

**GLEN HOUSING ASSOCIATION**  
**MINUTE OF BOARD OF MANAGEMENT MEETING**  
**WEDNESDAY 24<sup>TH</sup> AUGUST 2022**

**PRESENT** Heather Murray (HM)  
Graham Ross (GR)  
Josie Smith (JS)  
Barry Allan (BA)  
John McArthur (JMc)  
Alison Crook (AC)  
Shane Garrioch (SG)  
Trevor Newman (TN)  
Stuart Thomson (ST)

**IN ATTENDANCE** Ian Byers (IB)

**PRE MEETING DISCUSSION**

The Chair invited Board Members to raise any items of concern prior to the start of formal business.

Covid protection was raised now that face to face meetings have resumed. Agreed to ask the Director to continue to check that everyone is content to attend in person. Further, that the room will be well ventilated and anyone feeling unwell should either submit apologies or take a Covid test (test kits can be provided by the Association). It was noted that better IT equipment is being investigated and this could improve the experience of virtual/hybrid meetings. In addition, IT equipment for Board Members could be considered.

**1. APOLOGIES & DECLARATIONS OF INTEREST**

Apologies Pat Milne (PM)  
Isobel Muirhead (IM)  
Anne Dickie (AD)  
Karen Milne (KM)  
T Thomson (TT)

Declarations of Interest: None

## **2. MINUTES**

### **2.1 Minute of Board of Management Meeting 20/07/22**

The above Minute was proposed by SG, seconded by JMc and was approved as a true record of the meeting with the following amendments;

Title – Remove “virtual” from heading

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

#### **2.2.1 Item 2.2.1 Staff Update**

IB reported that the new Housing Officer and Admin Assistant had started work but that Housing Officer, Donald Martin was leaving on 15<sup>th</sup> September after 10 years of service. This raised concern about the loss of so much knowledge and experience along with Moira’s recent retiral and the recent experience of recruiting a Housing Officer with few applicants applying.

Having reviewed the duties of the post, Housing Assistant Ben Chatambarara was promoted to Housing Officer while his Housing Assistant post was offered to a suitable candidate who had previously applied for the Housing Officer post. IB explained that while this is not the prescribed route for recruitment it had been done before and EVH had confirmed this was acceptable at that time. Board welcomed the opportunity given for staff advancement, not often possible with our small staff team.

Board asked that the Recruitment Policy be reviewed within the next 2 months to consider allowing for such appointments and that staffing updates be added to the agenda.

It was agreed that the Chair, on behalf of the Board, would write to Donald thanking him for his service and contribution to the Association over many years.

#### **2.2.2 Item 3.3 Gas Contract**

PM had raised concerns about the timing of letters to tenants advising them that Kingdom Gas Services/McGills were no longer providing gas maintenance services. IB explained that some tenants had called McGills direct telephone number rather than phoning the office which is the stated, though not generally practiced, procedure for obtaining up to date contact information. Fortunately however, staff from McGills had continued to give advice. IB confirmed that phoning the office within and out of hours to receive a service is the procedure.

### 2.2.3 Item 6.1 Risk Strategy Review

IB confirmed that staff had attended 3 sessions on risk with a further one due. A revised Risk strategy will be reported to Board when complete.

### 2.2.4 Item 7.1 Wider Role Sub Group

It was noted that Terms of Reference for this group have still to be provided.

## 3. **FINANCE & STAFFING MATTERS**

### 3.1 **Financial Report for the Year to 31/07/2022**

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

### 3.2 **Arrears Report to 31/07/2022**

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

3.2.1 Arrears increased in July but to a similar level to Sept/Oct 2021 and within target.

3.2.2 The method of calculating technical arrears is being revised.

3.2.3 The impact of the new Sherriff Court Practice Note is uncertain. It will prevent more than one continuation of court action for arrears, but this may make it easier or more difficult to enforce payment.

### 3.3 **Gas Maintenance Contract**

IB reported that confirmation was still awaited that McGill's cannot fulfil the gas contract as they are in Administration, and this is delaying awarding a new contract to another contractor. The Board will be asked to award the new contract as soon as this is resolved. This may be outwith the normal meeting schedule and by written resolution.

### 3.4 **Flagstone Investments**

The Board **approved** the investments as recommended in the report.

### 3.5 **External Audit Tender**

Board noted the Minute of the Audit Committee held on 17<sup>th</sup> August 2022 and, following consideration of the merits and risks associated with retaining the same external auditor over many years, **approved** the appointment of Findlays for a 3 year period.

## 4. GOVERNANCE

### 4.1 Board Appraisal Report

GR introduced this report that was completed by consultant Linda Ewart, following input from all Board members. Overall, the report confirmed the Board's effectiveness with some areas identified for action. The report will be followed up with a Board Development Plan to be prepared by the Chair and Director, including actions and timescales, that will be submitted to a future meeting. Proposed action points were summarised as;

- 1) Catch up induction to be offered to new Board members, including offer of a mentor for first 6 months
- 2) Recruit more tenants to Board
- 3) Review the pension changes process to learn lessons
- 4) Consider succession planning e.g. rotate Vice Chair more often to build experience & capacity
- 5) Board to focus more on strategic issues, less on operational
- 6) Develop core training programme for Board

The above issues were discussed, with the Chair encouraging Board members to go on external training courses e.g. SHARE to build knowledge and networks. BA reported that SFHA is holding a Governance Conference in October and details will be circulated.

It was recognised that Board members had little time to read the Board Appraisal Report so any further comments can be passed to GR.

### 4.2 AGM

- 4.2.1 It was noted that under Rule 39, IM, GR and SG will need to retire and be re-elected. IB confirmed that as required by Rule 68, the Secretary had verified the registers and records. She confirmed that these had been appropriately detailed and kept up to date.
- 4.2.2 The Board discussed a speaker/theme for the AGM and agreed this should be energy efficiency with advice on energy saving and a draw for energy efficient appliances to attract attendance. IB to progress this.
- 4.2.3 Succession planning was discussed and it was confirmed that GR was willing to serve as Chair and IM was willing to continue as Secretary. The post of Vice Chair will need to be filled.

### 4.3 Net Zero Group

The note of the first meeting of the Net Zero Group was noted and the terms of reference **approved**.

- 4.3.1 IB reported that the bid for Scottish Government funding for survey work with Changeworks had been unsuccessful as many similar bids had been received. The Scottish Government indicated that some funds may be available at a later date. It was agreed that staff will be in touch with Changeworks to revise proposals and a meeting of the Net Zero Group will be arranged.

## **5. HOUSING MANAGEMENT REPORTS**

### **5.1 Tenant Safety Report**

This report was welcomed and noted. BA reported that the Regulator has recently revised reporting required on outstanding work in the Annual Assurance Statement.

### **5.2 Planned Maintenance**

This report was noted along with concerns at the lack of interest in firms tendering for bathroom replacements. IB explained six firms had been approached but they were either not interested or too busy. IB will work with consultants Hardies on solutions which could involve smaller contracts, longer timescales or risk sharing.

## **6. AOCB**

It was noted that as HM was not standing for re-election this was her last Board meeting as Chair. Heather was thanked by the Board for her many years of service and her outstanding contribution to Glen Housing Association.

*The meeting concluded at 9.10pm*