

GLEN HOUSING ASSOCIATION
BOARD OF MANAGEMENT MEETING
6.30PM - WEDNESDAY 29TH NOVEMBER 2023

AGENDA

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

- 2. MINUTES**
 - 2.1 Minute of Board of Management Meeting of 18/10/23 (Report attached – *for approval*)
 - 2.2 Matters Arising from above Minute

- 3. FINANCE & STAFFING MATTERS**
 - 3.1 Financial Report to 31/10/23 (Report attached – *for approval*)
 - 3.2 Arrears Report to 31/10/23 (Report attached – *for information*)
 - 3.3 Urgent Major Repairs/Improvements (Report attached – *for approval*)
 - 3.4 Window/Door Replacement Programme – tender update (Report attached – *for information*)
 - 3.5 2024/25 Rent Consultation Options (Report attached – *for discussion*)

- 4. GOVERNANCE**
 - 4.1 Business Strategy - Delivery Plan Review (Report attached – *for approval*)
 - 4.2 Draft Delegated Authority Scheme (Report attached – *for approval*)

- 5. POLICY REVIEWS**
 - 5.1 Repairs/Recharges/Right to Repair/CDM/
Right to Compensation/Decant (Report attached – *for approval*)
 - 5.2 Asset Management Strategy (Report attached – *for approval*)
 - 5.3 Procurement Policy (Report attached – *for approval*)

- 6. AOCB**

GLEN HOUSING ASSOCIATION
MINUTE OF BOARD OF MANAGEMENT MEETING
WEDNESDAY 29th NOVEMBER 2023

PRESENT: G Ross (GR) – Chairperson
B Allan (BA)
J McArthur (JMc)
P Milne (PM)
A Crook (AC)
S Garrioch (SG)
S Thomson (ST)
T Newman (TN)

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

1. APOLOGIES & DECLARATIONS OF INTEREST

Apologies: J Smith (JS)
I Muirhead (IM)

Declarations of Interest: None

2. MINUTES

2.1 Minute of Board of Management Meeting of 18/10/2023

The above Minute was proposed by AC, seconded by SG and approved as a true record of the meeting with the attendance list updated to include PM who had been omitted.

2.2 Matters Arising from above Minute

2.2.1 Item 3.1.2 – Loan Portfolio

AD referred to the Nationwide Building Society Deposit on the Flagstone Portfolio and advised she was still investigating the best options for this and would run any potential investments past GR and BA before the FTD expiry on 17/01/24.

2.2.2 Item 5.1.3 – Mould & Dampness

TN asked if all tenants had been issued with information leaflets on Mould & Dampness. AD confirmed that only those that reported issues were given leaflets and a link to a short informational video and agreed this should be featured in a Newsletter to all tenants.

3. **FINANCE AND STAFFING MATTERS**

3.1 **Financial Report to 31/10/2023**

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

3.1.1 **Analysist of Investment Spend (P15) - Planned Maintenance Update**

AD gave a brief update on the investment and maintenance spend to date:

Boilers & Heating Systems – contingency budget figure as only replacing as necessary.

Bathrooms – project is going well – 15/54 bathrooms now replaced with a further 7 expected to be completed before the festive break and the remainder during January – March '24.

Doors – superseded by 4-year programme for Window and Door replacements.

Fascias & Soffits – only a few to complete in Rockfield Gardens.

Gutters & Downpipes – now linked in with fascias & soffits (see above)

Kitchens – no replacements budgeted for, replace as necessary only.

Electrical Testing/Inspections – on schedule

Stairs/Vinyl Flooring – finally got quotes in – IB working on getting some done by the end of March.

Painterwork – External and Fencing – this budget will change as this includes some windows that are now in the replacement programme.

Pointing/Mastic – ongoing – no works required to date.

Fencing & Gates – replacement only as necessary.

3.2 **Arrears Report to 31/10/2023**

IB presented this report, adding that there had been a change in staffing which was pertinent. Unfortunately, due to personal circumstances, Michelle Dunn, Housing Officer has resigned; this will leave a substantial knowledge gap in the housing management team which will inevitably impact on the arrears figure.

3.2.1 Table 4 – Arrears Legal Action Report

IB advised that although there had been no NOPs issued in October, there were a few on the threshold and so far, 3 have been issued in November; one is a case over the £2500 threshold for the Sheriff to consider at court.

3.2.2 In response to GR's question about the impact of the migration for some tenants to UC, IB confirmed that there had only been a few queries so far, however, staff shortages while we go through the recruitment process for Michelle's replacement, will affect our ability to help, unless the Income Maximisation Officer role changes to more of an advisory role in the interim.

AD confirmed that the position would be advertised at the earliest opportunity, however early indications from recruitment consultants is that we will be lucky to get the expertise we're losing with Michelle.

3.3 Urgent Major Repairs/Improvements

IB presented this report with the following Recommendations approved:

Recommendation 1 – Major repairs and improvement works to Property A, as per estimated costs of £9400 + VAT.

