

Argyll Community Housing Association

Board of Management Meeting

Thursday 7th February 2019 at 10.00am in the Inveraray Inn, Inveraray

Minute

Present:

Jim Milne (Chair)
Councillor Roddy McCuish (Secretary)
Danny Kelly (Chair Audit Committee)
Cameron Grant
Nancy McDonald
Ian McIntyre
Councillor Donnie MacMillan
Bruce Marshall
Betty Rhodick

Not in Attendance:

In Attendance:

Alastair MacGregor, Chief Executive
Christine Johnston, Director of Housing & Neighbourhood Services
Bruce West, Director of Finance & IT
Christine Johnston, Director of Housing & Neighbourhood Services
Kirsteen McGinn, Director of Investment & Regeneration
Gayle Stead, Governance & Compliance Manager
Vivienne Litster, IT Manager (Items 1 – 6)
Lesley Lindsay, PA to Board of Management

The Chair advised the revised meeting layout was as a result of a recommendation put forward by Freya Lees following her attendance at the December Board meeting. He advised it was hoped the revised layout may make the meeting more inclusive.

The Chair welcomed Nancy McDonald to the meeting and advised Nancy would be initially filling a tenant vacancy on a casual basis until the AGM in September. The Chair advised that Nancy is from Oban and Ian McIntyre kindly agreed to act as a buddy/mentor for Nancy in the early stages. A round the table introduction took place.

The Chair stated that on behalf of the ACHA Group he would like to welcome Councillor Donnie MacMillan BEM and congratulate him on his recent award. The Chair presented Councillor MacMillan with a lapel pin which can be worn by a recipient of an Order of the British Empire on behalf of the Group. Councillor MacMillan thanked everyone for their congratulations and best wishes. He stated it was a happy day when the former Council houses transferred to ACHA.

The Chair advised that Councillor MacMillan BEM had performed the turf cutting ceremony at Kilmartin on 14th January 2019 and reports state he became very attached to the silver spade provided by MacLeod Construction for the ceremony and it had to be wrestled from his grip. The Office Bearers thought his contribution should be recognised and they commissioned a replica

silver spade from a very high class Glasgow jeweller and joked that cost savings may be required and presented Donnie with his silver spade (which was a small plastic spade painted silver).

The Chair advised the meeting had a large agenda with some very important decisions to be taken. He stated that time was important but getting to the right decision was more important. He recommended the meeting should overrun if necessary.

The Chair reminded members of the Audit Committee the meeting was scheduled to be held at 2.00pm.

The Chair advised there would be an amendment to the running order of the agenda; Items 10, 11 and 12 would be taken after Item 23 Rent Consultation. He advised the reason was that a decision on rent setting may impact on those three agenda items.

The Chair advised there were three items to be covered under AOCB, one on pay, one on pay bench marking and the third, a Notifiable Event.

1.	Apologies Councillor Iain Shonny Paterson, Douglas Prophet Leave of Absence – David Carmichael	Actions to be completed by 28/03/19
2.	Minute of Previous Meeting – 13th December 2018 The Board of Management APPROVED the minute as a true and accurate record of the meeting. Proposed by: Cameron Grant Seconded by: Danny Kelly	
3.	Matters Arising Page 2 – Item 3 – the Director of Investment & Regeneration advised there was no substantial update. She confirmed the Dunoon Small Animal Rescue Centre were in the process of registering as a charity. She advised an update would be provided to the March meeting. Page 2 – Item 3 – the Chair requested the Director of Human Resources & Corporate Services provide a report to the March meeting on the training costs proposals from Gordon Robb. Page 4 – Item 8 – the Director of Housing & Neighbourhood Services confirmed that new lighting at Dunchlogan Cottages had been installed. Page 5 – Item 8 – the Director of Investment & Regeneration confirmed she had provided a breakdown of the new build properties at Tarbert, Cairnbaan and Kilmartin to Councillor Paterson. Page 6 – Item 10 – the Director of Investment & Regeneration advised she was awaiting information from AHFA on the contract with Jewsons. The Chief Executive advised that during the AHFA Board meeting on 6 th February 2019 it had been agreed to enter into a procurement framework with Procurement Scotland. He stated that would provide an estimated saving of around £45k for the procurement of materials. Page 10 – Item 15 – the Director of Finance & IT advised the outcome of	Kirsteen McGinn Colette Benham

