

Argyll Community Housing Association

Board of Management Meeting

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

Minute

Present:

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

Not in Attendance:

In Attendance:

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

The Chair advised of the sad news of Stafford Day's passing. He advised Stafford had served on ACHA's Board of Management from 2012 until 2016 and on the Oban, Lorn & Isles Area Committee from 2012 until his passing. The Chair advised that Stafford had also served on the Dove Centre Board and had been a guide at Inveraray Castle. The Chair advised a funeral service would be held in Taynuilt today at 1pm and the Association would be represented by Iona MacPhail, Regional Manager. He further advised a service would be held at Cardross Crematorium at 12.15pm on Friday 8th November and the Association would be represented by the Vice Chair.

The Chair reminded members of the requirement to respond to training/meeting invitations.

The Chair advised Dunoon Grammar School were recently named as European Entrepreneurial School of the Year at an award ceremony in Helsinki.

The Chair advised there would be an additional item covered under AOCB; Potential Loan Drawdown and Interest Rate Fix which would be presented by the Director of Finance & IT. The Chair stated the report had been issued by email and copies had been circulated to the meeting.

| | | |
|----|------------------|----------------------|
| 1. | Apologies | Actions to be |
|----|------------------|----------------------|

| | | |
|----|---|----------------------------------|
| | Councillor Roddy McCuish, Brian Tester Leave of absence Councillor Iain Shonny Paterson | completed by 12/12/19 |
| 2. | <p>Minute of Previous Meeting – 3rd October 2019 Betty Rhodick advised she had attended the meeting on 3rd October but her attendance had not been recorded.</p> <p>Subject to the above amendment, the Board of Management APPROVED the minute as a true and accurate record of the meeting.</p> <p>Proposed by: Betty Rhodick Seconded by: Cathy Grant</p> | |
| 3. | <p>Matters Arising Page 2 – Item 3 – (10 10 10 Initiative) – the Director of Human Resources & Corporate Services advised a meeting was scheduled to take place on 22nd November 2019 to evaluate the additional 10 applications received. She advised a full report would be provided to the December Board meeting.</p> <p>Page 2 – Item 3 – (Council depots) - the Chief Executive advised that he, along with the Director of Investment & Regeneration had met with Council officials on a variety of land issues which he would provide an update on during his presentation.</p> <p>Page 2 – Item 3 – (Area Committee Chairs meeting) - the Chair advised the Area Committee Chairs meeting scheduled to have been held on 22nd October had been postponed. He advised the remainder of his action points would be progressed following the reconvened meeting:</p> <p><u>Paired down training sessions</u> The Chair advised IT were working on the possibility of creating a second Secure Area on the website to allow Area Committee members to download training material. He reminded the Area Committee Chairs they could invite members of the Senior Management Team to attend their meetings.</p> <p><u>Tenant Members to be invited to attend meetings</u> The Chair advised that following the Area Committee Chairs meeting he would be willing to write to all tenant members inviting them to attend their local Area Committee meeting.</p> <p><u>Community Council attendance at meetings</u> The Chair advised it would be suggested to Area Committee Chairs that the Area Committees should be responsible for maintaining a relationship with the Community Council's in their area.</p> <p>Page 4 – Item 7 – (Rural Growth Fund) - the Chief Executive referred to the action point against the Secretary. He stated that during a meeting with Argyll and Bute Council ACHA had been advised there was a facility within the Rural Growth Fund to provide funding initiatives within new build housing which the Council would be happy to explore with the Association.</p> <p>Page 4 – Item 8 (revised Schedule of Meetings 2020) – the Director of Human Resources & Corporate Services advised she would cover under</p> | Colette Benham |

