

Argyll Community Housing Association

Board of Management Meeting

Tuesday 24th May 2016 at 10.00am in Inveraray Inn, Inveraray

Minute

Present:

Councillor Roddy McCuish (Secretary)
Colin Davidson
Sandra Glazsher
Cameron Grant
Danny Kelly
Councillor Donnie MacMillan
Councillor Bruce Marshall
John Muir
Bob Munro
Councillor Richard Trail

Not in Attendance:

Councillor Sandy Taylor

In Attendance:

Christine Johnston, Director of Housing & Neighbourhood Services
Bruce West, Director of Finance & IT
Linda Haig, Director of Investment & Regeneration
Colette Benham, Director of Human Resources & Corporate Services
Gayle Stead, Governance & Compliance Manager
Lesley Lindsay, PA to Board of Management

The Secretary welcomed new Board member Bob Munro and returning Board member Sandra Glazsher to the meeting.		
1.	Apologies Jim Milne, Lorraine-Anne Drysdale, Douglas Prophet, Neil Mackay Leave of Absence Stafford Day	
2.	Minutes of Previous Meeting – 31st March 2016 The minute of the previous meeting was APPROVED as an accurate record. Proposed by: Colin Davidson Seconded by: Roddy McCuish	
3.	Matters Arising Page 3 – Item 3 – John Muir asked for an update in relation to the lease renewal for the AHFA van fleet. The Director of Finance & IT advised the lease renewal process had not yet been completed and the matter remained	

	<p>ongoing.</p> <p>Page 6 – Item 9 – John Muir asked whether the new tenant at Tayvallich had been approached to become a Board member. He was advised the individual had not completed a membership form.</p> <p>Page 14 – Item 13.5 – the Director of Housing & Neighbourhood Services advised the Chief Executive was attempting to source plaques for the new build sites.</p> <p>Page 16 – Item 15 – John Muir asked for an update in relation to AHFA's finances. The Secretary advised Item 10.1 on the agenda would provide an update.</p> <p>Page 20 – Item 16.1 – the Director of Housing & Neighbourhood Services advised she had checked with Thistle Insurance who had confirmed there was currently an uptake of home contents insurance by 578 tenants. She reminded the Board that tenants were free to choose their own home contents insurance provider. The Board were advised there would be an article in the next edition of Tenants First to encourage tenants to take out home contents insurance.</p> <p>Page 22 – Item 17 – Cameron Grant suggested inviting the Dalintober & Millknowe Tenants & Residents Association to the Board Away Day being held in Campbeltown on 14th and 15th September. The Secretary advised he would pass the suggestion onto the Chair.</p>	Roddy
4.	<p>Conflict of Interest to Declare</p> <p>None</p>	
5.	<p>Correspondence</p> <p>SHQS Secure Door Entry Systems</p> <p>The Secretary advised he had received an enquiry from Councillor Donald Kelly from Campbeltown in connection with ACHA's policy on installing secure door entry systems. The Director of Investment & Regeneration advised that Councillor Kelly was aware the Association had installed secure door entry systems in blocks of properties where ACHA was the majority tenant and had asked that the Association install door entry systems in blocks where there is a 50/50 split in ownership. The Board were advised the original agreement to install door entry systems had cost around £1300 per tenant which was felt was value for money and also reduced the number of abeyances in relation to the SHQS. She advised the cost per tenant would increase to around £4500 if ACHA were to install door entry systems in blocks where ownership was a 50/50 split.</p> <p>The Board were advised that owners had previously been asked if they wished to participate but had declined. The Director of Investment & Regeneration advised the installation of secure door entry systems had been a one off contract for blocks with high numbers of ACHA tenants. Colin Davidson stated it was his view the additional costs were unacceptable. The Secretary agreed and stated the Association's responsibility was to tenants. He stated that with ownership came responsibility and if the owners did not wish to pay their share the</p>	

