

Argyll Community Housing Association

Board of Management Meeting

Thursday 20th August 2020 at 10.00am via Skype

Minute

Present:

Jim Milne (Chair)
Cameron Grant (Vice Chair)
Councillor Roddy McCuish (Secretary)
Ian McIntyre (Chair of the Audit Committee)
Cathy Grant
Bruce Marshall
Nancy McDonald
Councillor Donnie MacMillan
Pat McVey
Betty Rhodick
Councillor Iain Shonny Paterson

Not in Attendance:

In Attendance:

Alastair MacGregor, Chief Executive
Bruce West, Director of Finance & IT
Colette Benham, Director of Human Resources & Corporate Services
Christine Gannon, Director of Housing & Neighbourhood Services
Kirsteen McGinn, Director of Investment & Regeneration
Gayle Stead, Governance & Compliance Manager
Philip Morrice, Alexander Sloan (Items 1 – 12)
Lesley Lindsay, PA to Board of Management

The Chair took the meeting through his introduction and provided a brief reminder of the rules for the virtual meeting.

The Chair advised there was a large agenda but that should not prevent questions being raised.

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| 1. | Apologies No apologies. Leave of Absence for David Carmichael, Sonja Aitken and Brian Tester. | Actions to be completed by 01/10/20 |
| 2. | Minutes of Meeting – 30th July 2020 The Board of Management APPROVED the minute as a true and accurate record of the meeting. Proposed by: Betty Rhodick Seconded by: Nancy McDonald | |
| 3. | Matters Arising | |

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| | None. | |
| 4. | <p>Minute of Audit Committee – 28th May 2020</p> <p>The Chair of the Audit Committee provided a report to the Board on the meeting of the Audit Committee on 28th May 2020.</p> <p>The Board of Management RATIFIED the minute of the Audit Committee.</p> | |
| 5. | <p>Correspondence</p> <p>None.</p> | |
| 6. | <p>Declaration of Interest</p> <p>The Chief Executive advised one of the trustees for the Community Action Fund application was a neighbour of his and therefore would take no part in the discussion.</p> | |
| 7. | <p>Cancelled Memberships</p> <p>The Board of Management NOTED the cancellation of one membership.</p> <p>The Board of Management NOTED the current membership level of 255 as at 11th August 2020.</p> | |
| 8. | <p>Chief Executive Presentation</p> <p>The Chief Executive advised an electronic copy of his presentation had been circulated by email on Tuesday 16th June 2020. He advised he had included the SHR Dashboard information on the back of his presentation.</p> <p>The Chief Executive took the meeting through his presentation covering:</p> <ul style="list-style-type: none"> • Covid-19 Update – What we are taking forward • Other Covid-19 Related Matters • Other Business • SHR Dashboard June 2020 <p>The Board of Management NOTED the contents of the presentation.</p> <p>The Secretary commented the CE briefing to Elected Members had been well received and all were glad it was continuing.</p> <p>The Secretary advised he shared the Chief Executive's concerns in relation to the possible extension to the Covid bill. He stated that it left ACHA in a position that could not protect its tenants from domestic violence or anti-social behaviour. The Chief Executive advised there was nothing more the Association could do and that only a third Bill amending the second Bill could provide legal protection for anti-social behaviour issues and can pay won't pay rent arrears.</p> <p>Councillor Paterson advised the position worried him and advised he would contact Michael Russell to raise his concerns.</p> <p>The Chair advised David Bookbinder's article in the Scottish Housing News was an interesting read and a well written article.</p> <p>Bruce Marshall asked how the Association proposed to ensure the AGM</p> | <p>Cncllr Paterson</p> |

