



## MINUTE OF BOARD OF MANAGEMENT MEETING

Thursday 11<sup>th</sup> July 2013 at 10.30am in the Argyll Hotel, Inveraray

### Present: -

Bill McIntyre (Chair)  
 Norman Beaton (Secretary)  
 Michael Brown (Chair FAC)  
 Stafford Day  
 Lorraine-Anne Drysdale  
 Sandra MacKenzie  
 Marri Malloy  
 Councillor Bruce Marshall  
 John Muir  
 Councillor Richard Trail  
 Catherine Winton

### Not in Attendance

Councillor Rory Colville

### In Attendance

Alastair MacGregor, Chief Executive  
 Linda Haig, Director of Investment & Regeneration  
 Colette Benham, Director of Human Resources & Corporate Services  
 Allan MacDonald, Finance Manager  
 Christine Johnston, Director of Housing & Neighbourhood Services  
 Gayle Stead, Governance & Compliance Manager  
 Lesley Lindsay, PA to Board of Management

		Action
1.	<b>Apologies</b> Jim Milne, Margaret MacGregor, Graham Kanes, Councillor Roddy McCuish, Archie Blair, Councillor Iain Angus MacDonald, Gillian Logan	
2.	<b>Minute of Previous Meeting – 6<sup>th</sup> June 2013</b> Page 3 – the word 'Scotland' is missing following 'Historic' and also	<b>Lesley</b>

	<p>relates to Rockfield Primary School. Subject to the above amendment the Board of Management <b>APPROVED</b> the minute as an accurate record.</p> <p>Proposed by Mike Brown Seconded by Kate Winton</p>	
3.	<p><b>Matters Arising</b></p> <p>Page 4 – Item 9 – The Chief Executive stated that ACHA were developing properties for rent at the site at Glenshellach and MacLeods had developed properties for sale in the past.</p> <p>Page 5 – Item 9.1 – Marri Malloy asked for clarification on how many tenants’ children attend Soroba Nursery. The Director of Housing &amp; Neighbourhood Services stated that the Office Bearers of the Soroba Young Families Group had been asked to provide a breakdown of children attending the nursery but the request had been declined due to data protection reasons.</p> <p>Marri Malloy stated that tenants were angry that ACHA were subsidising the nursery when it was not exclusive to tenants’ children. The Chief Executive advised he had received 453 representations in a petition supporting the rent decision. He had received no representations against the Board’s decision. He added it was the Board’s decision on whether to stand by the agreement reached at the June meeting.</p> <p>The Chief Executive advised that colleagues had experienced frustration with the Soroba Young Families Group Committee as they had failed to formally agree the proposal put forward by the Association. The reason provided was that the nursery was closed for the summer holidays. The Chief Executive confirmed the ACHA’s decision had been taken by the Board of Management prior to the summer breakup. A representative from the Soroba Young Families Group indicated ACHA’s proposal had been passed to their lawyer for consideration and they would be meeting on 13<sup>th</sup> August 2013 to discuss. They advised they would respond to ACHA following that meeting.</p> <p>Marri Malloy stated the decision was unfair as other organisations had been declined a peppercorn rent. The Chief Executive stated that no representation had been received from any other organisation.</p>	

	<p>The Board were advised the Director of Finance &amp; IT had communicated with the group requesting a copy of their accounts. The Finance Manager confirmed the request had been submitted on 3<sup>rd</sup> July 2013 but no response had been received to date.</p> <p>The Secretary stated that other groups had a legitimate complaint. The Director of Housing &amp; Neighbourhood Services advised that conditions had not changed for any other group.</p> <p>John Muir asked for an update on HOME Argyll. The Director of Housing &amp; Neighbourhood Services stated that ACHA were proceeding with the amendments to under occupation points and progressing within the policy review. She further confirmed that ACHA would transfer tenants affected by under occupation first.</p> <p>Page 4 – Item 9 – The Chief Executive stated that the agreed list of developable sites would be circulated to Board members.</p> <p>Page 10 – Item 12 – The Chief Executive advised he had spoken to George Farquhar’s partner. He advised that Ms Fountain was not comfortable with naming the new build site at Dalmally after George. She had stated she would prefer a trophy be awarded in George’s memory sometime in the future.</p>	<b>Alastair</b>
4.	<p><b>Minute of Finance &amp; Audit Committee – 9<sup>th</sup> May 2013</b></p> <p>The Board of Management <b>RATIFIED</b> the minute of the Finance &amp; Audit Committee.</p>	
5.	<p><b>Conflict of Interest to Declare</b></p> <p>None</p>	
6.	<p><b>Correspondence</b></p> <p>None</p>	
7.	<p><b>Election of a Vice Chairperson (remitted from June meeting)</b></p> <p>Sandra MacKenzie nominated Mike Brown</p> <p>Marri Malloy seconded the nomination</p> <p>The Secretary advised he had been requested by Margaret MacGregor to nominate Lorraine-Anne Drysdale.</p> <p>Lorraine-Anne Drysdale declined the nomination.</p>	

