

Minutes of the Management Board meeting held on Tuesday 5 March 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
George Rankin

In attendance: Caroline Shepherd, Director
Pauline Burke, Depute Director
Duncan McKnight, Technical Manager
Jacqueline McGoran, Finance Officer – Items 5.1 and 5.2
Jacqueline Norwood, Full Circle Solving – Item 6.1
Lorraine Logan, Asset Management Officer – Item 7.2
Colin Henderson, Maintenance Officer – Item 7.2
Stephen Watt – minute-taker

Before the meeting, J McFarlane introduced Jacqueline Norwood from Full Circle Solving. Standing orders were suspended to allow agenda item 6.1 to be brought forward to the beginning of the meeting. For the purpose of the minute, the agenda items run in numerical order.

1. Apologies

- 1.1 Apologies were received from Board Members H Eakin, P McBride, L Stevenson, D Riddell and A Durnin.
- 1.2 C Shepherd informed the Board that F McLean had resigned from her position as Board Member.
- 1.3 C Shepherd referred the Board to agenda item 1.4 from the January meeting, and confirmed that A Durnin has accepted the invitation to fill one of the casual vacancy positions.
- 1.4 The Board were advised that two further tenants had requested information about Board membership. It was agreed to invite them to attend the April meeting as observers.

2. Declaration of interest

2.1 C Shepherd noted an interest in agenda item 10 for all staff.

3. Minute of the previous meeting

3.1 The minute of the meeting on 29 January 2019 was proposed by G Rankin and seconded by T Diggory.

4. Matters arising

4.1 Item 5.4: C Shepherd advised that the second stage of the Board induction training was now complete.

5. Director's report

5.1 Management accounts to December 2018

5.1.1 J McGoran presented the management accounts to December 2018. The Board were informed that following the Audit, Risk & Staffing sub-Committee meeting in February 2019, we will reduce the volume of the reports from the March 2019 management accounts onwards. Meantime, *traffic lights* had been added to the management accounts figures to make the financial breakdown more user-friendly and to draw members' attention to areas where further explanation may be required.

5.1.2 Following discussion, the Board approved the management accounts to December 2018.

5.2 Final Budget – 2019/20

5.2.1 J McGoran presented the final budget for review and comment. All amendments were minor and, following discussion, the Board approved the final budget for 2019/20.

J McGoran left the meeting at 6.40pm.

5.3 Meeting schedule – Board and sub-Committee

5.3.1 C Shepherd referred the Board to the proposed 2019/20 meeting dates for the Management Board (nine), Audit, Risk & Staffing sub-Committee (four), Annual General Meeting (one), and DRUMCOG training (up to October 2019).

5.3.2 Cllr E Kerr advised that except for the October meeting, she would be able to attend all dates earmarked in the new schedule.

5.3.3 The Board approved the meeting schedule for 2019/20.

5.4 Policy review schedule – 2019/20

5.4.1 The proposed policy review schedule for 2019/20, based on the five-year schedule agreed in March 2017, was discussed and agreed.

5.5 Board workplan 2019/20

5.5.1 C Shepherd presented the workplan for 2019/20, explaining that the Annual Assurance statement is being suggested for discussion at the September meeting.

5.5.2 The Board approved the Board workplan for 2019/20. The new workplan will be printed and displayed in the Board room for the next meeting in April 2019.

Action – S Watt

5.6 Rule change

5.6.1 C Shepherd referred the Board to the paper on potential Rule change. Following discussion, the Board agreed to delaying the process in order to speak with the other fully mutual co-operatives. If possible, we would still aim to take a Rule change to an SGM held on the same evening as this year's AGM.

5.7 Away day

5.7.1 The Board agreed to having this year's strategy away day around the end of May/beginning of June. S Watt will liaise with Board members over preferences in relation to (i) weekday or Saturday, (ii) preferred venue and (iii) preferred facilitator.

Action – S Watt

6. Depute Director's report

6.1 Affordability – Livingwell strategy

6.1.1 J Norwood from Full Circle Solving presented the findings from the affordability exercise, highlighting the report's focus on (i) rent affordability, (ii) areas of deprivation and (iii) what the Co-operative can do to alleviate poverty.

