

## Argyll Community Housing Association

### Board of Management Meeting

Thursday 24<sup>th</sup> May 2018 at 10.00am in the Inveraray Inn, Inveraray

#### Minute

##### Present:

Douglas Prophet (Vice Chair)  
Sandra Glazsher  
Cameron Grant  
Ian McIntyre  
Councillor Donnie MacMillan  
Bruce Marshall  
Betty Rhodick (casual vacancy)

##### Not in Attendance:

David Carmichael

##### In Attendance:

Alastair MacGregor, Chief Executive  
Bruce West, Director of Finance & IT  
Colette Benham, Director of Human Resources & Corporate Services  
Iona MacPhail, Regional Manager  
Kirsteen McGinn, Director of Investment & Regeneration  
Gayle Stead, Governance & Compliance Manager  
Lesley Lindsay, PA to Board of Management

The Vice Chair advised that two hand held microphones were available for use during the meeting.

The Vice Chair welcomed Betty Rhodick to the meeting and a round the table introduction took place. The Chief Executive welcomed Betty back onto the Board of Management.

The Vice Chair asked if any Board member wished a tablet to contact him.

The Vice Chair advised a presentation to former Board Member Neil Mackay would take place during lunch.

The Vice Chair advised that all staff members with the exception of the Chief Executive, Director of Human Resources & Corporate Services and PA to the Board of Management should leave the meeting for Item 6.

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| 1. | <b>Apologies</b><br>Jim Milne, Danny Kelly, Councillor Roddy McCuish, Councillor Iain Shonny Paterson   | <b>Actions to be completed by 21/06/18</b> |
| 2. | <b>Minute of Previous Meeting – 29<sup>th</sup> March 2018</b><br>Page 11 – Item 19 – last sentence before outcome replace “as” with “asked”. |  |

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|    | <p>Subject to the above amendment, the Board of Management <b>APPROVED</b> the minute as a true and accurate record of the meeting.</p> <p>Proposed by: Sandra Glazsher<br/>Seconded by: Bruce Marshall</p>   |  |
| 3. | <p><b>Matters Arising</b><br/>No matters arising.</p>   |  |
| 4. | <p><b>Conflict of Interest to Declare</b><br/>None</p>  |  |
| 5. | <p><b>Correspondence</b><br/>The Director of Human Resources &amp; Corporate Services advised she had received a membership renewal invoice from the Scottish Housing Network for the period covering June 2018 to May 2019 at a cost of £2,572.50</p> <p>The Director of Human Resources &amp; Corporate Services took the meeting through the services provided by the Scottish Housing Network.</p> <p>The Board of Management <b>APPROVED</b> membership renewal of the Scottish Housing Network.</p>   |  |
| 6. | <p><b>CONFIDENTIAL</b></p>  |  |
| 7. | <p><b>Board of Management Health &amp; Safety Committee Representative</b><br/>The Director of Human Resources &amp; Corporate Services advised that Cameron Grant had volunteered to be the Board of Management representative on the Health &amp; Safety Committee. The Board of Management <b>APPROVED</b> Cameron Grant as the Board of Management representative on the Health &amp; Safety Committee.</p>   |  |
| 8. | <p><b>Recruitment to AHFA Board, Audit Committee and Policy Committee</b><br/>The Vice Chair stated volunteers were being sought for the AHFA Board, the Audit Committee and the Policy Committee.</p> <p>The Vice Chair advised that the Audit Committee meeting scheduled to take place in the afternoon would not be quorate if additional members were not recruited. He advised that two members were required. The Chief Executive asked if the Audit Committee being cancelled would have an impact on timelines. The Director of Finance &amp; IT advised he could accommodate it and would submit any reports requiring consideration/approval to the Board meeting in June.</p> <p>Sandra Glazsher volunteered to join the Audit Committee. The Board of Management <b>APPROVED</b> Sandra Glazsher as a member of the Audit Committee.</p> <p>The Vice Chair confirmed the Audit Committee scheduled to be held in the afternoon would not proceed due to lack of numbers.</p> <p>The Director of Human Resources &amp; Corporate Services asked if there were any volunteers to join the Policy Committee. She advised the Policy</p> |  |

