

Argyll Community Housing Association

Board of Management Meeting

Thursday 24th August 2017 at 10.00am in Inveraray Inn, Inveraray

Minute

Present:

Jim Milne (Chair)
 Douglas Prophet
 Malcolm Campbell
 David Carmichael
 Cameron Grant
 Raymond McIntosh-Walley
 Neil Mackay
 John Muir
 Bob Munro
 Councillor Donnie MacMillan
 Councillor Iain Paterson

Not in Attendance:

None

In Attendance:

Bruce West, Director of Finance & IT
 Phil Morris, External Auditor, Alexander Sloan Chartered Accountants
 Colette Benham, Director of Human Resources & Corporate Services
 Christine Johnston, Director of Housing & Neighbourhood Services
 Phil Burn, AHFA Managing Director
 Vivienne Kerr, IT Manager
 Lynn Charlton, IT Officer
 Gayle Stead, Governance & Compliance Manager

Jim Milne, Chair, welcome to Raymond McIntosh-Walley (new Chair of the Mid Argyll and Kintyre Area Committee), Phil Morris (Alexander Sloan Chartered Accountants), Vivienne Kerr and Lynn Charlton (IT Department) who were in attendance to provide support for the new IT tablets provided to members for use. Confirmation provided that Councillor Richard Trail would be joining members for lunch. Sheila Adamson (Consultant) would be sitting in on part of the meeting to observe. Investment and Regeneration not represented at the meeting, however any questions will be taken away and response provided. Thanks given to Douglas Prophet for Chairing the previous meeting, members reported that the meeting had been chaired with aplomb (dignity and confidence).

1.	Apologies Councillor Roddy McCuish, Danny Kelly, Lorraine-Anne Drysdale (leave of absence granted), Sandra Glazsher, Bruce Marshall, Alastair MacGregor (Chief Executive) and Linda Haig (Director of Investment and Regeneration)	Actions to be completed by 05/10/17
----	--	--

2.	<p>Minute of Previous Meeting – 29th June 2017 The Board of Management APPROVED the minute as a true and accurate record of the meeting.</p> <p>Proposed by: Douglas Prophet Seconded by: Bob Munro</p>	
3.	<p>Matters Arising Page 2 - Dunbeg Masterplan – Bruce West, Director of Finance and IT reported that Alastair MacGregor, Chief Executive, had received confirmation from Argyll and Bute Council that Argyll and Bute Council intend to advertise the road widening plan as part of their statutory powers under Roads Scotland Act.</p> <p>Page 2 – Bruce West advised that a joint meeting of ACHA's Office Bearers and AHFA's Board of Directors had been held on Tuesday 22nd August 2017 to discuss resilience. Officers had been tasked to develop proposals for a resilience framework for further consideration. Members were asked to consider ideas and respond to Jim Milne, ACHA Chair.</p> <p>Page 2 - Torlochan Travelling Persons Site – Christine Johnston, Director of Housing and Neighbourhood Services, advised that the Council's Bute and Cowal Area Committee had not considered the paper in relation to the Torlochan Travelling Persons Site when they met in June due to election business, however, the paper will be considered at their September meeting and the outcome will be reported to the Board of Management in October 2017.</p> <p>Page 3 – Bruce West confirmed that the official opening of the new housing development on Coll would be on Thursday 12th October 2017.</p> <p>Page 4, item 8 – Bruce West reported that the requested information regarding the 10 10 10 projects had been circulated to members electronically Alastair MacGregor following the last Board of Management meeting.</p> <p>Page 7, item 13 – Bruce West confirmed that the AHFA management accounts had contained a possible miscoding. The accounts are being analysed at this time.</p> <p>Page 9 – Cameron Grant confirmed that he had passed the information regarding complaints in Cardross to the Investment and Regeneration department.</p> <p>Page 10, item 18 – Fairways Drive, Dunoon - the Scottish Government have initiated the calling up of the loan which will then give the Scottish Government control of the site. Action may take around three months to conclude.</p> <p>Page 12, item 20 – Bruce West confirmed that Alastair MacGregor would be meeting with Christine Johnston and Gayle Power, Admin Assistant, to plan, and take forward, the Tenants Conference arrangements which is due to be held on Saturday 10th February 2017 at the Inveraray Inn, Inveraray.</p>	

