

GLEN HOUSING ASSOCIATION
BOARD OF MANAGEMENT MEETING
6.30PM - WEDNESDAY 18th OCTOBER 2023

AGENDA

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

- 2. MINUTES**
 - 2.1 Minute of Board of Management Meeting of 20/09/23 (Report attached – *for approval*)
 - 2.2 Matters Arising from above Minute

- 3. FINANCE & STAFFING MATTERS**
 - 3.1 Financial Report to 30/09/23 (Report attached – *for approval*)
 - 3.2 Arrears Report to 30/09/23 (Report attached – *for information*)
 - 3.3 Mid-Year Budget Review (Report to follow)
 - 3.4 Pension Decisions post change to DC (Report attached – *for information*)

- 4. GOVERNANCE**
 - 4.1 Annual Assurance Statement Draft (Report attached – *for approval*)
 - 4.2 Fraud and Gift Register Sign-Off (Report attached – *for approval*)
 - 4.3 Risk Review (Report attached – *for approval*)

- 5. HOUSING MANAGEMENT REPORTS (July – Sept)**
 - 5.1 Repairs Report (Report attached – *for approval*)
 - 5.2 Void Report (Report attached – *for approval*)
 - 5.3 Recharges Report (Report attached – *for approval*)
 - 5.4 Complaints & Compliments (Report attached – *for information*)

- 6. AOCB**

GLEN HOUSING ASSOCIATION
MINUTE OF BOARD OF MANAGEMENT MEETING
WEDNESDAY 18th OCTOBER 2023

PRESENT: G Ross (GR)
J McArthur (JMc)
J Smith (JS)
A Crook (AC)
S Garrioch (SG)
S Thomson (ST)
P Milne (PM)

IN ATTENDANCE: A Dickie (AD)
I Byers (IB)
K Milne (KM)
T Thomson (TT), Thomson Cooper

1. APOLOGIES & DECLARATIONS OF INTEREST

Apologies: T Newman (TN)
B Allan (BA)
I Muirhead (IM)

AD advised that TN, BA and IM had all fed back on the Annual Assurance Statement and the Mid-Year Budget Review.

Declarations of Interest: None

2. MINUTES

2.1 Minute of Board of Management Meeting of 20/09/2023

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

2.2 Matters Arising from above Minute

2.2.1 Item 5.2.1 – GR asked SG and KM if they had anything further to report on their attendance at the Governance Conference – both confirmed there was nothing substantial to add. SG commented that his conclusion from the conference was that he was happy to serve on such a forward-looking Board as Glen's.

3. FINANCE AND STAFFING MATTERS

3.1 Financial Report to 30/09/2023

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

3.1.2 Quarterly Loan Portfolio

Investments – Flagstone Portfolio – Nationwide Building Society deposit of £833,475:

AD to investigate best options for this deposit amount prior to FTD expiring on 17/01/24. This will then come to Board in November for in principle approval to make any quick changes on the Flagstone Portal as there will not be another Board meeting prior to 17/01/24. JMc asked if Board should agree that GR can approve delegated authority to AD, should anything change between November's meeting and January – **approved**.

3.2 Arrears Report to 30/09/2023

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

3.2.1 JMc referred to Table 3 – Arrears Reconciliation to Accounts and asked the purpose of this table. IB explained that the Auditor had wanted this breakdown presented in this report for Board to relate to the Management Accounts – Total Arrears Figure per Accounts in Table 3 = Current Assets/Rents Due in Statement of Financial Position.

3.2.2 Item 9 – Regulatory/Government Changes/Updates

IB further explained that DWP's information leaflet on managed migration/move to UC for those on Working Tax Credits may confuse some people into thinking they should apply now, in which case they will lose certain protections, i.e. lose money. IB confirmed that records don't show every tenant that is on Tax Credits, and staff can only make an educated guess. ST suggested that the chances are, if there are children in the family, they will be in receipt of Tax Credits and for the sake of the cost of approx. 500 letters, would it not be worth writing out to all? AD confirmed the intention is to put this info out in a Newsletter and agreed with ST that tenants should be encouraged to give the office a call, if they are unsure about anything.

IB confirmed that the time taken to assist tenants can be anywhere between 2 – 3hrs which will certainly have an impact on staff resources being utilised from elsewhere.

