

## Argyll Community Housing Association

### Board of Management Meeting

Thursday 22<sup>nd</sup> August 2019 at 10.00am in the Inveraray Inn, Inveraray

#### Minute

##### Present:

Jim Milne (Chair)  
Cameron Grant (Vice Chair)  
Ian McIntyre (Chair of the Audit Committee)  
David Carmichael  
Cathy Grant  
Bruce Marshall  
Nancy McDonald  
Councillor Donnie MacMillan  
Pat McVey  
Betty Rhodick

##### Not in Attendance:

##### In Attendance:

Kirsteen McGinn, Director of Investment & Regeneration  
Christine Johnston, Director of Housing & Neighbourhood Services  
Bruce West, Director of Finance & IT  
Colette Benham, Director of Human Resources & Corporate Services  
Gayle Stead, Governance & Compliance Manager  
Steven Cunningham, Alexander Sloan (Item 1 – 13.1)  
Gayle Power, Administration Assistant to Director of H& NS  
Lesley Lindsay, PA to Board of Management

The Chair welcomed Cathy Grant to her first Board meeting and advised she was the Chair of the newly re-formed Bute & Cowal Area Committee.

The Chair also welcomed Steven Cunningham from Alexander Sloan and Gayle Power, Admin Assistant to the Director of Housing & Neighbourhood Services to the meeting. He advised that Gayle Power was attending as an observer.

The Chair reminded Board members the away-day stock tour would commence at the earlier time of 12.00pm, departing from the Park Hotel, Dunoon and advised that packed lunches should be picked up from the hotel before embarking the coach.

The Chair stated the IT Update in the Board Info Pack highlighted the amount of work being undertaken by the IT Department.

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| 1. | <b>Apologies</b><br>Councillor Roddy McCuish, Councillor Iain Shonny Paterson<br>Alastair MacGregor (on leave) | <b>Actions to be completed by 03/10/19</b> |
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| 4.  | <p><b>Audit Committee – Minute of Previous Meeting – 23 May 2019 for Ratification</b></p> <p>The Chair took the meeting through the minute of the Audit Committee held on 23<sup>rd</sup> May 2019.</p> <p>The Board of Management <b>RATIFIED</b> the minute.</p>  |  |
| 5.  | <p><b>Correspondence</b></p> <p>There was no correspondence.</p>  |  |
| 6.  | <p><b>Declaration of Interest</b></p> <p>There were no declarations of interest.</p>  |  |
| 7.1 | <p><b>a. New Membership Applications</b></p> <p>The Board of Management unanimously <b>APPROVED</b> two new membership applications.</p>  |  |
| 7.2 | <p><b>Cancelled Memberships</b></p> <p>The Board of Management <b>NOTED</b> the cancellation of 10 memberships.</p> <p>The Board of Management <b>NOTED</b> the current membership total of 256 as at 13<sup>th</sup> August 2019.</p>  |  |
| 8.  | <p><b>Chief Executive Presentation</b></p> <p>The Director of Investment &amp; Regeneration delivered a presentation on behalf of the Chief Executive covering:</p> <ul style="list-style-type: none"> <li>• Key Updates</li> </ul> <p>The Board of Management <b>NOTED</b> the contents of the presentation.</p> <p>Members in attendance were provided with a copy of the presentation.</p> <p>Bruce Marshall stated the new Board member had been omitted from the invitation list for the Castlewood opening. The Director of Investment &amp; Regeneration apologised for the oversight and advised Cathy Grant would be very welcome to attend. Cathy advised she was unavailable to attend.</p> <p>Bruce Marshall asked if the Chief Executive's 147 visits to tenants had been in one area. The Director of Investment &amp; Regeneration advised the visits had been conducted throughout Argyll and Bute.</p> |  |
| 9.  | <p><b>Report by Secretary Confirming Rules 68 – 72 Have Been Followed</b></p> <p>The Chair read out the report on behalf of the Secretary confirming Rules 68 – 72 had been followed. The Board of Management <b>NOTED</b> the contents of the statement.</p>   |  |
| 10. | <p><b>Board Members Required to Stand Down and AGM Arrangements</b></p> <p>The Director of Investment &amp; Regeneration advised that tenant nomination forms had been received from David Carmichael, Pat McVey and Nancy McDonald. She stated the current tenant members were Ian McIntyre, Cameron Grant and Cathy Grant. The Board were advised that as the number of nominations received did not exceed the number of places</p>  |  |