	<p>There were no other nominations.</p> <p>The Chair confirmed that Mike Brown had been elected as the new Vice Chair.</p>	
8.	<p><b>Nomination of an AHFA Director</b></p> <p>The Chief Executive stated there was a vacancy on the AHFA Board and in order to comply with the Association's rules, ACHA were required to nominate a Board member to sit on the AHFA Board.</p> <p>Mike Brown nominated Lorraine-Anne Drysdale. Marri Malloy seconded the nomination. Lorraine-Anne Drysdale accepted the nomination.</p> <p>The Chief Executive advised that he, along with the Managing Director of AHFA would arrange to meet with Lorraine-Anne Drysdale to update her.</p>	<b>Alastair</b>
9.	<p><b>New Membership Applications</b></p> <p>The Board of Management <b>APPROVED</b> one new membership application.</p>	
9.1	<p><b>Cancelled Memberships</b></p> <p>The Board of Management <b>NOTED</b> the cancellation of seven memberships.</p> <p>Marri Malloy asked what condition the property had been left by the absconder. The Director of Housing &amp; Neighbourhood Services stated that as the former tenant had been named it would be inappropriate to comment on the condition of the property. She confirmed that if the property had been left in a poor state, the former tenant would be contacted if possible.</p>	
10.	<p><b>Chief Executive's Presentation</b></p> <p>The Chief Executive passed his congratulations to Mike Brown and Lorraine-Anne Drysdale on their new roles.</p> <p>The Chief Executive gave a presentation covering:</p> <ul style="list-style-type: none"> <li>• The Right to Buy</li> <li>• Grant Level Changes</li> <li>• New Builds</li> </ul>	

- Other Updates

The Chief Executive thanked Gillian McInnes, Community Development Manager and her team for the successful lottery funding application.

A copy of the presentation was distributed to all members in attendance.

Marri Malloy stated she was delighted ACHA would receive funding from the Lottery but added that she hoped it would not have an adverse affect on the Oban Viewpoint funding application.

Councillor Bruce Marshall asked for an update in relation to the situation at Fairways. The Chief Executive stated that 99% of the issues raised by Councillor Walsh had been routine housing management issues, that had been dealt with promptly by Housing & Neighbourhood Services staff and the condition of the flats were as they had been when first allocated. He stated the Association were attempting to contact a tenant to establish whether there was any truth the tenant was dealing drugs. Councillor Bruce Marshall stated that there had been bad press coverage relating to Fairways. The Chief Executive confirmed he had written to the Dunoon Observer outlining the Association's position.

The Chief Executive clarified further detail on discretionary grant funding.

The Finance Manager stated that 22 properties had been lost over the last year through Right to Buy.

The Vice Chair asked if a percentage figure was available on the bedroom tax arrears impact. The Director of Housing & Neighbourhood Services stated that the arrears figure had crept up and staff were working on producing better reporting systems to identify the cause.