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|     | <p>Committee met only once per year. Bruce Marshall volunteered to join the Policy Committee. The Board of Management <b>APPROVED</b> Bruce Marshall becoming a member of the Policy Committee.</p> <p>There were no volunteers to join the AHFA Board of Directors and no further volunteers to join the Audit Committee.</p>   |  |
| 9.  | <p><b>Mid Argyll and Kintyre Area Committee Future</b></p> <p>The Vice Chair took the meeting through the recommendations contained within the report:</p> <ol style="list-style-type: none"> <li>1. Issue a four-month notice of termination to the Mid Argyll and Kintyre Area Committee on the grounds of insufficient interest from members to sustain the Area Committee.</li> <li>2. Transfer of powers from the Mid Argyll and Kintyre Area Committee to the Board of Management if the Area Committee ceases operation (in compliance with Rule 60.5).</li> </ol> <p>Councillor MacMillan advised that action was being taken to recruit members onto the Area Committee and he was hopeful sufficient vacancies would be filled to allow the Mid Argyll and Kintyre Area Committee to continue operating.</p> <p>The Governance &amp; Compliance Manager advised that currently, the Mid Argyll and Kintyre Area Committee were seeking one member to allow the Area Committee to continue to function but further advised there were an additional four vacancies requiring to be filled.</p> <p>The Board of Management <b>APPROVED</b> the recommendations contained within the report.</p>                              |  |
| 10. | <p><b>Governance Structures – Board and Volunteer Recruitment</b></p> <p>The Chief Executive advised he would take the Board through the report in the Chair's absence.</p> <p>The Chief Executive advised the Association were looking at potential changes to the governance structure to try to involve more people.</p> <p>He took the Board through the recommendations contained within the report:</p> <ol style="list-style-type: none"> <li>1. To consult on moving to a regional Area Committee structure, East and West; Oban, Lorn &amp; Isles and Mid Argyll and Kintyre and Bute &amp; Cowal and Helensburgh &amp; Lomond</li> <li>2. To fill the current Board and Area Committee vacancies</li> <li>3. Implement an action plan to develop a pool of future governing Body members</li> </ol> <p>The Chief Executive firstly advised that moving to a regional Area Committee structure would require a rule change but the benefit would be the Area Committees would continue to exist and if there were members interested in areas with no Committee at present time then they could participate in that regional structure.</p> <p>The Chief Executive stated that to proactively fill the vacancies on the</p> |  |

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|     | <p>Board and Area Committees was a recommendation as well. The Chief Executive lastly advised that to develop a structure that would bring people in to the “ACHA family” through locally based meetings, which would be informal events and therefore remove any pressure to join the Board or Area Committee and introduce a training programme that would allow prospective Board/Area Committee members to develop slowly and comfortably with training support and a development programme. He added that a qualification could be available at completion of the course.</p> <p>Betty Rhodick suggested that ACHA attend community events as it was her view it was easier for people to discuss topics in a more social atmosphere. The Chief Executive advised that ACHA do attend community events and gala days during the summer and autumn months. He stated that it might be worthwhile developing an audit of what events are upcoming and who would be attending and try to get a presence at as many community events as possible. He stated it would be worth trying a softer approach to try to get more people involved.</p> <p>The Vice Chair stated the opportunity to obtain a training certificate may attract volunteers.</p> <p>Cameron Grant suggested attending career days at High Schools. The Chief Executive advised the Association currently attend events at schools but added it was mostly to provide a range of information about career opportunities within housing. He advised that information about membership of the Association could be included.</p> <p>Betty Rhodick suggested also writing to Community Council’s to assist in passing on information about the Association. The Chief Executive advised that ACHA attend Community Council meetings to update them on what the Association is doing in the community.</p> <p>Cameron Grant asked whether the Association had approached other RSLs to establish how they recruit. The Chief Executive stated that had not been discussed recently but he was aware other RSLs had difficulty recruiting Board members.</p> <p>The Board of Management <b>APPROVED</b> the recommendations contained within the report.</p> |  |
| 11. | <p><b>Chief Executive Presentation</b></p> <p>The Chief Executive gave a presentation covering:</p> <ul style="list-style-type: none"> <li>• Key Issues</li> <li>• Other Issues</li> <li>• External Issues</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>Cameron Grant advised he had received a phone call regarding the 10 10 10 initiative and advised there was nothing on the Association’s website about the initiative. The Director of Human Resources &amp; Corporate Services advised Argyll and Bute Council send the information to all</p>   |  |