	<p>his analysis would be covered under Item 10 Treasury Management Monitoring Report.</p> <p>Page 13 – Item 21 – the Director of Housing & Neighbourhood Services advised an update would be provided under agenda item 26 2018 Tenant Satisfaction Survey Action Plan Proposals.</p> <p>Page 13 – Item 21 – the Director of Housing & Neighbourhood Services advised the comparison to peers would be analysed and a report brought back to the Board following that analysis.</p> <p>Page 13 – Item 20 – the Board noted that AHFA did have the capacity to deliver blacksmith work in-house but it would be dependent upon the volume of work required.</p> <p>Page 15 – Item 24 – the Chair confirmed the Christmas message had been issued to staff.</p> <p>Page 15 – Item 24 – the Chief Executive confirmed a press release had been issued following the eviction of a drug dealer.</p>	Christine Johnston
	The Chief Executive stated the standing agenda item Declaration of Interest had been omitted from the agenda. He advised that staff members would be required to leave the meeting for Items 31a and 31b.	
4.	<p>Correspondence</p> <p>Letter of Resignation – Sandra Glazsher</p> <p>The Chair read out the letter of resignation received from Sandra Glazsher. He advised he would respond to Sandra thanking her for her contribution to the Board and continuing contribution to the Helensburgh & Lomond Area Committee and wishing her well with her health. The Chair stated an invitation would be issued to Sandra to join the Board for lunch and receive a Quaich. The Board of Management NOTED the contents of the letter.</p>	Jim Milne
5.	<p>Cyber Security Action Plan</p> <p>The IT Manager stated that cyber security was a risk to the business and as a result ACHA had become members of the Scottish Business Resilience Centre (SBRC). She advised the Senior Management Team and Business Continuity Team had attended a training session hosted by SBRC and as a result the Senior Management Team had approved a roll-out of further workshops.</p> <p>The IT Manager advised that 46 actions had been highlighted but 10 were either not required or incorporated into another action, leaving 36 actions as highlighted within the Cyber Security Action Plan appendix to her report.</p> <p>The IT Manager advised that governing body members would be invited to attend a training session hosted by SBRC, dates yet to be confirmed. She further advised a module on Safety Media had been identified which would be reviewed and issued to staff to complete.</p> <p>The Board of Management noted that a leaflet provided by SBRC was available for circulation.</p>	

	<p>The IT Manager advised that in relation to insurance, most risks were currently covered. She stated that full cyber cover would be ensured during the renewal process due to be undertaken in April 2019.</p> <p>The IT Manager advised a test environment would be set up to ensure all desktops and servers were being patched correctly.</p> <p>The Chair stated Board would welcome the training session.</p> <p>The Board of Management NOTED the contents of the report.</p> <p>The Chief Executive stated the report was consistent with the strategic work carried out in terms of risk management. He thanked the IT Manager for the work carried out on Cyber Security.</p>	
6.	<p>Housing Management System Review</p> <p>The IT Manager explained the current system was out of date and no longer fit for purpose. She advised a working group had been set up to identify a system that would be fit for purpose and meet the needs of the business moving forward and to address any gaps within the current system. The Board noted the working group comprised of 11 members of staff coving all departments and functions across the business.</p> <p>The IT Manager advised that during the course of 2018 various meetings had been held with staff involved in creating a specification of requirements. Capita demonstrated their OPEN Housing product to a large number of staff over a two-day period in July 2018 which included members of the Senior Management Team. Following the demonstration staff agreed the OPEN Housing product was a far more comprehensive system and had been encouraged by the presentation. The IT Manager advised that in addition to the specification of requirements it was agreed that four members of staff would carry out site visits to West Lothian Council and Shettleston Housing Association, both of whom currently use OPEN Housing. Following the site visit it was recognised that the specification required further work and engaged with IT Consultant Shaw Consulting who produced a comprehensive specification of requirements and presented them to Capita with a deadline of December 2018. The working group agreed there was no requirement to go to the open market as it was felt the OPEN Housing product would meet the requirements of the business. The IT Manager stated that to ensure the procurement of the solution complied with EU Procurement law, the Association used the Local Authority Software Applications (LASA) Framework, LOT 5 – Direct Award process and highlighted that Framework expires on 31st March 2019 and as a result a contract would require to be awarded prior to that date.</p> <p>The IT Manager advised the appendix to her report from Shaw Consulting outlined details of the scoring.</p> <p>The IT Manager took the Board through the detailed costs provided on page 3 of her report and advised page 6 of her report split the costs into separate years. She advised that the costs provided by Capita were comparable with other providers.</p> <p>The IT Manager stated a lot of work would be required on data cleansing</p>	