Recommendation 2 – Major repairs and improvement works to Property B, as per estimated costs of £14,600 + VAT. Perform associated works to remaining 8 properties over the next 2 – 3 years as required.

AC asked if there were any other improvement works that should be considered whilst the major works were being undertaken at the properties referred to in Recommendation 2. IB confirmed that those properties affected already had new kitchens, windows, bathrooms and consumer units.

IB confirmed that work to these properties would be carried out by Richardson & Starling. There would hopefully be an element of the VAT charged at 5% in view of the energy efficiency products being installed – BA suggested, however, the criteria for the VAT savings is relatively strict.

3.4 Window/Door Replacement Programme – Tender Update

3.4a Window/Door Replacement Programme – Tender Summary

AD presented both reports for information and discussion.

- 3.4.1 In terms of the tender submissions, AD and IB were comforted by the costs not being too far off the £1.8m in the Business Plan, which didn't include for triple glazing and Decentralised Mechanical Extract Fans (to retain appropriate humidity within the properties).

AD asked if, after the checks are completed later this week, Board would be happy to take 'in principle agreement' of going forward with the lowest tender – with the final figure presented to Board following the training event on Wednesday 6th December thereafter, fed into the Business Plan to provide up to date financial forecasts for taking forward to the Rent Consultation for 24/25 – **agreed.**

- 3.4.2 IB referred to the top 4 submissions and confirmed that they all have very relevant, recent projects to evidence their quality submission including the fabrication of their own products. SG asked IB to ensure the standard of materials and workmanship are also tested for the lowest price/highest quality score – IB noted this, suggesting this is one of the benefits of having Changeworks to project manage.

3.5 2024/25 Rent Consultation Options

AD presented this report for discussion. She explained her intention, given that there is no meeting between now and January, is to liaise with Board electronically prior to going out to consultation with tenants, mid-January.

BA suggested exercising caution when referring to CPI being lower as elements of CPI coming down may have little or no impact on some of the Association's costs, e.g. some material costs have gone up by 100%, nowhere near as low as CPI.

AD advised that discussions with Fife Housing Association Alliance would suggest that 3 of our peers are using a 4% cost of living increase in their budgeting forecasts.

Fife Housing Group are consulting on 4.25% rent increase in a bid to stop the differential with their rents being higher than others in Fife.

Kingdom HA consulting 6% & 7%

Ore Valley HA consulting on 5%, 6% & 7%

Benefits & UC to go up 6%.

4. GOVERNANCE

4.1 Business Strategy – Delivery Plan Review

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

- 4.1.1 TN referred to Item 1 - Zero Carbon/Energy Efficiency and queried the fact that the Net Zero Working Group hadn't met in a while. AD concurred, explaining that this had all been dealt with at Board level recently, due to the simplification with the project being broken down to doors and window replacements. Should the whole house retrofit project arise, that would be the time to resurrect the NZWG – the understanding is the Scottish Government are keen to support this and we would apply for grant funding for the 30 properties at Rockfield Gardens.

4.2 Draft Delegated Authority Scheme

AD presented this Draft Scheme of Delegate Authority which was **approved**. JMc acknowledged the clear setting out of the operational and strategic responsibilities.

5. POLICY REVIEWS

- 5.1 The following policies were all distributed electronically to Members for feedback prior to this meeting. With no comments or suggestions that had any fundamental impact on the policies, they were all now **approved**.

Repairs Policy, Recharges Policy, Right to Repair Policy, Construction (Design & Management) Regulations Policy, Right to Compensation Policy, and Decant Policy.

5.2 Asset Management Strategy

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

AD reiterated the principal of ensuring asset performance of the Association's stock is understood by Board from a governance perspective, which was stressed by the Regulator and a couple of other speakers at the recent SFHA Finance Conference.

5.3 Procurement Policy

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

- 5.3.1 IB referred to potential increase in procurement activity, commencing 2023 and intimated the first annual procurement report will be presented to Board in August 2024.
- 5.3.2 Item 8.3 – AC suggested rewording this as it contradicts the Selection of Contractors policy in that we can have more than one contractor per trade:

"The Association will enter in Partnering Agreements with repairs contractors for each trade....."

AC also asked if there should be a clause which would cover removal of a poorly performing contractor from our approved list. IB referred to the Selection of Contractors Policy Item 3.3, whereby it states that a contractor's inclusion on the approved list does not guarantee that contractor work, therefore we would just cease giving them work.

5.3.3 Recommendation – approved.

To approve the continued use of our List of Approved contractors for day-to-day repairs for a 5-year period, as per Clause 5 of the Selection of Contractors Policy, and:

To approve the expansion of the List of Approved Contractors, where necessary, by local advertising and direct approaches, as per Clause 3 of the Selection of Contractors Policy.

5.3.4 AD/AC referred to the Example Procurement Spend Report which IB had distributed at the meeting and commended the useful format this was presented in.

6. AOCB

None intimated.

The meeting concluded at 7.55pm