

Argyll Community Housing Association

Board of Management Meeting

Thursday 5th October 2017 at 10.00am in Chandlers Hotel, Ascog, Bute

Minute

Present:

Jim Milne (Chair)
Douglas Prophet (Vice Chair)
Malcolm Campbell
Danny Kelly
John Muir
Bob Munro
Councillor Donnie MacMillan
Bruce Marshall

Not in Attendance:

In Attendance:

Alastair MacGregor, Chief Executive
Bruce West, Director of Finance & IT
Colette Benham, Director of Human Resources & Corporate Services
David McColl, Acting Director of Investment & Regeneration
Iona MacPhail, Regional Manager HNS
Gayle Stead, Governance & Compliance Manager
Lesley Lindsay, PA to Board of Management

The Chair advised that Ray McIntosh-Walley may be five minutes late due to the ferry times.

The Chair stated the Association had received very sad news that Linda Haig had passed away. He handed over to the Chief Executive to say a few words. The Chief Executive stated Linda's passing had been a sad and difficult loss for the ACHA family. He stated that Linda was a powerful and private person with enormous intellect and would be greatly missed.

A minute silence was held in memory of Linda.

The Chair reminded the Board the stock tour would take place at 2.00pm and the bus would leave from the hotel.

1.	Apologies Councillor Roddy McCuish, Neil Mackay, David Carmichael, Sandra Glazsher, Councillor Iain Shonny Paterson, Cameron Grant Ray McIntosh-Walley (submitted post meeting) Lorraine-Anne Drysdale – Leave of Absence	Actions to be completed by 16/11/17
2.	Minute of Previous Meeting – 24th August 2017 The Board of Management APPROVED the minute as a true and accurate	

	<p>record of the meeting.</p> <p>Proposed by: Bob Munro Seconded by: Douglas Prophet</p>	
3.	<p>Matters Arising</p> <p>Page 2 – Item 3 – AHFA Resilience Framework – the Chief Executive advised that no ideas had been proposed. He further advised if any ideas were to be forthcoming the deadline was 10th October 2017 to allow a report to be drafted by 24th October.</p> <p>Page 2 – Item 3 – Torlochan Travelling Persons Site – the Chief Executive advised he had received communication from Argyll and Bute Council intimating their Bute & Cowal Area Committee had considered their position. The view expressed by Argyll and Bute Council was if there was no demand for accommodation on the site it would be logical for ACHA to seek disposal. Argyll and Bute Council advised community based options would be their preferred option.</p> <p>Page 2/3 – Item 3 – Tenants Conference – the Chief Executive advised the date of the 2018 Tenants Conference had been moved from 10th February 2018 to 17th February 2018 due to availability of the venue.</p> <p>Page 3 – Item 6 – SHARE Pilot Project Mental Toughness – the Chair advised he would provide an update under AOCB</p> <p>Page 8 – Item 13 – it was agreed to insert the word ‘viable’ into the previous minute.</p> <p>Page 12 – Item 17 – the Director of Finance & IT advised the Regeneration Manager had confirmed the HAG level to Neil Mackay. He further advised the HAG funding level was dependent upon size, type and other factors.</p> <p>Page 14 – Item 22 – Lettings Agent Registration – the Chief Executive advised the Regional Manager had circulated the information requested. The Vice Chair stated he had suggested contracting to an outside agency but based on the information received from the Regional Manager he had changed his position and supported an in-house facility. The Regional Manager advised ACHA had approached the Scottish Government in relation to a change in classification. She advised that no response had been received to date.</p> <p>Page 15 – Item 23 – MacDougall Place Operational Review – it was agreed Housing & Neighbourhood Services and Investment & Regeneration would look at feasibility on the technical side versus the desirability of the properties. The Chair stated that according to census information the population in Mull had increased by 200 between 2001 and 2011. The Chief Executive advised that the population in the Ross of Mull was declining.</p> <p>Page 18 – Item 31 – Community Action Fund – the Chair advised no report had been received from Cameron Grant in relation to Community Action Funding.</p>	<p>David McColl/ Christine Johnston</p>