	<p>Association would not pay the costs. The Secretary recommended the Board leave the policy as it stands and revert to Councillor Kelly to advise him of the decision taken by the Board. The Board of Management AGREED.</p> <p>Mr John Colquhoun – Casual Vacancy The Board were advised that Mr John Colquhoun had been in touch to advise that unfortunately due to work commitments, he would be unable to join the Board. He further advised that if his circumstances were to change he would get back in touch. The Secretary requested a letter be issued to Mr Colquhoun thanking him for his interest.</p> <p>Vacancies on the Policy Committee The Board were advised there were vacancies on the Policy Committee and volunteers were being sought. Board members were asked to contact the PA to the Board of Management if they were interested in becoming a member of the Policy Committee.</p> <p>Colin Davidson asked what the Policy Committee did. The Governance & Compliance Manager explained the remit of the Committee. Sandra Glazsher asked where the meetings were held. She was advised the venue for the meetings was flexible.</p> <p>John Muir volunteered to sit on the Policy Committee.</p> <p>Bob Munro left the meeting.</p> <p>The Secretary stated that arrangements were ongoing in relation to the Board Away Days on Wednesday 14th and Thursday 15th September 2016 in Campbeltown. He advised the assumption had been made that all Board members would be in attendance. He asked that if anyone could not attend they should notify the PA to the Board of Management urgently as final arrangements require to be made.</p> <p>The Secretary stated the Association had recently won an award for the new build development at Park Square, Campbeltown. The Director of Investment & Regeneration advised the Association received a Sustainable Development award from Argyll and Bute Council. She further advised the architect had attended with her to receive the award.</p> <p>The Secretary advised a Chair is still being sought for the Remuneration Committee. Any volunteers should contact the PA to the Board of Management.</p> <p>The Secretary stated there was still a vacancy on the AHFA Board of Directors. Any volunteers should contact the PA to the Board of Management.</p>	<p>Roddy/ Alastair</p> <p>Lesley</p>
6.	<p>New Membership Applications The Board of Management APPROVED two new membership applications.</p> <p>The Board of Management NOTED the membership total of 262 members as at 16th May 2016.</p>	

	Bob Munro returned to the meeting.	
7.	<p>Chief Executive Presentation</p> <p>The Director of Housing & Neighbourhood Services gave a presentation on behalf of the Chief Executive covering:</p> <ul style="list-style-type: none"> • Key Issues Update • External Updates <p>All members in attendance were provided with a copy of the presentation.</p> <p>Councillor Richard Trail asked if Janet Dickie was an employee of the Scottish Housing Regulator. The Director of Housing & Neighbourhood Services confirmed she was and advised that the Chair and Senior Management Team had regular meetings with Janet Dickie.</p> <p>Councillor Bruce Marshall asked if all five refugee families going to Bute would be housed in ACHA properties. The Director of Housing & Neighbourhood Services advised the details had not been released but rehousing would be determined by the size of the families against the size of properties available on the Island. She further advised it would be several weeks before any detail would be made available.</p> <p>Colin Davidson asked why the Board were provided with handouts of the Chief Executive's presentation whilst the powerpoint presentation was being displayed. He stated he could read faster than the presentation was talked through. He suggested the Board were provided with the presentation and allowed an opportunity to raise any questions or have their attention drawn to key areas. He stated time would be saved during the Board meetings. The Secretary advised he would feedback the suggestion to the Chief Executive.</p> <p>Danny Kelly asked why the refugee initiative in Campbeltown would not be progressing. The Director of Housing & Neighbourhood Services advised she could not speak on behalf of the Council. The Secretary stated it was his belief the refugee initiative in Campbeltown was not progressing due to social inclusion issues. He advised that it may be the Council's view that it would be better to rehouse refugees in the same area as their relatives.</p> <p>The Board of Management NOTED the contents of the presentation.</p>	Roddy
8.	<p>KPI Scorecard</p> <p>The Secretary asked for any questions in relation to the KPI Scorecard.</p> <p>Councillor Richard Trail asked for clarification of the column headed 'Total for previous quarter'. The Governance & Compliance Manager advised the column provided a cumulative figure where appropriate.</p> <p>Councillor Richard Trail asked why the Staff Absences column showed a red arrow. The Director of Human Resources & Corporate Services advised that staff absences were 0.04% above target.</p>	