4.	<p>Minute of Audit Committee – 25th May 2017 for Ratification The Board of Management RATIFIED the minute of the Audit Committee held on 25th May 2017.</p> <p>Bruce West reported that in relation to page 4, 2nd para; on completion of the impairment review, the net reduction was £478,000.</p>	
5.	<p>Conflict of Interest to Declare John Muir declared an interest in relation to item 20. Jim Milne and Neil MacKay declared an interest in relation to item 11. Colette Benham declared an interest in relation to item 27.</p>	
6.	<p>Correspondence a. SHARE – pilot project being run on expenses only basis! Volunteers sought Jim Milne presented a summary of the project for consideration. Douglas Prophet highlighted that he had been involved in a discussion about the project at the Chairs Conference he attended. Malcolm Campbell stated that if the project was free then we should take advantage of the offer.</p> <p>It was AGREED that subject to dates being agreed, a suitable venue, and with sufficient support from Board / Area Committee members and other RSL members, the offer of a pilot project should be taken up.</p> <p>Post meeting note; Maximum number of attendees - 15</p> <p>Jim Milne highlighted that it would require a two-day commitment by members. Other Argyll RSL governing body members could also be invited. Cameron Grant asked if area committee members would be able to attend and Jim Milne confirmed that Area Committee members would be included. The meeting discussed the details of the project, co-ordination and planning.</p> <p>Douglas Prophet proposed participation and Malcolm Campbell seconded the proposal.</p> <p>b. Report from Secretary confirming Rules 68-72 have been followed A statement submitted by Councillor Roddy McCuish (Secretary), was read out by Jim Milne). In the statement Councillor McCuish confirmed that, as Secretary, he was required to confirm, in writing, to the Board of Management at the last meeting before the Annual General Meeting that the Association's Rules 68-72 have been followed. This was confirmed.</p> <p>The Board of Management NOTED the compliance statement submitted by the Company Secretary.</p>	
7.	<p>New Membership Applications The Board of Management APPROVED two applications for membership.</p>	
8.	<p>Cancelled Memberships The Board of Management NOTED the cancellation of four memberships.</p> <p>The Board of Management NOTED the current membership total of 250</p>	

	members as at 15 th August 2017.	
9.	<p>Chief Executive Presentation Bruce West gave a presentation covering:</p> <p><u>Key Issues</u> Regulation Plan update meeting with the Scottish Housing Regulator held on 2nd August 2017, which was very positive. Updates provided on;</p> <ul style="list-style-type: none"> • New build programme • Asset management low demand • Rent restructuring • Progress with EESSH • Delivering the new minimum standards for Travelling Persons` sites • ACHA and AHFA Business Plans • Review of fire safety following Grenfell Tower • ARC measurements • Fairways, Ardenslate; the Scottish Government was failing to obtain co-operation from Argyll Properties so now going through legal process to gain control of the assets • Tenants Conference to be held on 10th February 2018 • New Board member induction training held on 14th July 2017, which included a history of Scottish Housing Associations • Accounts process now concluded • Notification process for AGM in process • Opening of houses on Coll will be 12th October 2017 • Work to complete the new minimum standards for Travelling Persons sites has now started and the contract is due for completion in November 2017 • Offers for the Council-owned land at Blairvadach, Helensburgh closed on 4th August 2017 and offers being evaluated • Welfare Rights funding agreement signed off with Council • Rent arrears 2.47% • Rent lost through voids 3.59% • Emergency repairs completed on target 98.3% • Average time to complete emergency repairs 4.08 hours • Urgent repairs completed on target 92.2% • Routine repairs completed on target 90.1% • Gas safety certificates in place 100% • Stage 1 and 2 complaints responded to within target 93.18% • Staff absence 3.68% • ACHA Office Bearers and AHFA Board of Directors met on 22nd August 2017 • Scottish Housing Regulator has published guidance on self-assessment against regulatory standards <p>Cameron Grant reported that the Scottish Housing Regulator had published their national Tenants Panel Value for Money findings for 2016/17.</p> <p>John Muir informed the meeting that he had seen an article regarding a new type of sheltered housing which has sensors built in to the</p>	