4.	Conflict of Interest to Declare None	
5.	Correspondence The Chief Executive stated he had received a telephone call from Lorraine-Anne Drysdale who had asked that he advise of her wish to resign from all ACHA positions due to health grounds. The Chief Executive advised the Board he had conveyed to Lorraine-Anne the most important issue was to get her health back on track and when/if she felt ready she would be welcome to return. The Chair stated Lorraine-Anne's health was slowly improving.	
6.	New Membership Applications The Board of Management APPROVED one new membership application. The Board of Management noted the current membership total as 251 as at 26/09/17	
7.	Appointment of Chair of the Audit Committee The Vice Chair stated the position of Chair of the Audit Committee had become vacant since he was appointed Vice Chair. The Vice Chair advised he had discussed the position with Danny Kelly. The Vice Chair proposed Danny Kelly as Chair of the Audit Committee. Malcolm Campbell seconded the proposal. No other nominations were received and Danny Kelly was appointed Chair of the Audit Committee. Danny confirmed he was happy to take on the position.	
8.	Chief Executive Presentation The Chief Executive gave a presentation covering the Key Issues. The Board of Management NOTED the contents of the presentation. Members in attendance were provided with a copy of the presentation. John Muir asked whether the regulation change would make it easier for ACHA to dispose of housing stock. The Chief Executive explained the ONS believed the SHR and Councils played too large a role and that was the reason for re-classification. He advised there would be intervention on other grounds if Association's were disposing of property for no good reason. Bruce Marshall questioned whether there was an opportunity for ACHA to make use of the SHIP funding for the current year in relation to the Dunbeg site not being fully utilised. The Chief Executive advised in order to progress a project Association's had to meet two criteria; private finance in place and demand. He further advised ACHA would be required to look at issues in relation to the spend profile. He stated that there were capital infrastructure costs and land issues in relation to the Dunbeg site which would be above the benchmarks.	

	<p>Bruce Marshall stated out of the 11 long term voids in Cowal, 9 of the properties were in Eton Avenue. He questioned whether the Eton Avenue site could be used for new office accommodation. The Chief Executive advised a feasibility study had been organised to establish if it would be viable to convert the vacant properties at Eton Avenue into office accommodation. He stated that if it were deemed viable a report would be submitted to the Board containing proposals for consideration.</p>	
9.	<p>Board of Management Training</p> <p>The Chair stated he made no apology for the directness of his report as good governance was extremely important and would become more so if the ONS re-classification were to proceed.</p> <p>The Chair stated training was very important as it allowed Board members to effectively question and challenge management. The Chair advised he did not want volunteer members leave the Board as they were highly valued by the group but further advised non-attendance at training without a valid reason was unacceptable. He stated the internal auditor would expect to be able to see the reasons for non-attendance and “not convenient” was not a valid reason.</p> <p>The Chair stated being a volunteer brought responsibilities. He advised his report provided various different training delivery options for consideration and took the Board through the options contained within his report and asked for Board members views. Bob Munro stated his preferred option would be to remain with the status quo, training being carried out during the day in Inveraray. Danny Kelly agreed and stated he would not attend evening training. Bruce Marshall also agreed.</p> <p>The Chief Executive clarified that Board members were indicating the current system was their preferred option but questioned what was, if that were the case, the reason for the level of non-attendance. He stated a number of members had provided the reason for non-attendance as ‘not convenient’ and stated he had concerns if the status quo was agreed as members were required to attend.</p> <p>The Chair stated the Board members in attendance wished to remain with the status quo. He advised that it would be emphasised in future self-assessment that if members stated they wished training in certain areas then they must attend. He added that if that did not happen then the Code of Conduct would require to be brought into play.</p> <p>The Chair advised he would ensure during the appraisal process the requirement to attend training sessions is emphasised and that if members cannot attend a valid reason would require to be given.</p> <p>The Vice Chair stated that the training provided by the Association was great and more members needed to attend.</p> <p>Malcolm Campbell stated it was his view that some members thought they did not need training but he advised they needed to take more responsibility. He advised that he would be opposed to pressurising members into attending. The Chair stated volunteers were required to</p>	