	<p>Colin Davidson stated the Association were losing too much money as a result of void properties and commented that something would need to be done to reduce the loss. The Director of Investment & Regeneration advised that a proposal would be brought to the December Board meeting for consideration as agreed previously by the Board.</p> <p>The Board of Management NOTED the contents of the KPI Scorecard.</p>	
9.	<p>Annual Return on the Charter 2015/16</p> <p>The Director of Human Resources & Corporate Services advised the Annual Return on the Charter was required to be submitted by the end of May and approval was being sought to submit the data to the Scottish Housing Regulator. She further advised the Governance & Compliance Manager had collated the statistics for input into the SHR's portal.</p> <p>Councillor Richard Trail commented that almost all the figures were an improvement on the previous year. The Director of Human Resources & Corporate Services agreed there had been significant improvement.</p> <p>Colin Davidson referred the meeting to page 48 and asked for clarification on the SHQS figure. The Director of Investment & Regeneration advised the figure took account of exemptions and abeyances. Colin asked whether that would be a problem in the longer term. He was advised there would always be some abeyances but the numbers continued to fall.</p> <p>The Board of Management APPROVED the submission of the Annual Return on the Charter to the Scottish Housing Regulator.</p>	
10.	<p>ACHA Management Accounts</p> <p>The Director of Finance & IT advised the Management Accounts were a provisional position based on the ledger shortly after 31st March. He further advised adjustments would require to be carried out before the final set of accounts could be produced.</p> <p>He highlighted the key areas.</p> <p>The Director of Finance & IT advised the final accounts would be presented to the Board for consideration at the June meeting.</p> <p>The Board of Management NOTED the contents of the report,</p>	
10.1	<p>AHFA Management Accounts</p> <p>The Director of Finance & IT gave the same introductory comments in that the AHFA Management Accounts were the provisional position shortly after 31st March. He further advised adjustments would require to be carried out before the final set of accounts could be produced.</p> <p>He highlighted the key areas.</p> <p>The Director of Finance & IT stated the set of figures contained within the Management Accounts report was no worse than the position when the</p>	

	<p>2016/17 budget was set.</p> <p>Cameron Grant asked if the Recharge figure could be broken down into Tenant Recharge and Owner Recharge. The Director of Finance & IT advised he would look into the matter as he was unsure if that information was input under one line.</p> <p>Colin Davidson asked what the expenditure line for Solid Fuel and Gas related to. The Director of Investment & Regeneration advised that AHFA held the Gas and Solid Fuel servicing contracts and the expenditure was the cost of servicing appliances.</p> <p>The Secretary stated he took comfort that AHFA were heading in the right direction.</p> <p>The Board of Management NOTED the contents of the report.</p>	Bruce
11.	<p>Draft AHFA Risk Registers</p> <p>The Director of Human Resources & Corporate Services advised that at the Strategic Planning day the Board of Management had run out of time to consider the AHFA Risk Review. As a result the AHFA Board were asked to consider the AHFA Risk Matrix and put forward the proposals they wished the Board of Management to consider.</p> <p>The Board of Management were asked to consider the following recommendations:</p> <ol style="list-style-type: none"> 1. To have a separate AHFA operational risk register (appendix 1) 2. Delete risks 5, 6, 7 and 8 on the Strategic register and put them on AFHA's operation register (previous register – appendix 2) 3. Delete risk 3, KPI Compliance, and use the service delivery risks to monitor issues (previous register – appendix 2) 4. To split service delivery on the Strategic Risk Register into four separate areas due to differing issues: <ol style="list-style-type: none"> 1 Voids 2 Gutter cleaning and painting 3 Solid fuel with electrical testing and gas maintenance and fire alarms 4 Reactive maintenance <p>(draft revised register – appendix 3)</p> <p>The Board of Management APPROVED all recommendations contained within the report.</p>	
12.	<p>Travelling Persons Sites – Meeting the Standards</p> <p>The Director of Investment & Regeneration provided Board members with the background to the Association's ownership of the three Travelling Persons Sites and advised the Scottish Government expected the new standards to be met by June 2018. The Board were advised the Torlochan Site had been vacant for a considerable period of time and separate discussions were ongoing with Argyll and Bute Council as to the future of that site.</p> <p>The Director of Investment & Regeneration stated that in order to comply</p>	

with the Standard an assessment of what upgrades were required was undertaken along with a consultation with residents of their aspirations. She advised there was a significant cost associated to meeting the required Standard. The Director of Investment & Regeneration took the Board through her report, commenting on the costs associated with the upgrades required. The Board were advised there was currently no grant scheme available as the Standard was very much addressed to Councils as there are no other Housing Associations with ownership of Travelling Persons sites. The Scottish Government stated that Councils had large capital budgets to fund the upgrades but ACHA did not.