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|     | <p>schools via their intranet requesting that completed application forms be returned to the PA to the Chief Executive. She further advised the deadline for applications for this financial year was the end of May 2018 and all applications received would be reviewed in June 2018. Bruce Marshall stated there had been no uptake from the Bute &amp; Cowal area last year and asked whether any applications had been received for this year. The Director of Human Resources &amp; Corporate Services advised that she was not aware of any applications being received from Bute or Cowal. Bruce Marshall stated he was disappointed. The Chief Executive commented that it was largely based on the individual head teachers and whether they had time/reason to complete and return the application form.</p> <p>Sandra Glazsher asked whether the £36million for pathways included bridle paths. The Chief Executive confirmed it was cycle and footpaths. Sandra commented that a high number of cyclists did not use the cycle paths already available and questioned whether additional path and cycle ways was the best use of funds. Bruce Marshall stated he fully supported the creation of cycle/foot paths. He advised that a path had been created in the Cowal area along a busy road which previously had no path. He stated it was now a super walking and cycle pathway which was well used.</p> <p>Cameron Grant advised the Board that Jackie Baillie had attended the last Helensburgh &amp; Lomond Area Committee meeting as a guest.</p> |  |
| 12. | <p><b>Housing Need in relation to Health and Social Care in Argyll and Bute</b></p> <p>The Chief Executive took the Board through the background to the establishment of the Health &amp; Social Care Partnership.</p> <p>The Chief Executive advised the appendix to his report was the conclusion of work carried out by the working group and asked the Board to consider the actions identified in the document.</p> <p>The Chief Executive stated the Health &amp; Social Care Partnership had many shared objectives with the Association.</p> <p>The Chief Executive stated he was happy to take any questions in relation to the Strategy.</p> <p>The Chief Executive advised it had been identified there was a backlog of around 160 Aids and Adaptations and that Argyll and Bute Council would write to the Scottish Government advising that current resources are not sufficient.</p> <p>The Chief Executive advised that as part of the action plan progress, reports would be submitted to the Council's Strategic Housing Forum. He added that progress reports would also be provided to the Board of Management.</p> <p>The Board of Management <b>APPROVED</b> the recommendations contained within the report:</p> <ol style="list-style-type: none"> <li>1. The Board approves the Housing needs in relation to Health and Social Care in Argyll and Bute Strategy as outlined in the attached report.</li> <li>2. The Association works in partnership with the other stakeholders to</li> </ol>  |  |

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|     | deliver the aims, objectives and recommendations within the report wherever possible and/or appropriate.  |                    |
| 13. | <p><b>KPI Scorecard</b></p> <p>The Director of Finance &amp; IT stated he had no areas of exception but was happy to take any questions.</p> <p>The Director of Human Resources &amp; Corporate Services flagged up the staff absence figure which had increased significantly. She advised that over the course of the last year the figure had increased due to retirement through ill health, death in service and long term sickness. She stated there was the usual seasonal short term absences but the long term sickness had impacted on the figures.</p> <p>The Director of Investment &amp; Regeneration advised she was working closely with AHFA to develop an action plan to improve the repairs figures. She stated there was progression in the right direction and advised she would report on a regular basis to the Board of Management.</p> <p>The Regional Manager advised some of the information was incomplete as a result of work carried out on the ARC figures. She advised there had been a marked improvement on the Tenancy Offers Refused figure due to the implementation of a new procedure. She further advised there was an improvement to the Anti-Social Behaviour cases resolved as that figure had increased to 95.31%</p> <p>The Board of Management <b>NOTED</b> the content of the KPI Scorecard.</p>                                |                    |
| 14. | <p><b>Graham's Point, Kilmun</b></p> <p>The Chief Executive stated that following the last Board meeting legal advice had been sought with respect to the Council's position in relation to Graham's Point, Kilmun.</p> <p>The Chief Executive took the Board through the two recommendations contained within his report:</p> <ol style="list-style-type: none"> <li>1. The Association does not pursue the route of Clause 31 to return the land to the Council.</li> <li>2. The Association opens discussions with Benmore and Kilmun Community Development Trust to enquire if they would wish the land to transfer to them as a community asset.</li> </ol> <p>Bruce Marshall also raised the issue of Scottish Water using the parking area as a dumping ground for aggregate which was hampering prospective picnickers from the area while ACHA was not charging Scottish Water for the use of the land. The Chief Executive stated that staff had made a judgement call to make the facility available to Scottish Water to get works done. The Chief Executive asked if it would be beneficial to get that message out to the community. The Board of Management <b>AGREED</b> that it would be helpful to get that message to the community.</p> <p>The Board of Management <b>APPROVED</b> the recommendations contained within the report as outlined above.</p> | Alastair MacGregor |

