

Argyll Community Housing Association

Board of Management Meeting

Thursday 8th November 2018 at 10.00am in the Inveraray Inn, Inveraray

Minute

Present:

Jim Milne (Chair)
 Douglas Prophet (Vice Chair)
 Councillor Roddy McCuish (Secretary)
 Danny Kelly (Chair Audit Committee)
 David Carmichael
 Cameron Grant
 Ian McIntyre
 Councillor Donnie MacMillan
 Bruce Marshall

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 drew the Boards attention to the GWSF paper on Pressure on Rents. He stated it was a well written paper on the challenges facing RSLs in respect of rent pressure and affordability.

The Chair advised that following the opening of the Linda Haig memorial garden £320 was raised for the Crohns and Colitis charity.

1.	Apologies Mike Brown, Sandra Glazsher, Councillor Iain Shonny Paterson, Betty Rhodick	Actions to be completed by 13/1218
2.	Minute of Previous Meeting – 4th October 2018 The Board of Management APPROVED the minute as a true and accurate record of the meeting. Proposed by: Douglas Prophet Seconded by: Cameron Grant	
3.	Matters Arising Page 5 – Item 10 - the Chief Executive advised discussions had not taken place with Argyll and Bute Council but would if the Scottish Government did	

	<p>not agree to a higher HAG level for the new build properties in Tarbert.</p> <p>Page 6 – Item 11 – the Director of Investment & Regeneration advised she had met with a representative from Historic Environment Scotland on Monday 5th November 2018. She advised a desktop exercise had been carried out and it was Historic Environment Scotland's initial view they would not de-list the properties but may give permission to demolish the building. They stated they were fully aware of the challenges facing ACHA. The Director of Investment & Regeneration advised the door was still open but ACHA would face a rigorous procedure to prove there was no further use for the buildings. The Director of Investment & Regeneration advised she would provide the Board with regular updates. The Chief Executive advised Councillor Armour had raised concerns at the meeting that was held. The Board were advised the CE had written to Councillor Armour inviting him to meet to discuss his concerns but as yet the invitation had not been taken up. The Chief Executive advised he would remind Councillor Armour of the invitation.</p> <p>Page 8 – Item 14 – Agenda item 21 covers</p> <p>Page 9 – Item – 15 – the Chair confirmed no final adjustments had been made to the rent consultation document by the Officer Bearers</p> <p>Page 10 – Item 18 – Agenda item 23 covers</p> <p>Page 11 – Item 22 – the Chief Executive advised that Councillor Hardie had confirmed his attendance at the Induction session being held on 27th November 2018.</p>	Alastair MacGregor
4.	<p>Correspondence</p> <ul style="list-style-type: none"> • Leave of absence request from David Carmichael <p>The Chair advised that due to illness, David Carmichael had requested a four month leave of absence. The Board of Management unanimously AGREED the leave of absence request.</p>	
5.	<p>New Membership Applications</p> <p>The Board of Management unanimously APPROVED two new membership applications.</p>	
6.	<p>Cancelled Memberships</p> <p>The Board of Management NOTED the cancellation of one membership.</p> <p>The Board of Management NOTED the current membership total as at 31st October 2018 was 250 members.</p>	
7.	<p>Chief Executive Presentation</p> <p>The Chief Executive delivered a presentation covering:</p> <ul style="list-style-type: none"> • Key Issues • Other Internal Updates • External Updates <p>The Board of Management NOTED the contents of the presentation.</p>	

Members in attendance were provided with a copy of the presentation.

Councillor MacMillan advised he had attended the Local Community Planning meeting in Campbeltown recently where he had been asked if ACHA would be providing compensation to owners who had upgraded their homes that would now be demolished. The Chief Executive stated that when the Association had first carried out the consultation in relation to the Asset Management Strategy for Dalintober it had been agreed to mothball the properties but following feedback from the community who were unhappy with the decision, ACHA withdrew the mothballing. The Chief Executive advised the Board had considered a report at their last meeting which stated there were a total of 46 properties at Dalintober, 43 were owned by ACHA and of the 43 there were 30 voids. Board members acknowledged the properties were not popular due to the extremely small bathrooms and kitchens. They further acknowledged it would be inappropriate to invest £4m on properties that very few people wished to live in. The Chief Executive stated tenants were voting with their feet and leaving the properties. He advised that if the properties were demolished they would be replaced with new build homes to meet modern day needs.