The Director of Investment & Regeneration highlighted the works required and proposed prioritising them as:

1. Compliance with Standards
2. On-Site drainage for static caravans
3. Dunchologan – basic road upgrade
4. Dunchologan – enhanced road upgrade
5. Residents preferences

The Director of Investment & Regeneration provided Board members with details of the ownership of the access road to Dunchologan. She advised that Argyll and Bute Council had offered to provide project management for the upgrade but would not assist with funding the project.

The Board were advised that basic compliance with the Standards would cost in the region of £187k and the cost for exceeding the Standards to incorporate aspirations would be in the region of £284k. The Board were advised that if no funding assistance was forthcoming the Association would be required to meet the costs.

The Director of Investment & Regeneration advised the Scottish Government were taking a keen interest in how ACHA would meet the Standards and officials would be looking for an outcome from the Board of Management meeting today.

The Director of Investment & Regeneration suggested that in light of ACHA being the only RSL to own Travelling Persons sites an approach be made to the Scottish Government to ask for grant assistance before any decision is taken on the extent and timing of works.

Colin Davidson stated it was his opinion that the upgrade to the Travelling Persons sites should not be totally funded from rental income. He stated he hoped Argyll and Bute Council or the Scottish Government would contribute. He further stated he had visited the Dunchologan site on his way to the meeting and had been met by a man in a large white van who had refused to move out of his way and demanded to see ID. Colin advised he eventually gained access to the site and stated there appeared to be very little travelling as there were a number of static caravans in situ. The Director of Investment & Regeneration advised the Association did have a number of static caravans on-site but travelling people were determined by culture not the distances travelled.

	<p>Cameron Grant asked whether, as the only RSL with Travelling Persons sites, if ACHA could hand them back to the Council. The Director of Housing & Neighbourhood Services advised all three sites had been part of the Transfer Agreement.</p> <p>Councillor Donnie MacMillan stated the Dunchologan road upgrade debate had been ongoing for years and it was his view the works should be progressed. Colin Davidson stated that tenants' rents should not be used to subsidise the road upgrade. Councillor Bruce Marshall agreed with Colin. Danny Kelly commented that he would be very much against using tenants' rents to pay for the road upgrade.</p> <p>The Director of Investment & Regeneration advised that Michael Russell MSP was supportive of an ACHA application to the Scottish Government. It was hoped they would have some understanding of the Association's unique position and as a result may make a contribution.</p> <p>The Secretary asked the Board to consider the recommendations contained within the report:</p> <ol style="list-style-type: none"> 1. To comply with the Travelling Persons site Standards by June 2018 2. To comply with the Site Licenses by installing on-site drainage as required 3. To prepare a submission to the Scottish Government for grant assistance 4. To agree the extend of works to be included in the submission <p>The Board of Management AGREED the submission should contain the package of works in excess of the Standards. The Board of Management APPROVED the recommendations contained within the report.</p> <p>The Director of Investment & Regeneration advised she would provide further updates to the Board when available.</p>	
13.	<p>Community Action Fund Application – Dunoon Link Club</p> <p>The Secretary advised the application was required to be considered by the Board of Management as there was no longer a Bute & Cowal Area Committee in operation.</p> <p>Colin Davidson advised the Board should consider the application as Area Committees do. He stated the Community Action Fund Application form had recently been revised and it was his view the Dunoon Link Club application should be rejected due to the fact that not enough information on their other income had been provided. The Secretary stated he knew of the worthwhile work carried out by Dunoon Link Club and asked if the Board would reconsider the application if further information was provided. Councillor Bruce Marshall stated they were a good organisation that had a high attendance by people who needed their assistance. He stated that any donation would be well used and was badly needed. The Secretary stated their accounts appeared to be healthy and adequately funded. Colin agreed and stated further information was required to justify their application.</p> <p>The Board of Management AGREED to delegate the decision to the Chair</p>	