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| 15. | <p><b>Annual Return on the Charter</b><br/> The Governance &amp; Compliance Manager stated the Association was required annually to provide a return to the Scottish Housing Regulator. She advised that all Departments fed into the process.</p> <p>The Governance &amp; Compliance Manager circulated a revision on the Annual Return on the Charter and advised there were minor updates to the document issued as part of the Board papers and took the meeting through the amendments contained within her handout.</p> <p>The Governance &amp; Compliance Manager advised she would recommend the Board approve the document to allow submission to the Scottish Housing Regulator.</p> <p>The Board of Management <b>APPROVED</b> the document for submission to the Scottish Housing Regulator.</p>   |  |
| 16. | <p><b>Strategic Planning Documents:</b><br/> The Director of Human Resources &amp; Corporate Services advised that following the Strategic Planning review, the Board were being asked to consider and approve the amended Corporate Strategic Plan and appendices.</p> <p><b>Corporate Strategic Plan</b><br/> The Board of Management <b>APPROVED</b> the revised Corporate Strategic Plan</p> <p><b>Appendix 1 – PEST</b><br/> The Board of Management <b>APPROVED</b> the revised PEST analysis</p> <p><b>Appendix 2 – SWOT</b><br/> The Board of Management <b>APPROVED</b> the revised SWOT analysis</p> <p><b>Appendix 3 – ACHA Risk Register</b><br/> The Board of Management <b>APPROVED</b> the revised ACHA Risk Register</p> <p><b>Appendix 4 – AHFA Risk Register</b><br/> The Board of Management <b>APPROVED</b> the revised AHFA Risk Register</p> |  |
| 17. | <p><b>Options Appraisal for New Build Development Programme</b><br/> The Director of Investment &amp; Regeneration took the Board through her report and stated the preferred options were outlined on page 2 of the report.</p> <p>The Board of Management <b>APPROVED</b> the preferred option contained within the report.</p>  |  |
| 18. | <p><b>Group Business Continuity – Cyber Attack/Ransomware Testing</b><br/> The Director of Human Resources &amp; Corporate Services advised following an Internal Audit recommendation, the Senior Management Team had discussed an agreed testing programme should take place on a cyber-attack/ransomware.</p> <p>The Director of Human Resources &amp; Corporate Services asked the Board to consider the recommendation to approve the membership quote from the Scottish Business Resilience Centre. She advised other companies had been approached but the best value for money would be provided by the Scottish Business Resilience Centre as outlined in the appendix to her</p>   |  |