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| | <p>was quorate. The Chief Executive advised communication would be made with members to try to encourage attendance. He further advised that if the meeting was not quorate it would proceed 7 days later. Association staff who are members have also been encouraged to attend.</p> <p>The Chair thanked the Chief Executive for the weekly update which he found very useful and advised he posted a copy to David Carmichael and Sonja Aitken to keep them up to date.</p> <p>The Chief Executive advised he would include the SHR Dashboard information on the back of his presentation to each meeting and took the meeting through the headline figures.</p> <p>Councillor Paterson asked if Group staff were regularly tested for Covid19. The Chief Executive advised staff were not being regularly tested, only if they were showing symptoms.</p> | <p>Alastair MacGregor</p> |
| 9. | <p>Report by Secretary Confirming Rules 68 – 72 have been followed The Secretary confirmed that the Association's Rules 68-72 have been followed. The Board of Management NOTED the confirmation.</p> | |
| 10. | <p>Board Members Required to Stand Down and AGM Arrangements The Board of Management NOTED the position in relation to Tenant Members: Nomination forms were received from:</p> <ul style="list-style-type: none"> • Ian McIntyre • Cathy Grant <p>To comply with the Association's Rules, one third of Tenant members were required to retire. Ian McIntyre and Cathy Grant were the longest serving. Both stood down and were nominated for re-election onto the Board of Management.</p> <p><u>Current Tenant Members:</u></p> <ul style="list-style-type: none"> • Cameron Grant • David Carmichael • Pat McVey • Nancy McDonald <p>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"> • David Carmichael • Cameron Grant • Pat McVey • Nancy McDonald • Ian McIntyre • Cathy Grant <p>There are four remaining tenant vacancies.</p> <p>The Board of Management NOTED and APPROVED the position in relation to Independent Members: Two independent nomination forms were received from:</p> | |

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| | <ul style="list-style-type: none"> • Bruce Marshall (re-standing) • Betty Rhodick (re-standing) <p>To comply with the Association's Rules, one third of Independent members were required to retire. Bruce Marshall and Betty Rhodick were the longest serving. Both stood down and were nominated for re-election onto the Board of Management. As the number of nomination forms received does not exceed the number of places available they will be put forward for election at the AGM.</p> <p><u>Current Independent Members</u></p> <ul style="list-style-type: none"> • Jim Milne • Brian Tester • Sonja Aitken <p>The Board of Management NOTED the position in relation to Council Nominees:</p> <p>Current Council Nominees Councillor Roddy McCuish Councillor Donnie MacMillan Councillor Iain Shonny Paterson</p> <p>40 apologies received as at 5th August 2020 and 19 attendees as at 5th August 2020.</p> | |
| 11. | <p>AHFA Financial Statements 2019-20</p> <p>The Director of Finance & IT advised he would cover 11a, 11b, 11d and 11e and Philip Morrice, Alexander Sloan, would cover 11c.</p> <p>a. AHFA Summary Report Financial Statements</p> <p>The Director of Finance & IT reported that the audit of the financial statements of AHFA has been completed and approved at the AHFA Board meeting held on Tuesday 18th August.</p> <p>b. AHFA 2019/20 Final Financial Statements</p> <p>The Director of Finance & IT outlined the key financial results and comparison with that of the previous financial year (2018/19), identifying that; turnover had increased by £1,673,000 and the cost of sales had also increased to £5,791,000, a £1,800,000 increase. Administrative expenses had decreased to £902,000, an operating loss of £1,000 was recorded compared to an operating profit of £1,000 in the previous year and the overall loss for the year (after pensions interest) was £15,000 compared to £13,000 in the previous year.</p> <p>The total profit for the year (after gain/loss on pension valuation) was £157,000 compared to a total loss of £94,000 last year. This was mainly due to difference the between years on the actuarial loss (2018/19) and profit (2019/20) reported on the defined benefit pension scheme.</p> <p>The Director of Finance & IT outlined that property, plant and equipment cost had reduced to £20,000 from £32,000 due to the depreciation of IT assets within the year. The accounts reported a net current liability of £30,000 compared to net current assets of £97,000 in the previous year. Creditors, more than 12 months, reduced to nil from £200,000 in 2018/19 and the pension deficit reduced to £223,000 from £319,000. The latest</p> | |