	<p>and managing the transition and took the Board through the proposed staffing resource on page 5 of her report.</p> <p>The IT Manager advised OPEN Housing was a fully integrated system and tenants would benefit from the online portal. She advised it was a significant project for which there was an existing budget provision of £660k leaving a balance of just under £400k shortfall.</p> <p>The Chair advised the Board had discussed the review of the Housing Management System at their meeting in November and the recommendations contained within the report were in line with the discussion that had taken place. He advised that during his time on the Board of Management, all IT projects brought forward had progressed exactly as described and the financial targets had been met. He stated he took a high level of comfort from the recommendations put forward.</p> <p>The Secretary advised he fully supported the recommendations contained within the report and asked when the payments to Argyll and Bute Council would cease. The IT Manager advised the current system would remain in place until the Association were comfortable that all modules had migrated successfully. She stated it was likely payments to the Council would cease in year 2 but budgetary provision had been for a 3-year period.</p> <p>The Chair took the meeting through each of the recommendations contained within the report;</p> <ol style="list-style-type: none"> 1. To approve the award of the Housing Management System (OPEN Housing) contract to Capita 2. To approve the recruitment of additional staff of up to 4 staff for 2 years and 2 staff in year 3 with the precise detail of how these are deployed to be established within the project delivery plan 3. To approve the 5-year total cost of £1,019,996.00 4. To approve the additional budgetary requirement of £359,996.00 as set out in the financial implications phased as follows: 2019/20 £268,219, 2020/21 £100,159 and 2021/22 £77,206 with reductions in budget provision in 2022/23 and 2023/24 of £42,794 each year 5. To approve that up to £125,000 of the capital costs be accelerated into 2018/19 if the opportunity to do so arises 6. To request a further report setting out the arrangements for delivering the project and for periodic reports to the Board on progress with implementation. <p>The Board of Management unanimously APPROVED the recommendations contained within the report.</p> <p>The Chair thanked the IT Manager and staff for their hard work.</p> <p>The IT Manager left the meeting.</p>	
7.	<p>New Membership Applications</p> <p>The Board of Management unanimously APPROVED two new membership applications.</p> <p>The Board of Management NOTED the current membership total as at 29th January 2019 was 255 members.</p>	

8.	<p>Community Action Fund Application – Benmore & Kilmun Community Development Trust</p> <p>The Chair asked Bruce Marshall to lead on the application.</p> <p>Bruce Marshall stated he was no longer involved with the organisation but had been involved in setting up the trust. He advised he supported the application as the money spent on the community would be money well spent.</p> <p>The Chair advised there was a budget of £500 remaining in the Community Action Fund for Bute & Cowal.</p> <p>The Secretary stated he was a fan of outdoor gyms.</p> <p>The Chief Executive advised that he, along with the Director of Investment & Regeneration had met with the group and agreed a grant from the CAF would benefit the area.</p> <p>The Board of Management unanimously AGREED the award of £500.</p>	
9.	<p>Chief Executive Presentation</p> <p>The Chief Executive welcomed Nancy to the meeting on behalf of himself and the Association's officers.</p> <p>The Chief Executive delivered a presentation covering:</p> <ul style="list-style-type: none"> • Key Issues • 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>The Chief Executive advised a meeting with Islay Estates had been arranged for 12th March 2019 to discuss the potential for 16 units to be built in Bowmore.</p> <p>The Chief Executive praised the professionalism of staff members in Oban and Helensburgh following two separate incidents where staff had intervened to support vulnerable tenants.</p> <p>The Secretary stated the views of Councillor Redman were entirely his own views and the majority of Councillors respect both the Association and the Association staff.</p> <p>The Secretary stated he was disappointed to see the Aids and Adaptations budget had been frozen as it was a well-used budget. The Chief Executive stated no-one disagreed Aids and Adaptations saved the Government money. He asked the Board to support communication with Michael Russell to make representation to increase the Aids & Adaptations budget. The Board unanimously agreed their support.</p> <p>The Chief Executive advised he had responded to Councillor Redman. He further advised the Association engages with Elected Members on a</p>	<p>Alastair MacGregor</p>