	<p>construction, the article was included in the ACHA Press Summary for Friday 18th August.</p> <p>The Board of Management NOTED the contents of the presentation.</p> <p>Members in attendance were provided with a copy of the presentation.</p>	
10.	<p>AHFA Managing Director Presentation</p> <p>Phil Burn, Managing Director of AHFA gave a presentation to the Board of Management which contained:</p> <p><u>What services provided?</u></p> <ul style="list-style-type: none"> • Reactive repairs • Solid fuel servicing and repairs • Gas servicing and repairs • Gutter cleaning • Electrical periodic inspections • Painting • Fire alarms at sheltered housing complexes • Ad-hoc tendered work <p><u>How do we deliver services?</u></p> <ul style="list-style-type: none"> • Copy of structure presented <p><u>Progress to date</u></p> <ul style="list-style-type: none"> • Embedding the culture of meeting Group Targets • Restructuring to focus on areas to help meet targets • Initiated modern working practices • Developing staff • Surplus of £20,000 over last four years <p><u>Future plans</u></p> <ul style="list-style-type: none"> • Deliver more tendered works for ACHA • Source new business • Continuous development of efficiencies in productivity • Play a part in developing opportunities for young people • Build up resilience in both staffing and finances <p>Cameron Grant asked whether there would be a guarantee given that commitment to ACHA and performance wouldn't suffer if AHFA looked to develop new business.</p> <p>Phil Burn responded that AHFA would be reluctant to work for other RSL's, however there may be a possibility that solid fuel teams could provide services to others.</p> <p>Neil MacKay presented an observation; forty-one 41 operatives in post with three apprentices is a healthy percentage of apprenticeships. Phil Burn commented that ideally, AHFA's preference would be to have apprentices in each area.</p> <p>The Board of Management NOTED the contents of the presentation.</p>	

	Members in attendance were provided with a copy of the presentation.	
11.	<p>Board Members Required to Stand Down/AGM Arrangements</p> <p>Jim Milne reported that tenant nomination forms had been received for Alexandra Glazsher, who wished to re-stand, John Muir who wished to re-stand and David Carmichael who also wished to re-stand.</p> <p>To comply with the Association's Rules, one third of tenant members must retire. John Muir is the longest serving and the equally longest serving tenant member and thereafter are Douglas Prophet, Sandra Glazsher, Malcolm Campbell, Robert Munro and David Carmichael. In order to meet the quota required, Sandra Glazsher and David Carmichael retired and have submitted nomination forms for re-election onto the Board of Management. As there are currently tenant vacancies on the Board of Management, a ballot will not be required and the following members will automatically become Tenant Board Members</p> <ul style="list-style-type: none"> • John Muir • Sandra Glazsher • David Carmichael <p>This currently leaves two remaining tenant vacancies.</p> <p>Three independent nomination forms were received from Jim Milne, who wished to re-stand, Neil Mackay who wished to re-stand and Sonja Aitken, Area Committee member.</p> <p>The Board of Management are required to submit two nominations from the three individuals listed above to be presented to members at the AGM.</p> <p>The current Council representatives on the Board of Management are; Councillor Roddy McCuish, Councillor Donnie MacMillan and Councillor Iain Shonny Paterson. Argyll and Bute Council have advised that the Councillors currently appointed will remain on ACHA's Board of Management until the next election.</p> <p>As at 15th August 2017 seventy-two apologies have been received. However, twenty-seven members have confirmed their attendance to date.</p> <p>The Board of Management NOTED and APPROVED the position in relation to Tenant members, NOTED and APPROVED the independent member position and NOTED that the Councillors will remain on the Board of Management until the next election.</p>	
12.	<p>Proposed Independent Members</p> <p>Jim Milne, confirmed that the Board of Management were required to nominate Independent Members to the Association's AGM for election. Three Independent Nomination Forms have been received for two vacancies. The Board of Management require to agree, and nominate, two Independent Members from the three Independent Members who have applied.</p> <p><i>Jim Milne and Neil Mackay left the meeting.</i></p> <p>Douglas Prophet reconfirmed that three nominations had been received</p>	

