

Argyll Community Housing Association

Board of Management Meeting

Thursday 21st March 2024, Skype

Minute

Present:

Cathy Grant (Chair)
 Jim Milne (Vice Chair)
 Mark Irvine (Secretary)
 Ian McIntyre (Chair of Audit Committee)
 Mike Brown
 Dan Hughes
 Pat McVey
 Bruce Marshall
 Cllr Alastair Redman

Not in attendance

Betty Rhodick

In Attendance:

Michelle Mundie, Chief Executive
 Allan MacDonald, Director of Finance & IT
 Colette Benham, Director of Human Resources & Corporate Services
 Lachie Wood, Property Services Manager
 Gillian Logan, Property Services Manager
 Gayle Power, Community Development Manager (Item 2)
 Sandra McLeod, Director of Customer Experience
 Lesley Lindsay, PA to Board of Management (minute)
 Nancy MacDonald, Your Voice Group (Item 2)
 Iain Fergusson, Your Voice Group (Item 2)

	<p>The Chair advised two members from Your Voice Group; Iain Fergusson and Nancy MacDonald, would be in attendance for Item 2 and welcomed them to the meeting and thanked them for the Group's great work. She advised Gayle Power, Community Development Manager would also be in attendance for Item 2 as she had worked with the Your Voice Group in developing the Customer Involvement Strategy.</p> <p>The Chair advised Lachlan Wood, Property Services Manager and Gillian Logan, Property Services Manager were in attendance to cover for the Director of Asset & Sustainability.</p> <p>There was a round the table introduction for all in attendance.</p>	To be actioned by 18/04/24
1.	<p>Apologies Cllr Jan Brown, Esther Hughes</p>	

<p>2.</p>	<p>Customer Involvement Strategy 2024-2029</p> <p>The Director of Customer Experience introduced the Your Voice Group members and Gayle Power, Community Development Manager. She stated that following approval of the report by the Board meeting in February, the draft Customer Involvement Strategy 2024-2029 had been issued for consultation. She handed over to the Community Development Manager to take the meeting through the feedback received from the consultation.</p> <p>The Community Development Manager thanked the Your Voice Group for their hard work and dedication in developing the strategy and provided an update on the consultation process and feedback received.</p> <p>She advised 64 responses had been received online and by post with the majority of respondents agreeing with the content of the strategy and it was reader friendly and engaging. The Board of Management noted the key changes made to the strategy following the consultation process:</p> <ul style="list-style-type: none"> • Few respondents preferred the name “Tenant Participation” rather than “Customer Involvement” but the majority agreed with the strategy name change. Further wording was added to the beginning of the strategy to explain the term “Customer” refers to tenants and factored owners. • The strategy was condensed to remove duplication using customer feedback. • The strategy action plan was shortened as feedback had been received commenting “it was hard to pinpoint what you will do as there were so many points”. • A number of actions were consolidated, moved into the body of the report removed where considered business as usual. <p>Additional feedback from Board members to change the layout of the strategy and the addition of Becoming a Board Member to be included in the Getting Involved section.</p> <p>The Community Development Manager asked the Board to consider the finalised strategy for approval.</p> <p>The Chair thanked the Community Development Manager and Your Voice Group for the enormous amount of work undertaken and stated she was delighted with the finalised document.</p> <p>The Chair of the Audit Committee stated as a former member of the Your Voice Group he was glad to see another body of excellent work.</p> <p>Subject to the changes agreed, the Board of Management unanimously APPROVED the new Customer Involvement Strategy 2024-2029.</p> <p>The Community Development Manager and members of the Your Voice Group left the meeting.</p>	
<p>3.</p>	<p>Minute of Previous Meeting – 8th February 2024</p>	

	<p>The Board of Management APPROVED the minute as a true and accurate record of the meeting.</p> <p>Proposed by: Bruce Marshall Seconded by: Ian McIntyre</p>	
4.	<p>Matters Arising The Board of Management noted all actions had been completed with the exception of:</p> <p>Page 5 – Item 9 – Rent Increase – Director of Finance & IT to provide further information regarding the SHR website information versus the SFHA rent affordability toolkit. The Director of Finance & IT advised the action remained outstanding and stated he would provide information to the Board in the near future.</p> <p>Page 12 – Item 30 – Director of Human Resources & Corporate Services to find out if Safety Media can be rolled out to Board members. The Director of Human Resources & Corporate Services advised there were currently a limited number of spare user licences. She further advised she would contact the Managing Director of AHFA to establish if access to the E Learning platform would be beneficial to the AHFA Board of Directors. It was agreed that anyone wishing access to email the Director of Human Resources & Corporate Services</p> <p>Page 12 – Item 30 – Director of Assets & Sustainability to share leaflet once complete. The Property Services Manager advised the leaflet was still being developed.</p>	<p>Allan MacDonald</p> <p>Colette Benham/ All</p>
5.	<p>Minute of Audit Committee (1st November 2023) for Ratification The Chair of the Audit Committee took the meeting through the minute.</p> <p>The Board of Management unanimously RATIFIED the minute of the Audit Committee from 1st November 2023.</p>	
6.	<p>Correspondence There was no correspondence.</p>	
7.	<p>Declarations of Interest The Chair advised all staff, with the exception of the minute taker, would leave the meeting for Item 9 – Outcome of Annual Pay Award Consultation.</p>	
8.	<p>Chief Executive's Presentation The Board of Management NOTED the presentation delivered by the Chief Executive.</p>	
9.	<p>Confidential</p>	
10.	<p>Confidential New Membership Applications The Board of Management unanimously APPROVED one new membership application.</p>	