| | | |
|----|---|----------------------------------|
| | <p>agenda item 7.</p> <p>Pages 9 & 10 Item 16 – (Landlord Report) – the Chair advised the minor amendments had been made and the Landlord Report had been issued.</p> <p>Page 11 – Item 18 – (installation of laminate/tiled flooring) - the Chief Executive clarified there is a ban on the installation of all laminate/tiled flooring until further discussions have taken place.</p> <p>Page 14 – Item 20 – (Torlochan) – the Chief Executive advised he would provide an update under agenda item 8.</p> <p>Page 15 – Item 23 – (Regeneration Update) – the Chief Executive advised a valuation of the land at Sandbank would be progressed. He further advised Argyll and Bute Council were keen to sell.</p> <p>Page 17 – Item 27 – (Syrian Tenants) - the Chair clarified the minute from the meeting on 3rd October should read “Area Committee” not “Board”.</p> <p>Page 17 – Item 29 – (Potential Loan Drawdown and Interest Rate Fix) - the Director of Finance & IT advised he would provide an update on the Potential Loan Drawdown and Interest Rate Fix under AOCB.</p> <p>Page 17 – Item 29 – (letters of thanks) - the Chair advised he had issued letters of thanks on behalf of the Board to the Park Hotel and the coach company.</p> | |
| 4. | <p>Correspondence</p> <p>SHR Tenant and Resident Safety</p> <p>The Chief Executive advised the Scottish Housing Regulator had issued a letter to all Registered Social Landlords relating to:</p> <p>Tenant and Resident Safety</p> <p><u>Asbestos</u></p> <p>ACHA continually update the asbestos register</p> <p><u>Electrical Safety Checks</u></p> <p>ACHA carry out regularly</p> <p>Cyber Security</p> <p>ACHA carried out training for Governing Body and Staff members</p> <p>Brexit</p> <p>Following correspondence received from the Scottish Housing Regulator last year ACHA carried out an audit of potential risks and took the view Brexit posed a low to moderate risk. The Chief Executive advised the risk register is kept under review and a report would be provided to the Board if any issues arose. The Chief Executive advised he would like to respond to the Scottish Housing Regulator providing an update. The Board of Management unanimously AGREED the Chief Executive respond to the letter from the Scottish Housing Regulator.</p> <p>Resignation from position of Chair of the Helensburgh & Lomond Area Committee</p> <p>The Chair advised a letter of resignation from the position of Chair of the Helensburgh & Lomond Area Committee had been received from Bobby</p> | <p>Alastair MacGregor</p> |

| | | |
|----|--|--|
| | <p>Beggs. The Board of Management NOTED the next meeting of the Helensburgh & Lomond Area Committee would be held on 14th November 2019 where the election of a Chair would take place.</p> <p>Assurance Statement – Visit by Scottish Housing Regulator The Chief Executive advised a letter had been received from the SHR advising a visit would take place to discuss the Association's Annual Assurance Statement to find out what worked well during the process of producing it. The Chief Executive advised the purpose of the visit was largely to; help the SHR understand landlord experiences of producing the AAS, find out how landlords assured themselves about their compliance with regulatory requirements and in particular how landlords gained assurance about tenant and resident safety and rent affordability and identify and share positive practice and lessons learned. The Chief Executive advised the SHR were keen to carry out the visit by the end of December. He stated the visit would be facilitated and a report brought back to the Board of Management.</p> <p>The Chief Executive advised the SHR would be visiting 10 Associations and once all visits had taken place a report on the work carried out would be shared by the SHR.</p> <p>Bruce Marshall asked how long the visit would be likely to take. The Chief Executive advised it would be one day to work through the evidence and ask questions.</p> <p>The Vice Chair advised the Scottish Housing Regulator had been inundated with many different formats on the AAS. He stated it was likely the SHR would produce a template for the 2020 submission. He commented that information obtained from the visit will be used to assist with producing the template.</p> | |
| 5. | <p>Declaration of Interest There were no declarations of interest.</p> | |
| 6. | <p>Chief Executive Presentation The Chief Executive reiterated the comments made by the Chair in relation to the sad passing of Stafford Day.</p> <p>The Chief Executive delivered a presentation covering:</p> <ul style="list-style-type: none"> • Key Updates • Other Updates • External Updates <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>Betty Rhodick advised she had heard many good comments from tenants and residents following the completion of the Exemplar Estates project at Lochnell Street, Lochgilphead.</p> <p>Nancy McDonald stated most of the residents at Dunmar Court believed</p> | |