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| <p>actuarial valuation report, and shareholders' funds, had moved from a deficit of £390,000 to a deficit of £233,000.</p> <p>Bearing in mind the pension cost and depreciation which are cash items; £95,000 was paid on the intercompany loan which brings the balance of the loan to £105,000.</p> <p>c. AHFA Audit Management Letter 2019-20</p> <p>Philip Morrice, Relationship Partner, Alexander Sloan identified that the pandemic had impacted the ability of Alexander Sloan to carry out a year end stock take and this had led to a limitation of scope in the audit and brought the situation to the attention of the committee.</p> <p>Philip Morrice reported that the audit report was produced for members, in this case ACHA. He outlined the scope of audit, the methodology and the key audit risks identified. The review of management override controls and manipulation of revenue was undertaken as standard and none were found.</p> <p>He confirmed that as external auditor he was satisfied with the Board of Directors assessment and the letter of support from the Board of Management. Confirmation was provided that AHFA remained a going concern.</p> <p>No adjustments to the accounts were required and a summary of the financial statements were included.</p> <p>One area of internal control weakness was identified within the management letter relating to delays in issuing debtor invoices. However, work had already been carried out to review and implement a new debtor invoice process for AHFA which will be implemented in 2020/21.</p> <p>Philip Morrice confirmed the Management Letter had been presented and approved by the AHFA Board of Directors and was being submitted to the ACHA Board for noting.</p> <p>d. AHFA Letter of Representation 2019-20</p> <p>The Director of Finance & IT outlined that the letter of representation was a letter from AHFA to Alexander Sloan providing declarations in relation to issues such as internal control and fraud, assets and liabilities, accounting estimates and loan agreements.</p> <p>e. Letter of Financial Support ACHA to AHFA</p> <p>The Director of Finance & IT reported that a letter of support was required between ACHA Board of Management and AHFA. The letter sets out that ACHA is willing to provide support to AHFA, for at least the next 12 months. The letter contains slightly different wording this year, providing more information on the level of comfort</p> <p>There were no questions and the Board of Management unanimously APPROVED:</p> <ul style="list-style-type: none"> • The AHFA financial statements for 2019/20 • The audit management letter • The letter of representation | |
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| | <ul style="list-style-type: none"> • The letter of support from ACHA to AHFA | |
| 12. | <p>ACHA Financial Statements 2019-20 (attached) The Director of Finance & IT advised the ACHA Financial Statements would cover a similar format to the AHFA statements in that he would cover 12a, 12b and 12d and Philip Morrice would cover 12c.</p> <p>a. ACHA Summary Report Financial Statements The Director of Finance & IT advised the audit of the financial statements of ACHA had been completed and approved by the Audit Committee on 5th August 2020.</p> <p>b. ACHA 2019-20 Final Financial Statements The Director of Finance & IT outlined the key financial results and provided comparison with the previous financial year, highlighting, the turnover had increased to £26,757,000 from £25,738,000, operating costs had increased from £21,246,000 to £21,422,000. Financing costs were less than income and loss/gain on asset disposals had increased to £2,207,000 from £1,878,000. The surplus for the year was £3,128,000 compared with £2,614,000 the previous year (an increase of £514,000 or approx. 20%). The gain/(loss) on the pensions valuation was a gain of £3,781,000 compared to a loss of £2,157,000 and the total comprehensive income for 2019/20 was £6,909,000 compared to £457,000.</p> <p>The Director of Finance & IT presented the statement of financial position which was that property, plant and equipment increased to from £171,494,000 to £178,400,000, this increase was net of depreciation, and included capital spend of £3,366,000 on new build properties, £9,804,000 on existing properties and a depreciation charge of £5,947,000.</p> <p>Current assets had increased from £5,117,000 to £10,702,000 mainly as a result of an increase in cash held in our bank account at the year end. Cash balances were high due to all remaining loan funding from our facility with Lloyds Banking Group being drawn during late 2019/20 and creditors (less than 12 months) had reduced to £6,369,000 mainly due to drawdown of loan facility of £10,000,000 during the year</p> <p>Creditors (more than 12 months) had increased to £143,214,000, the pension deficit of £3,927,000 had decreased and shareholders' funds increased to £35,592,000.</p> <p>c. ACHA Audit Management Letter 2019-20 Philip Morrice advised the Audit Management Letter cover a range of headings which included:</p> <ul style="list-style-type: none"> • Scope of the audit • Auditors independence • Key audit risks and how these have been dealt with • Qualitative aspects of the Financial Statements • Adjustments to the Financial Statements • Financial Statements review • Control weaknesses identified during the course of the audit • Audit team <p>Philip Morrice advised the independent auditors report was contained on</p> | |