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|     | <p>available a ballot would not be required at the AGM. She confirmed there were four tenant vacancies. The Board of Management <b>NOTED</b> the position in relation to Tenant members.</p> <p>The Director of Investment &amp; Regeneration advised that independent nomination forms had been received from Jim Milne, Brian Tester and Sonja Aitken. She stated the current independent members were Bruce Marshall and Betty Rhodick. The Board were advised that as the number of nomination forms received did not exceed the number of places available the independent nominations would be put forward for election at the AGM. The Board of Management <b>NOTED</b> and unanimously <b>APPROVED</b> the position in relation to Independent members.</p> <p>The Director of Investment &amp; Regeneration advised the current Council nominees were Councillors Donnie MacMillan, Roddy McCuish and Iain Shonny Paterson. The Board of Management <b>NOTED</b> the position in relation to Council Nominees.</p> <p>Betty Rhodick advised that following the Mid Argyll &amp; Kintyre Area Committee AGM she had been re-elected as Chair.</p> <p>The Board of Management <b>NOTED</b> the number of apologies received and members attending as at 5<sup>th</sup> August 2019.</p>   |  |
| 11. | <p><b>Board of Management Development Update and Succession Strategy</b></p> <p>The Chair advised there were still some personal profiles outstanding and asked members to send them to the PA to the Board of Management as soon as possible.</p> <p>The Chair took the meeting through the items on the action plan with a red status:</p> <p>Percentage target figure to be included in the Succession Strategy – included within the proposed amendments.</p> <p>Reference the importance of being prepared in advance of meetings and the requirement for active participation by Members as limited engagement could lead to poor oversight and lack of strength in strategic decision making – included within the proposed amendments within the Succession Strategy.</p> <p>Contact to be made with Board members of Argyll Estate Agents to find out what they did to attract younger people to their Board – outstanding.</p> <p>Look into different companies that provide Board portals – will be covered under Item 26.</p> <p>Resurrect the annual meeting between the Chair of the Board of Management and the Chairs of each of the Area Committees. Regional Managers to be invited to attend – link meeting scheduled to be held on Tuesday 22<sup>nd</sup> October 2019 which will be Chaired by the Vice Chair of the Board of Management.</p> <p>Board members to write a personal profile which would include information</p> |  |



