

## ARGYLL COMMUNITY HOUSING ASSOCIATION BOARD OF MANAGEMENT MEETING

Thursday 10<sup>th</sup> July 2014 at 10.30am, Argyll Hotel, Inveraray

### Minute

#### Present:

Michael Brown (Chair)  
Jim Milne (Vice chair)  
Councillor Roddy McCuish (Secretary)  
Lorraine Anne Drysdale (Finance and Audit Chair)  
Andy Birnie  
Archie Blair  
Stafford Day  
Cameron Grant  
Danny Kelly  
Councillor Donnie MacMillan  
Councillor Bruce Marshall  
Douglas Prophet  
Councillor Richard Trail

#### Not in Attendance:

None

#### In Attendance:

Alastair MacGregor, Chief Executive  
Allan MacDonald, Finance Manager  
Christine Johnston, Director of Housing & Neighbourhood Services  
Colette Benham, Director of Human Resources & Corporate Services  
Linda Haig, Director of Investment and Regeneration  
Gayle Stead, Governance & Compliance Manager

1.	<b>Apologies</b> Councillor Sandy Taylor, Margaret MacGregor and Kate Winton	
	Michael Brown (Chair) welcomed Andy Birnie to the Board of Management and outlined his previous involvement with the Oban, Lorn and the Isles Area Committee and other community organisations.	
2.	<b>Minutes of Previous Meeting – 12<sup>th</sup> June 2014</b> Page 3, item 6 – add the word `the` prior to `necessary skills`; Page 5, item 9 – replace `Fyne Homes` with `West Highland Housing Association`;	

	<p>Page 8, item 11 - add the word `to` following `not intended`.</p> <p>Subject to the above amendments; the Board of Management <b>Approved</b> the minute as true and accurate record.</p> <p>Proposed by: Cameron Grant Seconded by: Douglas Prophet</p>	
3.	<p><b>Matters Arising</b></p> <p>Page 12, item 15 – Alastair MacGregor (Chief Executive) reported that the shop located in Ardenslate, discussed at the previous meeting, would be the subject of a report to be presented to the Board of Management at their August 2014 meeting in relation to a land disposal request.</p>	
4.	<p><b>Minutes of Finance &amp; Audit Committee for Ratification –8<sup>th</sup> May 2014</b></p> <p>The Board of Management <b>Noted</b> the minute.</p>	
5.	<p><b>Conflict of Interest to Declare</b></p> <p>None</p>	
6.	<p><b>Correspondence</b></p> <p>None</p>	
7.	<p><b>Cancelled Memberships</b></p> <p>The Board of Management <b>NOTED</b> the cancellation of five memberships.</p> <p>The Board of Management <b>Noted</b> the current membership total of 271.</p>	
8.	<p><b>Chief Executive's Presentation</b></p> <p>The Chief Executive gave a presentation covering:</p> <ul style="list-style-type: none"> <li>• Updates on the ACHA, AHFA and consolidated accounts;</li> <li>• External Audit clearance meeting;</li> <li>• The Payment and Benefit Policy;</li> <li>• Meeting regarding refinancing;</li> <li>• Sale/rental of Dalriada House offices, Lochgilphead;</li> <li>• Rockfield Primary School development site;</li> <li>• Progress of the investment programme (102 properties now on site);</li> <li>• Key elements of the Housing (Scotland) Bill;</li> <li>• Welfare Reform and the Bedroom Tax;</li> </ul>	