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| | <p>page 22 of the accounts and confirmed the Financial Statements:</p> <ul style="list-style-type: none"> • Give a true and fair view of the state of the Group's and the parent Association's affairs as at 31st March 2020 and of its surplus for the year then ended; • Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and • Have been prepared in accordance with the requirements of the Co-operative and Community Benefit Societies Act 2014, the Housing (Scotland) Act 2010 and the Determination of Accounting Requirements 2019. <p>Philip Morrice confirmed a clean audit report without qualification.</p> <p>Philip Morrice advised that Alexander Sloan had no issues to bring to member's attention at the AGM and confirmed the accounts match the books and records ACHA hold.</p> <p>Philip Morrice confirmed ACHA were considered a Going Concern and there was no doubt over the Group's ability to continue in business.</p> <p>The Board of Management noted an additional risk had been included to cover Covid19 which required further work by the auditors. Alexander Sloan confirmed it was satisfied a full audit was undertaken.</p> <p>d. ACHA Letter of Representation 2019-20</p> <p>The Director of Finance & IT reported that the letter of representation was in a standard format and set out a range of issues on which ACHA were making representation to Alexander Sloan such as proper arrangements being in place to estimate the values and liability. The Director of Finance & IT advised that all requested information had been made available to the auditors.</p> <p>There were no questions and the Board of Management unanimously APPROVED the:</p> <ul style="list-style-type: none"> • The Group financial statements 2019/20 • The audit management letter • The letter of representation <p>The Chair asked if the pandemic had any effect on the audit process. The Director of Finance & IT advised that different processes to ensure the audit was fully undertaken had provided things to think about for the future. He stated some areas had worked out well and better than expected but some areas had been more difficult. He stated the Covid 19 restrictions had not impacted too much on the process with the exception of the AHFA stock take. Phil Morrice agreed and stated a discussion would take place to establish what had worked well and how to deal with the stock take issue if things did not return to normal and suggested the possibility of using a video link.</p> <p>Phil Morrice left meeting.</p> | |
| 13. | Annual Assurance Statement | |

