

**Argyll Community Housing Association**

**Board of Management Meeting**

**Thursday 23<sup>rd</sup> May 2024, at 10.00am by Skype**

**Minute**

**Present:**

Cathy Grant (Chair)  
 Jim Milne (Vice Chair)  
 Ian McIntyre (Chair of Audit Committee)  
 Mike Brown  
 Dan Hughes  
 Esther Hughes (Items 1 – 13)  
 Pat McVey  
 Bruce Marshall  
 Betty Rhodick  
 Cllr Jan Brown  
 Cllr William Sinclair

**Not in attendance**

**In Attendance:**

Michelle Mundie, Chief Executive  
 Allan MacDonald, Director of Finance & IT  
 Colette Benham, Director of Human Resources & Corporate Services  
 Lachlan Wood, Property Services Manager  
 Sandra McLeod, Director of Customer Experience  
 Lesley Lindsay, PA to Board of Management (minute)  
 Donna Milton, Arneil Johnston (TOM Workshop Presentation)  
 Jim Lynch, AHFA Board of Management (Vanguard Presentation)  
 Brian Barker, AHFA Board of Management (Vanguard Presentation)  
 Phil Burn, AHFA Management Director (Vanguard Presentation)  
 Nicola Stobie, ACHA (Vanguard Presentation)  
 Annette Scullion, ACHA (Vanguard Presentation)  
 Nicholas Bancks, ACHA (Vanguard Presentation)  
 Anton Cullen (Vanguard Presentation)  
 Stephen Millward, AHFA (Vanguard Presentation)  
 Collette Murray, AHFA (Vanguard Presentation)

	<p><b>Vanguard Presentation</b>                  The Director of Customer Experience introduced representatives from the Vanguard Project who delivered a presentation to the meeting: Nicola Stobie, Regional Manager ACHA, Annette Scullion, Senior Customer Services Assistant ACHA, Nicholas Bancks, Property Operational Manager ACHA, Antony Cullen, Property Services Officer ACHA,</p>	

	<p>Stephen Millard, Trade Supervisor AHFA, Collette Murray, Contract Administrator AHFA.</p> <p>The Board of Management <b>NOTED</b> the presentation delivered by the representatives from the Vanguard project.</p> <p>The Board of Management thanked the representatives for their presentation, hard work and good progress in relation to the repairs process and customer service.</p> <p>Vanguard representatives left the meeting.</p> <p>Jim Lynch, Brian Barker and Phil Burn left the meeting.</p>	
	<p><b>TOM Workshop Presentation</b> The Board of Management <b>NOTED</b> the presentation delivered by Donna Milton, Arneil Johnston.</p> <p>The Board of Management noted the document referred to ACHA but unanimously <b>AGREED</b> it should refer to the ACHA Group.</p> <p>The Vice Chair stated the transformation was an enormous piece of work, which he supported but asked how additional work would impact on ongoing work. The Chief Executive advised it was hoped various process reviews would free up some staff time. She further advised the transformation programme would be broken down and completed in smaller chunks.</p> <p>The Chair thanked Donna Milton and the Leadership Management Team for the huge amount of work they had done to date. She highlighted the requirement to keep staff informed throughout the journey.</p>	<p><b>Michelle Mundie</b></p>
		<p>To be actioned by 26/06/24</p>
<p>1.</p>	<p><b>Apologies</b> Mark Irvine</p>	
<p>2.</p>	<p><b>Minute of Previous Meeting – 18<sup>th</sup> April 2024</b> The Board of Management <b>APPROVED</b> the minute as a true and accurate record of the meeting.</p> <p>Proposed by: Ian McIntyre Seconded by: Dan Hughes</p>	
<p>3.</p>	<p><b>Matters Arising</b> Page 3 – Item 6 – the Chief Executive to write to the Minister regarding funding for investment in Gypsy Traveller Sites and circulate a copy to the Board of Management. The Chief Executive advised she was awaiting a piece of information before she could issue the letter. She confirmed the letter would be issued week commencing 27<sup>th</sup> May 2024.</p> <p>Page 3 – Item 6 – the Chief Executive to circulate a list of all Association offices currently owned or leased along with the costs associated.</p>	<p><b>Michelle Mundie</b></p>