The Vice Chair congratulated the Association on the lottery funding and asked whether it would fund the FISH Welfare Rights Project. The Director of Housing & Neighbourhood Services advised that three quarters of the Welfare Rights project could be paid for by the lottery funding. The Vice Chair debated the figure and stated his

	<p>view was the lottery funding should cover the full service. The Director of Housing &amp; Neighbourhood Services advised she would re-check the figures and respond directly.</p> <p>Councillor Bruce Marshall welcomed the increase in the grant funding for new builds but stated the grant funding was probably still too low. He asked whether any ACHA projects would benefit. The Director of Investment &amp; Regeneration stated that no formal guidance note had been received to date but it was her view that the higher grant level would apply to all new projects and therefore the only ACHA project that would not benefit would be the Glenshellach site.</p> <p>The Secretary advised there had been an article in the Argyllshire Advertiser relating to dampness in Mid Argyll properties. He stated that one theory for the cause had been connected to the removal of open fires and the high cost of electricity. He stated it was extremely important staff deal with the complaints and resolve the dampness problems.</p> <p>The Chief Executive confirmed that if a tenant reported a dampness problem staff would deal with the repair. He further confirmed that a number of issues related to render failure, which would be dealt with through the Investment Programme. The Board were advised that where owner/occupiers were involved the process became more complicated as the co-operation of owners was required. The Director of Investment &amp; Regeneration stated the Board had discussed the Heating Policy on several occasions and that staff were implementing the policy agreed by the Board. She stated the reality was the Association had to deliver the Scottish Housing Quality Standard. The Board were advised that some reports of dampness actually turned out to be condensation but staff would continue to determine the cause and resolve any issues. The Secretary advised that staff should continue to acknowledge any issues and assist tenants to reach a conclusion to the issue.</p> <p>The Director of Investment &amp; Regeneration reminded the Board of Management of the contents of the Heating Policy.</p>	<b>Christine</b>
10.1	<p><b>SFHA Board Vacancies – closing date 4.00pm Friday 12<sup>th</sup> July 2013</b></p> <p>The Vice Chair stated he would be willing to be nominated to serve</p>	

	<p>on the SFHA Board.</p> <p>Kate Winton nominated Mike Brown Marri Malloy seconded the nomination.</p> <p>The Board <b>AGREED</b> for Mike Brown's nomination to go forward.</p>	
11.	<p><b>Key Performance Indicators including Directorate Exception Report</b></p> <p><b>Human Resources &amp; Corporate Services</b> The Director of Human Resources &amp; Corporate Services talked the Board through her report. Lorraine-Anne Drysdale asked what Customer Matrix was. The Director of Human Resources &amp; Corporate Services advised Customer Matrix were a company that carried out customer satisfaction survey work. The Secretary questioned why the Association were paying an external company to undertake satisfaction survey work. The Director of Housing &amp; Neighbourhood Services advised the Association wished to ensure the requirements of the Charter were met. She further advised the Board of Management had approved a budget of £20,000 for that purpose. The Board of Management <b>NOTED</b> the contents of the exception report.</p> <p><b>Investment &amp; Regeneration</b> The Director of Investment &amp; Regeneration talked the Board through her report. The Vice Chair asked which projects would be exempt from benefiting from the higher grant funding for new builds. The Director of Investment &amp; Regeneration advised that it was likely the only development not to benefit would be the Glenshellach project. The Board of Management <b>NOTED</b> the contents of the exception report.</p> <p><b>Housing &amp; Neighbourhood Services</b> The Director of Housing &amp; Neighbourhood Services talked the Board through her report, focusing on the headline figures. Councillor Richard Trail asked whether the low demand areas were due to area or condition. He was advised the Association have a minimum letting condition and the low demand issue related more to area.</p>	

	<p>The Secretary raised the issue of repairs satisfaction cards and suggested it may be more beneficial to expand the questions asked on the survey card to include the whole repairs experience from start to finish; rather than only the repair job. The Director of Housing &amp; Neighbourhood Services advised the repairs policy review would re-consider the wording of the satisfaction cards. She further advised that enough information would require to be collated to allow the Association to meet the requirements of the Charter. She stated that Board and Area Committee members would be invited to comment in due course.</p> <p>The Secretary stated the Association provide a very good repairs service but the survey information collected could be improved.</p> <p>John Muir provided an example of the excellent repairs service he had received.</p> <p>The Board of Management <b>NOTED</b> the contents of the exception report.</p> <p><b>Finance &amp; IT</b></p> <p>The Finance Manager talked the Board through his report. There were no questions. The Board of Management <b>NOTED</b> the contents of the exception report.</p>	
12.	<p><b>FISH Welfare Rights Update</b></p> <p>The Director of Housing &amp; Neighbourhood Services talked the Board through her report. She advised the Board that Argyll &amp; Bute Council have around £152,000 available for a limited period to assist tenants with discretionary housing payments. She further advised she had a productive meeting with Council colleagues and the Association would be submitting further applications for discretionary payments for tenants. The Board were advised that the Council had extended the length of payment award from 3 months to 6 months.</p> <p>Marri Malloy asked whether the job vacancy in Bute &amp; Cowal area had been advertised internally or externally. She was advised the advert had been placed both internally and externally.</p> <p>John Muir stated that not everyone had access to a computer and asked how that would affect people who wanted to apply for Universal Credit. The Director of Housing &amp; Neighbourhood Services stated various organisations had raised concerns with the</p>	



