

GLEN HOUSING ASSOCIATION

MINUTE OF VIRTUAL BOARD OF MANAGEMENT MEETING

WEDNESDAY 20TH APRIL 2022

PRESENT:
H Murray (HM)
G Ross (GR)
J Smith (JS)
A Crook (AC)
S Garrioch (SG)
T Newman

IN ATTENDANCE:
T Thomson (TT), Thomson Cooper
A Dickie (AD)
K Milne (KM)
A Cameron (Quinn Internal Audit)

HM opened the meeting by welcoming Alex Cameron from Quinn Internal Audit who was in attendance present the internal audit reports at Agenda Item 4.1. HM explained that she would bring this item forward to the start in order that Alex could then leave before the rest of the business.

1. APOLOGIES & DECLARATIONS OF INTEREST

Apologies:
B Allan (BA)
P Milne (PM)
I Muirhead (IM)
J McArthur (JMc)
J McCartney (JMcC)
R Melville (RM)

HM explained that she had received a letter of resignation from Jim Souter, expressing personal circumstances as the reason. She has spoken with him on the phone and he still has an interest in the work of the Association; HM has suggested that he might like to join the Board at the session being held on 5th May and has asked AD to follow this up with Jim nearer the time.

Declarations of Interest: None

4 GOVERNANCE

Alex Cameron then spoke to each report as presented:

4.1 Internal Audit Reports

Allocations (audited by Alex Cameron):

No material findings, just some housekeeping to tighten up on, all in all, a pretty good report.

Tenant Safety (audited by Alex Cameron):

Another good report from a compliance perspective; there were just some areas identified for improvement within the current framework.

ICT (audited by Nicholas Aderinto):

Similarly, another good audit report with only a few recommendations made to enhance the security measures in place.

Alex summed up by explaining the process in terms of following up on their recommendations. If, in the process of exploring them, staff are satisfied with the current processes and feel that implementing a particular recommendation would not enhance the organisation, then that would be relayed by AD at the follow up appointment and, if not fundamental, would drop off that audit report.

HM thanked Alex for the comprehensive reports and concluded that she was content to accept that there is always room for improvement and these audits are a good reminder not to get complacent with admin.

4.2 Internal Audit Programme 2022/23

AD asked Members for thoughts on any areas they would particularly like to see as internal audit subjects in the coming year. For perspective, Alex added that, as Glen is a low risk client, there are generally 3 audits per year. The following subjects were put forward:

1. The Annual Assurance Statement and Evidence
2. Responsive Repairs (usually select one operational subject per set)
3. Budget Setting & Controls (inflationary pressures and impact of Covid)
4. Risk Management (in view of the Risk Strategy being reviewed)

5. Year 2/3 – Planned Maintenance (pertinent, as major for the Association)

Content with these suggestions, HM asked that AD and staff make the final decision on those topics that Alex should include in his Draft Plan for the 1st year of the 3 year plan.

Prior to leaving the meeting, HM thanked Alex for his time presenting the reports.

2. MINUTES

2.1 Minute of Board of Management Meeting of 23/03/2022

The above Minute was proposed by AC, seconded by SG and approved as a true record of the meeting, with typos corrected as follows:

2.1.1 Item 8.4 AOCB

HM advised that the second last paragraph should state that she had spoken with SFHA and Cllr David Ross, not John Mills.

2.2 Matters Arising from above Minute

2.2.1 Item 3.4 – Tenant Support Funding

GR referred to the retirement of Senior Housing Officer, Moira McMinn and asked if the recruitment process had begun. AD confirmed that the advert for this and the Admin post had actually just gone out today.

2.2.2 Item 3.5 – Inflation Sensitivity Analysis

AD referred to the first bullet point and clarified this as, the stock condition survey will be planned in April/May but the actual survey will be later than that – no specific timescale at this point.

AD also referred to the fourth bullet point and confirmed she had met with the FHAA and their experiences are broadly in line with ours i.e. not been hit too hard so far but still cautious.

2.2.3 Item 8.4 – AOCB

AD confirmed that there was nothing further to report on the Ukrainian refugee situation in Fife.

3. FINANCE AND STAFFING MATTERS

3.1 Financial Report for the year to 31/03/2022

TT presented this item and referred Members to the detailed report accompanying the **Draft** accounts – figures likely to change with audit adjustments. The accounts as presented were **approved**.