| | | |
|----|---|--------------------|
| | <p>the Association had a Stay Put policy in place in the event of a fire and asked if that was the position. The Director of Housing & Neighbourhood Services advised the Association had never had Stay Put policies in place. She advised that following the Grenfell fire she had personally issued new guidance which had been drawn up jointly with the Fire Service. The guidance states if residents are able to leave they should do so but if unable to leave wait to be rescued. She further advised the guidance provided information on laying low whilst waiting to be rescued. The Director of Housing & Neighbourhood Services advised that some tenants required oxygen in their home and stated the Association alert the fire service on a regular basis. The Board noted the fire service regularly carry out visits to complexes and hold safety talks. The Director of Housing & Neighbourhood Services advised that would continue. The Board of Management were advised that fire safety information is re-issued annually. Nancy asked if the information could be cascaded to tenants. The Director of Housing & Neighbourhood Services advised letters had been issued. Nancy stated she had never received a letter or fire safety information and added she was a fairly new tenant of the complex. The Director of Housing & Neighbourhood Services stated fire guidance should be contained within the new tenant pack. She stated should would ascertain why Nancy had not been provided with the information. The Chair thanked Nancy for her comments and stated the information she had provided highlighted the benefits of tenants being on the Board of Management.</p> <p>Bruce Marshall stated it was his view that more people could have been saved from the Grenfell fire if the Stay Put policy had not been in place.</p> <p>Bruce Marshall referred to slide 6 – Council site in Sandbank. He stated the site would be worthwhile purchasing. The Chief Executive stated there may be demand for houses as opposed to flats.</p> <p>Bruce Marshall referred to slide 16 – Universal Credit being an emerging issue. He advised he had heard yesterday the implementation of Universal Credit had been a success and that claims about problems caused were being over exaggerated. The Chair of the Audit Committee advised the statement had been used as an advert by a political party which was now banned by the Advertising Authority. The Chief Executive stated the problems with Universal Credit were causing higher levels of rent arrears.</p> | Christine Johnston |
| 7. | <p>Revised Schedule of Meetings 2020</p> <p>The Director of Human Resources & Corporate Services advised the Six Monthly Strategic Planning Review proposed date had been changed from 15th to 22nd October 2020 to accommodate the requirements of the Vice Chair.</p> <p>The Board of Management unanimously APPROVED the revised date.</p> | |
| 8. | <p>Torlochan Update</p> <p>The Chief Executive advised his report had been overtaken by events as representations had been received from Councillor Good, Bute & Cowal Area Chair asking if the Board could delay their decision until after the 5th December 2019. He had advised that elected members wished to discuss the proposal ACHA had put forward to the Council at their meeting on 5th December.</p> | |