The Secretary stated he welcomed the recent decree for eviction for the drug dealer in Oban and asked that if the person was evicted, what was in place to prevent rehousing by ACHA through Home Argyll or the Council's Homelessness department. The Director of Housing & Neighbourhood Services stated the person could be rehoused by ACHA in the future. She advised that ACHA had an agreement with the Council whereby evicted tenants would not be referred back to ACHA for six months. She advised that was an agreement between ACHA and the Council but was not a legal requirement. The Director of Housing & Neighbourhood Services advised that once the incarceration period had ended offenders were legally entitled to apply to Home Argyll. The Board of Management noted that in the past ACHA had been required to re-house tenants who had been evicted for anti-social behaviour and rent arrears. She advised that it would be less likely a drug dealer would apply to be re-housed back in the area of their crime. The Secretary asked if all Housing Association's took the same line. The Director of Housing & Neighbourhood Services advised that if the person were referred through the Council's homelessness referral then other Housing Association's would have no option but to re-house. The Director of Housing & Neighbourhood Services advised that the other RSLs eviction process in relation to drug dealing was also robust. The Chief Executive advised that the person may be deemed intentionally homeless due to breaking the law by dealing drugs. The Director of Housing & Neighbourhood Services stated that decision would be taken by the Council. She confirmed it was feasible for the family of the criminal to apply for housing. The Chief Executive added that whilst he worked at Queens Cross HA a high number of drug dealers had been evicted. He stated that history would suggest a drug dealer would not return to the same landlord. He stated that ACHA had won a victory in having the offender evicted and if the person tried to return to an ACHA tenancy the Association would review its legal options. The Chief Executive advised the judgement of the Sheriff had been damning as the person had been dealing in drugs outside Oban High School. Bruce Marshall stated he had concerns that evictees could present in other areas. He stated it was his

	view it was absolutely wrong to be forced to re-house convicted criminals.	
8.	<p>KPI Scorecard</p> <p>The Chair stated at the last meeting it had been agreed a working group would consider the KPI. He advised a meeting of the KPI working group would take place on 20th November 2018 following the Finance training session.</p> <p>The Chair asked why the repairs completed figure was in red but the YTD target was 100%. The Director of Finance & IT advised that although the figure displayed at 100% the actual figure was 99.7% and stated that was the reason for it remaining as red.</p> <p>The Board of Management NOTED the contents of the KPI Scorecard.</p>	
9.	<p>Social Media Report ACHA Social Media Engagement Through Facebook</p> <p>The Chief Executive took the Board through his report and advised the background to the consideration of an ACHA Facebook page came from two initiatives. At the Helensburgh staff roadshow in September 2017 a presentation from the Local Manager, Housing & Neighbourhood Services highlighted the potential benefits an ACHA Facebook page could bring, both in terms of positive messages and responding to issues arising from member of the general public. Alongside that two members of staff had attended events where ACHA were the only participants without a Facebook page.</p> <p>The Chief Executive took the Board through the Terms of Reference and Terms of Operation for an ACHA Facebook page and suggested running the first year as a pilot.</p> <p>The Chief Executive took the meeting through the recommendations contained within his report:</p> <ul style="list-style-type: none"> • The Association operates its own Facebook page • The Facebook page goes live from April 2019 • The Terms of Reference and Operation contained within the report are adopted <p>The Chair suggested the addition of a fourth recommendation:</p> <ul style="list-style-type: none"> • A review report be brought back to the Board of Management at the end of the pilot year. <p>Cameron Grant asked if there were any plans to run Facebook alongside any other social media platforms such as Twitter. The Chief Executive stated Facebook would be piloted in the first instance.</p> <p>The Director of Housing & Neighbourhood Services advised that web chat would be introduced in 2019 which was a very interactive service.</p> <p>The Director of Human Resources & Corporate Services advised the recruitment Facebook page would be kept separate.</p> <p>The Board of Management unanimously AGREED all four</p>	