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|  | <p>they may change their minds. Cathy Grant stated that many people are working later in life which creates a difficulty with time for them. The Chair of the Audit Committee stated that becoming a Governing Body Member required to be made more attractive and advised he would like to see Area Committees being more pro-active.</p> <p>The Director of Investment &amp; Regeneration advised the Next Steps training sessions looking at participation had been really positive and stated further reports would be submitted to the Board of Management.</p> <p>Bruce Marshall stated it was very often the same people committing to various voluntary positions and suggested it might be worthwhile exploring the opportunity of delivering presentations to Community Councils to ascertain if there were any members interested in becoming a Governing Body Member. The Chair stated that several years ago a letter had been issued to each of the Community Councils asking if they had members who would be interested in becoming a member of ACHA's Governing Body but had been unsuccessful. Bruce Marshall advised that a personal approach may be more successful. The Chair stated it could be a positive move and agreed to discuss further.</p> <p>Betty Rhodick added that employers required to be sympathetic to employees to allow them time off to attend.</p> <p>Nancy McDonald advised she lived in sheltered housing and suggested carrying out talks at the complexes as many of the residents were younger and more able than previous residents had been. The Director of Housing &amp; Neighbourhood Services advised the Next Steps programme would be trying to get people from everywhere involved. She further advised the action plan was currently being developed.</p> <p>Bruce Marshall commented the Tenants and Members Conference could be targeted also.</p> <p><b>Appendix E</b><br/>The Chair proposed incorporating the comments and amendments from North Star;<br/>Amend the proforma to show three options as opposed to 10<br/>Include an additional question "Do you intend to stand for re-election at the next AGM – YES/NO"</p> <p><b>Appendix G</b><br/>The Chair advised Appendix G is populated annually following the appraisal process.</p> <p><b>Letter of Invitation - Board Membership</b><br/>The Vice Chair stated Coll had been included twice.</p> <p>Pat McVey questioned whether no letters had been issued in the Bute area. The Chair stated that may have been an omission and agreed to look at what businesses were available on the Island.</p> <p>1. The Board of Management reviewed and unanimously <b>AGREED</b> the status of the Board Development Action Plan</p> | <p>Jim Milne</p> <p>Jim Milne</p> |
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|     | <ol style="list-style-type: none"> <li>2. The Board of Management unanimously <b>APPROVED</b> the proposed amendments to the Governing Body Succession Strategy for incorporating into the previous version</li> <li>3. The Board of Management <b>NOTED</b> the letter issued for the independent member recruitment drive</li> <li>4. The Board of Management <b>NOTED</b> the list of businesses to whom the letter was issued</li> <li>5. The Board of Management unanimously <b>AGREED</b> that all outstanding Personal Profiles should be submitted as soon as possible.</li> </ol>   |  |
| 12. | <p><b>AHFA Financial Statements 2018-19</b></p> <p>The Director of Finance &amp; IT advised the AHFA Financial Statements had been considered and approved by the AHFA Board of Directors at their meeting on 20<sup>th</sup> August 2019 and were being brought to the Board as the subsidiary accounts were consolidated into the overall group accounts.</p> <p>The Director of Finance &amp; IT advised he would cover the summary of statements, financial statements, Letter of Representation and letter of support from ACHA and Steven Cunningham from Alexander Sloan would talk to the Audit Management Letter. The Director of Finance &amp; IT advised he would cover items 1 and 2 together.</p> <p><b>1. AHFA Summary Report Financial Statements</b></p> <p>The Director of Finance &amp; IT drew the Board's attention to the bottom of page two/top of page three which provided a summary of the key information. He took the meeting through each of the bullet points:</p> <p><b>Key Financial Results and comparison to the previous year (2017/18)</b></p> <p><b>AHFA Income Statement</b></p> <ul style="list-style-type: none"> <li>• Turnover increased to £5.018m from £4.280M (£738k increase)</li> <li>• Cost of sales increased to £3.991m from £3.432m (£559k increase) this is the cost of tradespersons, materials, sub-contractors etc.</li> <li>• Administrative expenses increased to £1.026m from £889k (£137k increase)</li> <li>• Accounts show an operating profit of £1k compared to an operating loss of £40k in the previous year</li> <li>• The overall loss for the year (after pensions interest) was £13k compared to a loss of £80k in 2017/18</li> <li>• Total recognised loss for the year (after gain/loss on pension valuation) was £94k, which allowed payment of £100k towards the intercompany loan, compared to a total recognised profit of £965k in 2017/18, mainly due to the difference between year on the actuarial gain (2017/18) and loss (2018/19) reported on the defined benefit pension scheme.</li> </ul> <p>The Director of Finance &amp; IT advised the significant changes to the pension valuation to a large extent related to assumptions. He further advised one change had come in from the pension fund. The figures required to be adjusted following a court case where an employee and member of the LGPS had challenged a condition that had been put in place a number of years ago. The Court judgement went in favour of the employee which resulted in a range of benefits being opened up to all employees. The Director of Finance &amp; IT stated there would not be a significant impact on AFHA for now and had been built in. The Director of Finance &amp; IT</p> |  |

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|     | <p>commented the actuarial loss of £94k was outside AHFA control and was not an immediate cash cost.</p> <p><b>AHFA Statement of Financial Position</b><br/>The Director of Finance &amp; IT took the meeting through the key points contained within his summary report:</p> <p>The Director of Finance &amp; IT advised AHFA had made a cash surplus of £93k, allowing a first repayment of £100k towards the intercompany loan.</p> <p><b>2. AHFA 2018/19 Final Financial Statements</b><br/>Covered with 1.<br/>The Board of Management <b>NOTED</b> and unanimously <b>APPROVED</b> the AHFA 2018/19 Final Financial Statements.</p> <p><b>3. AHFA Audit Management Letter 2018/19</b><br/>Steven Cunningham took the meeting through the scope of the audit process and confirmed the audit had adhered to the auditing standards and required legislation.</p> <p>Steven Cunningham took the meeting onto the internal controls section of the audit report and advised that two observations had been made:</p> <p><b>Stock Take</b><br/><b>Supplier Statements</b></p> <p>The Board of Management <b>NOTED</b> and unanimously <b>APPROVED</b> the AHFA Audit Management Letter 2018/19.</p> <p><b>4. AHFA Letter of Representation 2018/19</b><br/>The Director of Finance &amp; IT advised the Letter of Representation was a standard item which confirmed a number of areas to the Auditor which would be expected to be found in any LoR. He further advised the letter provided confirmation that all the required information had been provided to allow the audit to be carried out, nothing had been missed out or hidden and was the best attempt at the figures.<br/>The Board of Management <b>NOTED</b> and unanimously <b>APPROVED</b> the AHFA Letter of Representation 2018/19.</p> <p><b>5. Letter of Financial Support ACHA to AHFA</b><br/>The Board of Management unanimously <b>APPROVED</b> the letter of financial support from ACHA to AHFA.</p> |  |
| 13. | <p><b>ACHA Financial Statements 2018-19</b><br/>The Director of Finance &amp; IT advised the ACHA Financial Statements would be presented in the same way as the AHFA Financial Statements and took the meeting through the summary and Financial Statements for 2018/19.</p> <p><b>1. ACHA Summary Report Financial Statements</b><br/><b>Key Financial Results and Comparison to 2017/18</b><br/><b>ACHA Statement of comprehensive income</b></p> <ul style="list-style-type: none"> <li>• Turnover increased to £25.738m from £24.329m in 2017/18. This was mainly due to increased rental income during the year; new</li> </ul>   |  |



