

Argyll Community Housing Association

Board of Management Meeting

Thursday 4th October 2018 at 10.00am in The Machrie Hotel

Minute

Present:

Jim Milne (Chair)
Douglas Prophet (Vice Chair)
Cameron Grant
Ian McIntyre
Councillor Donnie MacMillan
Bruce Marshall
Councillor Iain Shonny Paterson
Betty Rhodick

Not in Attendance:

In Attendance:

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

The Chair reminded Board members the opening of the Linda Haig memorial garden would take place on Friday 5th October 2018 at 10.00am.

The Chair advised the meeting would end at 12.00pm to allow Board members time to get to the Bowmore phase 3 new build opening.

The Chair advised that following the Legal and Regulatory training session, decisions taken by the Board of Management would be recorded as “the Board unanimously agreed” or “the Board agreed by majority”. The Chair stated by recording the decision in that way would better convey the mood of the Board.

1.	Apologies Councillor Roddy McCuish, Sandra Glazsher, David Carmichael, Mike Brown, Danny Kelly	Actions to be completed by 08/11/18
2.	Minute of Previous Meeting – 23rd August 2018 The Board of Management unanimously APPROVED the minute as a true and accurate record of the meeting. Proposed by: Douglas Prophet Seconded by: Betty Rhodick	

3.	<p>Matters Arising</p> <p>Page 8 – Item 18 – Cameron Grant asked if the article in the Helensburgh Advertiser re Castle Wood would affect the Association’s new build programme. The Chief Executive advised the phase 1 new build would not be affected.</p> <p>Page 9 – Item 18 – the Director of Investment & Regeneration advised clarification had been received from BTO which stated there was no issue with granting the grounds maintenance contract to AHFA provided at least 80% of the work was undertaken by AHFA.</p> <p>Page 18 – Item 33 – the Director of Investment & Regeneration advised she wished a clarification to be made to the previous minute to state that the Dunoon Small Animal Rescue’s proposal to be awarded charitable status would require to be met before the Association would enter into an agreement for the lease of the site at Torlochan. She stated ACHA could not enter into an agreement with any organisation that did not have charitable status. The Chief Executive advised that many enquiries had been received from the unsuccessful applicants, unhappy at the Board’s decision.</p> <p>The Director of Finance & IT stated the minute should be clear that the organisation must be registered with OSCR as a charity. The Director of Investment & Regeneration advised the Dunoon Small Animal Rescue’s Business Plan had been sent to BTO for clarification.</p> <p>The Chief Executive stated the Dunoon Small Animal Rescue must have the proper OSCR charitable status.</p> <p>The Chair requested an update be provided to the November Board meeting.</p>	Kirsteen McGinn
4.	<p>Conflict of Interest to Declare</p> <p>None</p>	
5.	<p>Correspondence</p> <p>Email from Tarbert Castle Trust</p> <p>The Chair advised the reason for not awarding a CAF grant had been lifted from the minute into the letter to Tarbert Castle Trust. The Chair advised that following an email received from Mr McPhail dated 8th September 2018, he had decided it would be worthwhile talking to Mr McPhail and phoned him on 28th September 2018. The Chair read out a summary of the telephone conversation between Mr McPhail and himself.</p> <p>The Chair advised following on from the telephone conversation, a second email had been received from Mr McPhail.</p> <p>Letter from Comann nam Parant</p> <p>The Chair advised a letter of thanks had been received from Comann nam Parant for the grant awarded via the Community Action Fund.</p>	
6.	<p>New Membership Applications</p> <p>The Board of Management APPROVED three new membership applications.</p>	

7.	<p>Cancelled Memberships The Board of Management NOTED the cancellation of five memberships.</p> <p>The Board of Management NOTED the current membership total as at 25th September 2018 was 249 members.</p>	
8.	<p>Chief Executive Presentation The Chief Executive delivered a presentation covering:</p> <ul style="list-style-type: none"> • Key Issues • Other Updates • External Issues <p>The Board of Management NOTED the contents of the presentation.</p> <p>Members in attendance were provided with a copy of the presentation.</p> <p>Bruce Marshall stated he was a strong supporter of ACHA and was very aware of the huge improvements made to the housing stock since transferring to the Association but he stated that during the session by the Scottish Housing Network, Misia Jack stated the Association were not doing as well as their comparators in relation to urgent and routine repairs. He commented he was concerned as the Scottish Government were looking to clamp down on RSLs raising rents. The Chief Executive stated the Association did have some areas that should be a priority going forward and added he was not complacent but the repairs trends were very close. He stated the Association had invested considerably but there was still work to do. He further advised that some of the comparators used was like comparing apples and pears. He stated that the Association needed to agree which areas required prioritisation for improvement.</p> <p>Betty Rhodick stated that in some instances the repairs figure not hitting target was due to owner occupier non compliance and provided the Board with an example she was aware of. The Director of Investment & Regeneration advised the lack of buy in from owners did cause delays with some repairs.</p> <p>Councillor Paterson asked what the main reasons for refusal were. The Director of Housing & Neighbourhood Services advised the main reasons were, <i>"I didn't realise I had asked for that area, the garden is too small, the bedrooms are not big enough, the property is not near the school"</i>, all reasons the Association had no control over. She added that it was in the main not due to the condition of the property.</p>	
9.	<p>Investment Update The Director of Investment & Regeneration advised she had split her report into two updates to cover Investment separately from Regeneration to ensure all areas were covered.</p> <p>She took the Board through her report and added that if the Board agreed, she was keen to add in a section which covered customer satisfaction levels (sections 8 and 9 of the report).</p>	