	recommendations.	
10.	<p>AHFA Management Accounts to 30th September 2018</p> <p>The Director of Finance & IT advised there were two formats of the report, the old style and the revised version which the AHFA Board of Directors had requested. He stated that in future only the revised report would be issued but he had issued both during the transition.</p> <p>The Board of Management NOTED the contents of the AHFA Management Accounts to 30th September 2018.</p>	
11.	<p>ACHA Management Accounts to 30th September 2018</p> <p>The Board of Management NOTED the ACHA Management Accounts to 30th September 2018</p>	
12.	<p>IT Budget 2019/20 – Housing Management System Review</p> <p>The Director of Finance & IT advised his report was not for decision but was to flag up the key issues in relation to the IT Budget for 2019/20 arising from the review of the housing management system. He advised the current housing management system was largely prehistoric and had been unchanged since the 1990s. He stated that in order to move forward to a customer facing organisation which would allow more interaction via the Association’s website moving to a new system would be critical.</p> <p>The Director of Finance & IT took the Board through his report highlighting the current position and timescale, costs, modules included in a “like for like”, additional modules that can be purchased, implementation timescale, summary of estimated costs to Migrate.</p> <p>The Director of Finance & IT advised the figures contained within his report were provisional, particularly the additional staffing levels but the Board would be provided with accurate figures in the report for consideration at the February Board meeting.</p> <p>The Director of Finance & IT advised there would be a huge amount of data that would be required to be transferred over to a new system and there was still a lot to be thought out on how best to staff the migration.</p> <p>The Director of Finance & IT advised a new system would provide significantly more functionality and as a result a business process review would require to be carried out. It is likely the business process review would take place on a module by module basis.</p> <p>The Director of Finance & IT advised that if the specification/costs provided by Capita were unacceptable, it may be decided to go out to tender which would most likely mean a larger cost and longer timescale.</p> <p>The Vice Chair stated the Association needed a new system in place to improve services. He asked if there was a lack of confidence in Capita. The Director of Finance & IT advised he did not have lack of confidence in Capita as he had no doubt the housing system they could offer would move ACHA to a vastly superior system but stated all largescale IT projects were very difficult to manage but the alternative was to continue with a system that would eventually become unsupported.</p>	

	<p>Bruce Marshall asked what the additional budget would cover. The Director of Finance & IT advised the vast majority of the additional budget would cover payment to Capita but would also cover licencing costs and additional staff. He confirmed that once the new system was “live” the additional staff would no longer be required so the cost was largely a two to three year cost.</p> <p>Ian McIntyre asked whether staff would be readily available. The Director of Finance & IT advised the type of staff required had not yet been identified.</p> <p>The Chair asked whether the implementation of a new housing management system would impact on staffing numbers. The Director of Finance & IT advised there was no doubt the introduction of a new housing management system would provide efficiencies which would allow staff to carry out their jobs more effectively and provide a better service to tenants and other customers.</p> <p>The Directors of Investment & Regeneration and Housing & Neighbourhood Services stated that staff were very positive and enthusiastic regarding the introduction of a new system and were looking forward to being able to provide a better service more efficiently.</p> <p>The Board of Management NOTED the contents of the report.</p>	
13.	<p>Strategic Planning Updates</p> <p>The Director of Human Resources & Corporate Services advised that following the Strategic Planning review session held on 11th October 2018 the documentation had been updated accordingly.</p> <p>The Director of Human Resources & Corporate Services took the Board through the change to the Corporate Strategic Plan and the amendments to the ACHA Risk Register and Planning Matrix.</p> <p>The Board of Management unanimously APPROVED the amendments to the Corporate Strategic Plan, ACHA Risk Register and Planning Matrix.</p>	
14.	<p>Review of Scheme of Delegated Authority</p> <p>The Governance & Compliance Manager advised that following consultation, the Scheme of Delegated Authority had been amended to accommodate the resultant outcomes for consideration by the Board of Management. She further advised the Scheme of Delegated Authority was the delegation of responsibilities from the Board of Management to the Area Committees.</p> <p>The Governance & Compliance Manager stated her covering report contained all the proposed amendments which could also been seen in the policy by way of tracked changes.</p> <p>The Board of Management were asked to consider the recommendations contained within the report.</p> <p>1. Amendment of Area Committee meeting quorum to reduce from 4</p>	