build properties and rent increase.

- Operating costs increased to £21.246m from £19.447m in 2017/18. This was mainly due to increased pension servicing costs, increased spend on repairs and maintenance and an increased depreciation charge for the year. The Director of Finance & IT advised it should be noted the late adjustment due to the pension court case resulted in an additional half million-pound charge to ACHA.
- Financing costs less income and loss/gain on asset disposals decreased to £1.878m from £1.981m in 2017/18 due to a reduction on interest costs accounted for within the pension fund.
- The surplus for the year was £2.614m compared to £2.901m in 2017/18 (a reduction of £287k or approximately 10%).
- The gain/(loss) on the pensions valuation was a loss of £2.157m compared to a gain of £7.170m in 2017/18. These figures are obtained annually via an actuarial report from the Strathclyde Pension Fund.
- The total comprehensive income for 2018/19 was £457k compared to £10.542m in 2017/18. This is mainly due to the actuarial loss on the pension scheme compared to an actuarial gain in the previous year.

### **ACHA Statement of Financial Position**

#### **2. ACHA 2018/19 Final Financial Statements**

Covered with 1.

The Board of Management **NOTED** and unanimously **APPROVED** the ACHA 2018/19 Final Financial Statements.

#### **3. ACHA Audit Management Letter 2018/19**

Steven Cunningham stated Alexander Sloan were happy the accounts showed a true and fair view and had been produced in accordance with the required auditing standards and legislation.

He advised during the audit there had been two points of definement within the internal controls:

#### **Capitalised Time Rent Reconciliations**

The Board of Management **NOTED** and unanimously **APPROVED** the ACHA Audit Management Letter 2018/19.

#### **4. ACHA Letter of Representation 2018/19**

The Director of Finance & IT advised that if approved the LoR would require to be signed by the Chair and Vice Chair following the meeting. The Director of Finance & IT advised the Letter of Representation was a standard item which confirmed a number of areas to the Auditor which would be expected to be found in any LoR. He further advised the letter provided confirmation that all the required information was provided to allow the audit to be carried out, nothing had been missed out or hidden and was the best attempt at the figures.

The Board of Management **NOTED** and unanimously **APPROVED** the Letter of Representation 2018/19.

Steven Cunningham left the meeting.