	<p>All members in attendance were provided with a copy of the Chief Executives presentation.</p> <p>Cllr Roddy McCuish reported to the Board that he had been involved in a debate on Oban FM regarding Rockfield School and asked what the implications would be for ACHA if the Argyll and Bute Council Area Committee did not reach a decision at the 13<sup>th</sup> August meeting? Alastair MacGregor responded that we have a programme of development to deliver for 2015/18 and a further delay to the decision regarding the Rockfield site would prove to be a challenge for ACHA as this may compromise the ability for us to develop and fulfil our programme.</p> <p>Linda Haig reported that other options, in the form of a shadow programme, had been discussed with the Scottish Government to provide a back-up position if the Rockfield project isn't feasible. We are getting close to the project becoming critical. The Board were informed of the stages within the process and timescales for these stages.</p> <p>Alastair MacGregor commented that there was a critical timeline in place and as the building was listed, permission from historic Scotland for demolition would also be required.</p> <p>Cllr Roddy McCuish reported that this was the second time a community group had indicated that they wished to procure the building and commented that he would not like the building to be left empty for a further 7 years.</p> <p>Linda Haig confirmed that the private finance would be taken from the Rockfield project to apportion to other projects if it did not go ahead.</p> <p>The Board discussed timelines for progression depending if the decision was in our favour or not in our favour.</p> <p>Cllr Bruce Marshall asked what the preferred number of units was and Alastair MacGregor confirmed that 37 units have been planned for.</p> <p>Alastair MacGregor suggested that if the Board was in favour, he could write to the Argyll and Bute Council Chief Executive to emphasise the need for a decision to be made on the 13<sup>th</sup> August. This was agreed by the Board.</p> <p>Cllr Roddy McCuish commented that; as a Board member he</p>	
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	<p>would suggest that if the decision was not taken at the August meeting, ACHA should reapportion the funds to other projects.</p> <p>Andy Birnie highlighted that he had previously been involved with the community council when the community tried to buy the property the first time and asked Cllr Roddy McCuish why the community were not offered the building for £1 at the at point?</p> <p>Cllr Roddy McCuish responded that although the community intentions were good the Council had not received comfort, at that point, that the funding would be available to redevelop and maintain the building.</p> <p>The Board <b>Agreed</b> that if the decision wasn't made on the 13<sup>th</sup> August other projects should be progressed instead and the funds should be apportioned elsewhere.</p> <p>Cllr Bruce Marshall asked how AHFA had performed in their first year of business. Alastair MacGregor responded that performance had been positive in many ways, particularly in relation to tenants satisfaction with repairs. There had been some issues particularly in relation to the Total IT system, recharges and in some areas of KPIs. The challenge for AHFA would be to build from the positives in year one and address the areas for further development.</p>	
9.	<p><b>Key Performance Indicators including Directorate Exception Report</b></p> <p><b>Housing &amp; Neighbourhood Services</b></p> <p>Christine Johnston (Director of Housing and Neighbourhood Services) reported that there had been a number of issues regarding the reporting of job completions, which has skewed the information contained within the exception report. Updated repairs information is as follows:</p> <p><u>Repairs Emergencies</u></p> <p><b>Bute</b>- previously reported as 91.3% (21/23), however, the actual completion was 100% (22/22) with 1 job miscoded. All 22 emergencies were completed within target.</p> <p><b>Cowal</b>- previously reported as 98% (50/51), however, the actual percentage was 100% (51/51). The jobs were completed within target but notified by AHFA late.</p> <p><b>Helensburgh &amp; Lomond</b>- previously reported as 98.4% (62/63), however, the actual percentage was 100% (63/63). 63 jobs completed within target but notified by AHFA late</p> <p><b>Islay</b>- reported as 100% (6/6) – on target.</p> <p><b>Kintyre</b>- previously reported as 86.5% (45/52), however, the</p>	

actual percentage was 98% (51/52) with approximately 6 jobs affected by amendments. There is still some verification required between ACHA/AHFA.

**Mid Argyll-** reported as 100% (24/24) – on target.

**OLI-** previously reported as 86.5% (32/37), however, the actual percentage was 95% (35/37). We believe 3 jobs relate to being notified by AHFA late. There is still some verification required between ACHA/AHFA.

#### Repairs Urgent

**Bute-** reported as 100% (20/20)

**Cowal-** reported as 89.7% (26/29). There is still some verification required between ACHA/AHFA.

**Helensburgh & Lomond-** previously reported: 92.6% (50/54), however, the actual percentage is 98% (53/54). There is still some verification required between ACHA/AHFA.

**Islay-** reported: 100% (16/16)

**Kintyre-** previously reported as 83.3% (40/48), however, the actual percentages 98% (47/48). Approximately 7 repairs have been affected by amendments. There is still some verification required between ACHA/AHFA.

**Mid Argyll-** Previously reported as 95% (38/40), however, the actual percentage is 98% (39/40). There is still some verification required between ACHA/AHFA.

**OLI-** reported as 92.3% (24/26) Actual: No change under investigation. There is still some verification required between ACHA/AHFA.