	<p>regular basis and stated both the Administration and the opposition were normally very supportive.</p> <p>Cameron Grant advised he would be meeting with the Scottish Government on Tuesday 12th February 2019 as part of a short life working group.</p> <p>The Secretary stated the SFHA were calling for a radical change on how homelessness is determined by extending powers to Housing Associations to undertake homelessness assessments and asked for the views of the Association. The Director of Housing & Neighbourhood Services advised it was her view it was better to have one body carrying out assessments rather than diluting consistency.</p> <p>The Chief Executive stated that both he and the Director of Housing & Neighbourhood Services had been surprised regarding the number of rough sleepers they had seen in Glasgow recently.</p> <p>Cameron Grant asked why there was no mention of carbon monoxide alarms in the new smoke alarm legislation. The Director of Investment & Regeneration advised building regulations covered carbon monoxide monitors.</p>	
10.	<p>Treasury Management Monitoring Report</p> <p>The Director of Finance & IT took the meeting through each of the options contained within his report and advised of the likely breakage costs if re-financing was required.</p> <p>Bruce Marshall stated it was his view it was unlikely interest rates would rise quickly or soon. The Director of Finance & IT stated he did not expect rates to rise quickly or soon either and may not rise at all but in terms of the Business Plan it would be worth the risk of locking into a fixed rate as it would remove a bit of cost from the Business Plan. He added the risk of interest rates falling was very small.</p> <p>The Board of Management NOTED the 31 December 2018 Treasury Management position and performance compared to the approved Treasury Strategy.</p> <p>The Board of Management NOTED the update on the loan drawdown as approved by the Board on 13th December 2018</p> <p>The Board of Management unanimously APPROVED the proposals for fixing the current variable rate loans subject to the approach and triggers as set out in the report</p>	
11.	<p>AHFA Budget 2019/20</p> <p>The Director of Finance & IT advised the AHFA Budget for 2019/20 had been considered and approved by the AHFA Board of Directors at their meeting on Wednesday 6th February 2019.</p> <p>The Director of Finance & IT took the meeting through the key assumptions and the main budget headings subject to discussion as set out in Section 2 of the Appendix.</p> <p>The Director of Finance & IT stated some of the issues AHFA would need</p>	

	<p>to manage were the additional cost of materials, fuel costs, waste disposal costs and staffing costs.</p> <p>The Chair read the last sentence in para 11 <i>To deliver on this budget ACHA and AHFA must set out very clear information on critical timelines and responsibilities in advance of April 2019 to allow AHFA to effectively hit the ground running and deliver on this budget from the beginning of the year.</i> He stated he had confidence in delivery and the AHFA budget.</p> <p>The Board of Management unanimously APPROVED the AHFA budget for 2019/20.</p>	
12.	<p>ACHA Budget 2019/20</p> <p>The Director of Finance & IT advised the vast majority of his report was similar or the same as the draft budget presented to the Board at their December meeting.</p> <p>Following agreement being reached on the rent increase the Board of Management unanimously APPROVED the ACHA Budget for 2019/20.</p>	
13.	<p>Contingency Fund Proposal for Repairs in the Budget</p> <p>The Director of Investment & Regeneration took the Board through her report and advised the budget of £300k for the next two years would be a contingency fund which would cover unforeseen costs as outlined in the report. She advised the governance would allow a budget of £300k per year to be set aside that could be applied for. She stated there would be an application process setting out the criteria including details of costings and circumstances. She advised the application would be reviewed by the CEO of ACHA and the Director of Finance & IT and if an application were to be approved the funds for that application would be invoiced and paid by ACHA, a budget report on spend would be provided to the Senior Management Team, the ACHA Board of Management and part of the management accounts at regular intervals as agreed.</p> <p>The Chair stated he thought the contingency fund was an excellent idea which had been discussed briefly at the AHFA Board meeting.</p> <p>The Board of Management NOTED the proposal The Board of Management unanimously AGREED to implement a £300k contingency budget from existing budgets. The Board of management unanimously AGREED the governance for application to the contingency fund.</p>	
14.	<p>Grounds Maintenance Project Update</p> <p>The Director of Investment & Regeneration took the meeting through the background to bringing the service in-house. She advised that since Board approval in February 2018 to bring the service in-house a lot of work had been carried out which had slightly changed the Business Plan previously approved.</p> <p>The Director of Investment & Regeneration took the Board through the amendments to the revised Business Plan including budget variances, staff numbers etc. as contained within her report.</p>	

	<p>The Chair reiterated the decision taken in February 2018 that the Association would be obtaining employees who knew the job inside out. He advised the Senior Grounds Maintenance Officer had delivered a very informative training session on 29th January 2019 which had provided a lot of comfort.</p> <p>Bruce Marshall stated he was very enthusiastic about bringing the grounds maintenance in-house and added the staff would be a huge asset in the winter months when grass cutting was not required any they would be working on the environment projects. The Director of Investment & Regeneration agreed they would bring added value to improve the estates.</p> <p>The Board of Management unanimously APPROVED the revised 4-year business and cash flow forecast for the Ground Maintenance service being brought in-house which allows the transfer of the Grounds Maintenance Project to AHFA in year 1.</p> <p>The Chief Executive advised that due to an accident the Vice Chair would not be attending the meeting.</p>	
15.	<p>Environmental Project Proposal</p> <p>The Director of Investment & Regeneration advised the environmental project proposals had come out of the Tenant Satisfaction Survey results and the 2018 Tenants Conference. She stated within the Investment & Regeneration budget for years 2019/20 to 2024/25 £300k per annum had been allocated to fund the project to improve the estates</p> <p>She advised the boards at the back of the room highlighted some of the examples already identified and added the full report from the consultant was contained at the back of her report.</p> <p>The Director of Investment & Regeneration advised a programme of the list of priorities would be produced and published.</p> <p>The Chair stated it was an exciting project that would benefit tenants massively.</p> <p>The Board of Management unanimously APPROVED an Environment budget of £300k per annum for 5 years.</p> <p>The Board of Management unanimously APPROVED the proposals as attached in the City Design Co-Operative report.</p>	
16.	<p>Stock Condition Survey Proposals</p> <p>The Director of Investment & Regeneration stated in light of the issues around EESSH it was thought prudent to accelerate the programme to complete the update of the stock condition data including a full RsSAP measurement for all properties and to implement an interim asset management system in advance of the new Housing Management System. She stated this would ensure all of the information uploaded onto the new Housing Management System would be accurate.</p> <p>Betty Rhodick stated she was very supportive of the proposal.</p> <p>The Chair commented that it would be a massive piece of work. The</p>	