| | | |
|-----|---|------------------------------|
| | <p>The Board of Management unanimously APPROVED delaying making a decision until after 5th December.</p> <p>The Chair advised Torlochan would be an agenda item for the December Board meeting.</p> | <p>Lesley Lindsay</p> |
| 9. | <p>Six Monthly Strategic Planning Review October 2019 Corporate Strategic Plan 2019 – amended October 2019 The Board of Management unanimously APPROVED the revised Corporate Strategic Plan.</p> <p>ACHA Risk Register – amended October 2019 The Board of Management unanimously APPROVED the revised ACHA Risk Register.</p> <p>AHFA Risk Register – amended October 2019 The Board of Management unanimously APPROVED the revised AHFA Risk Register.</p> <p>PEST 2019 – no amendment NOTED.</p> <p>SWOT 2019 – no amendment NOTED.</p> <p>Planning Matrix 2019/20 – October 2019 review NOTED.</p> | |
| 10. | <p>Your Voice Scrutiny Report “Planned Maintenance: Communication and Customer Satisfaction” The Director of Housing & Neighbourhood Services advised for their fourth scrutiny exercise the Your Voice group decided to explore the planned maintenance programme focusing on the way in which programmes are communicated to tenants and factored owners and what information and support is available to tenants before, during and after the works take place. The Director of Housing & Neighbourhood Services stated that as a result of the scrutiny exercise, the Your Voice group and 11 recommendations. She further stated that some of the recommendations put forward by the group were already being worked on by ACHA and officer comments had been included against each of the recommendations.</p> <p>The Chair took the meeting through each of the recommendations contained within the report: <u>Recommendation 1</u> <i>ACHA should make use of digital technology to allow tenants and staff to access up-to-date information about planned programmes online.</i> The Director of Housing & Neighbourhood Services advised this would be possible following the introduction of the new housing management system. The Board of Management unanimously APPROVED recommendation 1.</p> <p><u>Recommendation 2</u> <i>Develop a ‘what to expect’ handbook and make this available on the ACHA website as well as in printed format. This should include details of who to contact if extra support might be required e.g. to pack away belongings or to secure overnight accommodation. ACHA must give consideration to languages and other barriers to understanding the information.</i> The Director of Housing & Neighbourhood Services advised an ad hoc version was currently in place but would be developed into a more informative booklet to cover the various types of work.</p> | |

| | |
|--|----------------------------------|
| <p>The Board of Management unanimously APPROVED recommendation 2.</p> <p><u>Recommendation 3</u> <i>Develop a 'what to expect' video to compliment the handbook. The video link can then be sent to tenants via a variety of methods.</i> The Director of Housing & Neighbourhood Services advised the cost attached to video production would be £2,000. She stated it was not a substantial financial burden and advised the idea had been taken from other organisations. The Chair of the Audit Committee queried the cost of £2,000, stating it was his view the cost would exceed that level. The Director of Housing & Neighbourhood Services advised the cost had been obtained from the company who advised that was a run of the mill cost. The Director of Housing & Neighbourhood Services stated there was no feedback from other organisations using it on how useful it has been. The Director of Housing & Neighbourhood Services asked if it would be beneficial to ask tenants that had recently had major works done whether they would have found a booklet, video or both useful. Cathy Grant stated it was important to ask tenants first whether they would find it useful. The Chief Executive stated that if the Association were to proceed with the production of a video it should be honest as major works can be disruptive and fairly challenging for tenants. The Board of Management unanimously AGREED a survey be undertaken to establish whether tenants thought the production of a video would be useful. With that caveat, the Board of Management unanimously APPROVED recommendation 3.</p> <p><u>Recommendation 4</u> <i>Undertake a review of all the letters that are sent out by ACHA regarding planned maintenance programmes to develop a suite of letters that includes: 2 letters to be sent before the work commences, one well in advance (3-6 months) and one just before work commences (2-3 weeks). One letter to be sent during the work, detailing how to report problems. One letter to be sent after the work. How to report problems/snagging etc. All correspondence should include a named contact and details of what to do in an emergency.</i> The Director of Housing & Neighbourhood Services advised that the Investment & Regeneration Department were currently working on reviewing letters issued to ensure information provided is clear. The Board of Management unanimously APPROVED recommendation 4.</p> <p><u>Recommendation 5</u> <i>ACHA should provide a 'point of contact' who would be available during and after the works. This should be someone within ACHA who will take responsibility for resolving the issue. The point of contact should be available to deal with; Problems with quality; Problems with behaviour of contractors; Problems with communication with contractors; Emergencies, especially out of hours.</i> The Director of Housing & Neighbourhood Services stated the Association did provide points of contact for tenants but stated this would be further developed to ensure clarity for tenants. The Board of Management unanimously APPROVED recommendation 5.</p> <p><u>Recommendation 6</u> <i>ACHA should identify households that might require extra support</i></p> | <p>Christine Johnston</p> |
|--|----------------------------------|

throughout the process and make necessary arrangements to provide assistance.