	<p>members to 3 members</p> <p>The Governance & Compliance Manager advised by reducing the quorum to 3 would bring the Area Committees in line with other sub-committees. The Board of Management unanimously APPROVED the amendment.</p> <p>2. Amend the review period from annually to three yearly, unless a further review is required in the interim</p> <p>The Board of Management unanimously APPROVED the amendment.</p> <p>The Chief Executive stated it was his view a third recommendation be included to modernise what the respective roles are so there is no confusion or misunderstanding in terms of the roles. He put forward the following third recommendation for consideration:</p> <p>3. The amendments are conveyed to the Area Committees and information be provided to the Area Committees with respect to their responsibility and the responsibility of the Board of Management</p> <p>The Board of Management unanimously APPROVED the recommendation.</p>	
15.	<p>Governance Review (Self-Assessment) September 2018</p> <p>The Governance & Compliance Manager advised that a six monthly review was undertaken by Corporate Services on a range of topics to ensure the Association is compliant in various areas as outlined in the appendix to her report. She stated that ACHA have been carrying out the process as standard but advised it would be likely that it will be a requirement for all RSLs from April 2019.</p> <p>The Governance & Compliance Manager stated that if any Board member wished to see the evidence they should contact her.</p> <p>The Chair advised the review had been carried out in September and some of the actions contained within the report had already moved forward.</p> <p>The Board of Management NOTED the content of the report to ensure awareness of the current governance arrangements.</p>	
16.	<p>AHFA Contract Review</p> <p>The Director of Investment & Regeneration took the Board through her report and explained the reasoning behind the changes. She advised that if approved by the Board, the changes would be issued for consultation with tenants.</p> <p>The Chair stated he wished to take each recommendation separately.</p> <p>a. Increase the response time for emergency repairs from 2 hours to 4 hours</p> <p>The Vice Chair stated it was his view tenants would not be happy with the increase in emergency response times. The Director of Investment & Regeneration advised the relaxation of emergency response time would bring the Association in line with the majority of other Housing Associations. The Vice Chair stated that other RSLs allowed less time for routine and urgent repairs than ACHA. The Director of Investment & Regeneration advised that the increase to the emergency response time should reduce the time taken for routine and urgent repairs. The Director of Investment & Regeneration stated the current target of 2 hours was</p>	

