



Minutes of the Management Board meeting held on Tuesday 29 January 2019 at 6.00pm in Drumchapel Housing Co-operative's office, 4 Kinclaven Avenue, Glasgow, G15 7SP

Ag3

Present: Joan McFarlane
Cllr Elspeth Kerr
Helen Eakin
David Riddell
George Rankin
Tanith Diggory

In attendance: Caroline Shepherd, Director
Pauline Burke, Depute Director
Duncan McKnight, Technical Manager
Jacqueline McGoran, Finance Officer – Item
Lorna Miller, RGDP Data Protection Officer – Item
Stephen Watt – minute-taker

Before the meeting, J McFarlane introduced everyone to Lorna Miller from RGDP. Agenda Item 5.1 was brought forward to the beginning of the meeting in consideration of the poor weather and the safety of L Miller's travel home. For the purpose of this minute, the agenda items run in chronological order.

1. Apologies

- 1.1 Apologies were received from Board Members M Bowie, P McBride, M Dunlop, F McLean, L Stevenson and A Osaghae.
- 1.2 C Shepherd advised the Board that member A Osaghae had requested Special Leave. Following discussion, this request was rejected. We will write to A Osaghae outlining the Board's reasons for this and encourage him to stand again at some point in the future.

Action – C Shepherd

- 1.3 C Shepherd further advised that M Dunlop had resigned due to an inability to devote sufficient time to attend Board meetings. She had, however, enjoyed her time on the Board and would consider standing again if she could accommodate this time-wise.

- 1.4 As we now have two vacancies on the Board, C Shepherd referred to the report from the Board review conducted by Linda Ewart in August 2018. One of the recommendations is that we evaluate the skills present on the Board with a view to identifying any that are missing. We will discuss this in more detail at the March Board meeting but, in the meantime, it is clear that we do not have specific finance expertise. The Director and Depute Director therefore suggested inviting Alana Durnin to be co-opted and, if she accepted, that she re-join with immediate effect. This was agreed.

Action – C Shepherd

2. Declaration of interest

- 2.1 J McFarlane declared an interest in agenda item 8.1.

3. Minute of the previous meeting

- 3.1 The minute of the meeting on 4 December 2018 was proposed by Cllr E Kerr and seconded by H Eakin.

- 3.2 P Burke circulated the confidential minute from the 4 December meeting and this was proposed by Cllr E Kerr and seconded by H Eakin.

4. Matters arising

- 4.1 Item 6.1.2: D McKnight had liaised with contractors and had fed back to Cllr E Kerr.
- 4.2 P Burke requested that agenda item 6.1 be brought forward. For the purpose of this minute, the agenda items run in number order.

5. Director's report

5.1 GDPR progress report

- 5.1.1 L Miller introduced herself, discussed what her role entails, and the processes used by RGDP.

- 5.1.2 L Miller then gave an update on the Co-operative's progress so far. This has included the review of data process, retention, and risk assessments. It was highlighted that S Watt would be leading this on behalf of the Co-operative and would provide L Miller with a list of third parties currently being used to ensure that contracts are in place.

Action – S Watt

- 5.1.3 Cllr E Kerr asked where GDPR policies could be found. L Miller advised that there is a legal obligation to make these available and accessible and all could be found on the Drumchapel Housing Co-operative's website.
- 5.1.4 T Diggory questioned when the backlog of archived files would be cleared. L Miller advised that it is easier to quantify paper copies but we need to do more work on the electronic drives before an answer can be provided. C Shepherd suggested that we provide an update at the April Board meeting and this was agreed.

Action – S Watt

There being no further questions from Board members, L Miller thanked all and left the meeting at 6.15pm

5.2 Draft budget – 2019/20

- 5.2.1 J McGoran presented the draft budget which had been circulated in full with the Board papers.
- 5.2.2 Following discussion, the Board approved the draft budget for 2019/20. A final budget will be presented to the Board at the meeting on 5 March 2019.

J McGoran left the meeting at 6.50pm.

5.3 Succession planning

- 5.3.1 C Shepherd referred the Board to the four key risk factors/points for action which feature in the succession planning policy agreed in January 2018.
- 5.3.2 The shift in Board personnel, office bearers, and mix of skills were all referred as factors that have been addressed during the past twelve months, with some of this ongoing.