3.1.1 JS referred to the notes to the accounts on Page 8 which inferred that there had been £185,530 of component additions during March – TT confirmed this was a typo and should have read £185,530 of component additions for the year to 31/03/22. Component additions for March total £16,596.

3.1.2 HM referred to the Quarterly Loan Portfolio Report and asked about the balance of £1,919 in the Hub Account. AD explained that she always leaves some funds in this account to cover management charges for the CAF Flagstone Portfolio. Monies that we are investing with the Flagstone Portfolio are transferred into the Hub account before being deposited.

3.1.3 In answer to HM's query re the high Cash figure on the Statement of Financial Position, AD confirmed she would be looking at investing some of this into short term, high interest accounts. HM asked for an update on this to next month's Board meeting – AD noted.

3.2 Arrears Report to 31/03/2022

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

3.2.1 HM referred to the total of arrears cases being 101 this month, compared with 88 last, and suggested this appeared contradictory to the arrears balance being down this month. AD explained this was because there are more cases in the smaller arrears bracket.

5. HOUSING MANAGEMENT REPORTS

5.1 Repairs Report (Jan – Mar 2022)

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

5.1.1 Acknowledging that there is still an ongoing issue with repair response times, AD confirmed that the FHAA partners are also suffering, even Kingdom HA and Fife HG with their own in-house labour teams.

5.1.2 AD referred to the addition of Item 3 within this report and confirmed this was as a result of the Tenant Safety Audit – this will be a quarterly feature.

5.1.3 JS referred to the Fire Safety section and suggested that where there are a number of properties reported as requiring upgrade, the type of upgrade is contained within that same line.

5.2 Void Report (Jan – Mar 2022)

AD presented this report which was **approved** as presented.

5.3 Recharges Report (Jan – Mar 2022)

AD presented this report which was **approved** as presented.

5.4 Complaints & Compliments (July – Mar 2022)

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

5.4.1 HM noted the increase in complaints from the previous year but acknowledged that Covid-19 may well have had an impact on the 20/21 figures. AD also referred to the highest number of complaints received being about Services and confirmed they were mostly around repair service feedback and follow-ups being slow.

5.4.2 HM referred to the omission of compliments within this report – AD confirmed this was an oversight as there had been compliments received during the reporting period.

6. POLICY REVIEWS

6.1 Anti-Social Behaviour & Neighbour Nuisance Policy

The reviewed Anti-Social Behaviour & Neighbour Nuisance Policy was **approved**.

6.2 Hate Incidents & Hate Harassment Policy

The reviewed Hate Incidents & Hate Harassment Policy was **approved**.

7. MEMBERSHIP

No applications for Membership

8. USE OF SEAL

No requirement for Use of Seal.

9. AOCB

- 9.1 HM gave a verbal update on the Pension situation – the Grievance was upheld in the Pension Working Group’s favour.

AD confirmed she has so far met with 3 of the 4 staff members involved in the grievance (1 on annual leave). Meeting with EVH tomorrow morning and following that, a revised letter will be issued, giving 7 days to sign and return the Contract of Employment (by Friday 29th April). If they don’t sign, then the dismissal and re-engagement process will commence which will require a panel of 3 Board Members. Recommendation by EVH that HM and AC are not involved in this due to their intensive involvement to date.

HM confirmed that she has already identified SG and BA as panel members, both of whom are content to serve. TN intimated that he would be willing to serve, however, had concerns over his lack of background knowledge. HM gave assurance that she would provide a comprehensive timeline to all new panel members and there is also the potential to meet EVH beforehand. AC clarified the panel’s purpose is not to argue each point, but to follow a process. TN was reassured and confirmed his willingness to serve.

- 9.2 AD confirmed that she had received confirmation of the outcome of the pay negotiations that afternoon – 91% turnout with 89.6% in favour of the 4.1% pay award.
- 9.3 TN gave brief verbal feedback on his attendance at the virtual SFHA Policy & Governance session. He felt that it was more of a chat forum than a training session and that he’d missed out on the series of events which appear to have been arranged previously. HM thanked TN for attending.

(Post Meeting Note: - useful presentation/information handed in to AD by TN).

- 9.4 AD referred to the list of events emailed to all Board Members and confirmed the next event is the Board Members’ Handbook training on Wednesday 27/04. Members were reminded about the SFHA Annual Conference programme which had been circulated for notes of interest.
- 9.5 HM submitted her apologies for the next meeting – 25/05 – GR to Chair.