	and Vice Chair once further information of the groups other income was determined. It was further AGREED the outcome of that decision be provided to the Board of Management.	
14.	<p>Governing Body Succession Strategy Review</p> <p>The Director of Human Resources & Corporate Services advised the Governing Body Succession Strategy had been reviewed following the Governance Review.</p> <p>The Director of Human Resources & Corporate Services advised she had received feedback on the report from Colin Davidson:</p> <p>Typo in summary – should read ‘will’ not ‘ill’</p> <p>Typo section 13.1 – ‘practised’ misspelt</p> <p>Section 13.8 – suggest including Chair and two other Board members</p> <p>The Board of Management APPROVED the amendments proposed by Colin.</p> <p>Councillor Richard Trail questioned when the Finance & Audit Committee had been renamed the Audit Committee. The Director of Human Resources & Corporate Services advised the Finance & Audit Committee would be reviewing their Terms of Reference at the afternoon meeting also as a result of the Governance Review. The Secretary stated Northstar had carried out a beneficial review.</p> <p>The Board of Management APPROVED the Governing Body Succession Strategy review.</p>	
14.1	<p>Revised Group Remuneration Strategy</p> <p>The Director of Human Resources & Corporate Services stated the strategy review would normally be considered by the Remuneration Committee but had been submitted to the Board as the position of Chair of the Remuneration Committee remained vacant.</p> <p>The Board were advised that amendments had been made to the Group Remuneration Strategy as a result of a review undertaken by Ashworth Black. The Director of Human Resources & Corporate Services stated the amendments were minor and listed in the covering report.</p> <p>The Board were advised there was one TUPE candidate remaining.</p> <p>The Board of Management APPROVED the revised Group Remuneration Strategy.</p>	
14.2	<p>Self-Assessment Quarterly Return</p> <p>The Board of Management NOTED the contents of the Self-Assessment quarterly return.</p>	
14.3	<p>Review of current Job Evaluation/Job Grading Framework 2016</p> <p>The Director of Human Resources & Corporate Services advised that no significant changes had been required but a number of minor amendments had been made to the grading framework.</p> <p>The Board of Management APPROVED the revised Job Evaluation/Job</p>	

	Grading Framework.	
15.	<p>Monthly Investment Programme Update</p> <p>The Director of Investment & Regeneration took the Board through her report outlining progress on the Investment Programme to the end of March 2016.</p> <p>The Secretary congratulated the team for the work carried out at 52 Soroba Road, Oban. He stated the improvement work had brought the building back to life but raised concerns at the number of satellite dishes being erected on the front elevation of the building. The Director of Investment & Regeneration advised she was already investigating costs and feasibility of a communal satellite dish.</p> <p>John Muir asked if there was a policy regarding satellite dishes. The Director of Housing & Neighbourhood Services stated there was which made it perfectly clear permission is required. She confirmed she would issue a reminder to tenants via an article in the next tenants' newsletter.</p> <p>Councillor Bruce Marshall stated the grant allowance had been a wonderful boon to Argyll and Bute and questioned what would happen now the grant funding was close to an end. The Director of Investment & Regeneration stated that the Association would continue to carry out investment works and advised the investment budget for the upcoming year was around £10m.</p> <p>The Board of Management NOTED the contents of the report.</p>	Christine
16.	<p>AOCB</p> <p>SFHA</p> <p>The Secretary advised Mary Taylor, Chief Executive of the SFHA had recently made representation to the Chief Executive querying why the Board of Management did not re-consider SFHA affiliation for the financial year 2016/17 and requested an opportunity to attend a Board meeting. The Secretary stated a decision had been taken to affiliate to the GWSF, partly due to the silence from the SFHA at renewal time. The Board of Management AGREED they did not wish to invite Mary Taylor to attend a Board meeting and asked the Secretary to write to her advising of their decision.</p> <p>Office Accommodation Working Group</p> <p>The Director of Human Resources & Corporate Services advised that due to IT issues in the Ardrishaig office the Office Accommodation Working Group had agreed that staff currently based in the Ardrishaig office should move to Dalriada House in Lochgilphead. The decision was reached as it was felt it would not be appropriate to spend money on the IT network for the relatively short period of time staff would remain in the Ardrishaig office. The Senior Management Team will consider what options could be available for the Ardrishaig office once it has been vacated.</p>	
17.	<p>Date & Time of Next Meeting</p> <p>Thursday 23rd June 2016 at 10.00am in the Inveraray Inn, Inveraray</p>	

	PLEASE NOTE THE EARLIER START TIME	
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