	<p>never met as the average response time for emergency repairs was 2.9 hours. Cameron Grant indicated he had concerns about increasing the target from 2 to 4 hours. Ian McIntyre stated he had no concerns over the relaxation to 4 hours and asked why ACHA's target was set at 2 hours. The Director of Housing & Neighbourhood Services advised that at the point of stock transfer, ACHA did not have all the information that is available today and it was felt a 2 hour target was feasible. The Secretary advised he was happy with the proposed change to the target as ACHA covered a huge geographical area. He stated that the target was the target and that tradespersons should endeavour to get to the emergency as soon as possible. Bruce Marshall advised he would support moving to a 4 hour target due to the geographical issues the Association faced.</p> <p>The Vice Chair asked how often the 8 hour emergency was used. The Director of Investment & Regeneration advised she would provide him with the figures outwith the meeting.</p> <p>The Chair stated that the report did not mention that the increase to a 4 hour response may reduce the time taken for routine and urgent repairs. The Director of Investment & Regeneration advised that information would be included as part of the review in six months.</p> <p>The Chair asked members to vote on the proposed amendment: 7 members AGREED to the proposal to increase the response time for emergency repairs from 2 hours to 4 hours 2 members DISAGREED with the proposal</p> <p>The Chair stated that the proposal to consult with tenants to increase the response time for emergency repairs from 2 hours to 4 hours was AGREED by majority decision.</p> <p>b. Review the "no access" procedure Bruce Marshall stated he supported the recommendation and advised it had been discussed by the AHFA Board of Directors who also supported the recommendation. He stated that ACHA would continue to make use of the texting and emailing service to ensure tenants knew workers would be attending. The Chief Executive advised he strongly supported the recommendation as it would be more efficient. The Vice Chair asked whether they were appointments tenants had received a card for. The Director of Investment & Regeneration confirmed they were. The Board of Management unanimously AGREED to consult with tenants on the review of the no access procedure.</p> <p>c. Review the AHFA post inspection process The Director of Investment & Regeneration advised that currently AHFA are expected to post inspect 20% of all repairs they carry out, while ACHA inspect 10% of repairs. The Director of Investment & Regeneration stated the post inspection procedure took an enormous amount of time for AHFA. Cameron Grant stated it was his view that if work was being inspected it should be an independent inspection. He commented that inspecting your own work seemed wasteful of resources.</p> <p>The Director of Housing & Neighbourhood Services advised that in addition to the 10% of inspections carried out by ACHA, the Association also carried</p>	<p>Kirsteen McGinn</p>
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	<p>out a 10% telephone survey which was completely separate from the post inspection plus satisfaction cards were provided for each repair carried out.</p> <p>The Director of Investment & Regeneration suggested an alternative for AHFA to inspect a percentage of repairs over a certain value, for example £2000. Cameron Grant stated he did not agree with putting a cap on the value as a repair was a repair. He advised he would prefer a straight percentage regardless of the value of the repair. The Chief Executive agreed with Cameron and suggested 10% of a range of value of repairs be inspected. The Vice Chair asked whether reducing the inspections would be beneficial to AHFA. The Director of Investment & Regeneration advised it would be a big help, saving around 3 days per month.</p> <p>It was AGREED that the Director of Investment & Regeneration would provide a breakdown of the average value of repairs.</p> <p>David Carmichael stated it was his view there should be an independent clerk of works. The Director of Investment & Regeneration advised ACHA employed 8 clerk of works that undertook checks, including external inspections.</p> <p>The Director of Investment & Regeneration advised the recommendation was not required to be consulted upon.</p> <p>The Board of Management unanimously APPROVED that AHFA stop inspecting and ACHA continue to inspect 10% of repairs.</p>	<p>Kirsteen McGinn</p>
17.	<p>Disposal of Torlochan</p> <p>The Director of Investment & Regeneration advised that ACHA had contacted its solicitors BTO to instruct them to contact Dunoon Small Animal Rescue (DSAR) to confirm their charitable status or otherwise. DSAR advised they are not currently registered as a charity, they had attempted to but had abandoned the process and instead had registered as a share holding company. DSAR have confirmed their intention in writing to apply for and gain charitable status. BTO have advised DSAR that ACHA will not enter into a lease agreement with them unless they have charitable status. DSAR's solicitor have acknowledged this in writing and also confirmed their intention to seek charitable status. They have requested an 8 week period for DSAR to achieve incorporation as a charity. BTO have advised they think that is an unrealistic time frame and that 12 weeks would be more realistic.</p> <p>Rent site to DSARC.</p> <p>The Director of Investment & Regeneration advised that since writing her report there had been an article in the Dunoon Observer which indicated DSAR were liquidating the shareholding company, which was the first stage to becoming a charitable organisation.</p> <p>The Secretary asked why ACHA were not aware of the situation. The Director of Investment & Regeneration advised it was in DSAR's Business Plan they had charitable status. She further advised that when the Board took the decision to rent Torlochan to DSAR, none of the other parties had charitable status. The Secretary asked what would happen if DSAR did not obtain charitable status. He was advised that the Association would not</p>	