	<p>and two places were available, two required to be nominated and presented to the members at the AGM.</p> <p>Bob Munro proposed nomination of Neil Mackay and Jim Milne which was seconded by Malcolm Campbell. This was AGREED by members.</p> <p>The Board of Management, following discussion, confirmed that they wished to PROPOSE Jim Milne and Neil Mackay to members at the Annual General Meeting to fill the two Independent posts VACANT</p> <p><i>Jim Milne and Neil Mackay returned to the meeting.</i></p>	
13.	<p>AHFA Financial Statements</p> <ol style="list-style-type: none"> 1. AHFA Audited Accounts 2. AHFA Management Letter 3. AHFA Letter of Representation 4. AHFA Letter of Support from ACHA <p>The Board of Management NOTED the contents of the covering and AHFA`s financial statements for 2016/17. The Board of Management also NOTED the AHFA audit management letter submitted including management comments. The AHFA letter of representation for signing and submission was NOTED. The Board of Management APPROVED the draft letter of support from ACHA to AHFA.</p> <p><i>Sheila Adamson entered the meeting to observe.</i></p>	
14.	<p>ACHA Financial Statements</p> <ol style="list-style-type: none"> 1. ACHA Audited Accounts 2. ACHA Management Letter 3. ACHA Letter of Representation <p>The Board of Management APPROVED the ACHA financial statements for signature, AGREED to submit the ACHA financial statements 2016/17 to the Annual General Meeting and RECOMMEND adoption. The Board of Management also APPROVED the audit management letter and APPROVED the management comments. The letter of representation was APPROVED and AGREEMENT was given for the Chair to sign the letter of representation.</p>	
15.	<p>AHFA Management Accounts to 30th June 2017</p> <p>Bruce West provided an overview of the position as at 30th June 2017.</p> <p>The Board of Management NOTED the position reported within the accounts.</p> <p><i>Phil Burn left the meeting.</i></p>	
16.	<p>ACHA Managing Accounts</p> <p>Bruce West reported the overall position at the end of June.</p> <p>The Board of Management NOTED this position.</p>	
17.	KPI Reporting Scorecard	

	<p>Jim Milne raised asked whether data protection queries were completed within target and noted that there were two performance areas where performance had worsened. Bruce West confirmed that the following paper had been submitted due to some of the existing KPI`s not being meaningful.</p> <p>Cameron Grant asked whether the staff absence data was for the Group or for ACHA only and Colette Benham confirmed that the indicator was in relation to ACHA only.</p> <p>Neil MacKay asked for the current level of Housing Association Grant allocation amount per property? Bruce West confirmed that he would contact Matthew MacAulay, Regeneration Manager, who would provide a response.</p> <p>The Board of Management NOTED the performance indicators.</p> <p>Changes to Finance and IT KPI`s</p> <p>Bruce West presented a proposal to the Board of Management for consideration to amend the financial indicators within the Scorecard. The recommendation was to remove performance of `Right to Buy Sales` and to include:</p> <ul style="list-style-type: none"> • Average days taken to pay creditor invoices • Value of sundry debtors • Cash on deposit • Insurance claims outstanding • IT network availability • IT server availability • IT helpdesk request outstanding <p>An enquiry was made as to whether the proposed changes would result in additional staff or resources being required. Bruce West confirmed that amendments could be undertaken utilising the existing staff compliment and resource.</p> <p>The Board of Management APPROVED to proposed financial reporting amendments to the Scorecard.</p>	BW
18.	<p><u>Confidential</u></p> <p>Succession Strategy / Revised Annual Appraisal Form</p> <p>The Board of Management APPROVED the revision of the Annual Appraisal Form and NOTED the details within Appendix G of the Governing Body Succession Strategy.</p> <p><i>Phil Morris, Alexander Sloan Chartered Accountants left the meeting.</i></p>	
19.	<p>Nominations to Audit Committee</p> <p>Douglas Prophet nominated Malcolm Campbell to join the Audit Committee and the nomination was seconded by Bob Munro.</p> <p>The Board of Management APPROVED Malcolm Campbell become a member of the Audit Committee.</p>	