#### Repairs Routine

**Bute-** previously reported as 89.5% (17/19). There is still some verification required between ACHA/AHFA.

**Cowal-** reported: 93.1% (81/87). There is still some verification required between ACHA/AHFA.

**Helensburgh & Lomond** – Previously reported as 93.4% (85/91), however, the actual percentage is 95% (86/91). There is still some verification required between ACHA/AHFA.

**Islay-** Was reported: 100% (7/7)- on target.

**Kintyre-** previously reported as 79.8% (79/99), however, the actual percentage is 95% (86/99). Approximately 9 jobs have been affected by amendments. There is still some verification required between ACHA/AHFA

**Mid Argyll** – previously reported as 84.6% (55/65), however, the actual percentage is 97% (63/65). Approximately 8 jobs affected by amendments. There is still some verification required between ACHA/AHFA

**OLI-** reported as 94.8% (55/58). There is still some verification required between ACHA/AHFA.

#### Repairs Void

**Bute-** reported as 93.8% (15/16). Note – Delays due to awaiting skip hire. Under investigation. There is still some verification required between ACHA/AHFA.

**Cowal-** reported as 90.9% (10/11). Note: delays due to awaiting materials. There is still some verification required between ACHA/AHFA.

**Helensburgh & Lomond-** reported: 87.1% (27/31). There is still some verification required between ACHA/AHFA.

**Islay** – reported: 100% (2/2)

**Kintyre-** reported as 93.9% (46/49), however, actual is 96% (47/49). Approximately 1 repair is affected by amendments. Note AHFA appear to be having problems with property clearances. There is still some verification required between ACHA/AHFA.

**Mid Argyll-** previously reported as 94.7% (18/19), however, the actual percentage is 100% (19/19). 19 jobs completed on target-notified by AHFA late.

**OLI-** Was reported: 100% (7/7) - on target.

#### Tenancy Sustainment

We experienced 1.47% of tenancies sustained for less than a year. Overall value for the year was recorded as 7.35%; this was an error as the figure was totalling tenancies sustained for less than a year in April and May.

Alastair MacGregor confirmed that he would be attending a meeting with Christine Johnston and John Forbes (AHFA Managing Director) in relation to KPI reporting.

Archie Blair confirmed that performance reporting had also been reported and discussed by the AHFA Board of Directors.

Cllr Bruce Marshall asked why the Cowal area had the worst rent arrears level and whether the cause had been pin pointed.

Christine Johnston confirmed that arrears are increasing in all areas. Within the Cowal area there was a £4,000 overpayment which had been recouped by Argyll and Bute Council which resulted in the increase of a rent arrears account by this amount.

New guidance also resulted in a lengthening of the process whereby we proceed to court which has resulted in arrears increasing.

Alastair MacGregor clarified that our current tenant arrears would

be significantly reduced if the legal proceedings process was made simpler.

### **Human Resources & Corporate Services**

A lot of the work undertaken during April and May was in relation to end of year requirements such as auto enrolment and the Annual Return on the Charter.

The Communication Strategy review target has slipped for this period. A meeting was held with the Council in relation to access and ergonomics of shared buildings.

A health and safety audit has been undertaken and no legal non-compliances have been identified. A report will be brought to the August Board of Management meeting.

Colette Benham (Director of HR and Corporate Services) provided a brief overview of the accidents reported during the period.

Michael Brown asked if Dalriada House was access and ergonomically compliant. Colette Benham reported that she had discussed this need with the Council and if not compliant the sale price should be reduced.

Cllr Roddy McCuish asked whether Board meetings could be moved to Dalriada House and Colette Benham confirmed that the meeting room could accommodate future Board meeting.

Lorraine Drysdale asked whether there was parking at Dalriada House and Colette Benham confirmed that there were limited spaces, however, there is a public car park opposite the building.

### **Investment & Regeneration**

Linda Haig reported that there are a lot of projects currently on site and all are progressing well and within their target timelines.

### **Finance & IT**

Allan MacDonald (Finance Manager) reported that April and May was a very busy time with three sets of accounts being drawn up and working closely with our External Auditors. Fieldwork has been positive and the clearance meeting target is being worked towards. Staff have worked hard to obtain the required result.

Tenders are being prepared for home contents, general insurance and legal services.