	<p>Director of Investment & Regeneration agreed but advised it would help with investment for the future.</p> <p>Cameron Grant asked for confirmation of the timeframes in relation to life cycle replacements. The Director of Investment & Regeneration advised the timeframes were currently under review.</p> <p>The Board of Management unanimously APPROVED the proposal as contained within the report and further unanimously APPROVED the budget to undertake the work.</p>	
17.	<p>ACHA/SSE Bid for Warm Homes Fund</p> <p>The Director of Investment & Regeneration advised the Warm Homes Fund was a £150m fund provided by the National Grid which is administered by Affordable Warmth Solutions across England, Scotland and Wales. She advised it was primarily designed to incentivise the installation of affordable heating solutions in fuel poor households who do not use mains gas as their primary heating fuel. She advised that all the big energy groups are required to contribute to the fund.</p> <p>The Director of Investment & Regeneration advised ACHA in partnership with SSE propose bidding to the Warm Homes Fund to address fuel poverty in Argyll and Bute. She advised the Association had identified over 1200 addresses that could potentially benefit from the installation of new heating.</p> <p>The Director of Investment & Regeneration advised that SSE would wish to take the lead on procurement. She advised they had a rigorous procurement process but not taking the lead was new to ACHA. The Director of Investment & Regeneration advised that RHI would vary over the seven-year period and SSE have requested that ACHA ring-fence to put back into the heating systems.</p> <p>Bruce Marshall stated it was his view it was a good scheme and he was very much in favour as fuel poverty had to be addressed.</p> <p>The Chair asked if any other RSLs had taken part. The Director of Investment & Regeneration advised that Perth Council and Borders Council had partnered SSE. She further advised that SSE need to work with partners with large stock numbers.</p> <p>The Board of Management NOTED the bid window closed at midday on Friday 8th February 2019. The Director of Investment & Regeneration took the Board through the various stages of the bid process and advised that SSE would generally not progress unless beneficial.</p> <p>The Board of Management unanimously APPROVED SSE to prepare a bid The Board of Management unanimously APPROVED that SSE take the lead role in procurement The Board of Management unanimously APPROVED the condition that all RHI payments generated would be ring fenced for energy efficient programmes only</p>	
18.	Draft Design Brief	

	<p>The Director of Investment & Regeneration advised that work on the Design Brief had been ongoing since March 2018 to develop a new brief for both the regeneration and investment projects with some Board members on the working group.</p> <p>The Director of Investment & Regeneration advised that if approved by the Board various workshops with contractors would be set up to ensure awareness of the Association's requirements. The Secretary asked if the Planning Department would be included in the workshops. The Director of Investment & Regeneration advised discussion had been ongoing with Argyll and Bute Council who wanted the Design Brief in its approved format before any further discussions were ongoing.</p> <p>The Chief Executive asked if the brief was excluding the use of slate tiles. He stated where there was a material benefit the Association should consider the use of slate tiles. The Director of Investment & Regeneration advised she would amend the Design Brief accordingly.</p> <p>Ian McIntyre advised his flat had been built five years ago and he was surprised at the soundproofing level as he could still hear his neighbour snoring and the noise from the dogs. He asked if ACHA could raise the standard of soundproofing. The Director of Investment & Regeneration indicated the properties passed the Building Control standards.</p> <p>Ian McIntyre stated he had an issue with privacy and asked if one-way glass could be used on ground floor flats. The Director of Investment & Regeneration advised one-way glass would not be precluded. She advised that pathways had been removed from outside windows which should assist with privacy issues.</p> <p>Ian McIntyre asked why the specification of USB sockets had been restricted to kitchens. He asked if the specification could be amended to all sockets within the property. The Director of Investment & Regeneration advised this could be accommodated as there would not be a massive cost implication.</p> <p>Ian McIntyre asked what the position was in relation to charging electric cars. The Director of Investment & Regeneration advised it would become a building regulation for new build properties. She stated there were different varieties of electric cars and she was awaiting guidance from the Scottish Government.</p> <p>The Director of Investment & Regeneration advised she would make the changes to the Design Brief and re-submit to the Board of Management for consideration.</p>	<p>Kirsteen McGinn</p> <p>Kirsteen McGinn</p> <p>Kirsteen McGinn</p>
19.	<p>Investment Update</p> <p>The Director of Investment & Regeneration took the Board through all headings included within her report and provided a progress update.</p> <p>She advised the Association were investigating the possibility of purchasing an off the shelf property in Dunoon and stated further information would be provided in due course.</p>	