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|     | <p>report.</p> <p>The Board of Management <b>APPROVED</b> the membership quote from the Scottish Business Resilience Centre.</p> <p>The Board were advised the fee would be paid from the Association's membership budget as opposed to the HRCS Training Budget as outlined in the report.</p>   |  |
| 19. | <p><b>AHFA Management Accounts at 31 March 2018</b></p> <p>The Director of Finance &amp; IT advised the Management Accounts had been prepared a few weeks previous and was not the final position as the end of year information was still being pulled together.</p> <p>He advised there were a number of adjustments as set out in the second paragraph of his report.</p> <p>The Board of Management <b>NOTED</b> the AHFA Management Accounts to 31 March 2018.</p>   |  |
| 20. | <p><b>ACHA Management Accounts at 31 March 2018</b></p> <p>The Director of Finance &amp; IT advised the position in relation to the ACHA Management Accounts was the same as the AHFA Management Accounts, they had been produced while still in the process of pulling together the year end information for the accounts.</p> <p>He advised that around 7 or 8 adjustments were required to the base figure as set out on page 5 of his report.</p> <p>The Board of Management <b>NOTED</b> the Management Accounts stated outturn was close to budget.</p>   |  |
| 21. | <p><b>Investment &amp; Regeneration Update</b></p> <p>The Director of Investment &amp; Regeneration stated she had re-designed her report to try to make the information as clear as possible. She asked the Board to advise if anything was missing from her report or if there was too much information contained. The Board confirmed they were happy with the new lay-out.</p> <p>The Director of Investment &amp; Regeneration took the Board through her report.</p> <p>Bruce Marshall stated the new format was well laid out and it was useful to have the comparison with the previous year.</p> <p>Bruce Marshall asked if the Association had been surprised that the demolition cost for Watson Place. The Director of Investment &amp; Regeneration advised the cost was slightly higher than expected but was within the budgeted figure.</p> <p>Bruce Marshall noted an owner had been taken to court and asked whether owners usually paid. The Director of Investment &amp; Regeneration stated the owners generally paid. She further advised that in the instance contained within her report, Notice had been served by a Sheriff Officer but</p> |  |



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|     | <p>the owner had only paid one day too late. If the owner had paid one day earlier the case would not have gone to court.</p> <p>The Board of Management <b>NOTED</b> the contents of the report.</p>   |  |
| 22. | <p><b>Land Disposal Request – Sale of Land at Barge Court, Rhu</b><br/> The Director of Investment &amp; Regeneration took the Board through her report in relation to the sale of a piece of land at Barge Court, Rhu. She advised there would be no impact on the Association as the area of ground was too small to develop. She further advised the sale of ground would reduce ACHA's maintenance liability.</p> <p>The Board of Management <b>APPROVED</b> the sale of land at Barge Court, Rhu for the purposes of creating a private garden and construct a shed on the maintained area.</p>  |  |
| 23. | <p><b>Land Disposal Request – Sale of Land at Upper Glenfyne Park, Ardrishaig</b><br/> The Director of Investment &amp; Regeneration advised a request had been received from an owner to purchase a parcel of ground adjacent to his property to allow him to create a private off-road car parking space on the unmaintained area. The Director of Investment &amp; Regeneration confirmed that parking at Upper Glenfyne Park was very limited. She advised the parcel of ground would be too small for ACHA to develop.</p> <p>The Board of Management <b>APPROVED</b> the sale of land at Upper Glenfyne Park, Ardrishaig.</p>   |  |
| 24. | <p><b>Land Disposal Request – Servitude Right at Burnside, Garelochhead</b><br/> The Director of Investment &amp; Regeneration advised a request had been received from the applicant who owns a plot of land at Feorlinbreck, Garelochhead. The applicant has gained planning consent to construct a house on the plot. In order to gain access to the plot they require a Servitude right of vehicular and pedestrian access over Burnside Road. The applicant had been of the view that the road was adopted by the Local Authority, which is not the case. The Board were advised that legal advice had been sought from BTO and the advice provided was the applicant should be charged a service charge to contribute to the maintenance of the road.</p> <p>The Director of Investment &amp; Regeneration advised that consultation work would be required to be undertaken.</p> <p>The Board of Management <b>APPROVED</b> the Servitude right request at Burnside, Garelochhead.</p> |  |
| 25. | <p><b>Mid-Market Rents, Dalmally</b><br/> The Regional Manager took the Board through her report and stated that the Association only owned two mid-market rent properties in Dalmally, which in 2018 would acquire additional legislative responsibilities. The Regional Manager advised that ACHA had received confirmation from the Scottish Government that additional funds were available to convert them to Scottish Secure Tenancy affordable rent properties. The Board were advised that consultation had been carried out with the community and the</p>   |  |