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| 14. | <p><b>Fact Card</b></p> <p>The Chair advised that following discussion at the June Board meeting he had produced a follow up report which stated there was no requirement for a Tenant Fact Card. He passed round an example of the Key Fact Card he proposed be issued to Governing Body and some Staff members. He advised that if agreed, a limited number would be produced professionally.</p> <p>The Board of Management asked for amendments to be made to the card prior to printing:</p> <ul style="list-style-type: none"> <li>• Change the ACHA logo for a joint ACHA/AHFA logo</li> <li>• Include £10k annually in relation to the 10 10 10 initiative</li> </ul> <p>Subject to the above amendments, the Board of Management unanimously <b>APPROVED</b> the production of a limited number of Key Fact Cards to be printed for circulation to Governing Body members and some staff members.</p>  |           |
| 15. | <p><b>Annual Assurance Statement</b></p> <p>The Governance &amp; Compliance Manager took the meeting through her report highlighting the background to the introduction of the Annual Assurance Statement.</p> <p>The Governance &amp; Compliance Manager confirmed the self-assessment had been carried out and stated there was a file containing over 600 articles of evidence to support the assessment. She advised she had not included all the evidence with her report but advised any Board member could request copies. She further advised that all evidence collated would be retained to provide to the Scottish Housing Regulator if required.</p> <p>The Chair thanked the Governance &amp; Compliance Manager for completing the huge amount of work and clarified that the Assurance Statement plus Appendix A would be submitted to the Scottish Housing Regulator.</p> <p>The Chair stated he was happy with the content. He suggested setting up a working group to go through the Assurance Statement for the following year. He advised the working group would go through the Assurance Statement line by line and feedback to the Board of Management. The Governance &amp; Compliance Manager agreed a working group would be beneficial.</p> <p>The Board of Management discussed whether a separate working group should be set up or whether the Audit Committee could take responsibility. The Chair stated a working group may be more appropriate as that one item could take up the Audit Committee meeting. It was <b>AGREED</b> the Chair would carry out work to determine whether a working group would be set up or dealt with by the Audit Committee.</p> <p>The Vice Chair advised the electronic copy was difficult to read due to the size. The Governance &amp; Compliance Manager stated there was a huge amount of information that required to be included.</p> <p>The Governance &amp; Compliance Manager advised that if approved the Association would have a duty to report any significant changes to the Scottish Housing Regulator via the Notifiable Events process.</p> | Jim Milne |

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|     | <p>The Board of Management unanimously <b>APPROVED</b> the Annual Assurance Statement.</p> <p>The Board of Management unanimously <b>APPROVED</b> the Chair signing the Annual Assurance Statement.</p> <p>The Board of Management unanimously <b>APPROVED</b> submission to the Scottish Housing Regulator.</p>  |  |
| 16. | <p><b>Employee of the Season Spring 2019</b></p> <p>The Governance &amp; Compliance Manager advised the Employee of the Season/Year award was a recognition award which was part of the Association's reward strategy. She advised the Board were being asked to consider the Spring award due to a timing issue of the first meeting of the newly re-formed Bute &amp; Cowal Area Committee who were scheduled to judge the applications for the Spring award.</p> <p>The Governance &amp; Compliance Manager asked members to return their scoring sheets to her and she would announce the result under AOCB.</p>  |  |
| 17. | <p><b>Group Training Plan 2019/20</b></p> <p>The Governance &amp; Compliance Manager asked the Board to consider a one off budget virement for 2019/20 of £16,500 from the budget for interest costs to the corporate training budget line to accommodate training requirements identified through the annual appraisal process.</p> <p>The Vice Chair stated the cost of £450 to train staff on how to use fire extinguishers appeared excessive as the instructions were on the extinguishers. The Governance &amp; Compliance Manager advised that fire caused a huge risk and it was good practice to have staff trained in operating extinguishers. She further advised £450 was a very reasonable cost for the training sessions. The Board of Management agreed fire was a big risk and agreed staff should be properly trained.</p> <p>Bruce Marshall asked if the training courses were mandatory. The Director of Investment &amp; Regeneration advised the training identified was essential for allow staff to carry out their roles.</p> <p>The Chair advised he had queried with the Chief Executive the following years budget and stated the 2020/21 budget would be based on the current year.</p> <p>The Chair stated it was not immediately apparent why the training costs had risen by £16,500k and asked if it was due to staff turnover. The Director of Investment &amp; Regeneration staff turnover may play a part but was mainly due to legislative changes that required additional training. She advised that in-house training was also carried out.</p> <p>Cathy Grant asked whether it was staff who identified their own training requirements. The Director of Investment &amp; Regeneration advised training requirements were agreed between the staff member and their manager during the appraisal process.</p> <p>The Director of Finance &amp; IT advised the cost attached to the IT training was a one off and would not be included in the following year.</p> |  |