	The Board of Management NOTED the contents of the report.	
20.	<p>Regeneration Update</p> <p>The Director of Investment & Regeneration took the meeting through her report providing an update on progress against each of the headings.</p> <p>The Director of Investment & Regeneration asked the Board to particularly note the progress of the Development Programme against the targets, the update for Tarbert Phase 2, the acceptance of HAG/SHF offers for Cairnbaan and Kilmartin and the proposed planning applications for Bowmore Phase 4 and Glencruitten.</p> <p>The Secretary asked for clarification there would be no financial commitment from ACHA in relation to the planning application submitted for Glencruitten. The Director of Investment & Regeneration confirmed there would be no financial commitment.</p> <p>Bruce Marshall asked when the new Design Brief would be implemented in the new build programme. The Director of Investment & Regeneration advised the Design Brief would not impact on the projects already tendered but would impact on all new projects.</p> <p>The Director of Finance & IT stated it was imperative that the Association did not enter into any financial commitments as currently there was no additional private finance available. The Chief Executive advised the PAC notice for Glencruitten would have a tactical value in preparing requirements for funding post 2021.</p> <p>The Director of Investment & Regeneration advised she had met with Historic Environment Scotland regarding the listed building at Dalintober, Campbeltown. She further advised an email had been received from Argyll and Bute Council which had been circulated to Board members advising on their policy approach to the demolition of listed:</p> <p><i>“(1) Has been actively marketed at a reasonable price and for a period reflecting its location, condition, redevelopment costs and possible viable uses without finding a purchaser; AND (2) Is beyond economic repair and incapable of re-use for modern purposes through the submission and verification of a thorough structural condition report prepared by a conservation accredited professional and a detailed verifiable breakdown of costs in line with guidance provided in the Managing Change Guidance Note “Demolition” (available to download from Historic Environment Scotland’s website).</i></p> <p>The Director of Investment & Regeneration advised she would seek further advice from BTO and the Scottish Housing Regulator. The Secretary asked what the least amount of time to advertise would be required. The Director of Investment & Regeneration advised at least six months over different period of the year. The Chief Executive agreed that further discussion with the Scottish Housing Regulator was required. The Chair requested a further update be provided to the Board once further concrete information had been received.</p>	Kirsteen McGinn

	<p>Bruce Marshall advised there had been adverse press coverage in relation to the properties at Eton Avenue, Dunoon. The Chief Executive advised he had previously responded to a media enquiry from the Dunoon Observer with what should have been a good news story but instead they had focused bins being knocked over and rubbish lying around. He advised the article had stated at the end that ACHA hope to build new properties.</p> <p>The Director of Investment & Regeneration advised there was a homeless family with particular needs that may benefit from ACHA buying an off the shelf property. She advised she was meeting with the family on Tuesday 12th February 2019 to ascertain their requirements and would provide a report to the Board for the March meeting.</p> <p>The Board of Management NOTED the contents of the report and further NOTED there would be no financial commitment by ACHA in relation to the PAC Notice for Glencruitten, Oban.</p>	Kirsteen McGinn
21.	<p>AHFA Management Accounts to 31 December 2018</p> <p>The Director of Finance & IT took the Board through his report.</p> <p>The Board of Management NOTED the contents of the AHFA Management Accounts to 31 December 2018.</p>	
22.	<p>ACHA Management Accounts to 31 December 2018</p> <p>The Director of Finance & IT advised the December Management Accounts were consistent with the last few months and took the Board through the key headings contained within his report.</p> <p>The Board of Management NOTED the ACHA Management Accounts to 31 December 2018.</p>	
23.	<p>Rent Consultation 2019/20</p> <p>The Director of Finance & IT took the meeting through his report advising that although 125 responses had been received which was the highest response rate to date, still only equated to 2.5% of tenants responding.</p> <p>The Director of Finance & IT took the Board through the headline responses to questions.</p> <p>The Director of Finance & IT advised that all specific comments and actions set out in appendix two had been forwarded to the relevant staff members to action/progress.</p> <p>Bruce Marshall stated he was disappointed with the comments received from some tenants and gave the example of one tenant who stated the dampness in their kitchen had not been dealt with. The Chief Executive responded that the number of responses had been relatively low and assured the Board that any issues highlighted would be investigated and actioned as necessary.</p> <p>Bruce Marshall stated there were six instances of dampness contained within the feedback. He asked that a report be produced for the Board to provide information on each of the issues.</p>	Kirsteen McGinn