	<p>The Board of Management noted the membership of 183 total as at 4th March 2024.</p> <p>The Chair advised a membership drive was being carried out on social media, website and newsletter.</p>	
11.	<p>Scottish Federation of Housing Associations (SFHA) Membership Renewal</p> <p>The Chief Executive highlighted the benefits of renewing membership of the SFHA and stated high levels of staff utilised templates, forums, and learning. She further highlighted the benefits of being a member for lobbying purposes.</p> <p>Following discussions, the Board of Management unanimously APPROVED membership renewal for 2024/25 of the Scottish Federation of Housing Associations at the cost of £28,422. The Board of Management further unanimously APPROVED membership of Rural and Islands Housing Associations in Scotland Forum (RIHAF) at a cost of £350 for 2024/25 financial year.</p>	
12.	<p>ACHA Review of Business Plan 2024</p> <p>The Director of Finance & IT advised his report summarised the key points and updates to the review and further advised the revised Business Plan was required to be considered before being submitted to Lloyds Banking Group prior to 31 March 2024 in compliance with the loan agreement.</p> <p>The Director of Finance & IT took the meeting through the key items of the report and appendices.</p> <p>Mike Brown stated he had missed the second day of Strategic Planning and asked for a position update if re-financing could not be secured. The Director of Finance & IT advised the current Business Plan made provision to re-pay the outstanding loans. He stated if the Association were unable to re-finance it would greatly limit any future projects. He further stated he was confident re-financing could be secured.</p> <p>The Board of Management unanimously APPROVED the revised Business Plan and authorised the Director of Finance & IT to amend the Business Plan for submission to Lloyds Banking Group to reflect the latest cash flow projections for 2023/24 and allow for the “carry forward” of any necessary cash balances/adjustments into 2024/25.</p> <p>The Board of Management AGREED the Business Plan would be used to prepare the Five Year Financial Plan return, due for submission to the Scottish Housing Regulator by the end of May 2024.</p>	
13.	<p>Community Action Fund Applications</p> <ul style="list-style-type: none"> • Kintyre Toy Library and Resources <p>The Board of Management unanimously APPROVED the award of £500.</p>	
14.	<p>Proposed Governing Body Training Programme</p> <p>The Director of Human Resources & Corporate Services advised the proposed training programme had been developed following the appraisal</p>	

	<p>process and took the meeting through her report which contained information on the proposed training sessions and dates.</p> <p>The Director of Human Resources & Corporate Services asked for any specific areas for IT training.</p> <p>The following areas were highlighted:</p> <ul style="list-style-type: none"> • An overview of all the Microsoft packages including PowerPoint. • Best use of equipment used • Security – what we have and how it affects us • How will AI help <p>The Secretary stated that as IT Champion for the Board of Management, he would discuss with the Director of Finance & IT an overview of tools that may be implemented over the upcoming 12-18 months and determine what could be fanned out to Board members.</p> <p>The Chair asked when Teams would be introduced. The Director of Finance & IT advised he would find out and report back to the Board. He stated he was aware the implementation was slightly behind target.</p> <p>The Vice Chair stated in August 2023 the SFHA had produced a document on digital governance protocols that should be used for hybrid meetings. He requested a presentation be delivered on the content of the document.</p> <p>The Board of Management unanimously APPROVED the proposed training sessions for 2024/25 and NOTED the training sessions to be delivered in 2025/26.</p> <p>It was AGREED further discussion would take place on IT Skills training following the Secretary’s meeting with the Director of Finance & IT about what would be delivered and by whom.</p>	<p>Mark Irvine</p> <p>Allan MacDonald</p> <p>Colette Benham</p>
15.	<p>Response to the Scottish Government Consultation on the new Social Housing Net Zero Standard (SHNZS)</p> <p>The Property Services Manager advised the Scottish Government were consulting on the new Social Housing Net Zero Standard, which would replace the second Energy Efficiency Standard for Social Housing (ESSH2) and took the meeting through the Association’s proposed response to the consultation.</p> <p>Cllr Redman stated he had concerns around the removal of coal fires and solid fuel heating systems. He advised that island communities regularly had power cuts and would be disadvantaged if they had no way of heating their homes. He further stated with fuel poverty being such a huge issue, coal fires and solid fuel heating systems were more affordable. Cllr Redman highlighted future regulations may change. He advised he was far more concerned with fuel poverty than pollution, advising that fuel poverty was one of the main and real concerns his constituents faced. The Chair agreed that cost of living and fuel poverty were real concerns for tenants and not pollution. The Property Services</p>	