	<p>recognise the responsibility. Malcolm stated members recognised their responsibility by joining. The Chief Executive stated that part of the role of being a governing body member was to attend training sessions.</p> <p>Bruce Marshall stated it would be worthwhile re-enforcing the contents of the Chair's report by way of letter in bullet point format highlighting the importance of attending training or providing a valid reason if unable to attend.</p> <p>It was agreed to remain on a two year training programme. It was further agreed the Chair would issue a follow up letter to governing body members highlighting the importance of attending training.</p>	Jim Milne
10.	<p>2016/17 Landlord Report</p> <p>The Regional Manager stated an annual landlord report was a legislative requirement and was required to be published by the end of October.</p> <p>She took the Board through the recommendations contained within her report:</p> <ol style="list-style-type: none"> 1. The Board considers and approves the narrative and layout of the 2016/17 Landlord report 2. The Board approves the publication of the report on the website no later than 27th October 2017 3. The Board agree a copy of the report be made available at local libraries 4. The Board agree that 100 hard copies be printed for distribution to various stakeholders <p>It was agreed that copies would only be printed where requested. The Regional Manager advised she would arrange for a message to that effect being placed on the website.</p> <p>The Vice Chair stated it was an excellent document and he hoped it would be well read.</p> <p>The Board of Management APPROVED recommendations 1 – 3.</p>	Iona MacPhail
11.	<p>AFHA Management accounts to 31st July 2017</p> <p>The Director of Finance & IT took the meeting through his report, highlighting:</p> <ul style="list-style-type: none"> • Income • Expenditure <p>The Board of Management NOTED the contents of the AHFA Management Accounts.</p> <p>There was a short adjournment due to a Board member taking ill. The Board member left the meeting.</p>	
12.	<p>ACHA Management accounts 31st July 2017</p> <p>The Director of Finance & IT took the Board through the Management Accounts highlighting:</p>	

	<ul style="list-style-type: none"> • Income • Expenditure <p>The Board of Management NOTED the contents of the Management Accounts.</p>	
13.	<p>Membership of Procurement Consortium</p> <p>The Director of Finance & IT advised his report was relatively straightforward and took the Board through the information contained.</p> <p>He advised the cost of joining for either option was not significant. He further advised the cost of joining the Procurement for Housing Scotland procurement consortium was £350. Board members noted that the joining fee cost would be more than negated in savings.</p> <p>The Director of Finance & IT commented that the Procurement for Housing Scotland consortium was the preferred option as it was more focused on Scottish housing stock.</p> <p>The Director of Finance & IT stated the Association would not be able to use the frameworks in place if they did not join a consortium.</p> <p>The Board of Management APPROVED the Association joining the Procurement for Housing Scotland procurement consortium.</p>	
14.	<p>Contract Extensions- Legal, Insurance and Tenants Contents Insurance</p> <p>The Director of Finance & IT advised his report provided an update on the position with and proposals around the contracts in place for insurance, legal services and tenants contents insurance. He then took the Board through his report.</p> <p><u>Insurance</u></p> <p>The Board of Management APPROVED the extension of the contract for insurance services with Zurich Municipal for 24 months.</p> <p><u>Legal Services</u></p> <p>The Board of Management APPROVED extending the contract with Brechin Tindal Oatts for 12 months to 31 March 2019 subject to a satisfactory outcome from the contract review meeting held on 28th September 2017.</p> <p><u>Tenants Contents Insurance</u></p> <p>The Board of Management APPROVED the extension of the contract with Thistle to 31 March 2020.</p>	
15.	<p>Extension of Lease to Third Parties for 8A Scalpay Terrace and 6B Scalpay Terrace, Oban</p> <p>The Regional Manager advised the service had been in place for a number of years and provided the Board with a background to the Soroba area in Oban. She advised there was a long history of supporting the community with the provision of a nursery and a community flat.</p> <p>The Regional Manager advised the lease agreements had been in place</p>	

