
Pauline Burke, Depute Director  
David Ampofo, FMD Financial Services  
Joan Williamson, Findlay & Co  
Jacqueline McGoran, Finance Officer (Minute Taker)  
Matthew Leach, Housing Officer (observing)

Chair J McFarlane welcomed the observers, Laura Stevenson, Michelle Dunlop and David Riddell to the meeting. She also welcomed Joan Williamson of Findlay & Co, David Ampofo FMD Financial Services and Matthew Leach the new temporary Housing Officer. The Chair invited everyone present to introduce themselves at the beginning of the meeting.

## **1. Apologies**

1.1 There were no apologies received.

## **2. Declarations of interest**

- 2.1 A Durnin declared an interest in item 10.1. There were no other declarations of interest.

## **3. Minute of the previous meeting**

- 3.1 The minute of the meeting on 26 June 2018 was proposed by Cllr E Kerr and seconded by M Bowie.

## **4. Matters arising**

- 4.1 Item 5.9: C Shepherd advised that the procurement document is progressing but has not yet been finalised.
- 4.2 Item 10.2: C Shepherd advised the Board that a drive on board recruitment was carried out at the recent successful fun day. This seems to have generated some interest and staff are in the process of following up with those wishing additional information.
- 4.3 Item 10.3: C Shepherd reported that the SFHA have confirmed that they would be happy to accept A Durnin's nomination to stand for the SFHA Board in the forthcoming elections. Furthermore, the SFHA confirmed that, if elected, A Durnin could remain on the SFHA Board in the event that she is not able to be co-opted onto the Co-operative's Board. The ballot paper is presented under AOCB.

## **5. Director's report**

### **5.1 Draft annual accounts**

- 5.1.1 J Williamson of Findlay & Co referred to the draft annual accounts for 2017/18 and highlighted the key elements of the financial statements and associated papers for the Board's information. The 2017/18 draft annual accounts were agreed by the Board and will now be remitted to the membership at the AGM for approval.
- 5.1.2 The management letter, which details key risks, systems testing and the findings of the auditor was presented to the Board. No specific risks other than standard industry hazards were discovered. We therefore have a "clean" management letter.

- 5.1.3 The Letter of Representation and response to the management letter were approved by the Board and subsequently signed by the Chair.

**Joan Williamson and David Ampofo left the meeting.**

**5.2 Business Plan – 2018 to 2021**

- 5.2.1 C Shepherd introduced the draft business plan, confirming that the comments made by the Regulator at the August 2017 meeting had been addressed.

- 5.2.2 Following discussion, the business plan was approved subject to the surplus noted in section 11.1.1 being updated to reflect the 2017/18 figures now that the accounts have been received.

**Action – C Shepherd**

- 5.2.3 The Board approved the Business Plan 2018 to 2021.

**5.3 Secretary's year-end report**

- 5.3.1 C Shepherd advised that Secretary's report is required to be brought to Board prior to AGM. Board members were asked to note that, insofar as the Secretary was aware, Rules 57 – 62 had been followed prior to the Annual General Meeting.

- 5.3.2 The Board noted the update.

**5.4 Arrangements for Annual General Meeting**

- 5.4.1 C Shepherd reminded members that the AGM will take place at the Co-operative registered office on Thursday 30 August 2018 at 6.00pm. Papers will be delivered to all tenants by or before 16 August 2018, fourteen days before the meeting. It was proposed that we have a standard agenda.

- 5.4.2 As it is the Co-operative's 30th anniversary, it was agreed that there will be ten prizes of £30 cash with a flat-screen television as the first prize. All tenants completing a short questionnaire at the beginning of the meeting will be entered into the prize draw.

- 5.4.3 M Bowie, H Eakin and P McBride will stand down as longest serving Board Members. If M Bowie and H Eakin wish to stand again, due to the "nine year rule" they must submit nomination forms, but P McBride can stand without being nominated.

- 5.4.4 A Durnin and F Russell must stand down as co-optees.

5.4.5 J McFarlane, J Barclay, S Fraser and D Fraser require to stand down as they filled casual vacancies. They must complete nomination forms if they wish to stand again.

5.4.6 E Kerr asked if she required to stand down as she has been on the Board for three years. C Shepherd advised that the “one third” rule normally results in members standing down after three years, but there are instances when this period will be longer or shorter.

*[post meeting note – E Kerr stood down and was re-elected in August 2017]*

5.4.7 The Management Board confirmed that they were satisfied that M Bowie and H Eakin continue to meet the criteria for being an effective Board member even although they had been members for more than nine years.

## **5.5 Annual Review of Registers**

5.5.1 C Shepherd advised that all registers were available for review at the meeting.

5.5.2 All donations were put towards the tombola stall and/or raffle for the Summer Fun Day. Essentially there was nothing to highlight but the registers are available for all the Board to review.

5.5.3 The Board noted the annual review of registers and these were signed off by the Director and Chair.

## **5.6 Appointment of internal auditor**

5.6.1 Five bids had been received following the internal audit tender, issued jointly with Cernach Housing Association.

5.6.2 On opening the tender documents it became apparent that one bid was for the wrong organisation, so the four remaining tenders were assessed.

5.6.3 C Shepherd recommended Quinn Internal Audit and Business Services, subject to references, as this was the bid that received the highest score. A Durnin asked about comparisons to previous year costs. C Shepherd advised the tender was based on a day rate for six to eight days and, on this basis, the winning bid would be around £3,000 (no VAT) whilst previous year's costs were approximately £4,500.