	<p>Component accounting; in terms of last year's audit management letter, component accounting was pulled forward and the auditors were satisfied with the position.</p> <p>E-purchasing rolled out and is working well.</p> <p>Deeplake should be live prior to the end of July.</p>	
<b>10.</b>	<p><b>Home Argyll Policy Implementation Date</b></p> <p>Christine Johnston reported that we are working with our partners in relation to an on-line allocation form for self-completion. The on-line completion process started last week and 452 applicants have already completed application forms on-line. Christine Johnston highlighted that we had written to all applicants, informed them of the process and confirmed that we would assist those who require help in completing the on-line form. A list of places which provide internet access was included with the letter.</p> <p>Paper forms are no longer being issued.</p> <p>The Board <b>Noted</b> this update</p>	
<b>10.1</b>	<p><b>Catalina Avenue Local Lettings Initiative</b></p> <p>Christine Johnston reported that previously the Board approved the proposal to implement a local letting plan. The current allocation policy allows for local lettings initiative and we have obtained legal advice on our proposals in relation to Catalina Avenue. Christine Johnston sought Board approval to present the initiative to our Home Argyll partners.</p> <p>Cllr Roddy McCuish reported that the open day was very successful and Cllr Bruce Marshall asked whether this initiative would incorporate all new builds. Christine Johnston confirmed that each development would be looked at individually.</p> <p>Michael Brown asked whether some of the elements may not be contradictory. Christine Johnston clarified the terminology and confirmed that the criterion does not contradict the initiative.</p> <p>Cllr Richard Trail enquired if the pointing system was still in use and asked if the system would be modified. Christine Johnston confirmed that the pointing system was still utilised, however, enhancements are then attributed.</p> <p>The Board <b>Agreed</b> for the initiative to be shared with our Home Argyll partners.</p>	



10.2	<p><b>Customer Service Centre Call Data Reporting</b></p> <p>Christine Johnston presented the background to the paper being submitted. At a recent audit the Internal auditor asked why a report was not presented to the Board of Management on a regular basis. The Board were asked whether they would like the information regularly and whether it would be helpful or beneficial to report.</p> <p>Cameron Grant suggested that it may be beneficial to report the details to Area Committees. Christine Johnston confirmed that information could be provided, however, the information could not be split down by area.</p> <p>Michael Brown stated that the information could be reported at the Strategic Planning update which area committee members are invited to.</p> <p>The Board <b>Agreed</b> a regular report was not required and that exceptions should be reported where necessary.</p>	
10.3	<p><b>Customer Satisfaction Survey</b></p> <p>Christine Johnston outlined the background to the telephone survey carried out with 400 tenants. The BMG group were recruited to undertake the survey through a competitive tender process. The BMG group have assisted us to identify that we require to target 16 to 34 year olds who are showing a much lower level of satisfaction with us. The survey is a tool to lead us to work towards identifying groups and areas where people are not satisfied with us and assist us to improving for the future.</p> <p>Christine Johnston confirmed that we would be looking at other organisations to compare against their satisfaction levels and learn from their successes. Welcome suggestions which could be added into our action plan.</p> <p>Cllr Bruce Marshall stated that he could not understand why some tenants were not satisfied with the standards of housing after the money and commitment given to improvement.</p> <p>Alastair MacGregor enquired whether the benchmark was against all Scottish landlords or only the landlords who had surveys undertaken by BMG and enquired where we were in relation to the mean average across Scotland. Colette Benham reported that the results for landlords across Scotland had only been collated for the first time and was unyet reported to the sector, so the results</p>	