3.2.3 AC commended staff on the decrease in arrears for the month.

3.3 Mid Year Budget Review

AD presented this report, apologising for this being tabled due to competing priorities. She added that BA, IM and TN had confirmed they were content with AD's proposals and happy to go with the consensus. Each proposal was discussed fully with the following pertinent points covered:

- 3.3.1 Landscape Maintenance – tree management – nothing obviously dangerous, however, the Association does need to keep on top of this to keep it that way. Added pressure with private landowners not taking the same responsibilities and not really much Glen can do, other than the Landscape Supervisor persisting in writing to them to highlight the dangers.
- 3.3.2 Van Costs – SG suggested this budget heading should be increased to acknowledge the overspend of £2k – Board agreed.
- 3.3.3 Cyclical Maintenance & Major Repairs – in view of the 3 week turnaround for the window replacement tender returns, AD asked if Board would be minded to change the Board meeting from 22/11 to 29/11 which would then allow an extra week to prepare a report to Board – **agreed**.
- 3.3.4 AC commented on the continued underspend on Planned Maintenance which gave cause for concern. AD agreed, and took on board AC's suggestion that regular reports on where the Association is in terms of the PMP are presented to Board.

3.4 Pension Decisions - Post Change to DC

AD presented this report for info.

- 3.4.1 AC thanked AD for the report which she had requested and commented that she was pleased to note the uptake on Salary Sacrifice.

4. GOVERNANCE

4.1 Annual Assurance Statement

AD presented this report which she had already discussed with GR at their meeting last week.

Board confirmed that they were content with the compliance evidenced and the added assurance from the Internal Auditor's verification of the Association's self assessment process. Approval given for GR sign the Annual Assurance Statement 2023 for submission by 31/10/23.

4.2 Fraud & Gift Register Sign-Off

4.2.1 Fraud Register 1st October 2022 – 30th September 2023
No incidences – noted.

4.2.2 Gifts & Hospitality Register 1st October 2022 – 30th September 2023
One gift to retiring Chairperson, H Murray – noted and approved.

4.3 Risk Review

AD presented this report along with a presentation of the full Board Assurance Framework and Operational Risks/associated controls. She also highlighted the Emerging Risk Radar on Page 42 which gave a good summary.

AD confirmed her intention to run a Risk refresher training course at the turn of the year, however, should any members have concerns at any time, they should feel free to approach AD who will happily dig down into the Operational Risks register with them and/or run any additional sessions for Board.

Board **approved** the Risk Review as presented.

5. HOUSING MANAGEMENT REPORTS

5.1 Repairs Report (July – Sept 2023)

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

5.1.1 Item 1 – Response Times

IB referred to the repairs outwith timescales and confirmed that this remains a challenge, however, there were no late repairs that were concerning; the one emergency repair outwith timescales was only 20 minutes late.

5.1.2 Item 3.1 - Gas Safety

Work ongoing with tenants to get the services complete.

5.1.3 Item 3.4 – Mould & Dampness

Re-visit arranged as staff not convinced that the tenant will follow through on advice given.

5.1.4 Item 3.5 - Asbestos Management

IB confirmed that prior to this new asbestos survey, we only had an old visual report. The company we use does a very detailed report, leaving nothing assumed.

5.2 Void Report (July – Sept 2023)

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

5.2.1 Item 2 – Comments on Voids

IB referred to the property which has been decanted and advised that Changeworks are working with the QS on a proposal for the property.

5.2.2 ST referred to the void targets and asked, given the age of the stock, if the targets should be revised instead of chasing the unachievable. IB concurred, however only when he is content that all processes have been tightened up – not quite there yet. AD suggested the targets are reviewed when looking at the budget for the new financial year and a report presented to Board then.

AD added that the amount of work in worst of the voids has been unavoidable. The void period has also been exacerbated by the ongoing issue with getting utility companies to deal with resetting or replacing meters.

5.3 Recharges Report (July - Sept 2023)

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

5.3.1 Recommendation to write off £1172.92 **approved**.

5.4 Complaints & Compliments Report (July - Sept 2023)

AD presented this report which was **approved**. Although there were no complaints/compliments to report this quarter, there is still the complaint about a kitchen replacement which she confirmed has been ongoing since last year; this is still with the Scottish Public Services Ombudsman (SPSO) and we await their decision.

6. AOCB

6.1 AD reiterated the November Board meeting date will now be 29/11/23.

6.2 AD confirmed that KM was in the process of organising a training session on Equality & Diversity, to be held in December – info to follow when date confirmed.

6.3 AD confirmed the date and venue for the Christmas night out is 14/12/23 at the Dean Park Hotel, Kirkcaldy – email to follow with further information.

The meeting concluded at 8.10pm