	<p>Bruce Marshall asked where Kevan Brown were based. He was advised they were based in Tiree but also had an office in Lochgilphead.</p> <p>The Chair took the Board through the recommendations contained within the report:</p> <ol style="list-style-type: none"> 1. To note and approve the changes to the format of the paper 2. To note the progress of the Investment Programme against the targets 3. To note section 8 and 9 and approve the format of reporting the appraisal and customer satisfaction <p>The Board of Management unanimously NOTED and APPROVED the recommendations.</p>	
10.	<p>Regeneration Update</p> <p>The Director of Investment & Regeneration advised she had split her report into two updates to cover Regeneration separately from Investment to ensure all areas of updates required were provided.</p> <p>She took the Board through her report and the recommendations contained therein.</p> <p>Bruce Marshall asked for an update in relation to the new build properties at Tarbert. The Director of Investment & Regeneration advised that a pump system had been recommended by the engineers but the Association had not used it before. She advised that a revised submission would be put forward to the Scottish Government to establish if they would be willing to support the project at a higher HAG level. The Chief Executive advised he had been contacted by Councillor Horn who stated she had heard ACHA had pulled out of the programme. He advised he had replied to Councillor Horn advising that it was not unusual for a development to come in over benchmark. He advised that following feedback from the Scottish Government a discussion would take place with Argyll and Bute Council.</p> <p>The Chair took the Board through the recommendations contained within the report:</p> <ol style="list-style-type: none"> 1. To note and approve the changes to the format of the paper <ol style="list-style-type: none"> 1a to consider the additional two reports regarding development governance and a proposal to submit a financial appraisal for all future developments to the Board for approval 2. To note the progress of the Development Programme against the targets 3. To note that future project information is being inputted on HARP for the new SHIP and this will be covered in the next monthly update <p>The Board of Management unanimously NOTED and APPROVED the recommendations.</p>	
11.	CONFIDENTIAL	
12.	<p>AHFA Management Accounts to August 2018</p> <p>The Director of Finance & IT took the Board through the accounts and highlighted AHFA's income.</p>	

	<p>The Director of Finance & IT advised a working group was closely monitoring the four key areas which were to recover as much painterwork income as possible, reduce material costs and get back under control, reduce sub-contractor costs and get back under control and get as close to the full year target as possible.</p> <p>The Chief Executive advised he was chairing the internal working group which provided an opportunity to address the issues highlighted. He stated he would provide updates to the Board.</p> <p>The Director of Investment & Regeneration stated she was looking at internal painterwork that could be carried out during the winter months and she hoped to have the lists prepared for the following week.</p> <p>Councillor Paterson asked if there was a dispute with the van lease supplier. The Director of Finance & IT advised the lease company had not supplied proper invoices and AHFA would not pay until the correct invoices had been provided.</p> <p>The Board of Management NOTED the contents of the AHFA Management Accounts to 31st August 2018.</p>	
13.	<p>ACHA Management Accounts to August 2018</p> <p>The Director of Finance & IT took the Board through his report highlighting:</p> <ul style="list-style-type: none"> Net Rental Income Management Repairs and Maintenance Investment Programme Major Repairs New Build Programme <p>Expenditure</p> <p>Management costs</p> <p>The Board of Management NOTED the contents of the ACHA Management Accounts to 31st August 2018.</p>	
14.	CONFIDENTIAL	
15.	<p>Rent Consultation 2019/20</p> <p>The Director of Finance & IT advised the rent consultation was being started earlier than previous years to provide tenants the opportunity to complete and return the consultation before the Christmas holidays. In addition it would afford the Association more time to analyse the results. He advised the consultation would be required to be issued early in November.</p> <p>The Director of Finance & IT advised he was seeking approval in principal for the rent consultation proposals contained within the report with delegation to officers for any final adjustments. He stated the draft consultation leaflet attached to his report was similar to the document issued the previous year.</p>	