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| | <p>The Governance and Compliance Manager informed the meeting that as a result of the Scottish Housing Regulator`s current Regulatory Framework and statutory guidance for social landlords; all registered social landlords require to produce and submit an Annual Assurance Statement, between April and October of each year. She advised the statement required to be made by the Board of Management to the Scottish Housing Regulator and not by officers and the purpose of the Statement is for the Board to declare, whether the organisation is fully compliant, partially compliant or not in complying with the necessary standards.</p> <p>The Governance & Compliance Manager advise that in order to help inform the Annual Assurance Statement, a self-assessment exercise had been undertaken over the last year and information collected as evidence, over the last two months. She advised that self-assessment work is something that has been carried out by the organisation for many years and was continuously adapted to ensure continuous improvement.</p> <p>The Board were advised the self-assessment work, evidence files and draft position was presented to, and scrutinised by the Audit Committee, on the 5th August. Within the self-assessment spreadsheet (Appendix B), the requirements of; the Scottish Social Housing Charter, Scottish Housing Regulator`s Regulatory Framework and the Standards of Governance Financial Management have been itemised. In addition, this year the current position in relation to tenant safety has been included. This was as a result of a suggestion made by the SHR at their visit earlier this year.</p> <p>Within the spreadsheet; each page/or tab corresponds with the evidence files and each element includes; what we currently do, what we need to do, which department is responsible for progression and target dates for actions to be completed.</p> <p>She advised the evidence in relation to each element had been itemised within the report for which totalled around 596 items. This information was reviewed by the Audit Committee and will be held for audit purposes and further scrutiny if required. The evidence files have not been presented today due to the size of the files but the Audit Committee were happy to confirm that they have been reviewed.</p> <p>The Board are being asked to approve the Annual Assurance Statement, approve delegation to the Chair to sign on behalf of the Association and approve submission to the Scottish Housing Regulator.</p> <p>The Chair stated following attendance at the Audit Committee he would recommend the Board of Management approve the recommendations. The Chair of the Audit Committee also endorsed the report and recommendations.</p> <p>The Board of Management unanimously APPROVED the Annual Assurance Statement.</p> <p>The Board of Management unanimously APPROVED delegation to the Chair to sign on behalf of the Association.</p> <p>The Board of Management unanimously APPROVED submission to the</p> | |
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| | Scottish Housing Regulator. | |
| 14. | <p>Draft Programme of Meetings 2021</p> <p>The Director of Human Resources & Corporate Services advised that there was one unavoidable clash with an Argyll and Bute Council meeting.</p> <p>The format of meetings will be agreed at a later date.</p> <p>The Board of Management unanimously APPROVED the programme of meetings for 2021.</p> | |
| 15. | <p>Employee of the Season – Policy Review</p> <p>The Director of Human Resources & Corporate Services advised that as a result of an action point from the Board meeting of 28th May, the Director of HR & Corporate Services and Chair met on 19th June to review the Employee of the Season Award system and policy. The action was “It was further AGREED the Chair and the Director of Human Resources & Corporate Services would review the Employee of the Season form as concerns were raised about the suitability of the nomination form.”</p> <p>She advised that having reviewed the policy, it was being proposed that the nomination form is fit for purpose, and can be used by colleagues, management or customers. She further advised the issue appeared to be with the selection process or judging and proposed:</p> <p><i>The Committee will discuss each nomination and decide on the most worthy. If no mutual decision can be reached, a vote will be held and the nomination receiving the most votes will be successful. If two nominations receive equal votes, the final decision will be made by the Chair of the Committee.</i></p> <p>The Director of Human Resources & Corporate Services stated a scoring form had been developed and approved by the Policy Committee in 2016, believed to be at the request of Area Committee members. However, the implementation of a scoring form is not reflected in the policy which has led to the concern the Board raised, when they were asked to review the Winter Award.</p> <p>The Chair and Director are suggesting using the policy and the voting system that was originally intended, thereby removing the scoring form completely. Particularly as a range of between 1 and 5 boxes can be completed, meaning the scoring may be inconsistent. Where more than one worthy winner, a decision should be made on which one to award as Employee of the Season.</p> <p>One off special recognition awards as a token of appreciation, up to £40 value, may be considered in addition to the Employee of the Season, where appropriate. These will not be issued in all cases.</p> <p>The Vice Chair asked how to get tenants/partners more involved. It was agreed to continue to try to promote via the newsletter and Facebook page. It was further agreed should tenants require assistance with the wording to submit a nomination form they would be directed to a Board member for assistance.</p> | <p>Colette Benham/ Christine Gannon</p> |

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| | <p>The Board of Management unanimously APPROVED the recommendations contained within the report:</p> <ol style="list-style-type: none"> 1 Review current policy and accept it 2 Review nomination form and accept it 3 Review scoring form and remove it from use 4 Vote on nominations received as per the policy 5 Continue one off special recognition awards, where appropriate, in addition to Employee of the Season Awards 6 Promote the scheme more widely and encourage more nominations | |
| 16. | <p>Employee of the Season – Spring 2020</p> <p>The Director of Human Resources & Corporate Services advised that 2 nomination forms had been received for Dee Hatton and 2 nomination forms had been received for Stuart McTaggart.</p> <p>The Board of Management voted:</p> <p>7 votes for Dee Hatton 4 votes for Stuart McTaggart</p> <p>As a result of the vote the Board of Management AGREED Dee Hatton be awarded Employee of the Season Spring 2020.</p> <p>Following discussion, the Board of Management unanimously AGREED that Stuart McTaggart be awarded a special recognition award of a £40 voucher for the excellent work carried out by him.</p> | |
| 17. | <p>Community Action Fund Application Martyn's Monday Club</p> <p>The Chair of the Audit Committee stated it was his view Martyn's Monday Club was a more than valuable asset to the community particularly so during the Covid 19 pandemic. The Secretary endorsed the Chair of the Audit Committee's view and stated it was a valuable service to the community which he fully supported.</p> <p>The Board of Management unanimously APPROVED the Community Action Fund Application from Martyn's Monday Club for the sum of £500 towards the cost of a new door for the premises.</p> | |
| 18. | <p>Business Case Proposal to Employ a Temporary Asbestos Officer</p> <p>The Director of Investment & Regeneration advised that due to the recent asbestos audit which make recommendations on improvement in data, management and processes and procedures, to ensure that ACHA /AFHA have robust compliant asbestos management systems and process it is being recommended that a specialist officer be appointed to complete the tasks.</p> <p>The post would require specific qualifications and training which is not available within within the current staff team.</p> <p>The Director of Investment & Regeneration advised the cost attached to the recruitment would be in the region of £40k - £50k for one year.</p> <p>The Director of Investment & Regeneration took the meeting through the</p> | |