	<p>The Chair of the Audit Committee referred the meeting to page eight of the report and highlighted the comment from a pensioner advising they were already paying £100 per week for rent. The Director of Housing & Neighbourhood Services advised that included the service charges.</p> <p>The Chair of the Audit Committee referred the meeting to page eight of the report, question four and questioned why repairs had not been carried out because one flat is owned. He asked why one owner occupier could prevent works progressing. He stated it was wrong those tenants should suffer. The Director of Investment & Regeneration advised the process was very frustrating for staff. She advised that only emergency repairs could be carried out but not investment works. She further advised it was very difficult to overcome and stated every opportunity to encourage owners to participate was taken. She stated it was her hope the Government would reintroduce private sector grants.</p> <p>The Director of Finance & IT took the Board through both options for rent uplift. He advised that the assumed uplift within the business plan for 2019/20 was 3.25%. He stated that historically ACHA used the December RPI plus 1% as the base for the rent uplift. He advised that based on the December 2018 RPI of 2.7% that would result in a 3.7% uplift in rents. The additional 0.45% would increase rental income for 2018/19 by approximately £105k.</p> <p>The Director of Finance & IT reminded the meeting that the consultation has been based on a figure of up to 4.3%.</p> <p>The Secretary asked if the Association could ask tenants what they would want to see the additional £105k spent on. The Director of Housing & Neighbourhood Services advised that question would be part of the Tenants and Members Conference.</p> <p>The Secretary stated if the rent uplift was RPI plus 1% the Association would need to advise tenants what the additional income was being spent on. The Chief Executive advised that information was included within the Landlord Report.</p> <p>The Chief Executive stated rent was a big issue. He stated the Association's average weekly rent was £79. He stated it was his view tenants received a good service and the Association needs an income base to deliver the service.</p> <p>Bruce Marshall advised he would prefer to opt for the higher rate proposal as ACHA's rent remained the lowest in Argyll and Bute. He further advised that investment work was still required on many properties and that could not be undertaken without income.</p> <p>The Chair asked for the views of the Board members on each option by way of a show of hands.</p> <p>Board members in favour of a 3.25% uplift – 0 Board members in favour of a 3.7% uplift – 8 There was one abstention.</p>	
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	<p>The Board of Management discussed the rent increase in conjunction with the 2018/19 budget report and agreed it would be more beneficial for the budget to affect the rent increase than the rent increase to affect the budget.</p> <p>Following discussion a vote was taken on the two options: In favour of a 3.7% uplift – 8 votes In favour of a 3.25% uplift – 1 vote</p> <p>The Board of Management APPROVED a rent increase of 3.7% for 2019/20 by majority decision.</p>	
	<p>The Board of Management unanimously AGREED the suspension of the Standing Orders to allow the meeting to exceed three hours.</p>	
24.	<p>The Next Steps Programme The Director of Housing & Neighbourhood Services took the meeting through her report providing information on each of the eight steps.</p> <p>The Director of Housing & Neighbourhood Services advised the next step was for ACHA to agree who should attend the tenant participation workshop for staff and Governing Body Members.</p> <p>The Director of Housing & Neighbourhood Services stated there was a difficulty in attracting new volunteers and the same people attending the different groups was putting a strain on volunteers.</p> <p>She advised that TIS would meet with key staff and members of the governing body to establish where we are in relation to participation and then create an action plan unique for ACHA to improve participation levels. The Director of Housing & Neighbourhood Services further advised that it was hoped to attract new volunteers following the Tenants and Members Conference being held on 16th February 2019 and establish the best way possible to engage.</p> <p>The Director of Housing & Neighbourhood Services advised no date had been set for the workshop but it was likely to be held the first week in March 2019. She suggested the Chairs of the three Area Committees and the Office Bearers attend to represent the governing body.</p> <p>The Board of Management NOTED ACHA's successful bid for a place on the Scottish Government funded Next Steps Programme to develop participation.</p> <p>The Board of Management unanimously AGREED the three Area Committee Chairs and the four Office Bearers attend the workshop to represent the governing body.</p> <p>The Board of Management NOTED that the Tenants Panel had lost its way and this programme would allow an opportunity to design a new version of the Tenants Panel.</p> <p>The Director of Housing & Neighbourhood Services advised she would contact the Area Committee Chairs and Office Bearers with dates.</p>	<p>Christine Johnston</p>