	<p>since the inception of ACHA.</p> <p>The Board of Management APPROVED the recommendations to: Extend the lease of 8a Scalpay Terrace, Oban to Soroba Young Family Group Project for a further 5 years until 15th September 2022 and extend the lease of 6c Scalpay Terrace, Oban to Soroba Young Family Group Project and Soroba Enterprise Board for a further 5 years to 15th September 2022.</p> <p>The Chief Executive advised the Secretary had put forward a recommendation that if the extension was grant by the Board a press release should be issued. The Board of Management AGREED a press release should be issued.</p>	<p>Alastair MacGregor</p>
16.	<p>Investment & Regeneration Update</p> <p>The Acting Director of Investment & Regeneration stated he had written his report before Linda had passed away so there was great sadness attached to the report.</p> <p>He took the Board through his report highlighting the summary of target spend and units and actual progress. He advised he had met with the Finance team and reprofiled spend.</p> <p>He advised that spend was slightly behind target but the gap would be closed and the November update would provide more realistic information.</p> <p>He took the Board through progress on the following contracts: Kitchens and Bathrooms – small number of abeyances being picked up as properties become void Windows and Doors – on target to meet spend Heating and Rewire – contracts let slightly behind but comfortable with numbers set. Negotiating with MacLeods for the installation of sprinkler systems in the sheltered housing complexes. Roof and Roughcast – comfortable will meet the numbers and spend target</p> <p>The Acting Director of Investment & Regeneration took the Board through the completions updates contained within his report.</p> <p>The Board of Management were advised that planning permission was still awaited for Benmore View, North Connel and there may be a real possibility of the project not completing this financial year.</p> <p>The Chief Executive updated the Board in relation to Glencruitten and advised that following discussions in relation to road safety up to 100 units may be allowed to be built which may or may not have an impact on ACHA.</p> <p>The Chair asked for further information on Matilda's Blanket pilot. The Acting Director of Investment & Regeneration advised it was a prefabricated system which could be installed where external cavity wall insulation was unsuitable. The Board were advised that grant funding had been received for the pilot scheme which had a good outcome and the use of Matilda's Blanket Internal Wall Insulation would be considered again in the future. The Board were advised the insulation was non-combustible.</p>	

	<p>The Board of Management NOTED the contents of the report.</p> <p>The Board member returned to the meeting.</p>	
17.	<p>Properties Void for More than Six Months</p> <p>The Regional Manager took the Board through her report highlighting the number of void properties and details of the reasons. She stated that Board members were already aware of the issues in Kintyre and Bute. She advised the report showed one void on Islay which was unusual and advised the house had been taken out of stock.</p> <p>She advised that for the first time, Dunoon featured heavily as the properties in Eton Avenue were difficult to let. She further advised the ground floor properties were bedsits for which there was no requirement. She stated it was a problematic area that would require to be resolved. Bruce Marshall asked whether there were any detailed plans for Eton Avenue. He was advised there were no detailed plans but it could possibly be converted to office accommodation. She stated that feasibility work would be carried out to look at various options.</p> <p>Bruce Marshall asked whether it was likely additional Syrian families would be arriving. The Regional Manager advised that family reunification was being undertaken but there were no large scale plans in place.</p> <p>The Board of Management NOTED the contents of the report.</p>	
18.	<p>Quarterly Risk Register Review</p> <p>The Director of Human Resources & Corporate Services advised the Risk Register would be reviewed at the six monthly Strategic Planning Review, scheduled to be held on 19th October 2017.</p> <p>She took the Board through the quarterly update. The Chair reminded members of the importance of noting the contents of the September 2017 review column.</p> <p>The Board of Management NOTED and AGREED the contents of the report.</p>	
19.	<p>ACHA Tenants Conference 2018 Budget</p> <p>The Chief Executive advised that the Director of Housing & Neighbourhood Services along with her PA had been progressing arrangements for the Tenants Conference. The Board were advised she was keen to issue the invitation letters on her return from leave.</p> <p>The Chief Executive took the Board through each of the cost headings and advised the total estimated figure was in the region of £17,000.</p> <p>The Chief Executive stated the tenants conference would be a valuable exercise in engaging with tenants.</p> <p>The Vice Chair advised the letter should state attendance would be on a first come first served basis.</p> <p>The Board of Management APPROVED the estimated budget of £17,000</p>	