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|     | <p>responses were contained within her report, along with any actions required.</p> <p>The Board of Management <b>APPROVED</b> the recommendations contained within the report:</p> <ol style="list-style-type: none"> <li>1. Convert the two mid-market properties at 23 and 24 Scott Terrace, Dalmally</li> <li>2. AHFA to renounce the tenancy of 23 and 24 Scott Terrace and end their tenants' tenancies</li> <li>3. ACHA to sign the existing tenants on to a Scottish Secure Tenancy</li> <li>4. ACHA to cancel its Landlord Registration with Argyll and Bute Council</li> <li>5. ACHA to remove the Mid-Market Rent Lettings Plan from their website</li> </ol>  |  |
| 26. | <p><b>Travelling Person's Site: Pitch Lease Review</b></p> <p>The Regional Manager advised that as part of the Scottish Government's Guidance on minimum site standards there was a requirement to review and update the current leases to incorporate the new standards. The Regional Manager stated that two rounds of consultation had taken place with site residents and MECOPP. She advised that in the first round of consultation the majority of comments received related to the Site Licence conditions which form part of the lease but these cannot be changed. The Regional Manager further advised that as a result of the feedback it became clear that the layout of the proposed lease was not clear and an updated lease was developed using ACHA's current Scottish Secure Tenancy as a template along with guidance and advice from BTO. The Board were advised that a second round of consultation had taken place and no new issues were identified.</p> <p>The Regional Manager advised the appendix to her report contained the feedback following the consultation.</p> <p>The Regional Manager further advised that during the last few days, as a result of case work, BTO had suggested the Board consider changes to the grammar used to match the language used in court. The Regional Manager took the Board through a number of proposed amendments to the lease which would ensure that tenants were clear on the details of any changes when signing up to a tenancy:</p> <ul style="list-style-type: none"> <li>• 4.10 (moving to another pitch) - added to include terms that are implied by the mobile homes legislation (so, strictly speaking, do not have to be included) so that tenants are clear that ACHA has the right to seek a court order to move them from one pitch to another, as long as the conditions in 4.10 are met (new pitch "comparable" to old one, and move is reasonable). While ACHA anticipates needing to move tenants to larger pitches to meet site licence requirements, I understand ACHA will seek to first agree a move with tenants before going down the court order route provided here.</li> <li>• 6.3 (ending the lease by court order) - amended to ensure that the language reflects better the requirements of the court and the process by which the lease can be ended by court order.</li> </ul> |  |

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|     | <ul style="list-style-type: none"> <li>• 6.4 (abandonment of pitch / lease) - removed because the proposed additional wording does not change the requirement to get a court order in this situation (which is dealt with at 6.3).</li> <li>• 6.6 (possessions left on pitch) - added to empower ACHA to dispose of abandoned possessions (e.g. caravans) if left on the pitch after lease is ended.</li> </ul> <p>In addition to the amendments above, the name of the lease will require to be changed from Travelling Persons Lease to Gypsy Travellers Lease.</p> <p>The Board of Management <b>APPROVED</b> the content of the amended Pitch lease which would come into effect from 31<sup>st</sup> May 2018 for new tenants. The Board of Management <b>APPROVED</b> the outcome of the consultation, along with a copy of the new lease be provided to the Scottish Housing Regulator as per their request.</p> <p>The Board of Management <b>APPROVED</b> the amendments to the wording of the lease following legal advice obtained from BTO.</p> <p>Bruce Marshall asked if there was any progress on the disposal of Torlochan. The Director of Investment &amp; Regeneration advised a further Council meeting was scheduled to be held on 4<sup>th</sup> June 2018 to discuss the proposals. The Director of Investment &amp; Regeneration advised that letters had been issued to the interested parties to put a hold on submitting their Business Plans and the Association would revert to them by the end of June 2018.</p> |  |
| 27. | <p><b>Outcome of ACHA's Tenants Conference 2018</b></p> <p>The Chief Executive took the Board through the report covering the outcomes of the Association's first Tenants Conference.</p> <p>The Chief Executive took the Board through the series of recommendations contained within the report in terms of a future conference:</p> <ol style="list-style-type: none"> <li>1. Board approve that ACHA hold a Tenant/Members conference in 2019</li> <li>2. Board approve that ACHA hold a 2019 conference in Inveraray at the Inveraray Inn</li> <li>3. Board approve that "tenant participation", "planning services" and "is your rent value for money" are topics at the next conference</li> <li>4. Board approve that feedback on satisfaction levels should be fed back to agencies who attended, the Inveraray Inn and ACHA staff who facilitated information stands</li> <li>5. Officers will provide an outline proposal of the 2019 conference for the Board to consider by October 2018, this will include proposals for publicity</li> <li>6. Copies of the presentations delivered by the Chief Executive and the Director of Human Resources &amp; Corporate Services can be provided to Board members on request</li> <li>7. Attendees are sent a copy of the minute of the meeting (appendix 1)</li> </ol> <p>A discussion took place around the venue of the 2019 conference, with Cameron Grant suggesting the venue be Oban. The Chief Executive</p>   |  |