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| | <p>recommendations contained within her report:</p> <ol style="list-style-type: none"> 1. To note the business case 2. To note the costs 3. Approve the recruitment of an Asbestos Officer on an interim basis. <p>Bruce Marshall asked how long the temporary role would be in place. The Director of Investment & Regeneration advised the recommendation was for one year.</p> <p>Councillor Paterson stated it was his view the piece of work was imperative and he supported the proposal.</p> <p>The Board of Management unanimously APPROVED the recruitment of an Asbestos Officer on an interim basis.</p> | |
| 19. | <p>New Build – Eton Avenue, Dunoon</p> <p>The Director of Investment & Regeneration advised that as part of the overall regeneration project for the Eton Avenue area, following the demolition of the flats at 1-36 Eton Avenue, it is being proposed that the area zoned for new build housing is developed to provide 5 units for affordable rent.</p> <p>On completion of the feasibility study the housing mix provides for:</p> <ul style="list-style-type: none"> 1 x 3 bed bungalow designed for particular needs 1 x 4 bed villa designed for particular needs. 3 x 2 bed single storey amenity houses <p>She stated it was being recommended that, application is made seeking Planning approval and on receipt of that approval move forward to obtain Building Warrant Approval and competitive tenders be sought through the DPS (Lot 1 – New Build) to provide firm costs for delivering the works.</p> <p>The Director of Investment & Regeneration advised the intention is that the project would be funded from the Scottish Government HAG, Argyll and Bute Council SHF Grant and Private Finance Agreement with the application for grant funding being made on the satisfactory outcome of the competitive tender process, when the most favourable tender is considered to reflect value for money.</p> <p>Bruce Marshall asked where the office was on the plans. The Director of Investment & Regeneration advised the office was being designed by ACHA's Architect so was not on the plan but confirmed there would be sufficient space available.</p> <p>The Chair thanked the Director of Investment & Regeneration for the excellent presentation of the item which was very useful in knowing what the site will provide.</p> <p>The Board of Management unanimously NOTED and APPROVED the recommendations contained within the report:</p> <ol style="list-style-type: none"> 1. To note the housing mix included for this project and design layout. (as Appendix 1) | |

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| | <p>2. To note that based on the design solution and estimated costs that it is anticipated that this is a viable project, tested with the assumptions noted.</p> <p>3. Approve the project progresses to submit a Planning Application as proposed design.</p> <p>4. Approve that on receipt of Planning Approval competitive tenders are sought through the DPS, with all tenders issued electronically through Public Contract Scotland.</p> | |
| 20. | <p>New Build – Oakhill, Tarbert Phase 2</p> <p>The Director of Investment & Regeneration advised that during the land transfer agreement process with Argyll and Bute Council ACHA had been advised that part of the site required to deliver the project in its original design as per current Planning Approval as is was subject to common rights. (Argyll and Bute Council /one private owner). She advised that attempts to seek agreement with the private owner to transfer the common rights had been unsuccessful and as a result, an alternative design developed within the land now known to be available to the Association for transfer from the Council. The revised design provides for 4 x 3 bed terraced houses and parking court, rather than 4 x 3 bed semi-detached properties. The Scottish Government have confirmed the revised scheme would be acceptable within existing grant award. However, full Planning Approval will be required for the revised scheme and as such site start has been delayed until this issue can be resolved.</p> <p>The Director of Investment & Regeneration advised the project would be funded from the Scottish Government HAG, Argyll and Bute Council SHF Grant and Private Finance Agreement. She further advised that grant funding was already in place.</p> <p>The Board of Management unanimously: NOTED the change in design from 4 semi-detached units to 4 terraced units due to land availability issues. NOTED the increased in cost due to redesign and extended timeline for delivery. NOTED the revised design could be supported by the identified funding available. APPROVED the project progresses to submit a fresh planning application based on the new design of terraced units to allow the project to progress on site once statutory approvals are in place.</p> <p>The Chair asked where the land is that ACHA cannot build on. The Director of Investment & Regeneration advised she would circulate the map which shows the area of common rights.</p> <p>The Chief Executive stated it was indeed good news the site would be progressing as there was demand in the area.</p> | Kirsteen McGinn |
| 21. | <p>Asset Management Stock Restructure – Proposed Property Sale – 1a Free Church Manse, Coll</p> <p>CONFIDENTIAL</p> | |
| 22. | <p>Asset Management Stock Restructure Low Demand – Proposed Property Sales 18 & 22 Longhill Terrace, Rothesay</p> | |