The Director of Housing & Neighbourhood Services advised this was already undertaken as part of the process but she stated the current process would be reviewed to ensure it was effective and fit for purpose. The Board of Management unanimously **APPROVED** recommendation 6.

Recommendation 7

ACHA should secure the involvement of the wider community including the Council and other organisations in the planning of programmed maintenance, particularly external/visual works.

The Director of Housing & Neighbourhood Services advised the Association's Exemplar Estates project proactively seeks the view and comments of the community.

The Board of Management unanimously **APPROVED** recommendation 7.

Recommendation 8

ACHA should think creatively about the community benefits they require from a contractor as part of the procurement process, working with local communities to gather their thoughts and views.

The Director of Investment & Regeneration the process would be reviewed taking into account the legal requirements of the procurement process.

The Board of Management unanimously **APPROVED** recommendation 8.

Recommendation 9

ACHA should make better use of available powers and incentives to improve relationships with home owners and private renters.

The Director of Investment & Regeneration advised the Association's Owners Team and other relevant staff would continue to work with owners and other stakeholders to secure agreement to proceed with and develop programmes of work which would be beneficial to all parties.

The Board of Management unanimously **APPROVED** recommendation 9.

Recommendation 10

ACHA should introduce post-work inspections that capture tenant experience as well as the quality of work.

The Director of Housing & Neighbourhood Services advised that the current methodology of tenant satisfaction, post major works would be reviewed to capture tenant experience.

The Board of Management unanimously **APPROVED** recommendation 10.

Recommendation 11

ACHA should ensure that all contractors are briefed about acceptable behaviour and conduct when on site.

The Director of Investment & Regeneration advised that all contractors are required to meet standards in relation to behaviour and conduct and the process of ensuring that contractors brief their own staff would be reviewed.

The Board of Management unanimously **APPROVED** recommendation 11.

The Chair thanked the Your Voice group for their hard work undertaking the scrutiny exercise. The Chair of the Audit Committee congratulated the Your Voice group on a well written report.

| | | |
|-----|---|--|
| 11. | <p>Tenant and Members Conference 2020 Update</p> <p>The Director of Housing & Neighbourhood Services advised the third conference would take place on Saturday 8th February 2020 in the Inveraray Inn. She advised the format would remain largely the same as the 2019 conference as it had been very successful and had produced excellent feedback. The Director of Housing & Neighbourhood services took the meeting through the recommendations contained within her report.</p> <ol style="list-style-type: none"> 1. The Board note the planning progress to date for the 2020 conference 2. The Board note that the number of attendees will be restricted to 64 in order to facilitate participation and interactive sessions 3. The Board approve that priority for places be given to non-Governing Body Members 4. The Board approve that Facebook, the Tenants newsletter, Gypsy/Traveller newsletter, website, posters, emails, text messaging, letters and also an automated message when phoning the Customer Service Centre be used as a way of promoting the conference 5. The Board consider a potential name change of the Tenant & Member Conference as per section 1.6 of the report. <p>The Director of Housing & Neighbourhood Services took the meeting through section 1.6 of her report which stated a name change had been suggested during the 2019 conference as it was felt by some the word “conference” was too formal. She asked the Board to take a decision on the renaming of the conference. The Chair of the Audit Committee questioned whether the Board were the correct people to select a title for the day and suggested it be decided by attendees at the 2020 conference. Following discussion, the Board of Management unanimously AGREED the decision should be made by the attendees of the 2020 conference. The Director of Housing & Neighbourhood Services advised she would undertake discussions during the opening feedback from the previous conference.</p> <p>The Chair took the meeting through each of the recommendations in the report.</p> <p><u>Recommendation 1</u> NOTED</p> <p><u>Recommendation 2</u> NOTED</p> <p><u>Recommendation 3</u> Unanimously APPROVED</p> <p><u>Recommendation 4</u> Unanimously APPROVED</p> <p><u>Recommendation 5</u> DELEGATED to the 2020 conference attendees.</p> | |
| 12. | <p>Business Continuity Plan</p> <p>The Director of Human Resources & Corporate Services advised in April 2019 an audit had been undertaken and the review considered arrangements for the business continuity planning, including the Association’s strategy. She further advised that as the document was considered high profile the decision had been taken to present to the full</p> | |

