



Minutes of the Management Board meeting held on Tuesday 25 June 2019 at 6.00pm in Drumchapel Housing Co-operative's office, 4 Kinclaven Avenue, Glasgow, G15 7SP

Ag3

Present: Joan McFarlane
Cllr Elspeth Kerr
Margaret Bowie
Tanith Diggory
Jonathan McAllister

In attendance: Caroline Jardine, Director
Pauline Burke, Depute Director
Duncan McKnight, Technical Manager
Robin Harrison, David Adamson Group
Fettes McDonald, FMD Financial Services
Stephen Watt – minute-taker

At the beginning of the meeting, Chair J McFarlane asked everyone to introduce themselves to Robin Harrison from the David Adamson Group.

R Harrison discussed the stock condition survey and asset management work undertaken on behalf of the Co-operative, highlighting that access has been granted to 92% (441 properties) to date. This information had been gathered during four separate surveys that took place in 2012, 2015, 2018 and 2019. We now have a comprehensive asset management database which is used to inform Scottish Housing Quality Standard (SHQS) compliance, Energy Efficiency Standard for Social Housing (EESH) compliance, stock investment and improvement over 30-year business planning framework, and interim projects.

It is anticipated that by 2020, all properties should reach Band C in the energy performance certificates (EPCs). At present, the Co-operative is 93% complete (450 properties).

R Harrison was thanked for his input and left the meeting at 6.35pm.

1. Apologies

1.1 Apologies were received from P McBride, G Rankin, and H Eakin.

2. Declaration of interest

2.1 There were no declarations of interest.

3. Minute of the previous meeting

3.1 The minute of the meeting on 28 May 2019 was proposed by T Diggory and seconded by Cllr E Kerr.

4. Matters arising

4.1 There were no matters arising.

5. Director's report

5.1 Five-year financial projections – submission to SHR

5.1.1 C Jardine talked through the main points, as outlined in page 10 of the Board papers. It was recognised that there were no significant changes from last year and there are no matters for concern.

5.1.2 As the Co-operative has only just begun to consider some strategic changes, we do not currently have sufficient information to include these in the five-year figures. The projections are therefore based on the Co-operative "as is".

5.1.3 The Board approved the five-year financial projections and these will now be submitted to the Regulator on the Board's behalf.

5.2 Treasury management report to March 2019

5.2.1 C Jardine presented the treasury management report to the end of March 2019.

5.2.2 The Board noted the report.

5.3 Loan portfolio return – submission to SHR

5.3.1 C Jardine discussed loan portfolio return, noting the cross-over with the treasury management report.

5.3.2 The Board approved the loan portfolio return and this will now be submitted to the Regulator on the Board's behalf.

F McDonald left the meeting at 6.50pm.

5.4 Away day – follow-up action

5.4.1 C Jardine talked through her report, providing an update for the points raised at the strategy away day on Friday 31 May 2019.

5.4.2 The Board noted the contents of the report.

5.5 Risk matrix – annual review

5.5.1 The Board discussed the key risks as outlined in the revised matrix, which had been taken forward by P Burke with input from the staff team.

5.5.2 The Board noted the movement in within the Board capacity risk, which remained an issue but with the focus shifting from numbers to retention. It was therefore agreed that the proposal to seek a Rule change to increase maximum Board numbers be reconsidered with a new focus aimed at attracting and retaining new members. The Board agreed to this proposal.

5.5.3 The Board approved the revised risk matrix and mitigating actions.

5.6 Prime Minister's Parliamentary Review

5.6.1 C Jardine informed the Board that Drumchapel Housing Co-operative Ltd had been successful in being selected to write an article for the Parliamentary Review brochure. It was considered to be good publicity and a reputational boost to the Co-operative. The cost of £2,800 provides two hundred brochures (with discounted stock if more are sought after) and reserves two spaces for the launch early next year.

5.6.2 The consensus agreed that this was a good opportunity and encouraged C Jardine to take the proposed article forward.