25.	<p>Empty Homes Project</p> <p>The Director of Housing & Neighbourhood Services took the Board through her report summarising that the Association had previously committed to supporting Argyll and Bute Council in bringing empty homes back into use. She advised the project had not produced any new homes for ACHA to provide for use and in addition the method of let had now been undermined by new legislation requiring registration for Letting Agents which would bring subsequent costs to ACHA. The Director of Housing & Neighbourhood Services advised that as a result of the financial complexities coupled with the lack of outcomes she was recommending ACHA end its involvement in the Empty Homes Project. She further advised that should a batch of empty properties become available the Association could revisit its involvement in the project.</p> <p>The Board of Management unanimously AGREED to end involvement in the Empty Homes Project.</p> <p>The Board of Management unanimously AGREED to remove the Lettings Policy from the Association's website.</p>	
26.	<p>2018 Tenant Satisfaction Survey Action Plan Proposals</p> <p>The Director of Housing & Neighbourhood Services took the meeting through her report and advised that all comments had been graded into neutral, negative and positive categories and the action plan had been created based on the negative comments. She advised that the relevant department had been allocated the lead.</p> <p>The Board of Management were advised an update would be report back quarterly on progress.</p> <p>The Director of Housing & Neighbourhood Services advised the Next Steps programme would be beneficial in relation to participation.</p> <ul style="list-style-type: none"> • The Board of Management unanimously APPROVED the 2019/20 Draft Satisfaction Survey Action Plan which will also include outcomes from the four indicators not included in the main Tenant Satisfaction Survey and the additional questions asked during the survey relating to service delivery • The Board of Management NOTED a quarterly update would be provided • The Board of Management unanimously AGREED the target for satisfaction levels remains at "to at least meet or exceed the Scottish average" • The Board of Management NOTED that feedback on how the Association uses the information and comments received would be provided via newsletters, landlord report, website and social media. 	
27.	<p>EVH Membership Renewal</p> <p>The Director of Human Resources & Corporate Services advised the annual fee to remain an affiliate member of Employers in Voluntary Housing as £4948. The Director of Human Resources & Corporate Services advised the Association received extensive Health and Safety services and control manuals along with many other benefits. She advised she was seeking approval to renew the subscription to EVH.</p>	

	The Board of Management unanimously APPROVED membership renewal of EVH at a cost of £4948.	
28.	<p>Consultation on Public Holiday Change</p> <p>The Director of Human Resources & Corporate Services advised a staff suggestion had been received proposing the removal of the October Public Holiday and moving it to 27th December. She advised there would be no cost to the Association.</p> <p>The Board of Management unanimously APPROVED moving the October Public Holiday to 27th December.</p>	
29.	<p>Health & Safety Role for Group; Draft Job Description and Person Specification</p> <p>The Director of Human Resources & Corporate Services provided the background to the report and advised the Group had identified the need for the recruitment of a Health, Safety and Environmental Advisor with a specialist remit to support and advise the Group on matters of health, safety and environmental legislation providing an additional level of security to the business.</p> <p>The Board of Management NOTED the duties outlined in the job description and further NOTED the post holder would supervise the Health and Safety Administrator post currently in place.</p> <p>The Board of Management unanimously APPROVED the recruitment of a Health, Safety and Environmental Advisor to support the Group.</p>	
30.	<p>KPI Scorecard</p> <p>The Chair advised the next KPI Scorecard the Board received would be a reduced version following the work carried out by the short life working group.</p> <p>The Board of Management NOTED the contents of the KPI Scorecard.</p>	
31.	<p>A.O.C.B.</p> <p>All staff members with the exception of the minute taker left the meeting.</p> <p>31a Annual Pay Increase 2019/20</p> <p>The Chair of the Remuneration Committee advised that as part of a two-year deal approved by the Board of Management on 8th February 2018 the annual pay increase for 2019/20 would be 2%. The Board of Management NOTED the unchanged position.</p> <p>31b Salary Benchmarking Review 2018</p> <p>The Chair of the Remuneration Committee took the Board through his report and highlighted the agreed decisions taken by the Remuneration Committee at their meeting on 29th January 2019.</p> <p>The Board of Management NOTED the outcomes from the Salary Benchmarking Review carried out by Employers in Voluntary Housing.</p> <p>All staff members returned to the meeting.</p>	

	Notifiable Event - Confidential	
32.	Date & Time of Next Meeting Thursday 28 th March 2019 at 10.00am in the Inveraray Inn, Inveraray	