| | | |
|-----|--|--|
| | <p>Board as opposed to the Policy Committee.</p> <p>The Director of Human Resources & Corporate Services took the meeting through her report and stated a test scenario for 2020 was being sought.</p> <p>The Chair stated the Board of Management were not directly involved in continuity arrangements but stated he was satisfied with the plan and highlighted Board members would be willing to assist wherever possible.</p> <p>The Board of Management unanimously APPROVED the Business Continuity Plan.</p> | |
| 13. | <p>KPI Scorecard</p> <p>The Director of Housing & Neighbourhood Services apologised for two amendments required:</p> <p>Line 34 – Tenancy Offers – percentage of tenancy offers refused – legend should be green.</p> <p>Line 43 – Void Rent Loss – percentage of rent due lost through voids – legend should be amber.</p> <p>The Board of Management NOTED the contents of the KPI Scorecard.</p> | |
| 14. | <p>AHFA Management Accounts</p> <p>The Director of Finance & IT took the meeting through the Management Accounts. He advised there was not an updated forecast outturn but drew the meetings attention to Appendix 1 of his report.</p> <p>The Board of Management NOTED the content of the AHFA Management Accounts at 30th September 2019.</p> | |
| 15. | <p>ACHA Management Accounts</p> <p>The Director of Finance & IT took the meeting through the Management Accounts.</p> <p>The Board of Management NOTED the content of the ACHA Management Accounts to 30th September 2019.</p> | |
| 16. | <p>Regeneration Update</p> <p>The Director of Investment & Regeneration took the meeting through her report highlighting:</p> <ul style="list-style-type: none"> • Glenshellach, Oban – development delayed. Meeting scheduled to take place on Friday 8th November to determine a handover date. • Linn Walk, Garelochhead – slow start due to ground contamination. Currently in negotiations with contractor • Oakhill, Tarbert – looking to buy common rights. Valuation currently being undertaken <p>The Director of Investment & Regeneration took the meeting through each of the Pipeline and Potential Future Projects contained within her report.</p> <p>The Director of Investment & Regeneration advised her department were currently looking as ways to increase the tenant satisfaction response rate.</p> | |

| | | |
|-----|--|-----------------|
| | <p>The Chair stated he drove past the Garelochhead site on a number of occasions each day. He felt the Garelochhead site was well organised and progressing well.</p> <p>The Board of Management NOTED progress of the development programme against the targets and NOTED the proposals for potential future developments.</p> | |
| 17. | <p>Investment Update</p> <p>The Director of Investment & Regeneration took the meeting through her report highlighting:</p> <p>1a. Summary of spend and units and actual progress 1b. Commentary on progress</p> <p>The Director of Investment & Regeneration stated there were no major issues for concern.</p> <p>The Board of Management noted the Warm Homes Fund team were now in place and would be providing an update report to Board meetings.</p> <p>Pat McVey stated he found the summary of spend and units and actual progress table very confusing. The Director of Investment & Regeneration advised she would look at clearer ways to present the information to Board members. She stated she would provide an alternative proposal to the December Board meeting.</p> <p>The Board of Management NOTED progress of the Investment Programme against the targets.</p> | Kirsteen McGinn |
| 18. | <p>Complaints Report</p> <p>The Director of Human Resources & Corporate Services advised the Complaint Report was normally contained within the Board Information Pack but may be useful as an agenda item.</p> <p>The Board of Management NOTED the contents of the report.</p> | |
| 19. | <p>Smoke Detectors and New Fire Regulations</p> <p>The Director of Investment & Regeneration stated that following discussion at the Strategic Planning review, she had drafted a report for noting.</p> <p>She advised the Association through its planned maintenance contracts had been identifying properties requiring additional heat/smoke detectors to meet the requirements of the new legislation. She advised there were 1658 heat detectors and 1439 smoke detectors required but further advised most installs would be doubled up with properties getting additional smoke alarms and heat detectors installed within the same property.</p> <p>The Chair asked for further information on the reliability of the 10 Year Lithium Battery. The Director of Investment & Regeneration stated there was mixed advice but stated Scottish Fire and Rescue had supported the sealed battery unit where the battery cannot be removed.</p> | |