20.	<p>Leasing of properties to Argyll and Bute Council for “Core and Cluster” accommodation</p> <p>Christine Johnston reported that from time to time properties were leased by agencies such as Women’s Aid and Blue Triangle. The Board of Management were asked to consider the approval of leasing properties in Campbeltown, to Argyll and Bute Council. These properties would be used as core and cluster accommodation for adults with care needs. Approval was required subject to Brechin Tindal Oats (BTO) confirming that there were no disposal clawback implications in relation to the proposal.</p> <p>Christine Johnston reported that the intention was to lease properties to Argyll and Bute Council who would then rent to individual tenants. A boilerplate tenancy agreement had been drawn up by ACHA’s legal advisors and may be used.</p> <p>Cameron Grant asked how long will the leases would be for and Christine Johnston responded that they would be for three years with a possible extension.</p> <p>Neil MacKay asked whether having a different tenancy arrangement than we would normally have would leave the association liable for any legal costs pertaining to the tenancies. Christine Johnston confirmed that Argyll and Bute Council would be liable for the cost as landlord. Neil MacKay responded that Christine Johnston had provided the perfect answer.</p> <p>Cameron Grant asked whether the properties mentioned within the report were included within the demolition list and Christine Johnston confirmed that the properties were not nor near the proposed demolition properties.</p> <p>John Muir asked whether there would be a turnover of tenants and whether this would affect ACHA? Christine Johnston responded that there would be a lease with Argyll and Bute Council and the tenancies would be between individual tenants and the Council.</p> <p>The Board of Management provided APPROVAL to lease the properties to Argyll and Bute Council subject to confirmation of no disposal clawback.</p>	
21.	<p><u>Confidential</u></p> <p><i>John Muir left the meeting.</i></p> <p>Extension of Lease</p> <p>The Board of Management provided APPROVAL to extend the lease for a further three years until May 2020.</p> <p><i>John Muir returned to the meeting.</i></p>	
22.	<p><u>Business Sensitive</u></p> <p>Lettings Agent Registration</p> <p>Christine Johnston reported to the Board of Management that in relation to the mid-market rental properties owned, ACHA require to become a Registered Letting Agent due to new legislation. This will result in action</p>	

	<p>being required to meet the terms of the legislation. The recommendations placed before the Board of Management for decision are that training in relation to the legislation is undertaken by relevant staff members, financial arrangements will be necessary to allow an application to be made for Lettings Agent Registration and arrangement will be required to implement the new Tenancy Agreement for new tenants of mid-market rental properties and any lets under the Empty Homes Initiative.</p> <p>Neil MacKay noted that there were a number of staff mentioned within the report and commented that staff would be asked to take on additional duties. In general staff, are being asked to do more and more consideration should be given to additional resource availability to assist with the additional work apportioned to staff.</p> <p>Bob Munro asked whether ACHA was not already a letting agent? Christine Johnston explained that AHFA are the landlord of the mid-market rental properties which fall within the requirement of the new legislation.</p> <p>The Board of Management APPROVED the recommendations.</p>	
23.	<u>Confidential</u>	
24.	<p><u>Business Sensitive / Confidential</u></p> <p>Investment and Regeneration Update Bruce West provided an overview of the information contained within the submitted report and asked the Board of Management to note the content.</p> <p>No questions arose.</p> <p>The Board of Management NOTED the content of the report.</p>	
25.	<p>Arrangements for Board Away Day – Bute Jim Milne confirmed the details of the upcoming Away Day confirming that anyone who required accommodation should inform Lesley Lindsay, P.A. to the Board of Management, as soon as possible to allow arrangements to be made.</p> <p>The Board of Management NOTED the arrangements of the Board Away Day.</p>	
26.	<p>Islay Phase 3 New Build Names Christine Johnston reported that Bowmore Primary School, Islay, had been approached to assist with identifying a name for the 3rd phase of new homes at Bowmore. Suggestions were made and following discussion, the Oban, Lorn and Isles Area Committee, following consultation with the local community, propose naming the development “Lochindaal View”.</p> <p>The Board of Management APPROVED the recommendation to name the third phase of development at Bowmore “Lochindaal View”.</p>	
27.	Garden in Bloom Competition Bute and Cowal	