	<p>The Director of Finance & IT took the Board through his report highlighting the different impacts of rent increase figures. He stated an outcome of the consultation would be known before February as would the RPI for December.</p> <p>The Board of Management unanimously AGREED the proposed approach to the rent consultation for 2019-20 including timescales and draft consultation documents subject to any final adjustments being agreed by office bearers following the strategic planning session on 11th October 2018.</p>	
16.	<p>Updated Cost of Renaming Address of Gypsy/Traveller Site</p> <p>The Director of Housing & Neighbourhood Services advised that at the August meeting, the Board of Management approved ACHA bearing the cost of renaming the Gypsy/Traveller Site name at Ledaig. She further advised it had come to light there had been an error in the report in relation to the cost and she had been asked to resubmit the report with the correct figures.</p> <p>The Director of Housing & Neighbourhood Services advised the actual cost for the name change would be £567.10 which ACHA would bear the cost for.</p> <p>The Board of Management unanimously AGREED to bear the cost of £567.10 for the name change at Ledaig.</p>	
17.	<p>Tenants and Members Conference 2019 Planning Update</p> <p>The Director of Housing & Neighbourhood Services advised she wished to reduce the maximum number of attendees to 80 to allow seating at tables which would increase group participation. The Vice Chair stated he thought the introduction of tables was an excellent idea.</p> <p>The Director of Housing & Neighbourhood Services took the Board through each of the recommendations contained within her report.</p> <ol style="list-style-type: none"> 1. The Board of Management NOTED the planning progress to date for the 2019 Conference 2. The Board of Management unanimously AGREED to restrict numbers to 80 to facilitate interaction and participation of attendees 3. The Board of Management unanimously APPROVED payments to tenants for travel expenses along with the provision of transport if required and accommodation for tenants travelling from Islands who cannot get to the conference in tie for the start 4. The Board of Management unanimously APPROVED payment to members for travel expenses 5. The Board of Management unanimously APPROVED the provision of transport for members who do not have their own transport 6. The Board of Management unanimously APPROVED the provision of overnight accommodation for members travelling from Islands who cannot get to the Conference for the start time 7. The Board of Management unanimously APPROVED the provision of crèche facilities for children of tenants and members 	

	The Director of Housing & Neighbourhood Services advised the cost of the 2018 Conference had been substantially under budget.	
18.	<p>Money Skills Argyll Update</p> <p>The Director of Housing & Neighbourhood Services advised that the Welfare Rights Service was currently funded via two sources, Money Skills Argyll (MSA) and to a lesser extent People and Communities Fund. She advised that the anticipated income from MSA had been significantly less due to the complex nature of the project.</p> <p>The Director of Housing & Neighbourhood Services advised that ACHA, along with other partners had been working with the funders to find and agree solutions to provide partners with a more palatable income framework which in turn would ensure that services continue being delivered to those most in need.</p> <p>She further advised that at the time of writing her report proposals to assist with the income flow to service providers was being considered by the funders. She stated that once the financial implications of the proposals were available a further report would be brought back to the Board for consideration.</p> <p>The Board of Management NOTED the position.</p>	
19.	<p>2017/18 Landlord Report</p> <p>The Director of Housing & Neighbourhood Services advised the consultation was carried out from 4th May to 9th June 2018 and the draft report for consideration was produced based on the issues and requirements of tenants and those consulted with and provided a flavour of what the Association's customers want.</p> <ul style="list-style-type: none"> • The Board of Management unanimously APPROVED the narrative and layout of the 2017-18 Landlord Report • The Board of Management unanimously APPROVED the publication of the report on the Association's website no later than 29th October 2018 • The Board of Management unanimously AGREED for copies of the report being made available at local libraries via Argyll and Bute Council • The Board of Management unanimously AGREED that 150 copies of the report be printed in order for it to be available to the general public on request <p>The Chair stated he thought the format of the Landlord Report was very good.</p>	
20.	<p>ACHA Risk Register Quarterly Review</p> <p>The Director of Human Resources & Corporate Services advised the Risk Registers would be reviewed in detail during the Strategic Planning review.</p> <p>She took the Board through the September 2018 update of the ACHA Risk Register which identified the control measures and reviews.</p>	

	The Board of Management NOTED the content of the ACHA Risk Register Quarterly Review.	
21.	<p>AHFA Risk Register Quarterly Review</p> <p>The Director of Human Resources & Corporate Services circulated a revised version which included the September updates as due to a formatting error the information had not been included in the version previously issued. She advised the update had been considered by the AHFA Board of Directors at their meeting held on Tuesday 2nd October 2018.</p> <p>The Board of Management NOTED the content of the AHFA Risk Register Quarterly Review.</p>	
22.	<p>A.O.C.B.</p> <p>The Chair stated Councillor Hardie had been appointed by Argyll and Bute Council as their representative on ACHA's Helensburgh & Lomond Area Committee not as a Board member as stated in the press release. The Chief Executive advised a message had been given to Councillor Hardie to contact him if he required any information.</p>	
23.	<p>Date & Time of Next Meeting</p> <ul style="list-style-type: none"> Thursday 8th November 2018 in the Inveraray Inn, Inveraray at 10.00am 	