| | | |
|-----|--|-----------------|
| | <p>The Director of Investment & Regeneration advised the batteries were provided with a warranty of 10 years and if they failed before the 10-year timeframe would be replaced by the company that installed them.</p> <p>The Director of Investment & Regeneration stated that ACHA had a robust testing regime.</p> <p>The Board of Management NOTED the contents of the report.</p> | |
| 20. | <p>Exemplar Estates The Director of Investment & Regeneration took the meeting through her report and advised that all future projects that could be completed by end March 2020 were being assessed and a list would be finalised shortly and an update provided to the December Board meeting.</p> <p>The Chair stated the before and after pictures of the project at Lochnell Street, Lochgilphead were fantastic.</p> <p>Bruce Marshall asked if the Grounds Maintenance staff would be working on projects. The Director of Investment & Regeneration advised they would work on smaller projects but the larger projects would go external. She stated the Grounds Maintenance resource would be utilised as much as possible.</p> <p>The Board of Management NOTED progress of the Exemplar Estates Project.</p> | Kirsteen McGinn |
| 21. | <p>2018 Tenant Satisfaction Survey Action Plan 2019/21 Quarterly Update The Board of Management NOTED progress and the actions taken in line with the outcomes of the 2018 Tenant Satisfaction Survey. The Director of Housing & Neighbourhood Services advised it was an ongoing work in progress and the next Tenant Satisfaction Survey would be carried out next year.</p> | |
| 22. | <p>Notifiable Events The Director of Human Resources & Corporate Services provided an update following a mop up exercise that had been carried out.</p> <p>Mop Up Items: Reported to the Health and Safety Executive and Scottish Housing Regulator on 21st January 2019. Smoke grenade found in gutter whilst cleaning. Case closed by HSE and SHR)</p> <p>Reported to Scottish Housing Regulator 6th March 2019. Military rocket parachute flare found whilst clearing property. Case closed by SHR.</p> <p>Reported to Scottish Housing Regulator 2nd April 2019. Fire in close in Oban. Case closed by SHR.</p> <p>Reported to Health and Safety Executive and Scottish Housing Regulator 12th March 2019. Gas leak at property in Oban as a result of sub-contractor works. Case closed by HSE and SHR.</p> | |