	<p>Government a year and a half ago. She advised that ACHA staff would not be in a position to assist with completing online application forms due to resourcing and IT issues. The Board were advised that concerns continue to be raised by other organisations. The Chief Executive offered to write a letter raising the Association's concerns. The Board of Management <b>AGREED</b>.</p> <p>The Board of Management <b>NOTED</b> the contents of the report.</p>	<b>Alastair</b>
13.	<p><b>Monthly Investment Programme Update</b></p> <p>The Director of Investment &amp; Regeneration talked the Board through her report highlighting:</p> <ul style="list-style-type: none"> <li>• Installs – above target</li> <li>• Spend – low due to a number of valuations that had slipped into June figures</li> <li>• No on-site issues</li> <li>• Working hard on access issues</li> <li>• Dampness programme re-aligned to significant roof and roughcast programme</li> <li>• Home Energy Efficiency</li> <li>• Soroba – significant progress with owner/occupiers</li> <li>• Maitland Court – significant progress with owner/occupiers but now seeking assistance from Argyll &amp; Bute Council to apply notices</li> <li>• Longsdale Crescent – all owner/occupiers signed up and on site</li> </ul> <p>Stafford Day asked what costs an owner would be required to pay towards tender costs. The Director of Investment &amp; Regeneration advised she did not have figures but confirmed she would include the information in the August update. She further advised that owners could apply to Argyll &amp; Bute Council for grant assistance towards the costs.</p> <p>The Vice Chair asked whether owners were aware the Council could apply a notice to their property. The Director of Investment &amp; Regeneration advised owners were made aware during engagement meetings.</p> <p>The Board of Management <b>NOTED</b> the contents of the report.</p>	<b>Linda</b>
14.	<b>AGM Update</b>	

	<p>The Director of Human Resources &amp; Corporate Services provided an update on the newly elected Area Committee Chairs:</p> <ul style="list-style-type: none"> <li>• Margaret MacGregor – Bute &amp; Cowal Area Committee</li> <li>• Mike Brown – Helensburgh &amp; Lomond Area Committee</li> <li>• Sandra MacKenzie – Mid Argyll &amp; Kintyre Area Committee</li> <li>• Graham Kanes – Oban, Lorn &amp; Isles Area Committee</li> </ul> <p>The Board were advised the three tenant members requiring to stand down/re-election were:</p> <ul style="list-style-type: none"> <li>• John Muir</li> <li>• Lorraine-Anne Drysdale</li> <li>• Catherine Winton</li> </ul> <p>Two Independent members require to stand down/re-election. The three equally longest serving members are:</p> <ul style="list-style-type: none"> <li>• Archie Blair</li> <li>• Jim Milne</li> <li>• Gillian Logan</li> </ul> <p>If agreement cannot be reached on which two members will stand down, the three members will require to draw straws.</p> <p>The Director of Human Resources &amp; Corporate Services confirmed that all members standing down/re-election were permitted to attend the September Board meeting.</p> <p>The Board were advised the Council nominees would remain until the next local election.</p> <p>The Secretary recommended, prior to the 2014 AGM, a review of the Rules be undertaken to allow Tenant and Independent members to remain on the Board for a set period of time prior to having to stand down/re-election.</p> <p>Marri Malloy received clarification that the ‘miss four consecutive meetings’ rule applied to Council nominees.</p> <p>The Board of Management <b>NOTED</b> the contents of the report.</p>	
14.1	<p><b>Self Assessment Progress Report</b></p> <p>The Director of Human Resources &amp; Corporate talked the Board through the amber categories within the report.</p>	