	<p>Action complete.</p> <p>Page 3 – Item 8 – the Director of Human Resources &amp; Corporate Services to ascertain the number of children benefiting from the trip. Action complete. Email issued to Board members on 18<sup>th</sup> April 2024.</p> <p>Page 5 – Item 11 – the Director of Asset &amp; Sustainability to amend the format of the Damp, Mould and Condensation update report. The Property Services Manager advised the updated report would be available for the June meeting.</p> <p>Page 5 – Item 13 – the Director of Asset &amp; Sustainability to resolve Health &amp; Safety issues with railings at Meadowbank. The Property Services Manager advised safety work would be undertaken and following the work to make safe, a further consultation with private owners would be carried out to address work required.</p> <p>Page 7 – Item 13 – the Director of Asset &amp; Sustainability to arrange for the cleaning of paths around the Cowal Place/Valrose Terrace areas in Dunoon. Action complete.</p>	<p><b>Fiona Campbell</b></p> <p><b>Fiona Campbell</b></p>
4.	<p><b>Minute of Audit Committee – 1<sup>st</sup> February 2024 for Ratification</b> The Chair of the Audit Committee took the meeting through the minute. There were no questions and the Board of Management <b>RATIFIED</b> the minute of the Audit Committee meeting held on 1<sup>st</sup> February 2024.</p>	
5.	<p><b>Correspondence</b> The Board of Management <b>NOTED</b> the email of thanks received on behalf of the Dunoon Burgh Hall Trust for the Community Action Fund grant award.</p>	
6.	<p><b>Declarations of Interest</b> None.</p>	
7.	<p><b>Chief Executive’s Presentation</b> The Board of Management <b>NOTED</b> the presentation delivered by the Chief Executive.</p> <p>The Board of Management were asked for three volunteers to carry out interviews for the post of Director of Asset and Sustainability, with interviews likely to take place week commencing 3<sup>rd</sup> June 2024. Cathy Grant and Mike Brown volunteered. It was noted one remaining volunteer was required and Board members were asked to contact the Chief Executive should they be available to participate with the interviews.</p> <p>The Board of Management unanimously <b>APPROVED</b> the Chief Executive to progress 8 units at Pier View, Tiree up to gateway 1 and bring the proposals back to a future Board meeting.</p> <p>The Board of Management unanimously <b>SUPPORTED</b> the suggestion to name one of the streets in the Bowmore Phase 4 development after the late Councillor Robin Currie.</p>	<p><b>Michelle Mundie</b></p>

8.	<p><b>Community Action Fund – Change of Use of Award Request, Community Cycling Ardrishaig Ltd</b>  The Board of Management unanimously <b>APPROVED</b> the change of use of funding request to purchase bicycle spare parts and the time of a local bike mechanic if required.</p>	
9.	<p><b>Community Action Fund Applications</b>  <b>Dunoon Amateur Boxing Club</b>  The Board of Management unanimously <b>APPROVED</b> the award of £500.</p> <p><b>Moving on Mid Argyll (MOMA)</b>  The Board of Management unanimously <b>APPROVED</b> the award of £500.</p> <p><b>Grey Matters Active Ageing</b>  The Board of Management unanimously <b>APPROVED</b> the award of £500.</p> <p><b>The Pantry – Tarbert Soup Group</b>  Following an article published on Facebook, the Board of Management requested reassurance from The Pantry – Tarbert Soup Group that donations would get to those in need. The Board <b>AGREED</b> that following adequate reassurance they would approve the award of £500. The article referred to incidents of serious misuse of donations.</p>	<p><b>Colette Benham</b></p>
10.	<p><b>Land at Dalmally</b>  The Board of Management were advised the purpose of the report was to seek approval for the disposal of a small area of land at the end of Scott Terrace, Dalmally to West Highland Housing Association.</p> <p>The Board of Management <b>NOTED</b> the value of the land was below the stock transfer agreement’s threshold for the disposal clawback agreement.</p> <p>The Chief Executive confirmed the road at Scott Terrace would be able to accommodate site traffic in the short term.</p> <p>The Board of Management unanimously <b>APPROVED</b> the disposal of the land at Scott Terrace, Dalmally subject to a condition being put on the sale to ensure safe entry to the park with the installation of railings.</p> <p>The Chief Executive advised tenants would be written to advising of the disposal.</p>	<p><b>Michelle Mundie</b></p> <p><b>Michelle Mundie</b></p>
11.	<p><b>Transformation</b>  The Board of Management <b>NOTED</b> out outcome of the Target Operating Model Design Principal workshops</p> <p>The Board of Management unanimously <b>APPROVED</b> the Target Operating Model principals and instructed the Chief Executive to develop a new staff structure based on the principals.</p> <p>The Board of Management <b>AGREED</b> the formation of a Transformation Board and <b>NOTED</b> the Terms of Reference.</p> <p>Esther Hughes volunteered to become part of the Transformation Board.</p>	