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|     | The Board of Management unanimously <b>APPROVED</b> a one off virement of £16,500k from the budget for interest costs to the corporate training budget.  |  |
| 18. | CONFIDENTIAL   |  |
| 19. | <p><b>Review of Estate Management Policy</b></p> <p>The Director of Housing &amp; Neighbourhood Services advised the review would normally have been considered by the Policy Committee but due to timing issues of the meeting that had not been possible. She apologised for the number of appendices to her report but advised she was required to produce the evidence of the consultation exercise. She stated there had been a good return from the consultation with 101 responses received following analysis they had been discussed by Area Committees, Staff and Tenants Associations and incorporated into the review of the policy.</p> <p>The Director of Housing &amp; Neighbourhood Services advised an executive summary had been produced to assist and took the meeting through the summary (appendix 2).</p> <p>The Board of Management noted the policy had not been reviewed for a considerable time and there were a number of changes in legislation which made the review a necessity.</p> <p>The Director of Housing &amp; Neighbourhood Services stated investment in estates was required and would complement the work of the Area Committee's Estate Management Action Plans and Exemplar Estates project. She advised the policy would provide staff with a framework to carry out inspections.</p> <p>Nancy McDonald asked for further information on the Caretaker post. The Director of Housing &amp; Neighbourhood Services advised the post only existed in the Oban area as it was in existence prior to stock transfer and was funded by Argyll and Bute Council's social inclusion budget. She stated the post was primarily for the Soroba estate as there had been a number of issues with littering, close cleaning, fly tipping etc. and the Caretaker encouraged residents to keep areas clean and tidy. The Director of Housing &amp; Neighbourhood Services advised that at stock transfer the post transferred to ACHA. She advised the Caretaker still predominately concentrated on the Soroba estate. The Board noted that it had been considered replicating the post over each of the areas but the cost had been prohibitive.</p> <p>The Board of Management unanimously <b>APPROVED</b> the changes to the Estate Management Policy.</p> |  |
| 20. | <p><b>KPI Scorecard</b></p> <p>The Chair advised the KPI Scorecard was the revised version which included information relevant to the Board of Management.</p> <p>The Board of Management <b>NOTED</b> the contents of the KPI Scorecard.</p>  |  |
| 21. | <p><b>AHFA Management Accounts</b></p> <p>The Director of Finance &amp; IT took the meeting through his report</p>   |  |

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|     | <p>highlighting the Income and Expenditure table on page six.</p> <p>The Board of Management <b>NOTED</b> the content of the AHFA Management Accounts at 31<sup>st</sup> July 2019.</p>   |                 |
| 22. | <p><b>ACHA Management Accounts</b></p> <p>The Director of Finance &amp; IT took the meeting through the Management Accounts.</p> <p>The Board of Management <b>NOTED</b> the content of the ACHA Management Accounts to 31<sup>st</sup> July 2019.</p>  |                 |
| 23. | <p><b>Regeneration Update</b></p> <p>The Director of Investment &amp; Regeneration advised there was little change to her update from the previous month.</p> <p>She took the meeting through her report covering each of the headings.</p> <p>The Board of Management noted there were three tenants remaining at Eton Avenue and it was planned to submit an application to demolish shortly.</p> <p>The Director of Investment &amp; Regeneration advised the Tenant Satisfaction Surveys were slow in being returned but stated she had reminded her staff they were crucial when looking at setting up new frameworks.</p> <p>The Board of Management <b>NOTED</b> the progress of the development programme against the targets, <b>NOTED</b> the amended budgets for 2019/20 and <b>NOTED</b> the proposals for future developments.</p>   |                 |
| 24. | <p><b>Investment Update</b></p> <p>The Director of Investment &amp; Regeneration advised there was little change to her update from the previous month and took the meeting through each of the headings within her report.</p> <p>The Director of Investment &amp; Regeneration advised the stock condition survey was underway with almost four and a half thousand properties having been surveyed. She advised “mop-up” work was ongoing especially in Oban, Coll, Tiree and Mull as surveying had been difficult due to lack of accommodation. Pat McVey asked whether Bute was one of the “mop-up” areas for the stock condition survey as he or his neighbours had not received a visit. The Director of Investment &amp; Regeneration advised she would check the position.</p> <p>Pat McVey asked if tenants would be provided with feedback following completion of the stock condition survey. The Director of Investment &amp; Regeneration advised the information would eventually be available publically.</p> <p>The Director of Investment &amp; Regeneration advised the properties at Longhill Terrace have been advertised and confirmed they have been painted, repaired and in good condition. She advised the housing market on Bute was compromised and therefore the values were low, estimated between £30k - £40k.</p> | Kirsteen McGinn |