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| | CONFIDENTIAL | |
| 23. | <p>Request to Postpone 2020 Tenant Satisfaction Survey</p> <p>The Director of Housing & Neighbourhood Services advised that each year ACHA submits satisfaction and performance information for the Annual Return on the Charter (ARC) in relation to 45 indicators. She advised the large majority of the information for the ARC submission is gathered throughout the year. She stated that landlords are obliged to carry out a survey of tenants and service users at least once every 3 years and the resultant data is submitted to the Scottish Housing Regulator (SHR) in their Annual Return on the Charter (ARC).</p> <p>The Director of Housing & Neighbourhood Services advised that ACHA's Board of Management previously agreed that for 6 of the satisfaction indicators, which are not part of routinely collated information, ACHA will undertake this survey every two years. She stated that the 2020 Tenant Satisfaction Survey was scheduled to be undertaken in October of this year which would involve obtaining survey responses from 400 tenants. Normally to achieve this return of surveys, which are carried out by telephone, staff are required to undertake approximately 1300 phone calls.</p> <p>The specific satisfaction indicators questions are:</p> <ul style="list-style-type: none"> • Taking everything into account, how satisfied or dissatisfied are you with the overall service • How good or poor do you feel ACHA is at keeping you informed about their services and decisions? • How satisfied or dissatisfied are you with opportunities given to you to participate in ACHA's decision making processes? • Overall, how satisfied or dissatisfied are you with the quality of your home? • Overall, how satisfied or dissatisfied are you with ACHA's management of the neighbourhood you live in? • Taking into account the accommodation and the services ACHA provides, do you think that the rent for this property represents good or poor value for money? <p>The Director of Housing & Neighbourhood Services stated that due to the current COVID-19 pandemic, it is being requested that ACHA's Board of Management approve the Tenants Satisfaction Survey is deferred until at least April 2021 which will mean that potential answers to the questions will not be impacted by the reduced services currently being provided due to Covid 19 and additionally staff resources will not require to be diverted away from the current new working regime which does negatively impact performance and timescales. The Director of Housing & Neighbourhood Services advised that if it was agreed to postpone the survey until 2021 this would still be within the SHR's 3-year requirement for Landlords to carry out the survey. The Board of Management were asked to note that this will only impact on 6 ARC indicators, all of the other ARC indicator information will be input as normal for the 2020/2021 return.</p> <p>The Director of Housing & Neighbourhood Services stated that the Scottish Housing Regulator were anticipating a postponement.</p> | |

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| | The Board of Management unanimously APPROVED deferring the Tenant Satisfaction Survey until April 2021 at the earliest. | |
| 24. | <p>AHFA Management Accounts The Director of Finance & IT took the meeting through the Management Accounts highlighting Appendix 1 on page 5 of his report.</p> <p>There were no questions and the Board of Management NOTED the content of the AHFA Management Accounts to period ending 30th June 2020.</p> | |
| 25. | <p>ACHA Management Accounts The Director of Finance & IT took the meeting through the Management Accounts highlighting the financial table on Appendix 1 on page 6 of his report.</p> <p>There were no questions and the Board of Management NOTED the content of the ACHA Management Accounts to 30 June 2020.</p> | |
| 26. | <p>KPI Scorecard The Chair stated it was disappointing to see the number of abandoned properties during the Covid 19 lockdown.</p> <p>There were no questions and the Board of Management NOTED the content of the KPI Scorecard.</p> | |
| 27. | <p>Regeneration Update The Director of Investment & Regeneration took the meeting through her report.</p> <p>The Board of Management NOTED progress of the development programme against the targets and NOTED the proposals for potential future developments.</p> | |
| 28. | <p>Investment Update The Director of Investment & Regeneration took the meeting through her report and advised that the majority of contracts previously impacted by lockdown were back on site and progressing.</p> <p>The Board of Management NOTED progress of the Investment Programme against the targets.</p> | |
| 29. | <p>10 10 10 Initiative The Director of Human Resources & Corporate Services stated she had been asked to provide an update when available.</p> <p>The Director of Human Resources & Corporate Services took the meeting through her report advising that 7 applications received for 2020 (Year 4 of the initiative) which were reviewed at a meeting held on the 10th June 2020. The applications were all approved albeit three of them had conditions imposed. The total funding amounts to £9,312 although the funds will not be released for three schools with conditions until the conditions have been met. She advised that with respect to the 11 applications approved in 2019, there were 3 schools who advised they were having difficulty</p> | |