	for ACHA's first Tenants Conference.	
20.	<p>Bute & Cowal Estate Management Action Plan</p> <p>The Regional Manager advised the EMAPs were being brought to the Board of Management in the absence of a Bute & Cowal Area Committee</p> <p>a. 2 & 4 Kilnaish Cottages, Glendaruel</p> <p>The Board of Management APPROVED works to renew existing fencing at numbers 2 and 4 Kilnaish Cottages, Glendaruel.</p> <p>b. 11 Donich View, Lochgoilhead</p> <p>The Board of Management APPROVED works to renew existing fencing at 11 Donich View, Lochgoilhead.</p>	
21.	<p>Your voice group – Outcome of scrutiny Task “Life of a Repair”</p> <p>The Regional Manager took the Board through the report following the outcome of the Your Voice Group scrutiny task.</p> <p>She then took the Board through the recommendations made by the Your Voice Group:</p> <p>Customer Service Centre Overflow Staff:- supply up to an additional 35 monitors to allow overflow staff who take calls for the Customer Service Centre to have two monitors each. This will enable them to process the calls as efficiently as full time Customer Service Centre staff who are already equipped with two monitors.</p> <p>The Regional Manager explained there were 35 members of staff who could at any point in time be asked to cover bounce calls from the Customer Service Centre. After discussion, the Board of Management APPROVED the recommendation to provide 35 additional monitors to overflow staff at a cost of £4,200.</p> <p>The Board of Management APPROVED the recommendation to carry out a feasibility study to explore the introduction of a pictorial repairs diagnostic guide for ACHA customers, to allow clear and easy to read information, which would also be available online. The outcome of the feasibility study would be brought back to the Board of Management for consideration.</p>	
22.	<p>Scottish Housing Regulator – National Panel of Tenants and Service Users</p> <p>The Chief Executive advised the report by Craigforth on behalf of the National Panel of Tenants and Service Users was of significant relevance to the way the Scottish Housing Regulator expected RSLs to consult with tenant priorities. He further advised the report had been discussed at the meeting of Housing Associations with systemic importance at a recent meeting.</p> <p>The Board of Management noted the themes of the document would be used at the Association's Tenants Conference on 17th February 2018.</p> <p>The Board of Management NOTED the contents of the report.</p>	
23.	Governance Review – Self-Assessment	b

	<p>The Director of Human Resources & Corporate Services explained that as the Regulator did not carry out inspections, RSLs were expected to self-assess against the Regulatory Standards. She stated Governing Bodies should be aware of the importance of self-assessment.</p> <p>The Director of Human Resources & Corporate Services advised the Association had always undertaken an ongoing programme of internal review/self-assessment.</p> <p>The Director of Human Resources & Corporate Services took the Board through the recommendations contained within her report:</p> <ol style="list-style-type: none"> 1. Consider the format for self-assessment within ACHA and agree the level of detail to be reviewed and by whom (appendix 1) - APPROVED 2. The Board agree to review in October and May each year - APPROVED 3. The Board agree to carry out an internal Board development session by the end of March 2018 using the questions contained within appendix 2 to assist Board members to be able to scrutinise the Governance Self-Assessment further - APPROVED <p>The Director of Human Resources & Corporate Services advised the Scottish Housing Regulator would consider an annual review as necessary but it may be easier to review on a six monthly basis. The Board of Management AGREED they would prefer to review on a six monthly basis as opposed to annually.</p> <p>The Board of Management AGREED the information contained within the spreadsheet (appendix 1).</p> <p>The Board of Management discussed the proposed key questions contained within appendix 2 and AGREED that all questions were entirely relevant to Governing Body members.</p> <p>The Director of Human Resources & Corporate Services drew the Board's attention to the comparison that had been carried out by the Governance Manager and confirmed the Association were compliant with all the strands of self-assessment expectation.</p> <p>The Board of Management APPROVED the recommendations contained within the report.</p> <p>The Chair advised he had attended the Chairs Network session on 13th September 2017 and stated Catriona Kelly from the Scottish Housing Regulator had provided an enthusiastic presentation on self-assessment.</p>	
24.	<p>A.O.C.B. <u>Leave of Absence Request</u> The Vice Chair advised Malcolm Campbell had been through two major operations recently and asked the Board consider a six month leave of absence to allow Malcolm to fully recover. The Board of Management APPROVED a six month leave of absence for Malcolm Campbell for both the ACHA and AHFA Boards.</p>	