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|     | <p>stated that the majority of people who responded (41%) requested the conference be held in Inveraray.</p> <p>The Board of Management <b>APPROVED</b> the recommendations contained within the report as highlighted above.</p>   |  |
| 28. | <p><b>2018 Tenant Satisfaction Survey</b></p> <p>The Regional Manager took the Board through her report and highlighted that in order to meet the target of 400 surveys, around 1200 calls would be required to be made.</p> <p>Bruce Marshall asked if there was any information on which time of the day was most successful to call; during the day, evenings or weekends. The Regional Manager stated a lot had been learnt from previous surveys and there was approximately a 50 50 split between daytime and evening calls being responded to. The Regional Manager stated the survey required to be undertaken every two years and the staff carrying out the survey were experienced.</p> <p>Cameron Grant asked if GDPR would affect the survey. The Regional Manager advised there would be no detrimental impact and the Association would obtain permission from the tenants.</p> <p>Sandra Glazsher asked if messages were left on answering machines. The Regional Manager confirmed messages were left. She further advised that some tenants left their mobile telephone number on their recording.</p> <p>Bruce Marshall asked if there were a high number of “hang ups”. The Regional Manager advised there were hang ups and further advised that information on the number would be provided to the Board following the survey.</p> <p>The Board of Management <b>NOTED</b> the arrangement for the 2018 Tenant Satisfaction Survey.</p> |  |
| 29. | <p><b>Settlement Agreement for Ill Health Termination</b></p> <p>The Board of Management <b>APPROVED</b> the settlement agreement.</p>  |  |
| 30. | <p><b>A.O.C.B.</b></p> <p>Cameron Grant stated that the Cardross Tenants and Residents Association had been asked to ensure they had appropriate insurance cover. Cameron requested the rules be amended as the Cardross Tenants and Residents Association did not have premises to insure. He stated that the Director of Housing &amp; Neighbourhood Services had been adamant appropriate insurance should be in place. Cameron stated insurance cannot be obtained because the Cardross TRA had nothing to insure. The Chief Executive stated there would a reason for the Director of Housing &amp; Neighbourhood Services raising the issue. He advised he would discuss the matter with the Director of Housing &amp; Neighbourhood Services and request she report back to a future Board meeting on the insurance requirements.</p>  | <p><b>Alastair MacGregor/<br/>Christine Johnston</b></p> |

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|     | <p><b>EVH 40 Years Dinner Dance for Governing Body Members</b></p> <p>The PA to the Board of Management read out an invitation received from EVH to celebrate their 40<sup>th</sup> anniversary. It was noted there were two governing body places available to attend a Dinner Dance on Friday 28<sup>th</sup> September 2018 in Doubletree (Hilton) Hotel, Glasgow.</p> <p>It was agreed Douglas Prophet would attend.</p> <p>It was agreed the PA to the Board of Management would circulate the invitation to all Board members not in attendance.</p> | <p><b>Lesley Lindsay</b></p> |
| 31. | <p><b>Date &amp; Time of Next Meeting</b></p> <p>Thursday 21<sup>st</sup> June 2018 at 10.00am in the Inveraray Inn, Inveraray</p>   |                              |