	<p>Manager advised Cllr Redman's concerns were shared and the response to the consultation highlighted those concerns.</p> <p>The Secretary asked if the SFHA and RIHAF had discussed the consultation collectively. The Chief Executive advised she would circulate the responses from the SFHA and RIHAF. Mike Brown stated the SFHA and RIHAF needed to push the agenda.</p> <p>The Board of Management agreed the Net Zero Standard would become a very live discussion that would require careful scrutiny.</p> <p>It was agreed further funding would be required to upgrade fabric efficiency ratings as well as heating systems.</p> <p>The Board of Management unanimously APPROVED the response to the Scottish Government Consultation on the new Social Housing Net Zero Standard (SHNZS).</p>	<p>Michelle Mundie</p>
<p>16.</p>	<p>Disposal – Shore Street, Campbeltown The Property Services Manager advised the properties at 19a, 19b, 21 and 23 Shore Street were ACHA owned flats within a three-storey tenement of six properties.</p> <p>The Property Services Manager advised the Association had engaged with the private owners to attempt to rectify the building fabric issues but they were not willing to participate or dispose of their interest in the building.</p> <p>The Property Services Manager took the meeting through the financial analysis of the three options:</p> <ul style="list-style-type: none"> • Do nothing; • Undertaken all necessary works; • Dispose of the properties <p>The Board of Management unanimously APPROVED the disposal of ACHA's interest in the block on the proviso permission is obtained from Argyll and Bute Council to do so.</p>	
<p>17.</p>	<p>Disposal – 9 Balagan Buildings, Dunoon The Property Services Manager advised the property is a vacant bedsit on the second floor of a block of 12 flats with 4 shop units below with number 9 being the only property owned by ACHA.</p> <p>The Property Services Manager took the meeting through the financial analysis of the three options:</p> <ul style="list-style-type: none"> • Do nothing; • Undertaken all necessary works; • Dispose of the properties <p>There were no questions and the Board of Management unanimously APPROVED the disposal of 9 Balagan Buildings, Auchamore Road, Dunoon on the proviso permission is obtained from Argyll and Bute Council to do so.</p>	

18.	<p>ACHA Management Accounts to 29 February 2024 The Director of Finance & IT provided an overview of the content of his report. There were no questions and the Board of Management NOTED the Management Accounts to 29th February 2024.</p>	
19.	<p>AHFA Management Accounts to 29 February 2024 The Director of Finance & IT provided an overview of the content of his report. There were no questions and Board of Management NOTED the Management Accounts to 29th February 2024.</p>	
20.	<p>Confidential</p>	
21.	<p>Void Performance Status Monthly Update at 31 January 2024 The Director of Customer Experience delivered a presentation to the meeting.</p> <p>Bruce Marshall stated he was amazed and delighted with the turnaround in void properties.</p> <p>The Board of Management AGREED they would like the presentation delivered on a quarterly basis.</p> <p>The Chair of the Audit Committee thanked the Director of Customer Experience for an excellent presentation and stated the graphics had been used in the best way. He asked that all presentations be included in the meeting pack on Admin Control in advance of the meeting.</p> <p>It was agreed the Director of Customer Experience, once confident on the void timeline, would issue advance marketing on social media highlighting when the properties on Bute would be available for letting. The Chief Executive suggested also utilising Bute Radio.</p> <p>The Board of Management NOTED the presentation delivered by the Director of Customer Experience.</p>	<p>Sandra McLeod</p> <p>Senior Management Team</p> <p>Sandra McLeod</p>
22.	<p>Investment, Regeneration and Warm Homes Update There were no questions and the Board of Management NOTED the content of the report.</p>	
23.	<p>Damp, Mould and Condensation The Vice Chair referred the meeting to Para 2.8 of the report and asked if the percentage of stock was an error. The Property Services Manager advised the 433 individual cases represented 8.3% of stock. She advised she would ensure future reports were clearer.</p> <p>The Property Services Manager advised the City in Guilds training would be a one week course and the trainer would come to ACHA to carry out the training.</p> <p>Bruce Marshall stated it was not an easy problem to overcome as heating properties was expensive, especially for tenants facing fuel poverty.</p>	<p>Fiona Campbell</p>

	<p>The Chair advised she had recently attended the SHARE Annual Conference where a fascinating session on Damp and Mould had been delivered and it had highlighted the complexities of Damp and Mould.</p> <p>The Board of Management NOTED the content of the report and appendices.</p>	
24.	Confidential	
25.	<p>Responsive Repairs and Void Performance The Property Services Manager stated there had been definite improvements but also a significant rise in repairs requested which was being looked into to establish the cause of the spike.</p> <p>The Board of Management NOTED the content of the report.</p>	
26.	Confidential	
27.	<p>A.O.C.B. Format of May and June Meetings Bruce Marshall stated he was very pleased with the new system in place and hybrid meetings were operating well. The Board of Management unanimously AGREED to hold the May and June meetings as hybrid meetings.</p> <p>Decision Under Urgency for Ratification The Board of Management unanimously RATIFIED the Decision Under Urgency to appoint a contract of employment to a connected person.</p>	
31.	<p>Date & Time of Next Meeting Thursday 18th April 2024 by Skype</p>	