6.1.2 The following were agreed as possible action points and will be considered over the coming months:

- Promotion of smart meters (including *Switchee*), tariff switching and emergency heating/fuel effectiveness
- Building on the estate service by, for example, promoting a handyman service to save tenants money with small jobs
- In addition to blanket consultation, consider targeted consultation at rent review time
- Consider whether there is a need for rent rationalisation
- Liaise with tenants in under-occupied properties to ascertain whether a smaller home would help alleviate poverty/make rents more affordable and, if so, consider how this could be achieved
- Build on the existing partnership working within Drumchapel to, for example, promote Health and Safety initiatives such as smoking cessation, telecommunications tariff switching, alleviating food poverty, seeking community benefits when entering into contracts, etc.

6.1.3 The full report was requested by Cllr E Kerr, J McFarlane, and T Diggory.

Action – S Watt

6.2 Welfare Benefit Report

6.2.1 P Burke presented the Citizens' Advice Bureau's welfare benefits report to the Board and advised that (i) housing benefit and (ii) changes in circumstances remained the most common reason for appointments.

6.3 Bad debt write-off report

6.3.1 P Burke asked the Board to write off former tenant arrears of £2,356.18. This brings the fourth and final quarter to a total of £4,830.93.

6.3.2 The Board approved the bad debt write-off.

6.4 Exceptions Report

6.4.1 There were no exceptions in the key performance indicators to report.

7. Policy and practice

7.1 Policy Review

7.1.1 There are no policy reviews this month.

C Henderson and L Logan joined the meeting at 7.05pm.

7.2 Bite size briefing – managing voids

7.2.1 L Logan and C Henderson provided a short briefing session on managing voids highlighting:

- Key challenges

Staff discussed re-let times with an emphasis on the impact of

- the poor condition that properties are sometime left in
- older properties with dilapidated tiles/spores requiring attention
- abandoned properties sometimes requiring a lot of work
- properties where the tenant has passed away and the family require additional time before being able to give the property back to us
- day-to-day matters that can slow down the process of re-letting, such as commercial or personal reasons and also controlling the budget by assessing the planned maintenance programme or decorating requirements

- Pre-void inspections

At this point, it was highlighted that contractors would meet with the Co-operative's technical team to assess what repairs are necessary (including identifying those that should be done as planned maintenance). Once keys have been returned to the office, a void re-lets standard checklist is completed by staff who visit the property – this helps ensure that the condition of the property meets our lettable standard

7.2.2 A brief discussion ensued concerning meters and what information was available to tenants about them. It was proposed that a leaflet could be included at the sign-up pack stage.

Action – L Logan

7.2.3 The Board thanked C Henderson and L Logan for an excellent presentation.

C Henderson and L Logan left the meeting at 7.25pm.

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 will be 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 The minutes from the meeting on 8 November 2018 were noted.

Staff members S Watt and D McKnight left the meeting at 7.30pm.

9.2 Recommendations from meeting on 7 February 2019 – confidential

9.2.1 C Shepherd and P Burke circulated the confidential paper that had been initially presented to the Audit, Risk and Staffing sub-Committee in February. The staff recommendations had been agreed by the sub-Committee and were now remitted to the Board for approval. Following discussion, these were agreed.

Action – C Shepherd/P Burke

Staff members C Shepherd and P Burke left the meeting at 7.40pm.

10. Any other competent business

10.1 With no staff present owing to a conflict of interest, the Board discussed the recommendation from EVH on a three-year salary deal. Following discussion, the Board agreed to vote in favour of this.

Staff members C Shepherd, P Burke, D McKnight and S Watt returned to the meeting at 7.45pm.

10.2 The Chair advised that the Board wished to vote in favour of the proposed three-year deal. Staff will communicate this to EVH.

10.3 The Scottish Housing Regulator (SHR) has published the revised regulatory framework. Information on the key changes was provided to Board members.

10.4 The SHR is seeking to recruit individuals to its National Panel. Information was distributed to Board members and we will publicise the recruitment drive in the office reception and on our Facebook page.

10.5 J McFarlane agreed to provide a testimonial sought by Karen Anderson for the recently provided Dilemma session.

11. Date of next meeting

- 11.1 The next meeting will take place on Tuesday 16 April 2019 at 6.00pm in the Co-operative's office.

The meeting closed at 7.50pm