| | | |
|-----|--|--|
| | <p>The Director of Human Resources & Corporate Services provided an update on new Notifiable Events.</p> <p>New Items: Reported to Health and Safety Executive and Scottish Housing Regulator 20th September 2019. Employee bruised ribs and absent from work RIDDOR. Case closed by HSE and SHR.</p> <p>Reported to Health and Safety Executive and Scottish Housing Regulator 20th September 2019. Employee hurt back whilst working and was absent from work for 9 days RIDDOR. Case closed by HSE and SHR.</p> <p>Reported to Scottish Housing Regulator 22nd October 2019. Complaint made in relation to an Area Committee Member. Now closed by SHR.</p> <p>The Board of Management NOTED the contents of the update.</p> | |
| 23. | <p>Whistleblowing Policy The Director of Human Resources & Corporate Services advised the document would normally be presented to the Policy Committee but it was felt it was important the full Board were involved in the review of the Policy.</p> <p>The Director of Human Resources & Corporate Services advised the Whistleblowing Policy had been re-drafted and appendices inserted and took the meeting through the changes. She further advised that training on the subject would be provided.</p> <p>Bruce Marshall asked if there were many Whistleblowing cases. The Director of Human Resources & Corporate Services advised there had been only one within the lifetime of ACHA.</p> <p>The Chair stated it was a complex subject and he looked forward to attending a training session.</p> <p>The Director of Human Resources & Corporate Services took the meeting through the recommendations contained within her report:</p> <ol style="list-style-type: none"> 1. To approve a re-drafted Whistleblowing Policy and appendices 2. To adopt the QEF guidance as an appendix 3. To note that this forms part of our self-assessment review work and Annual Assurance Statement to the Scottish Housing Regulator that we have effective arrangements and a policy covering Staff and Governing Body members which is made available and promoted 4. To carry out training for both Governing Body and Staff members in effective implementation. <p>The Board of Management unanimously NOTED and APPROVED the recommendations.</p> | |
| 24. | <p>A.O.C.B. Annual Assurance Statement – Internal Audit The Governance & Compliance Manager advised that following submission of the Annual Assurance Statement to the Scottish Housing Regulator the Association's Internal Auditors, TIAA were asked to review the process. The overall conclusion was:</p> | |

- The Annual Assurance Statement was compiled and approved by the Board of Management in August 2019
- The Association conducted a self-assessment where any areas of partial compliance have been identified and planning is in place to address an issues
- Compliance testing found the Association to be compliant with all Scottish Housing Regulator Regulatory Standards aside from areas already identified and addressed from the self-assessment
- Going forward a working group will be set up with the remit of overseeing the compilation and scrutiny of the information required for next year's Assurance Statement

The Governance & Compliance Manager advised TIAA had provided a clean audit with no recommendations for improvement at this time.

The Chief Executive stated the internal audit findings would be helpful when meeting with the SHR in December. The Chair thanked the Governance & Compliance Manager for the level of work put in to the Annual Assurance Statement.

Potential Loan Drawdown and Interest Rate Fix

The Chair asked if the Board were happy to approve the recommendation. The Board of Management unanimously **APPROVED** the recommendation contained within the report.

Lochgair Place, Tarbert

Betty Rhodick advised that she, along with Councillor Donnie MacMillan had attended celebrations at Lochgair Place, Tarbert. She advised the sheltered housing complex had been opened 40 years ago by Malcolm Rifkind but at the time no plaque had been erected. Betty confirmed a plaque had now been erected and she circulated a thank you letter sent to the residents at Lochgair Place, Tarbert.

Dalriada House, Lochgilphead

Betty Rhodick passed on thanks from the Collector Co-ordinator from Poppy Scotland for ACHA decorating the windows at Dalriada House.

Information Pack

The Chair urged members to read the article written by David Bookbinder on rent affordability. The Chief Executive agreed and stated it was a very relevant article.

The Chair advised funds were available for any Board member wishing to attend the SHARE Conference. The Chair of the Audit Committee advised he had previously attended and had found it a useful networking opportunity.

The Chair advised funds were available for any Board member wishing to attend the GWSF Conference.

Tenant Satisfaction Cards

Pat McVey advised he had recently had works done and criticised the Association for not having an electronic version of the satisfaction card

| | | |
|-----|--|--|
| | available for tenants. He stated that perhaps that might encourage a higher return. The Director of Investment & Regeneration advised the two different operating systems could not tie in. Pat asked if the new housing management system would solve the issue. The Director of Investment & Regeneration advised the new housing management system would provide that opportunity but currently there was no way of tying up the two systems. | |
| 25. | Date & Time of Next Meeting Thursday 12 th December 2019 at 10.00am in the Inveraray Inn, Inveraray | |