

**GLEN HOUSING ASSOCIATION**  
**BOARD OF MANAGEMENT MEETING**  
**6.30PM – WEDNESDAY 23<sup>rd</sup> AUGUST 2023**

**AGENDA**

- 1. APOLOGIES & DECLARATIONS OF INTEREST** (Report attached – *for action*)
  
- 2. MINUTES**
  - 2.1 Minute of Board of Management Meeting of 21/06/23 (Report attached – *for approval*)
  - 2.2 Matters Arising from above Minute
  
- 3. CORRESPONDENCE**
  
- 4. FINANCE & STAFFING MATTERS**
  - 4.1 Financial Report to 31/07/23 (Report attached – *for approval*)
  - 4.2 Arrears Report to 31/07/23 (Report attached – *for information*)
  - 4.3 Staff Working Hours/Days Changes (Trial) (Report attached – *for information*)
  - 4.4 Window & Door Replacement Programme (Report attached – *for approval*)
  
- 5. GOVERNANCE**
  - 5.1 Internal Audit Reports
    - Reactive Repairs; Follow-Up; Annual Report (22/23) (Reports attached – *for approval*)
    - Assurance Statement (Report attached – *for approval*)
  - 5.2 Annual General Meeting (Report attached – *for approval*)
    - Declaration: Rules 39 & 68
    - Office Bearer Succession
  
- 6. HOUSING MANAGEMENT REPORTS**
  - 6.1 Repairs Report (Report attached – *for approval*)
  - 6.2 Void Report (Report attached – *for approval*)
  - 6.3 Recharges (Report attached – *for approval*)
  - 6.4 Complaints & Compliments (Report attached – *for approval*)
  - 6.5 Tenant Support (Report attached – *for approval*)
  
- 7. MEMBERSHIP**
  - 7.1 Withdrawal of Membership (Report attached – *for approval*)
  
- 8. AOCB**

**GLEN HOUSING ASSOCIATION**  
**MINUTE OF BOARD OF MANAGEMENT MEETING**  
**WEDNESDAY 23<sup>rd</sup> AUGUST 2023**

**PRESENT:**

- G Ross (GR)
- I Muirhead (IM)
- J Smith (JS)
- A Crook (AC)
- S Garrioch (SG)
- T Newman (TN)
- B Allan (BA)
- S Thomson (ST)

**IN ATTENDANCE:**

- A Dickie (AD)
- I Byers (IB)
- K Milne (KM)
- T Thomson (TT), Thomson Cooper
- Alex Cameron (Alex), Quinn Internal Audit

GR welcomed Alex Cameron, Quinn Internal Audit who was in attendance to present his report on the internal audits and follow-up audits carried out during the last few months. This Agenda Item was brought forward to allow Alex to leave before the rest of the business meeting.

**5. GOVERNANCE**

**5.1 Internal Audit Reports**

Alex presented these reports, all were **approved** with only a few questions and clarifications

**5.1.1 Reactive Repairs – Follow Up (on 2022 Audits)**

Recommendation 1 (P39)

Alex agrees with the Management Comment and this recommendation will be removed from the report.

Recommendation 3 (P41)

In answer to AC's question about the stipulated % of pre-inspects, IB suggested that the unofficial steer for pre inspects has been where a job is likely to be over £1000, albeit, there are a lot more smaller jobs

pre-inspected than are actually recorded which is down to procedures not being followed.

### **5.1.2 Annual Report (2022/23)**

#### **ICT Management**

Nothing of note raised.

#### **Allocations**

Nothing of note raised.

#### **Tenant Safety**

No.5 – Quality Assurance of gas safety works – IB meeting with gas contractor in September – will seek an update on IT issues then.

### **5.1.3 Assurance Statement**

In summary, Alex confirmed this was a really smooth audit with easy access to information from AD and staff leading to a very good outcome.

Some minor housekeeping issues identified and staff already aware of the majority of them. Board noted the findings as presented in the Assessment and Action Points.

With no further questions, Alex was thanked for his presentation and he thereafter left the meeting.