5.4 Board induction

- 5.4.1 C Shepherd advised everyone that Part 2 of the Board training will take place on 5 February 2019, and that all Codes of Conducts are now signed.

5.5 Value for money – progress report

- 5.5.1 Reasonable progress has been made in relation to the value for money action plan. One area to be actioned in the coming twelve months is identifying reductions in some overheads (for example, printing and posting). Consultation will be carried out on this matter.

5.5.2 Amendments to the procurement policy following the internal audit remain outstanding. These were not high priority recommendations, but it is nonetheless important that they are addressed.

Action – D McKnight

5.6 Office of the Scottish Charity Regulator – return

5.6.1 C Shepherd advised that the return had been made to the Office of the Scottish Charity Regulator (OSCR) prior to the 31 December 2018 deadline. This was noted by the Board.

5.7 The Pensions Trust – return

5.7.1 Similar to 5.6, the return to The Pensions Trust had been submitted prior to the 31 December 2018 deadline. This was noted by the Board.

6. Depute Director's report

6.1 Rent review – 2019/2020

6.1.1 Views from 108 tenants had been received following the rent review consultation and there had also been an article in the December newsletter. P Burke discussed the feedback and recommended that we increase rents by 2.4% in 2019/20.

6.1.2 The Board agreed to the 2.4% increase in rent for 2019/20.

6.2 Quarterly performance report – October to December 2018

6.2.1 P Burke presented the quarterly performance report to the Board and advised that both satisfaction and performance levels were very good. It was also noted that, on page 41, the money value of arrears was presented rather than the percentage to put the amounts owed more into context.

6.3 Bad debt write-off report – October to December 2018

6.3.1 P Burke asked the Board to write off former tenant arrears of £578.13 and current tenant sequestration arrears of £550.07, totalling £1,128.20.

6.3.2 The Board approved the bad debt write-off.

6.4 Planned maintenance 2018/2019 – update

6.4.1 D McKnight advised the Board that all planned maintenance work had been completed before the festive break with positive feedback, no glitches, and 100% satisfaction with both quality of workmanship/finished product and contractor behaviour. One property remains outstanding at request of the tenant, with the windows currently retained in storage.

6.5 Smoke alarms – new legislation

6.5.1 D McKnight advised that new legislation will be enforced shortly following Grenfell Tower tragedy. New build standards will be in effect from 1 February 2021 and is estimated to cost approximately £152,000. This has already been considered in the draft budget and a factor in rent costs.

6.6 Stock condition survey

6.6.1 D McKnight presented the stock condition survey paper results, advising that survey information is held for 88% of our stock. We expect to pick up the remaining properties to reach 100% surveyed by the end of March 2019. This will, in turn, help inform the five-year plan to be communicated back to tenants.

Action – D McKnight

6.7 Cyclical painterwork

6.7.1 The gap year for Year 5 is now at an end, and a contract is in place for the next cycle of painterwork. Three consultants were considered via Public Contracts Scotland with the successful bid awarded to Reid Associates. Works are anticipated to begin around May 2019.

7. Policy and practice

7.1 Policy review

7.1.1 There are no policy reviews this month.

7.2 Bite size briefing – Managing voids

7.2.1 The bite size briefing has been postponed until March 2019.

Due to an interest in the following item, J McFarlane left the meeting at 7.10pm.

8. Governance

8.1 Membership report

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

J McFarlane re-joined the meeting at 7.12pm.

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 was nothing to report this month.

10. Any other competent business

10.1 C Shepherd asked about catering for Board meetings. It was agreed that tea/coffee/soft drinks, fruit and biscuits would be provided. Anyone with special dietary requirements should continue to advise S Watt.

Action – S Watt

10.2 S Watt reminded the Board that Part 2 of the induction training would take place at the Co-operative's office at 2.00pm on Tuesday 5 February 2019.

10.3 S Watt referred to Agenda Item 5.4 and reminded the Board that Dilemma Training was scheduled to take place at 6.00pm on Tuesday 19 February 2019.

10.4 Following the review of job descriptions, C Shepherd asked the Board if the Customer Service Advisor's post could be retitled to Corporate Services Assistant, with no change in salary or any other terms and conditions. This was agreed.

11. Date of next meeting

11.1 The next meeting will take place on Tuesday 5 March 2019 at 6.00pm in the Co-operative's office.

The meeting closed at 7.27pm.