	<p>enter into a lease agreement with them.</p> <p>The Board of Management unanimously AGREED to contact DSAR to advise they had 12 weeks to obtain charitable status.</p>	
18.	<p>Investment Update to 30th September 2018</p> <p>The Director of Investment & Regeneration took the Board through her report which provided updates on the current investment programme, SHQS and EESSH, tender returns, special projects, demolition contracts, stock restructure and ground maintenance update. She advised that no customer satisfaction information had been received to date.</p> <p>The Board of Management NOTED the contents of the Investment Programme against the targets.</p>	
19.	<p>Regeneration Update to 30th September 2018</p> <p>The Director of Investment & Regeneration took the Board through her report which provided updates on the financial summary, projects on site, the on site housing mix, projects in progress, tender returns, future projects and issues.</p> <p>The Secretary stated he was disappointed the Coll NHS house acquisition had stalled and may not progress. The Director of Investment & Regeneration agreed and advised the nurse on the island had left as a result of inappropriate housing.</p> <p>The Chair asked if 2010 was an error in number two, in progress. The Director of Investment & Regeneration apologised and advised it should read 2019.</p> <p>The Chief Executive confirmed the HARP document was not sensitive information as it was already in the public domain.</p>	
20.	<p>Draft Design Brief</p> <p>The Director of Investment & Regeneration advised that work had been ongoing since March 2018 to develop a new design brief for both the regeneration and investment projects. She stated that following a tender exercise, John Gilbert Associates had been awarded the contract. The Director of Investment & Regeneration advised she hoped to provide the final report to the Board of Management for consideration in February 2019 and if approved would be implemented in March 2019.</p> <p>The Chair thanked all those involved for the hard work in producing the first draft of the design brief.</p> <p>The Board of Management NOTED the first draft of the proposed new design brief.</p>	
21.	<p>Eton Avenue, Dunoon – Options Appraisal</p> <p>The Director of Investment & Regeneration took the Board through each of the five options contained within her report and circulated revisions to the financial implications of each of the options.</p> <p>The Director of Housing & Neighbourhood Services advised that work had</p>	

	<p>been carried out to ascertain housing demand for the area. She advised there were 37 applicants seeking four bedroom houses, 83 applicants for three bed houses and 115 applicants for 2 bed houses. She confirmed there was no demand for flatted properties. She further advised there was one family within the area that had specific needs that would require an adapted house.</p> <p>The Vice Chair stated his preference would be Option 2. Bruce Marshall agreed and confirmed his preference for Option 2. Bruce Marshall asked whether the savings on the lease for Dolphin Hall had been factored into the report. The Director of Investment & Regeneration confirmed the saving of £54k had been factored in.</p> <p>The Director of Investment & Regeneration stated the proposed mix would be two and three bedroom houses with one available as an adapted house for a specific family. She stated that if the Board approved Option 2 a feasibility study would be undertaken.</p> <p>The Director of Investment & Regeneration advised there were 13 tenants remaining in Eton Avenue and Housing & Neighbourhood Services would begin the process to rehouse those tenants. Bruce Marshall asked where they would be rehoused. He was advised that local staff would work with the tenants to provide offers to meet their housing need throughout the area.</p> <p>The Board of Management unanimously AGREED Option 2.</p>	
22.	<p>To propose a project to pursue value for money for private owner projects</p> <p>The Director of Investment & Regeneration took the Board through her report advising there were 852 fails in the SHQS at the last reporting year. She advised that 346 exemptions were due mostly to prohibitive cost and 506 properties that could not be upgraded due to owner objections. She stated there were plans to reduce the numbers to 659 fails made up of 248 exemptions and 436 properties in abeyance but closer work with owners to identify how to make projects more affordable would be required. The Director of Investment & Regeneration advised that blocks had been identified to reduce the exemption figure by 70 to 436 along with the adoption of a different approach to procurement and communication.</p> <p>The Board of Management were advised this would be a trial process and a further report would be brought back for consideration on how successful the project had been.</p> <p>The Board of Management NOTED the contents of the project and plan.</p>	
23.	<p>Money Skills Argyll Update</p> <p>The Director of Housing & Neighbourhood Services took the Board through her report and advised that clarification was still unavailable on what the predicted income stream would be. The Board noted that the actual income received was around £29k against a budgeted target of £160k and stated that in essence ACHA were currently self-funding the Welfare Rights Services.</p>	

The Director of Housing & Neighbourhood Services advised that while ACHA had not received payment, tenants had been assisted in obtaining £380k.

The Director of Housing & Neighbourhood Services stated that the Association did not currently have a budget and would require to set aside a budget for 2019/20 if the Welfare Rights Services was to continue.

Cameron Grant stated the Welfare Rights Service provided excellent assistance to tenants and it was his view the Association should fund the staffing costs to allow the project to continue.