## **1. APOLOGIES & DECLARATIONS OF INTEREST**

Apologies: J McArthur (JMc)

Declarations of Interest: JS declared an interest in Agenda Item 4.4, Window and Door Replacement Programme, due to her residing in one of the blocks affected

## **2. MINUTES**

### **2.1 Minute of Board of Management Meeting of 21/06/2023**

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

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

No matters arising.

## **3. CORRESPONDENCE**

Nothing of note.

## **4. FINANCE AND STAFFING MATTERS**

### **4.1 Financial Report to 31/07/23**

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

4.1.1 BA questioned the staffing costs being under budget by £26k to date – AD advised this was due to being down one admin assistant (recruiting at present) plus one admin assistant now on maternity leave.

4.1.2 BA also referred to the cyclical repairs being under budget by approx £78k to date and asked if this was likely to catch up when the cyclical programme commences. IB confirmed that there would be no common stair vinyl replacement this year, which has already been rolled over a couple of programmes due to the condition being well maintained by the Caretakers in blocks that have been cleaned by them since it was last replaced. IB confirmed that he has spoken with flooring specialists about future programmed replacements, but they are not keen on working in tenanted blocks.

### **4.2 Arrears Report to 31/07/2023**

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

#### **4.2.1 Item 8 – Write Offs**

Recommendation to write off £6330.15 former tenant arrears and £1768.07 former tenant recharges balances – **approved**.

Recommendation to write off £997.03 former tenant credit balances - **approved**.

Recommendation to write off balance now of £1129.47 from suspense account – **approved**.

Recommendation to write off balance of £1866.83 from suspense account following end of prescribed time – **approved**.

### 4.3 Staff Working Hours/Day Changes (Trial)

AD presented this report which was noted with the following clarified:

- 4.3.1 The trial has been set for a period of 5 months to allow AD to monitor and ensure there are no adverse effects on services to tenants which she intends doing after the first quarter, subsequently reporting to Board prior to 31/01/2024.
- 4.3.2 Tenants will be informed of this trial and asked for their feedback. The vision is that tenants may benefit from slightly longer office opening hours should the trial be successful, as well as Officers being able to conduct home visits out with normal office hours (9 – 5).
- 4.3.3 Current lone working procedures will remain – if there is one person in the office, the doors will be locked and public access restricted. Home visits will not take place unless there is another colleague working to ensure safe return to the office.
- 4.3.4 Annual leave and public holiday entitlement remains unchanged – if a public holiday falls on a day that the staff member is on a non working day, that day off will be added to their entitlement to be taken in lieu.
- 4.3.5 AD to seek advice from EVH in terms of continuation of the trial without it becoming contractual at any point. Discussion around long standing customs and practices automatically becoming part of an employee's terms and contract, if left unchecked. BA advised that his workplace has developed a Hybrid Working Policy and Draft Letter to employees which he is happy to share with AD.
- 4.3.5 Consideration to be given – if one of the reasons for trialling this flexible working is to be more attractive as an employer – without it being contractual, it may still be difficult to recruit/retain staff.

### 4.4 Window & Door Replacement Programme

AD presented the report from Changeworks on the Window and Door Replacement programme with their proposed fee and 4-year programme which was **approved**.

- 4.4.1 AD & IB have now drawn up the programme for the 4 years, each phase having a split between Glenrothes & Leven; e.g. Heimdal Gardens, Groban & Arbaile in the first phase.
- 4.4.2 In terms of the bathroom replacement programme – the finalised cost has now been agreed, with the contractor able to negotiate discounts from their supplier that are being passed on to Glen HA. The first 8 households in the programme will be notified by letter this week.

- 4.4.3 AD confirmed that the intention now is to submit a Net Zero Heat Fund application to the Scottish Government for a smaller project, e.g. 30 properties – for the whole house, i.e. insulation, doors, windows, air source heat pump etc. Applications have to be submitted by the end of September with a turnaround of 6 weeks. It's anticipated that the fund would only cover 50% of the costs but that still needs to be confirmed with the Scottish Government.
- 4.4.4 AD confirmed that Glen entered into a partnering agreement with Changeworks approx. 18 months ago, and in using them to perform the procurement role, there is no breach of the Procurement Policy.
- 4.4.5 AD assured Board that, whilst Changeworks are responsible for project management, Glen will still be very much involved in things such as quality control.