	<p>Jim Milne stated that all votes required to be returned to Gayle Stead, Governance and Compliance Manager and confirmed that the result would be emailed to Board of Management members once forms received.</p> <p>John Muir asked if the same tenants could win year on year and Cameron Grant responded that the Helensburgh and Lomond Area Committee have agreed that if a nomination won the winner would be unable to apply the following year.</p> <p>Jim Milne requested that last year's winners would be obtained from the Bute and Cowal area office. Next year's competition must have the rules and restrictions set out in advance.</p>	<p>LL</p> <p>LL</p>
28.	<p>Employee of the Season Nomination – Spring 2017</p> <p>Colette Benham, Director of HR and Corporate Services informed the Board of Management that one nomination had been received for consideration. The nomination related to the HR and Corporate Services Department who successfully achieved the Healthy Working Lives Gold Status for the Group.</p> <p>Colette Benham provided the background of the process and confirmed that as Director of the department she was not included within the nomination.</p> <p><i>Colette Benham left the meeting.</i></p> <p>The content of the nomination was discussed and positive comments were made in relation to the assessor's narrative.</p> <p>The Board of Management APPROVED the nomination of the HR and corporate Services department.</p> <p><i>Colette Benham returned to the meeting.</i></p>	
29.	<p>Changes to Authorities Schedule – Finance and IT Staffing Changes and Housing and Neighbourhood Service Credit Card Request</p> <p>Bruce West asked the Board of Management to consider and approve the requests to amend the current Authorities Schedule to accommodate changes due to structure changes within the Finance and IT department and to approve the issuing of company credit cards to two Property Relocation Assistants working for the Housing and Neighbourhood Services department. In general terms it is unusual for staff of this grade to hold a company credit card, however there are exceptional circumstances requiring this facility to be available which are outlined within the report. Usage would be monitored.</p> <p>The Board of Management APPROVED the amendments to the Authorities Schedule and APPROVED the request for company credit card provision.</p>	
30.	<p><u>Confidential</u></p> <p>Works at Burnside Street/Kinloch Road, Campbeltown</p>	

	The Board of Management NOTED the position.	
31.	<p>A.O.C.B. Jim Milne reported that the conference budget for Board members was currently underspent. Money is available if members wish to attend any events. Some of the conference budget will be vired to the training budget.</p> <p>Cameron Grant presented a request from the Helensburgh and Lomond Area Committee that community groups should be allowed to apply for funding more than once per financial year. Christine Johnston confirmed that although restrictions were applied to the number of funding requests annually, this wasn't a legislative requirement but a policy decision approved by the Board of Management. If an Area Committees community funding budget was not utilised it would be utilised by another Area Committee. Jim Milne asked Cameron Grant to draft a report for submission to the Board of Management with further detail.</p> <p>Neil MacKay asked whether the lack of applications within the Helensburgh and Lomond area was down to lack of awareness and Cameron Grant confirmed that the Helensburgh and Lomond Area Committee promote the scheme throughout the year. Christine Johnston reported that the scheme was publicised in the Tenants Newsletter and a review of the website would be undertaken which would include raising the profile of the scheme.</p> <p>Jim Milne asked the Area Committee Chairs to review the Community Action Fund criteria and report back to the Board of Management with any proposed amendments.</p>	Area Committee Chairs
32.	<p>Date & Time of Next Meeting Thursday 5th October 2017 at 10.00am in the Chandlers, Bute</p>	