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| | <p>spending their award and relaxation was agreed for these schools.</p> <p>The Director of Human Resources & Corporate Services advised the appendix to her report provided the details for each of the applications.</p> <p>The Board of Management NOTED the update.</p> | |
| 30. | <p>ACHA Risk Register Quarterly Review</p> <p>The Director of Human Resources & Corporate Services advised the update covered the first quarter (April to June 2020).</p> <p>The Board of Management NOTED the reviewed Risk Register.</p> | |
| 31. | <p>2018 Tenant Satisfaction Survey Action Plan Quarterly Update</p> <p>The Director of Housing & Neighbourhood Services took the meeting through her update report.</p> <p>The Board of Management NOTED the progress and actions taken in line with the outcomes of the 2018 Tenant Satisfaction surveys.</p> | |
| 32. | <p>Welfare Rights/Money Skills Argyll Service Update</p> <p>The Director of Housing & Neighbourhood Services advised her update was in two parts.</p> <p>She advised the good news was the Welfare Rights service running independently was currently integrated into the area teams with the exception of the Bute Advice Centre. She stated that since March the teams had been extremely busy and a quick comparison had shown that in the first quarter of the year staff had already assisted half the number of tenants in the whole of the previous year. Welfare Rights information being sought is very high due to the impact of Covid19.</p> <p>The Director of Housing & Neighbourhood Services advised all figures were contained within her report.</p> <p>The Chair congratulated the Welfare Rights Service on the excellent financial gain and stated it was unfortunate the Association were required to continue work for the Money Skills Argyll project which had been a complete mess.</p> <p>The Board of Management NOTED the achievements of the Welfare Rights Service over the first quarter of the financial year. The Board of Management further NOTED the position in relation to the Money Skills Argyll validation work and the negative impact it would have on service delivery.</p> | |
| 33. | <p>Notifiable Events</p> <p>The Director of Human Resources & Corporate Services provided an update on all Notifiable Events reported since the last Board meeting. She advised there had been no reportable events to the Scottish Housing Regulator and six to the Care Inspectorate.</p> <p>The Director of Housing & Neighbourhood Services confirmed the Association were required to inform the Care Inspectorate of any significant</p> | |

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| | <p>upgrades within sheltered housing complexes.</p> <p>The Board of Management NOTED the update.</p> | |
| 34. | <p>A.O.C.B.</p> <p>Decision Under Urgency for Ratification – Permission to Allocate a Sheltered Housing Property to an Applicant Under 60 Years of Age</p> <p>The Director of Housing & Neighbourhood Services advised the Board were being asked to Ratify a Decision Under Urgency approved by the Chair. The Board of Management RATIFIED the decision under urgency. The Director of Housing & Neighbourhood Services advised that since the offer was made it had been confirmed the applicant's condition had further deteriorated and would be unable to accept any offer of tenancy. The Board of Management NOTED the update.</p> <p>Scottish Housing Regulator – updated Advisory Guidance on “Coronavirus – Advice for Governing Bodies” – 7th August 2020</p> <p>The Director of Human Resources & Corporate Services advised the guidance had been produced to give flexibility and support around meetings and AGMs. She stated that members should contact her if they had any questions on the guidance.</p> <p>The Chair thanked all members for their attendance.</p> | |
| 27. | <p>Date & Time of Next Meeting</p> <p>Thursday 1st October 2020 at 10.00am via Skype.</p> | |