5.6.4 The Board approved the appointment of Quinn Internal Audit and Business Services as internal auditor, subject to references.

**Action – P Burke**

## **5.7 GDPR - update**

5.7.1 C Shepherd advised that the GDPR implementation plan remains on course and that an outsourced Data Protection Officer (DPO) had been appointed. The DPO will attend the Co-operative on Monday 20 August 2018 for the first of six annual half-day visits.

5.7.2 The Board noted the GDPR update.

## **5.8 SHAPS financial assessment**

5.8.1 C Shepherd advised that the Co-operative is required to submit a financial assessment to the pension provider by 31 August 2018. Indications using the figures from the draft accounts are that we will continue to be regarded a slow risk; the return will be made on 31 August after the AGM.

5.8.2 The Board noted the update.

## **6. Depute Director's report**

### **6.1 Asset Management Plan-2018 to 2021**

6.1.1 P Burke presented the Asset Management plan and asked the Board for any comments.

6.1.2 F Russell highlighted the use of trickle vents as a means to tackle dampness. P Burke advised that such advice had previously appeared in the newsletter but will ensure that we highlight this again.

**Action – P Burke**

6.1.3 A discussion ensued concerning how to reduce deprivation and improve the area. The idea of “community” as a cohesive concept was highlighted as being a priority, as was the importance of partnership working with local agencies in order to achieve this. P Burke advised that the Co-operative has a good track record in this, but the extent of our involvement is impacted given the small staff team.

6.1.4 Planned maintenance was also referred to by A Durnin, seeking whether or not the Co-operative gives sufficient notice to tenants to enable them to plan ahead. P Burke advised that such work was included in the Tenants Report Card and also appears on our website, but that there was also scope for specific contact with those tenants due major works in the next couple of

years, subject to emphasising that these plans may be subject to some change.

**Action – D McKnight**

6.1.5 The Board approved the Asset Management Plan for 2018 to 2021.

## **6.2 Planned maintenance procurement**

6.2.1 P Burke provided an update from the quantity surveyor.

6.2.2 A quote received from CCG showed that costs were higher than budgeted. P Burke is liaising with the quantity surveyor with a view to establishing whether the price received represents value for money and they would hope to provide the tender analysis in the next few days. This report will comment on value for money.

6.2.3 A Durnin asked if a decision could be deferred to the next meeting. However, it was considered a risk to defer it to the September Board meeting as this could result in delays of going on site to the end of November/ beginning of December.

6.2.4 Following discussion, the Board agreed to delegate authority to the Director to accept the tender providing that value for money is established. C Shepherd advised that, irrespective, we would seek a reduction without compromising the specification.

**Action – C Shepherd/P Burke**

## **6.3 ICT – Board iPads**

6.3.1 The Board discussed the information contained in the report.

6.3.2 After discussion the Board agreed to the purchase of iPads but requested, if possible, that we have a trial period. J McGoran will contact Resource Communications to organise this.

**Action – J McGoran**

## **6.4 Allocations Policy - update**

6.4.1 P Burke advised the Board that consultation on the Allocations Policy will begin at an Open Day being planned by the Housing Officers on 12 September 2018.

6.4.2 The Board noted the policy update.

## **6.5 Welfare Benefit monitoring report – Quarter 1**

6.5.1 The Board found the information contained within the report useful. A Durnin further recommended that the figure could appear in the Asset Management Report. This was agreed.

**Action – D McKnight**

6.5.2 The Board noted the welfare benefit report update.

## **6.6 Bad Debt – Trust Deed**

6.6.1 P Burke advised that the Co-operative had been notified that a Trust Deed previously received had now been discharged. Therefore the bad debt previously written off can now be written back to the tenants rent account.

6.6.2 The Board noted the bad debt report.

## **7. Policy review**

7.1.1 The Board induction policy scheduled for this month has been deferred to September so that any new Board members elected at the AGM could be consulted. This was agreed. The Board was further advised that L Ewart had agreed to provide a sample policy for consideration as part the work she was currently undertaking with the Board.

7.1.3 The Board noted the update.

## **8. Governance**

### **8.1 Membership report**

8.1.1 There were two Share Certificates to be issued to new tenants. These were signed by the Secretary and two Board members at the end of the meeting.

### **8.2 Ethical conduct and notifiable events**

8.2.1 There was nothing to report.

## **9. Audit, Risk and Staffing sub-Committee**

9.1 There have been no sub-Committee meetings during the period.

## **10. Any other competent business**

**A Durnin left the meeting** due to a conflict of interest in Agenda Item 10.1.

- 10.1 C Shepherd advised that we had received details of SFHA nominations and have one ballot vote. C Shepherd gave an overview of the nominees from the information provided. After discussion, the Board decided on the two candidates they wished to vote for.

**Action – C Shepherd**

**A Durnin returned to the meeting.**

- 10.2 Antonine Court has requested funding towards their fête. Following discussion, it was agreed to donate £100. P McBride also indicated that he will be in a position to donate a raffle prize from his place of work.

**Action – J McGoran**

## **11. Date of next meeting**

- 11.1 The next meeting will take place on Tuesday 11 September 2018 at 6.00pm in the Co-operative's office.

**The meeting closed at 8.00pm.**