## 5. GOVERNANCE

### 5.2 Annual General Meeting – 14/09/2023 & Officer Bearer

AD presented this report which was **approved** with the following discussion:

- 5.2.1 **AGM format** – AD confirmed the intention is to publish a Special Edition Newsletter to all tenants re the programme of planned works, with an invitation to attend an Open Meeting taking place directly after the business of the AGM. There will be a speaker from Changeworks and hopefully, Keep Scotland Beautiful, during which, tenants will be asked for their views on our Net Zero approach. It is hoped the Newsletter content will encourage a good turnout, which could also lead to opportunities to recruit some new Board Members.
- 5.2.2 JS suggested we make better use of social media by running a Board Member recruitment drive between now and the AGM – encouraging those interested to attend the AGM. She also asked if we had given consideration to advertising vacancies through Fife Voluntary Action. IM suggested this is also included in the Newsletter.
- 5.2.3 **Declaration: Rules 39 & 68** – John and Alison confirmed they are prepared to stand for re-election. Pat not in attendance at this meeting.
- 5.2.4 **Office Bearer Succession** – confirmation from Graham, Barry and Isobel that they are happy to continue as Chair, Vice Chair and Secretary, respectively.

## 6. HOUSING MANAGEMENT REPORTS

### 6.1 Repairs Report (April – June 2023)

IB presented this report which was **approved** as follows:

#### 6.1.1 Contractors' Reactive Repair Response Times

IB confirmed that he had been in discussions with a local joinery contractor, Liam Petrie and it has been agreed, from September, to start issuing him with some joinery day to day repairs. IB asked that any Board Member needing to declare an interest, should do so to KM asap.

#### 6.1.2 Item 3.1 – Gas Safety

IB to check the number of properties with gas safety checks carried out within 12 month period as well as those with gas supply capped, the figures presented in this report don't equate.

IB referred to the price for fitting an AECV in all affected flats and confirmed that the total cost had now been confirmed as £6k, significantly lower than that estimated at the writing of this report. He confirmed that he had sought 2 quotes, including one from our current gas contractor; the cheapest quote was not theirs.

#### 6.1.3 Item 3.2 – Fire Safety

IB referred to the fire door inspections and advised that, having spoken to colleagues in other HAs to ascertain what the consensus was on in-house inspections, training is now being arranged for Glen HA staff – likely to take place in September. Any remedial work identified during the inspections will be issued from the Repairs & Maintenance budget.

BA referred to the lighting upgrades and asked how many blocks of flats this entailed – IB confirmed there were 23 in total = £46 - £50k.

SG asked about the lighting spec – IB confirmed they would be motion sensor/corridor function/dimmed down function with an emergency back up battery.

6.1.4 IB referred to the delayed installation of isolators being carried out by Scottish Power, confirming that some appointments had now been received for September.

#### 6.1.5 Mould & Dampness Report

AC referred to the anticipated works to the 9 properties and asked if a cost/benefit analysis would be carried out, i.e. is it worth the Association keeping those properties, if the current tenants were happy to move out. IM and BA concurred.

## **6.2 Void Report (April – June 2023)**

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

## **6.3 Recharges Report (April – June 2023)**

IB presented this report, explaining that the write offs approved earlier in this meeting, will show on the next quarter report. **Approved.**

## **6.4 Complaints & Compliments Report (April – June 2023)**

AD presented this report which was **approved**. In addition to this report, there is also a complaint about a kitchen replacement which has been ongoing since last year, now with the Scottish Public Services Ombudsman (SPSO). Info requested by the SPSO has been provided and we await the outcome of their investigations.

## **6.5 Tenant Support**

AD presented this report for info; it should be anticipated that most of these resources will see an uptake over the winter months.

## **7. MEMBERSHIP**

### **7.1 Withdrawal of Membership**

AD presented this report. Board **approved** the withdrawal of Share Certificates, 311 and 306.

## **8. AOCB**

- 8.1 GR referred to an email he had sent to AD about succession planning, which he had expected to see at this meeting. AD apologised for this omission and will ensure it is presented to the next meeting.

*The meeting concluded at 8.25*