	<p>would be benchmarked against the BMG surveys undertaken. Alastair MacGregor highlighted that improvements have been identified in certain areas in relation to the previous survey undertaken in 2009.</p> <p>Discussion ensued around the poorer standard of services which had previously been provided by the Council. Cllr Roddy McCuish asked whether the age of stock had been considered in relation to the 400 tenants spoken with. Christina Johnston conformed that this was not a criterion that was specifically requested.</p> <p>The Board discussed whether telephone calls were the best way of undertaking surveys. Christine Johnston reported that a whole variety of ways would be used in future to collect information.</p> <p>Cllr Bruce Marshall asked how much BMG had been paid for the survey and Christine Johnston confirmed that she would report back with that information.</p> <p>Alastair MacGregor suggested that there may be several different factors which may have resulted in the current perception of new tenants; such as the decision being taken not to redecorate every void property prior to letting.</p> <p>Jim Milne suggested that he would like more time to digest the information.</p> <p>Colette Benham informed the Board that the satisfaction information would be reported within the annual Landlord Report which is a requirement for all social landlords.</p> <p>Christine Johnston informed the Board that we have already started looking at the younger tenant group to look at the best ways of communicate with them such as texting, twitter etc.</p> <p>Michael Brown asked when the comparison information would be publicised for all social landlords by the Scottish Housing Regulator and Colette Benham confirmed that it would be published in August/September 2014.</p> <p>Updates to be provided by exception.</p> <p>The Board <b>Agreed</b> the draft action plan as a result of the Customer Satisfaction Survey. Any further action points require to be reported to Christine Johnston for inclusion in the plan.</p>	CJ
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10.4	<p><b>Care Inspectorate Grading Report 2014</b></p> <p>Christine Johnston outlined the background to the inspection process and the process undertaken by the Care Inspectorate. One of the grading's has been appealed by us due to a previously higher grading being reduced although the level of service remains the same.</p> <p>The Board of Management <b>Noted</b> the report.</p>	
11.	<p><b>Monthly Investment Programme Update</b></p> <p>Linda Haig provided a monthly update on the current investment programme position. The investment programme is generally on track. Carillion Property Services had a minor dispute with a sub-contractor but this issue has now been resolved.</p> <p>Notices will shortly be served to owners within Maitland Court by Argyll and Bute Council in relation to communal repair works.</p> <p>Jim Milne commented that the media had been reporting an improvement in the economy and as a result the reduction of contractors tendering for work. Linda Haig reported that this hadn't been evident however the construction industry was sensitive to changes in the economy.</p> <p>The Board of Management <b>Noted</b> the position.</p>	
11.1	<p><b>Land Disposal Request – Garraway Road, Helensburgh</b></p> <p>Linda Haig recommended the disposal of a small area of land at 23/25 Garraway Road, Helensburgh and outlined additional stipulations which would be added.</p> <p>The Board of Management <b>Agreed</b> the disposal of the land.</p>	
12.	<p><b>Risk Matrix Quarterly Update</b></p> <p>Colette Benham presented the risk matrices to the Board of Management which also included the updates added in June 2014.</p> <p>Item 8 (AHFA): To be amended to `Supply failure and inability to meet required targets`</p> <p>ACHA: Archie Blair asked why Constitutional Uncertainty had been reduced from `High-High` to `High-Medium` and Alastair MacGregor highlighted the political change progression.</p>	GS

	The Board of Management <b>Noted</b> the position against each risk and <b>Agreed</b> their satisfaction of the process.	
12.1	<p><b>Self-Assessment Quarterly Update</b></p> <p>Colette Benham outlined the self- assessment June 2014 progress updates in relation to our Charter commitments and our regulatory standard and constitutional requirement commitments.</p> <p>The Board reported that they would like to see the items highlighted `red` and `amber` and no longer required to see those highlighted as `green`.</p> <p>The Board of Management <b>Noted</b> the progress of performance.</p>	<b>GS</b>
13.	<p><b>A.O.C.B.</b></p> <p>Jim Milne reported that the Chair had recently visited the Dunoon office and asked that if Board members are in the vicinity of an office that it would be beneficial for them to carry out a short visit.</p> <p>Cameron Grant asked if workmen in the Helensburgh area could be spoken with in relation to health and safety surrounding house clearances. This was in relation to an incident whereby a sofa was being removed from a property and narrowly missed hitting him.</p> <p>Alastair MacGregor reported two notifiable incidents which had occurred. Both incidents have been reported to the Scottish Housing Regulator.</p> <p>Douglas Prophet asked for gas service programme to be reviewed so that visits within the same area could be undertaken on the same day.</p> <p>Michael Brown reported that he had attended the Area Committee AGM`s and was disappointed by the small number of members attending the AGM`s. He also noted the lack of questions being asked by members when provided with the opportunity.</p>	<b>LH</b>
14.	<p><b>Date &amp; Time of Next Meeting</b></p> <p>Thursday 14<sup>th</sup> August 2014, 10.30am in the Argyll Hotel, Inveraray.</p>	