	<p>The Chair advised the Secretary had previously expressed an interest in becoming a member of the Transformation Board.</p> <p>Subject to checking with the Secretary, the Board of Management unanimously appointed Esther Hughes and Mark Irvine onto the Transformation Board.</p>	<b>Cathy Grant</b>
12.	<b>Confidential</b>	
13.	<p><b>Short Term Deviation from the current Repair and Maintenance Policy in terms of targets for Responsive Repairs – Roll in of new way of working in the West</b></p> <p>The Director of Customer Experience took the meeting through her report advising responsive repairs would not be reduced but the timeframe increased from 20 working days to 40 working days to allow the Vanguard process to be rolled out in the West.</p> <p>The Board of Management unanimously <b>AGREED</b> it was extremely important to keep customers informed and communication was key.</p> <p>The Board of Management <b>NOTED</b> the proposal would be an interim solution only until such time as the Vanguard process was implemented to the West and unanimously <b>APPROVED</b> a deviation from the current Repair and Maintenance Policy in terms of targets for responsive repairs.</p> <p>The Board of Management were advised the findings of the Vanguard repairs process review would be reflected in the Repair and Maintenance Policy scheduled to be considered by the Policy Committee in September 2024.</p> <p>Esther Hughes left the meeting.</p>	
14.	<p><b>Annual Return on the Charter</b></p> <p>The Director of Human Resources &amp; Corporate Services advised the Return on the Charter was an annual requirement.</p> <p>In the absence of Esther Hughes, the Director of Finance &amp; IT asked on her behalf if there was any data available on why 43% of tenancy offers were refused. The Director of Customer Experience advised the refusal rates were significantly higher due to a change in reporting. She advised the Association had previously being reporting refusals incorrectly.</p> <p>Following review of the document, the Board of Management unanimously <b>APPROVED</b> the Annual Return on the Charter for submission to the Scottish Housing Regulator.</p>	<b>Colette Benham</b>
15.	<p><b>Treasury Management Strategy</b></p> <p>The Director of Finance &amp; IT took the meeting through his report.</p> <p>In the absence of Esther Hughes, the Director of Finance &amp; IT asked on her behalf relating to Section 8.20, in future years would the Association ensure that the DTP treasury recommendation of at least 65% of debt be fixed interest rate be implemented when consider refinancing options. The Director of Finance &amp; IT confirmed it would.</p>	