	<p>The Board complained about the small print within certain areas of the report and requested the font size be increased.</p> <p>The Secretary requested the consultation on rents and service charges be better organised than before. The Director of Housing &amp; Neighbourhood Services advised that as a result of the implementation of the Scottish Social Housing Charter, the Association would be reviewing the way consultations are carried out.</p> <p>The Board of Management <b>NOTED</b> the contents of the report.</p>	<b>Colette</b>
14.2	<p><b>Risk Register Quarterly Review</b></p> <p>The Director of Human Resources &amp; Corporate Services advised the Directors had populated the information for June 2013. The Board were advised that AHFA had recruited a Health &amp; Safety Plant Manager. The Director of Human Resources &amp; Corporate Services advised that AHFA would be adopting a streamlined version of the Association's Health &amp; Safety manual.</p> <p>The Board of Management <b>NOTED</b> the contents of the report.</p>	
14.3	<p><b>SPSO Determination</b></p> <p>The Board of Management <b>NOTED</b> the contents of the determination.</p>	
14.4	<p><b>Area Committee Delegation</b></p> <p>The Director of Human Resources &amp; Corporate Services advised the issue of further delegated powers had been raised at the Chairs Working Group meeting. She advised the Area Committees wished to remain but had requested greater powers of delegation. The Vice Chair added that the Area Committee members do not feel they have enough decision making powers while the Board of Management drown in paperwork each month. The Secretary questioned whether the Area Committees were strong enough to continue and suggested they be given responsibility for satisfaction surveys etc. The Vice Chair stated that Area Committees were not making real decisions at area level.</p> <p>It was <b>AGREED</b> to remit the item until the Strategic Planning review</p>	

	in October 2013.	
14.5	<p><b>Reporting Review</b></p> <p>It was <b>AGREED</b> to remit the item until the Strategic Planning review in October 2013.</p>	
15.	<p><b>Mid Market Rent SHR Consent Papers</b></p> <p>The Director of Housing &amp; Neighbourhood Services stated that Board approval was required for the series of three documents to allow progression of the Mid Market Rent properties to be released to AHFA.</p> <p>The Finance Manager provided the Board with an overview and stated that Lloyds had signed off on the loan agreement. He confirmed that discussion had taken place with the Scottish Housing Regulator but prior to final approval, required the Board to approve the lease, management agreement and AHFA rent policy.</p> <p>The Finance Manager took the Board through each of the key points and key risks contained within the report. He further highlighted the financial and non-financial risks. He highlighted the specific risk of consent of the Regulator not being obtained, which would put ACHA into breach of grant conditions.</p> <p>The Board were advised that a three year lease would not incur stamp duty charges.</p> <p>The Finance Manager confirmed the lease complied with the Scottish Housing Regulator, funder and Government requirements.</p> <p>Councillor Richard Trail asked whether the two properties would move from ACHA's balance sheet to AHFA's. The Director of Investment &amp; Regeneration stated they would not as the properties were being leased to AHFA. She further stated that the Scottish Government used the terminology 'disposal' for any lengthy leases. Clarification was provided that the properties would remain in ACHA's possession.</p> <p>Stafford Day asked who set the local housing allowance figure. The Director of Housing &amp; Neighbourhood Services advised that Argyll &amp; Bute Council set the figure locally.</p>	

