

**GLEN HOUSING ASSOCIATION**  
**MINUTE OF BOARD OF MANAGEMENT MEETING**  
**WEDNESDAY 20<sup>th</sup> JULY 2022**

**PRESENT:**

- H Murray (HM)
- G Ross (GR)
- J McArthur (JMc)
- A Crook (AC)
- I Muirhead (IM)
- S Garrioch (SG)
- T Newman (TN)
- P Milne (PM)

**IN ATTENDANCE:**

- T Thomson (TT), Thomson Cooper
- A Dickie (AD)
- K Milne (KM)
- I Byers (IB)
- S Thomson, GHA Member

HM welcomed Stuart Thomson, potential new Board Member, as an observer to the meeting.

**1. APOLOGIES & DECLARATIONS OF INTEREST**

Apologies: B Allan (BA)  
J Smith (JS)

Declarations of Interest: None

**2. MINUTES**

**2.1 Minute of Board of Management Meeting 25/05/2022**

The above Minute was proposed by GR, seconded by JMc and approved as a true record of the meeting with the following amendment:

Item 4.1.2 – second bullet point – should read as follows:

'.....no valuation was carried out for the 2 new developments at 31<sup>st</sup> March 2022 so value was brought in at the cost of the private finance.....'

## **2.2 Matters Arising from the above Minute**

### **2.2.1 Item 8.1 - AOCB**

AD confirmed that the new Housing Officer, Michelle Dunn had commenced her employment with Glen on 27/06. Michelle comes to Glen from a Housing Officer position with Fife Council.

AD also confirmed that the new Admin Assistant, Jamie Duncan had commenced her employment with Glen today. Jamie comes to Glen from a Community Jobs Scotland placement within Fife Shopping & Support Services.

## **3. FINANCE AND STAFFING MATTERS**

### **3.1 Financial Report for the year to 30/06/2022**

TT presented this item and referred Members to the detailed report accompanying the accounts. The accounts as presented were **approved**.

3.1.1 Investment Spend – members referred to the expenditure relating to the purchase of a new van. AD explained that this as a result of an accident, whereby Glen's van had been 'written off'. The settlement figure from the insurance company was just over £10k – substantial difference from the cost of a new vehicle but not surprising in the current climate. SG asked if there were dashcams fitted to the vans – KM advised this was now in progress.

3.1.2 AC referred to the underspend on Cyclical Maintenance and asked at what point should this become a concern. Following much discussion, including the project with Changeworks and the Net Zero Sub Group, it was requested that a report is presented to the next meeting, showing the current position with cyclical maintenance versus where we should be at this point.

### **3.2 Arrears Report to 30/06/2022**

IB presented this report which was approved with the following pertinent points noted:

3.2.1 Board noted the slight increase in arrears, albeit still under the target at 0.94%.

3.2.2 IB referred to the ongoing court cases, and one in particular where the Association is looking for an eviction. This tenant has been on remand for longer than normal and we no longer receive housing costs through Universal Credit (UC). IB explained that UC will continue to pay housing costs for up to 6 months whilst on remand or if you have been sentenced but expect to return home within 6 months. IB explained that should the eviction be granted, this tenant would be processed as homeless and granted temporary accommodation until housed from the homeless list. Arrears are not considered in a homeless assessment and applicants are not suspended, as per applicants in secure tenancies with arrears.

### **3.3 Gas Contract Tender - Progress**

IB gave a verbal update on this:

2 tenders were received through the Public Contracts Scotland (PCS) website (3 initially expressed interest):

- Richard Irvin Facilities Management Ltd and,
- McGill Facilities Management Ltd

McGill acquired Kingdom Gas Services (KGS) within the last year - KGS being Glen's approved gas servicing and maintenance contractor. IB explained that he is closely monitoring the transition process to ensure the level of service remains the same as there have been recent changes to the management structure, which all happened within the timing of the tender process.

HM asked if there had been any concerns with the transition and IB confirmed that there had been some issues with availability of parts which was being investigated to determine if this was across the board with availability and not just the gas contract.

IB and AD advised that there had been no adverse feedback from tenants and they took comfort that it was the same engineers that were attending to our properties so nothing had changed for the tenants.

IB concluded that the contract had been worded to ensure that Glen is not obliged to accept either of the submissions. Our consultant QS, Hardies have been through the tender documents, completed the scoring and are currently drawing up the tender report which will be presented to Board during August/September.