	<p>The Director of Finance &amp; IT advised there would be a number of options on the market when re-financing as highlighted by Hugh Carr on day two of the Strategic Planning sessions.</p> <p>The Director of Finance &amp; IT advised discussions would be ongoing with the Association's Treasury Advisors and information discussions would commence June or July.</p> <p>The Director of Finance &amp; IT advised it would be highly likely the Association would re-finance everything in order to remove the covenants and loan agreements currently in place.</p> <p>The Director of Finance &amp; IT advised further reports would be submitted to the Board of Management as the re-financing progressed.</p> <p>The Board of Management unanimously <b>APPROVED</b> the draft Treasury Management Strategy for 2024/25.</p> <p>The Board of Management <b>NOTED</b> the various recommendations contained within the Treasury Strategy would be taken forward.</p> <p>The Board of Management unanimously <b>APPROVED</b> the exception to the Treasury Policy whereby the level of borrowing on fixed interest rates would fall below the 60% minimum set out in the Treasury Policy.</p>	
16.	<p><b>Dunoon Office Accommodation</b></p> <p>The Director of Human Resources &amp; Corporate Services advised the Chief Executive had provided an overview of what the office accommodation could look like during her presentation. She drew the meeting's attention to the financial appraisal included within her report, highlighting there would be a saving of around £17k if the Board were minded to approve her recommendations.</p> <p>The Board of Management unanimously <b>APPROVED</b> entering into a 3-year internal repairing and insuring lease with Highlands and Islands Enterprise for Fairmile building, Sandbank.</p> <p>The Board of Management <b>NOTED</b> the poor condition of the Dolphin Hall, Dunoon office accommodation and unanimously <b>APPROVED</b> providing the 3-month formal lease termination notice to Argyll and Bute Council.</p> <p>The Board of Management <b>NOTED</b> the Association's legal representative was Stephen Higgins of TC Young.</p>	
<p>The Board of Management unanimously <b>APPROVED</b> the suspension of the Standing Orders in order to finish the meeting business.</p>		
17.	<p><b>ACHA Annual Lettings Plan 2024/25</b></p> <p>The Director of Customer Experience took the meeting through the new plan, and outlined the rationale for introducing this to allow for greater strategic planning in allocations, particularly in reference to third party requests for leases. She advised the Association would be engaging with</p>	

	<p>Argyll and Bute Council Homeless Teams to improve the process and outcomes for homeless applicants and streamline the process.</p> <p>Cllr Sinclair asked if there were particular demographics finding themselves homeless. The Director of Customer Experience advised she did not have that information to hand but would provide analysis to a future Board meeting.</p> <p>The Board of Management <b>NOTED</b> performance against current allocation targets for 2023/24 and unanimously <b>APPROVED</b> the new Annual Lettings Plan for 2024/25.</p>	<b>Sandra McLeod</b>
18.	<p><b>Duty of Candour Annual Report 2023/24</b> The Director of Customer Experience stated a Duty of Candour Annual Report was presented as the Board are aware that there was a reportable incident last year.</p> <p>There were no questions and the Board of Management <b>NOTED</b> the content of the report and unanimously <b>AGREED</b> to the publication of the Annual Duty of Candour Report for 2023/24 on the Association's website. The Board of Management further <b>NOTED</b> a copy of the report would also be made available to the Care Inspectorate.</p>	
19.	<p><b>Directorate Plans</b> <b>AHFA</b> There were no questions and the Board of Management <b>NOTED</b> the content.</p> <p><b>Property Services</b> There were no questions and the Board of Management <b>NOTED</b> the content.</p> <p><b>Housing &amp; Neighbourhood Services</b> There were no questions and the Board of Management <b>NOTED</b> the content.</p> <p><b>Finance &amp; IT</b> There were no questions and the Board of Management <b>NOTED</b> the content.</p> <p><b>Human Resources &amp; Corporate Services</b> There were no questions and the Board of Management <b>NOTED</b> the content.</p>	
20.	<p><b>Annual Assurance Action Plan Update Quarter 4</b> There were no questions and the Board of Management <b>NOTED</b> progress in relation to the Assurance Action Plan 2023/24.</p>	
21.	<b>Confidential</b>	
22.	<p><b>A.O.C.B.</b> <b>Format of August Board Meeting</b> The Board of Management <b>AGREED</b> if the office accommodation at Fairmile, Dunoon was ready in time for the August Board meeting it would</p>	

	<p>be held as a face to face meeting in the Board room at the new office.</p> <p>The Vice Chair stated he had attended an NHS seminar on MS Teams with 561 attendees and the application worked perfectly. The Chair reiterated the ACHA Group wanted MS Teams as soon as possible.</p>	
23.	<p><b>Date &amp; Time of Next Meeting</b>  Wednesday 26<sup>th</sup> June 2024 at 10.00am via Skype – the Board of Management <b>NOTED</b> the change to the date of the next meeting.</p>	

Chair's Signature:  
**Cathy Grant**

Date signed: 26<sup>th</sup> June 2024