The Vice Chair agreed the service provided was beneficial and queried whether the Association could afford to pay for it. The Director of Finance & IT confirmed there was sufficient money to meet the cost for this financial year.

The Director of Housing & Neighbourhood Services advised the service had always been predicated on grant funding but advised the MSA was completely different to previous grant funding which was paid directly to the Association. The Director of Housing & Neighbourhood Services explained how the MSA payment process worked.

The Vice Chair stated the Welfare Rights Services was excellent and very valuable to many tenants.

The Secretary asked if ACHA could pull out before 2020. The Director of Housing & Neighbourhood Services advised that the Association could pull out at any time but remaining part of the project may result in some income. She added the project may be likely to collapse if ACHA pulled out. The Secretary asked if that would have a detrimental impact to ACHA tenants. The Director of Housing & Neighbourhood Services advised it would not impact on ACHA tenants if ACHA continued to self-fund the service but it would impact on the partners.

The Chief Executive advised he had been contacted by the Chief Executive of Argyll and Bute Council who stated that as a number of Local Authorities were involved he asked ACHA to remain within the project to see what solutions may evolve. The Chief Executive confirmed the Association were in a position to continue to self-fund until March 2019 and following on a decision would require to be taken in February on the future of the Welfare Rights Service.

The Chair took the Board through each of the recommendations contained within the report:

1. The Board approves that ACHA continues as a partner within Money Skills Argyll until the end of the project in March 2020

The Board of Management unanimously **AGREED** to remain part of the project but with the condition the decision could be overturned prior to the end of the project.

2. The Board approve a budget provision to cover any shortfall in

	<p>income and expenditure up to £175,000</p> <p>The Board of Management unanimously APPROVED the recommendation</p> <p>3. If the above is approved a further options paper is brought back to the Board during 2019/20 with regards to the ongoing provision of the Welfare Rights Service once the funding regime ends</p> <p>The Board of Management unanimously APPROVED the recommendation.</p>	
24.	<p>Update on development of ACHA's Customer Service Centre</p> <p>The Director of Housing & Neighbourhood Services took the Board through her update report.</p> <p>Ian McIntyre asked what the anticipated load would be following the implementation of the new housing management system. The Director of Housing & Neighbourhood Services stated she did not foresee the load increasing but confirmed the quality of information being provided to tenants would improve.</p> <p>The Secretary asked if staff in the Customer Service Centre had the ability to answer a range of questions. The Director of Housing & Neighbourhood Services advised that staff in the Customer Service Centre were actively discouraged from passing on calls instead being encouraged to answer enquiries.</p> <p>The Chair commented the Customer Service Centre was operating well. The Director of Housing & Neighbourhood Services advised that as part of the Tenants Satisfaction Survey a question had been added to establish if the Customer Service Centre extended its opening hours would tenants use it and what for.</p> <p>The Board of Management NOTED the current and ongoing progress in relation to the Customer Service Centre.</p>	
25.	<p>Training Feedback – Effective Questioning</p> <p>Cameron Grant took the Board through his report.</p> <p>The Director of Human Resources & Corporate Services advised she had contacted Gordon Robb to establish if he could condense a training session for the Association into one day. She advised that a syllabus had not yet been received from Gordon Robb. It was AGREED that the Director of Human Resources & Corporate Services obtain a syllabus from Gordon Robb and report back to the Board.</p> <p>The Chief Executive stated there was no reason the session could not be opened up to ACHA and AHFA Board members along with staff.</p>	Colette Benham
26.	<p>A.O.C.B.</p> <p>The Chair advised Board members it was his intention to stand down as Chair at the end of the AGM year. He stated he had not lost enthusiasm or commitment and wished to remain on the Board of Management. He advised his decision was due to personal circumstances. The Chair advised that the Vice Chair would be shadowing him for succession training purposes.</p>	

	The Chair advised that as agreed by Board members, Freya Lees would be undertaking the Board appraisals. He advised that Freya had indicated she wished the Chair to be present at the interviews. The Chair advised that each individual Board member would have the choice as to whether the Chair/Vice Chair or neither sit in on their interview.	
27.	Date & Time of Next Meeting Thursday 13 th December 2018 at 10.00am in the Inveraray Inn, Inveraray	