Proposed Presentation from SFHA

The Chair advised he had been approached by Al Rankin, the SFHA Membership Engagement Co-ordinator (a new SFHA post) offering a presentation by the new SFHA Chief Executive, Sally Thomas and himself on what the SFHA had been doing in the three years since our membership had lapsed, on the benefits to SFHA of our membership, and the benefits to ACHA of membership. . If agreed, Mr Rankin would also bring a SFHA staff member with specialism on any subject the Association would like a presentation on. The Chair asked Board members to:

- A. Agree to invite Mr Rankin to deliver a presentation and
- B. Agree to a date in December

Bruce Marshall asked the Chief Executive if it was felt the Association had lost out on anything by not being members of the SFHA. The Chief Executive advised, in his opinion, the Association had not missed out as a good service was received from the GWSF. The Vice Chair stated the Association's staff received a good service from the GWSF.

The Chief Executive pointed out that both the GWSF and SFHA generally fight the same fight with one costing £1,700 and the other in the region of £24,000 to join.

The Chair stated it was his view Mr Rankin should be invited to present to Board members. The Vice Chair stated if ACHA had no intention of re-joining the SFHA then inviting Mr Rankin would be a waste of time.

The Board of Management voted on whether to invite the SFHA to deliver a presentation:

In favour of receiving a presentation from the SFHA – 1 vote
Not in favour of receiving a presentation from the SFHA – 6 votes

As a result of the voting process, it was **AGREED** not to invite representatives from the SFHA to deliver a presentation.

The Chief Executive stated there were around 67 Housing Associations who were not members of the SFHA. He further stated until the SFHA address the cost issue of membership the organisation was likely to continue to hit the same problem.

Mental Toughness

The Chair advised the Mental Toughness training session had been proposed by Sheila Adamson. He advised the training session would take place over two days and could accommodate up to 15 attendees.

The Chair advised the training would be free with only expenses being required to be paid.

Board members who committed to attend the two day training session were:

Douglas Prophet, Bob Munro, Jim Milne, Bruce Marshall and Danny Kelly.

	<p>The Director of Human Resources & Corporate Services asked whether staff members would be permitted to attend. The Chair stated there was no reason staff members could not attend. Colette Benham and Alastair MacGregor indicated they would wish to attend.</p> <p>The Board of Management AGREED they would prefer the training to take place over two consecutive days.</p> <p>The Board of Management AGREED to invite Area Committee members to attend. It was further AGREED if the maximum limit of 15 was not reached within ACHA then Governing Body members from Fyne Homes, Dunbritton and West Highland Housing Association would be invited.</p> <p>The Board of Management AGREED they would like the training to be held between 20th November and 8th December 2017.</p> <p>The Chair advised he would contact Sheila Adamson and keep the Board updated on arrangements.</p> <p>The Chair advised he would write a letter of thanks to Chandlers Hotel for accommodating the trip.</p>	<p>Jim Milne</p> <p>Jim Milne</p>
25.	<p>Date & Time of Next Meeting Thursday 16th November 2017 at 10.00am in the Inveraray Inn, Inveraray</p>	