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|     | <p>The Board of Management:</p> <p><b>NOTED</b> the programme for 2019/20 with a spend of £9.762m</p> <p><b>NOTED</b> progress with the investment programme</p> <p><b>NOTED</b> the proposed special projects</p> <p><b>NOTED</b> the stock restructure project</p> <p><b>NOTED</b> progress with the Grounds Maintenance Project</p>  |                    |
| 25. | <p><b>2018 Tenant Satisfaction Survey Quarterly Update</b></p> <p>The Director of Housing &amp; Neighbourhood Services advised the aim of the action plan was to increase tenant satisfaction levels. The Chair commented that slow but steady progress was being made.</p> <p>The Vice Chair stated that within the additional questions regarding considering joining the Board the wording did not read correctly. The Director of Housing &amp; Neighbourhood Services advised the wording had been duplicated and confirmed she would amend.</p> <p>The Chair stated letters had been issued to the 77 tenants who stated they may be interested in becoming a Governing Body member but no response was received from any of the letters.</p> <p>The Board of Management <b>NOTED</b> progress and actions taken in line with the outcomes of the 2018 Tenant Satisfaction surveys. The Board of Management <b>NOTED</b> that feedback on performance would be provided via Tenants Newsletters, Landlord Report, ACHA's website etc.</p>   | Christine Johnston |
| 26. | <p><b>IT Working Group Update</b></p> <p>The Chair corrected the title of the report, advising it should read, Board Portal Working Group Update.</p> <p>The Chair took the meeting through his report highlighting the six areas agreed:</p> <ol style="list-style-type: none"> <li>1. Although the working group was looking at Board Portal Systems (BPS) the final report should consider future implications for the Association, such as extending to the AHFA Board, Area Committee and the Senior Management Team</li> <li>2. The introduction of a BPS would stop the production of paper copies of Board papers and some other Board correspondence</li> <li>3. Business Case to be agreed by December 2019</li> <li>4. BPS to be identified by July 2020</li> <li>5. BPS to be implemented by late 2020</li> <li>6. A visit by the working group to Parkhead Housing Association to see and discuss their BPS (Decision Time) in operation be investigated</li> </ol> <p>Pat McVey advised he had a neighbour on the Board of Loreburn Housing Association. He confirmed they had used a BPS which had been compatible with tablets.</p> <p>The Board of Management <b>NOTED</b> the contents of the report.</p> |                    |
| 27. | <p><b>A.O.C.B.</b></p> <p>The Governance &amp; Compliance Manager advised the outcome of the Employee of the Season had been to make the award to Neil Mitchell &amp;</p>   |                    |

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|     | <p>Keith Simpson. The Chair clarified that each employee would receive £50.</p> <p>The Vice Chair requested that the contents of the Board Info Pack be included on the covering page as opposed to on the Board agenda. Pat McVey requested that all previous training material, presentations etc. be included on the Board Members Secure Area on the website. The Chair advised he would discuss the practicalities with the PA to the Board of Management.</p> <p>Pat McVey stated the Tenants Handbook was out of date. The Director of Housing &amp; Neighbourhood Services acknowledged the handbook was out of date and advised the review was in the pipeline.</p> <p>Pat McVey questioned whether there were any other documents on the website which required to be reviewed. The Director of Housing &amp; Neighbourhood Services advised the Association had a table of policies and review dates which Corporate Services keep up to date and issue prompts to relevant staff members when required. The Governance &amp; Compliance Manager advised a register of when each policy was last reviewed along with when policies were due for renewal is available to any Board member who wishes a copy.</p> <p>Pat McVey advised it was his view the statement on the website relating to the repeal of the Right to Buy scheme required clarification. It was <b>AGREED</b> the Director of Finance &amp; IT would revise the statement on the website.</p> <p>The Director of Investment &amp; Regeneration advised there was a new round of funding available for the Warm Homes Fund. She advised initial discussions had taken place with West Highland Housing Association and Fyne Homes regarding a joint application and all parties were keen to submit a joint bid. She stated applications required to be submitted by 27<sup>th</sup> September 2019.</p> | <p><b>Lesley Lindsay</b></p> <p><b>Jim Milne</b></p> <p><b>Bruce West</b></p> |
| 28. | <p><b>Date &amp; Time of Next Meeting</b></p> <p>Thursday 3<sup>rd</sup> October 2019 at 10.00am in the Park Hotel, Dunoon</p>  |   |

### Post Meeting Note

\*Mrs MacColl had made contact with the Chief Executive and had advised that due to a change in employment she could not join the Board.