	<p>Stafford Day asked for clarification on tacit relocation. The Director of Housing &amp; Neighbourhood Services stated that meant the lease would continually renew itself until ACHA took steps to terminate the lease.</p> <p>Marri Malloy asked whether the Mid Market Rent properties could be brought into the affordable rent category if tenants could not be found for the Mid Market rent. The Director of Housing &amp; Neighbourhood Services advised they could not.</p> <p>The Vice Chair asked whether the Association were covenant compliant with the lender. The Finance Manager confirmed ACHA were compliant.</p> <p>The Board of Management <b>APPROVED</b> the recommendations contained within the report:</p> <ul style="list-style-type: none"> <li>• The Board formally accepted the contents of the document as having been considered and approved</li> <li>• The Board agreed to the signing of the lease and management agreement in accordance with the documents</li> <li>• The Board approved the request for Specific Consent from the Scottish Housing Regulator under Section 107, Part 9 of the Housing Scotland Act 2010.</li> </ul> <p>Kate Winton asked whether new build properties were adjusted for disabled persons prior to allocation or adapted after allocation. The Director of Investment &amp; Regeneration stated that new build properties are required to be built for varying needs standards. She advised that any specific adaptations require would be carried out in accordance with the needs of the tenant.</p>	
16.	<p><b>A.O.C.B.</b></p> <p><b>Schedule 7 for Ratification</b></p> <p>The Director of Housing &amp; Neighbourhood Services advised the Schedule 7 had been approved by the Chair and the Chief Executive as a decision under urgency. The Board were advised that a one bedroom property had become available for letting in Dunoon. The applicant qualifying for the offer is the daughter of a bank member of staff in Dunoon. The Director of Housing &amp; Neighbourhood Services confirmed the member of staff had played no part in the assessment of the application and was not involved in the offer process. The Board of Management <b>RATIFIED</b> the</p>	

## Schedule 7 Decision Under Urgency.

### **Schedule 7 for Ratification**

The Director of Housing & Neighbourhood Services advised the Schedule 7 had been approved by the Chair and the Chief Executive as a decision under urgency. The Board were advised that a two bedroom tenement flat had become available for letting in Rothesay. The property is classed as low demand and was offered and refused on four occasions. To comply with the quota system the property was offered to the Homeless Waiting List. The applicant qualifying for the offer is the niece of a member of staff working in the Rothesay office. The Director of Housing & Neighbourhood Services confirmed that the member of staff had played no part in the assessment of the application and was not involved in the offer process. She further advised that when the application was originally submitted, there had been no indication on the form that the applicant was a relative of a member of staff. The relationship came to light during a case conference. The Board of Management **RATIFIED** the Schedule 7 Decision Under Urgency.

### **Schedule 7 for Ratification**

The Director of Housing & Neighbourhood Services advised the Schedule 7 had been approved as a decision under urgency. The Board were advised the services of the spouse of a member of staff had been procured to operate a PA System for the opening ceremony at Dalaruan Street, Campbeltown, being held on Friday 19<sup>th</sup> July 2013. The cost to supply and operated the system is £180. A second quote was obtained but had been of a higher cost. The Board of Management **RATIFIED** the Schedule 7 Decision Under Urgency.

### **Schedule 7 for Approval**

The Director of Housing & Neighbourhood Services requested Board approval to allow a Schedule 7 Special Exception to proceed. The Board were advised the services of the spouse of a member of staff was being requested to operate a PA System for the opening ceremony at Park Terrace, Campbeltown, during the month of August 2013. The cost to supply and operated the system would be £165.00. A second quote was obtained but had been of a higher cost. The Board of Management **APPROVED** the Schedule 7 Decision Under Urgency.

	<p>Councillor Bruce Marshall stated he had difficulty hearing throughout the meeting. He suggested it might be helpful if reference could be made to the page numbers and paragraphs being discussed. The Chief Executive and Director of Human Resources &amp; Corporate Services stated they would speak to the owners of the hotel to establish whether a fixed PA system could be installed.</p> <p>The Vice Chair talked the Board through the report provided by Jim Milne following the SFHA Conference, highlighting the summary at the end of the report. The Secretary commented on several of the points raised within the report. The Secretary reported that no staff members had attended the conference.</p> <p>The Secretary stated that the SFHA Conference had co-incided with the June Board meeting. He stated that the decision not to change the date of the Board meeting should have been made by the Board of Management and not the Chair. He advised the Board that the decision should have been democratic.</p> <p>The Chief Executive stated that ACHA's Board had been determined by the geography and size of Argyll and Bute but agreed that competency was more important than size.</p> <p>The Finance Manager advised the external auditors had been on site for two weeks. The Board were advised that during that period only minor issues had been raised. He confirmed the auditors were happy and that the Finance team would continue working towards finalising the accounts in time for the AGM.</p>	<b>Alastair/ Colette</b>
17.	<p><b>Date &amp; Time of Next Meeting</b> Thursday 8<sup>th</sup> August 2013 at 10.30am in the Argyll Hotel, Inveraray</p> <p>Councillor Bruce Marshall submitted his apologies in advance of the August meeting.</p>	