

GLEN HOUSING ASSOCIATION
BOARD OF MANAGEMENT MEETING
6.30PM – WEDNESDAY 21st JUNE 2023

AGENDA

- 1. APOLOGIES & DECLARATIONS OF INTEREST** (Report attached – *for action*)

- 2. MINUTES**
 - 2.1 Minute of Board of Management Meeting of 24/05/23 (Report attached – *for approval*)
 - 2.2 Matters Arising from above Minute

- 3. CORRESPONDENCE**

- 4. FINANCE & STAFFING MATTERS**
 - 4.1 Financial Report to 31/05/23 (Report attached – *for approval*)
 - 4.2 Arrears Report to 31/05/23 (Report attached – *for information*)
 - 4.3 Employee Engagement Survey Report (Report attached – *for approval*)

- 5. GOVERNANCE**
 - 5.1 Risk Review (Report attached – *for approval*)

- 6. MEMBERSHIP**
 - 6.1 Withdrawal of Membership (Report attached – *for approval*)

- 7. POLICY REVIEWS**
 - 7.1 Recruitment & Selection (Report attached – *for approval*)
 - 7.2 Openness & Confidentiality (Report attached – *for approval*)
 - 7.3 Absence & Attendance Management (Report attached – *for approval*)

- 8. AOCB**

GLEN HOUSING ASSOCIATION
MINUTE OF BOARD OF MANAGEMENT MEETING
WEDNESDAY 21st JUNE 2023

PRESENT:

G Ross (GR)
I Muirhead (IM)
P Milne (PM)
J Smith (JS)
J McArthur (JMc)
A Crook (AC)
S Garrioch (SG)
T Newman (TN)

IN ATTENDANCE:

A Dickie (AD)
I Byers (IB)
K Milne (KM)

AD explained that she had an additional Agenda Item to add at 4.4 – Net Zero Fund Update.

1. APOLOGIES & DECLARATIONS OF INTEREST

Apologies:

B Allan (BA)
S Thomson (ST)

Declarations of Interest: None

2. MINUTES

2.1 Minute of Board of Management Meeting of 24/05/2023

The above Minute was proposed by AC, seconded by JMc and approved as a true record of the meeting.

2.2 Matters Arising from above Minute

2.2.1 Item 2.2.2 – IB confirmed that the Allocations Policy is worded in such a way as to allow us to take Aberlour nominations but does not restrict us in the use of the properties.

2.2.2 Item 5.2 – Business Strategy & Delivery Plan – GR highlighted the omission of an update on the Agenda. AD acknowledged that this had been an oversight to suggest it would be presented in June when the first quarter isn't up until the end of June. However, she was able to give a brief verbal update on the plan to date.

1. Zero Carbon – Energy Efficiency Agenda

- Seek out innovative projects like H100 and be part of pilots - Invite received to be part of a further project with SGN.
- Incorporate Net Zero ambitions with Planned Maintenance Programme following completion of stock condition survey - Work underway using SCS results in April.

2. Financial Stability & Business Resilience

- Complete review of rent collection & arrears policy and procedure for maximum efficiency - completed review in May; reviewing staff procedures during June/July.
- Revise Annual Assurance Statement process for evidencing compliance - One meeting of AAS group held, further meeting in early July followed by audit.

3. Quality of our Homes

- Feed SCS results into Planned Maintenance Programme – work currently underway.
- Prioritise replacement of coloured bathroom suites - programme being developed to commence late summer 2023.
- Prioritise replacement of windows and doors in oldest stock – programme being developed to commence 2023.
- Implement recommendations from Changeworks archetype survey results (March 2023) – currently being worked on.

4. Quality of the Customer Experience

- Take forward tenant app/portal on Homemaster IT system – presentation by HomeMaster in May.
- Review in-house survey methods - Investigating use of specialist company – CX -Digital.

- Adopt new approach to tenant surveys - Investigating use of specialist company – CX -Digital.

5. Our People

- Trial/pilot flexible working models – paper to Board following employee engagement survey

3. CORRESPONDENCE

Nothing of note.

4. FINANCE AND STAFFING MATTERS

4.1 Financial Report to 31/05/23

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

4.2 Arrears Report to 31/05/2023

IB presented this report which was **approved**.

- 4.2.1 IB referred to the Arrears Trend graph at item 1 which he has deliberately continued for longer than the usual year – for better perspective.
- 4.2.2 IB also referred to the decrees granted in 22/23 and confirmed that one of those evictions went ahead on 7th June which will reduce the present arrears figure for June.
- 4.2.3 IB reiterated that these are extremely difficult times and there are some genuine cases of poverty where everything is being done by the Officers in terms of referrals for budget assistance.

4.3 **Employee Engagement Survey Report**

AD presented the results of this survey and her subsequent proposal of trialling a 4 day week or 9 day fortnight for those that have expressed a desire for this.

Board commended AD for giving staff the opportunity to answer some controversial questions in the survey and thanked her for the useful report.

Much discussion and debate ensued around how this could work in such a small organisation without impacting on customer service. AD reassured members that the office opening hours wouldn't reduce and in some respects it would offer a degree of flexibility to Officers working later or earlier, in arranging appointments/visits outwith normal office hours.

AD confirmed that there would be no contractual changes and it would be made clear to staff that this is a trial only, with the potential for it to be removed after the review period which will initially be 3 months. AC asked that there are measures in place to ensure that if the benefit is removed, there can be no suggestion of prejudices.

All agreed that the Association has to do something to attract and retain staff, as hybrid and flexible working are very much 'the norm' now and therefore **approved the proposal to trial a 4 day week or 9 day fortnight**, but not compulsory for all.

4.4 Net Zero Heat Fund Update

AD referred members to her presentation which is summarised at Appendix 1. Following this presentation and much discussion, Board were fully supportive of AD's proposals and gave agreement in principle to go ahead with the projects outlined.

5. GOVERNANCE

5.1 Risk Review

AD presented this report which was **approved** with the following discussed/clarified:

- 5.1.1 AD confirmed that this format is easier for the Senior Officers to manage their outstanding actions.
- 5.1.2 AD suggested that it is also Board's responsibility to be continually 'horizon scanning' and bringing anything to her attention that may not already be identified on the Risk Strategy.
- 5.1.3 AC referred to the situation with interest rates rising and asked at what point would Board know that this is a critical risk to the Association. AD Referred to the effective monitoring of the monthly management accounts along with the mid year budget review, taking cognisance of assumptions vs reality.

6. MEMBERSHIP

6.1 Withdrawal of Membership

AD presented this report, asking Board to approve all but the withdrawal of Share Certificate Number 306 – erroneously added as it was her understanding he had terminated his tenancy which is not the case. Board **approved** the withdrawal of Share Certificates, 165, 297 and 308.

7. POLICY REVIEWS

7.1 Recruitment & Selection

Approved with typo on Page 43 amended.

7.2 Openness & Confidentiality

Approved.

7.3 Absence & Attendance Management

Approved with Next Review Date on cover sheet to be changed to reflect the 5 yearly review, i.e. 2028 not 2025.

8. AOCB

8.1 GR referred to the collective Board appraisals discussed at the last meeting and confirmed that they would be sent out this week with the combined review to be presented at the Board training event in July. IM/PM/JMc requested paper copies. Electronic copies to everyone else.

GR added that he was also happy to speak with anyone one to one.

8.2 GR confirmed he had chased up Linda Ewart for a template for AD's appraisal.

The meeting concluded at 8.25pm