5.7 Arrangements for the annual general meeting (AGM)

5.7.1 C Jardine discussed the preliminary arrangements for the Annual General Meeting which will be held on Thursday 29 August 2019 at the Co-operative's office.

5.7.2 Prizes for the draw held at the AGM will be decided by the Co-operative's staff team. S Watt will co-ordinate the questions for this year's AGM questionnaire, bearing in mind that a full tenant satisfaction survey is due to be carried out in the coming months. Any suggestions for AGM questionnaire topics should be passed on to S Watt.

Action – S Watt

5.7.3 Under the "one-third" rule, three members will require to stand down from the Management Board at the AGM. This year will be:

Tanith Diggory
Cllr E Kerr
and one volunteer TBC

A Durnin will require to stand down as a co-optee.

J McAllister will require to stand down as he has filled a casual vacancy. If J McAllister wishes to be nominated for 2019/20, a nomination form will need to be completed at the AGM.

5.7.4 The Board agreed to recommended reappointing Findley and Co. as our external auditors to the membership for decision at the AGM.

6. Depute Director's report

6.1 Performance benchmarking – QEF results

6.1.1 P Burke presented the Quality and Efficiency Forum (QEF) results for 2018/19. She then made reference to the ARC return figures (also included in the QEF report) advising that these will feature in the Tenant Report Card.

6.2 Key performance indicators – 2019/20

6.2.1 P Burke referred to the key performance indicators (KPIs) – these had been discussed by staff and Board at the away day and were now being presented for Board approval. If approved, they will be incorporated into the Business Plan which is due to be considered at the August Board meeting.

6.2.2 The Board approved the KPIs.

6.3 Planned maintenance programme

6.3.1 D McKnight presented the planned maintenance paper, discussing the two separate projects (windows and bathroom replacements) which will be taken forward in the current year. He advised that both contracts will be tendered soon.

6.4 Bad debt – write off quarter 1

6.4.1 P Burke referred Board members to quarter 1 bad debt and asked that former tenant rent arrears totalling £4,660.43 be written off.

6.4.2 The Board approved the writing off of bad debt for quarter 1.

6.5 Exceptions report – May 2019

6.5.1 P Burke advised that there had been no exceptions or concerns up to 31 May 2019. Reasons for the dips in performance noted in the papers were brought to the Board's attention.

6.6 Eviction report

6.6.1 P Burke referred the Board to the eviction report prepared by Housing Officer C Meiklejohn.

6.6.2 The Board approved the eviction report.

6.7 Cyclical painterwork – update

6.7.1 D McKnight updated the Board with the five-year cyclical programme. It was noted that the final scores on quality and price were now being considered.

7. Policy and practice

7.1 Policy review

7.1.1 There are no policy reviews this month.

7.2 Bite size briefing

7.2.1 There was no bite size briefing due to other agenda pressures.

8. Governance

8.1 Membership report

- 8.1.1 There were two Share Certificates to be issued to new tenants. These were signed by two Board members and passed to the Secretary to sign.

Action – S Watt

8.2 Ethical conduct and notifiable events

- 8.2.1 There was nothing to report.

9. Audit, Risk and Staffing sub-Committee

9.1 Minutes of meetings

- 9.1.1 There are no sub-Committee minutes to report this month.

10. Any other competent business

- 10.1 C Jardine requested that the Board changes the wording in the Financial Regulations delegated authorities. The request was to change 'capital expenditure' to 'planned and cyclical maintenance'. It was also established that there was nothing which covers a multi-year figure, therefore it was important to note that the limits referred to the per annum costs.

The Board approved this edit to the Financial Regulations.

- 10.2 S Watt sought volunteers among Board members who are willing to assist at this year's Summer Fun Day on 7 August. Any persons interested should let Stephen know as soon as possible. Chair J McFarlane volunteered at the table.

Action – S Watt

- 10.3 C Jardine advised that the ICT tender had appointed Brightridge as our new ICT support provider. The contract will begin on 1 July 2019.

11. Date of next meeting

- 11.1 The next meeting will take place on Tuesday 6 August 2019 at 6.00pm in the Co-operative's office.

The meeting closed at 7.58pm