## **4. GOVERNANCE**

### **4.1 ESG (Environmental, Social, Governance)**

AD presented this report, in view of the reaction to the reference made about it at last month's meeting. There followed much discussion and debate about the pros and cons of yet another measurement of what we do.

The consensus was, why is the Scottish Housing Regulator (SHR) not focussing on this being included in the Annual Return on the Charter (ARC), given the increasing prominence?

Members did agree that more qualitative than quantitative info could be interesting/useful but only if this is done logically and co-ordinated to an extent that it is not a duplication of what is already done. AD confirmed that it is not her intention to be double counting, but as this is something that can't be ignored, and is predominantly things we already do but just don't measure, Céline is already working on developing a spreadsheet that will simplify the input from staff. AD is also meeting with an organisation through The Good Economy about their reporting tool, an organisation that BA has already met with through his work.

### **4.2 Report from SFHA Conference (14 – 15 June 2022)**

In addition to the report presented, HM suggested that there was a consistently negative feeling, in terms of the challenges and pressures being faced by all. However, it was also heartening to hear a few good news stories through HACT (Housing Associations' Charitable Trust), an organisation that Céline is already in contact with.

In terms of Climate/Net Zero, TN asked what the progress is with the Changeworks report. AD confirmed that the next step is the stock condition survey feedback which will provide the best data to drive the decisions on what is the best use of the Association's resources to make the biggest difference to the properties – however, this might not necessarily be what the tenant's would agree on and thought will need to be given as to how we deliver this information to tenants..

## **5 HOUSING MANAGEMENT REPORTS**

### **5.1 Repairs Report**

IB presented this report, highlighting a typo on Page 51 at first bullet point under Electrical Safety – should read 36 properties not 32.

### 5.1.1 ITEM 2 - REPORT ON TENANT SAFETY

JMc referred to the 3 leased properties that are not included in the report and asked if we are excused from carrying out the safety checks on these properties. IB explained that we only report on tenanted properties as per the internal auditor's recommendations – Aberlour should have their own processes in place, however, we do carry out gas safety checks and sprinkler system checks as required. HM asked that this be recorded in the next report.

#### Fire Safety

IB referred to the 2 properties still requiring the upgrade and confirmed that they were not without smoke alarms, just that they were not up to the new standard, i.e. no smoke alarm in the Livingroom.

#### Electrical Safety

HM referred to the 19 properties that had not provided access and asked what the procedure was for progressing these. IB explained that after 3 failed visits, forced entry would be arranged with IB in attendance, however, there can still be reasons why the inspection can't be carried out at this point, e.g. environmental issues, no electricity in property etc.

PM asked how we would stand if there was to be a fire in one of those properties – IB explained that the Regulator is taking a sympathetic approach, as long as it can be evidenced that everything that can be done, has been done – the proof of this will be in the ARC report due out soon. AD added that the electricians would not walk away from anything dangerous.

IB concluded by confirming the intention is to have the 19 properties completed this year, however this cannot be guaranteed.

### 5.2 Void Report (April – June 2022)

IB presented this report which was noted and approved.

### 5.3 Recharges Report (April – June 2022)

IB gave a verbal report on the recharges for the period which was approved as follows:

Opening Balance	£16,576.07
New Invoices Raised	£ 1,834.36
Credit Adjustment*	£ 498.00

\*(invoice raised in advance of work being carried out but work subsequently cancelled so recharge was reversed)

Payments Credited	£ 1,799.84
<b>CLOSING BALANCE</b>	<b>£16,112.59</b>

#### **5.4 Complaints & Compliments**

AD gave a verbal update, explaining that there were 2 ongoing complaints that were quite major: one potentially going to the Scottish Public Service Ombudsman (SPSO) stage. Because they are both still current, they will be included in the next report. Noted.

### **6. POLICY REVIEWS**

#### **6.1 Update on Risk Strategy Review**

AD presented this report for info only at this stage. Report to follow, accordingly. Noted.

#### **6.2 IT Security Policy**

Approved.

#### **6.3 Acceptable Use (IT)**

Approved.

#### **6.4 Communication Tools (IT)**

Approved.

### **7. AOCB**

**7.1** HM referred to the Net Zero Sub Group and the Wider Role Sub Group and suggested that there is a Terms of Reference created for both, i.e. stating the aims of each group, to be presented to Board for approval. Noted – AD.

**7.2** Before closing the meeting, HM addressed Stuart Thomson, asking if he was still minded to join the Board of Management. Stuart confirmed he was, and had found the meeting very useful from a starting point.

The meeting concluded at 8.10pm