

Argyll Community Housing Association

Board of Management Meeting

Thursday 11th November 2021 at 10.00am in the Inveraray Inn, Inveraray

Minute

Present:

Councillor Roddy McCuish (Chair)
 Jim Milne (Vice Chair)
 Cathy Grant (Secretary)
 Ian McIntyre (Chair Audit Committee)
 Cameron Grant
 Esther Hughes
 Councillor Donnie MacMillan
 Bruce Marshall
 Councillor Iain Shonny Paterson
 Betty Rhodick

Not in Attendance:

Janette Eynon

In Attendance:

Kirsteen McGinn, Director of Property Services
 Allan MacDonald, Finance Manager
 Colette Benham, Director of Human Resources & Corporate Services
 Lesley Lindsay, PA to Board of Management

The Chair welcomed everyone to the meeting and advised a 2-minute silence would be observed at 11.00am to mark Armistice Day.		
1.	Apologies Alastair MacGregor Sonja Aitken Leave of Absence.	Actions to be completed by 09/12/21
2.	Minute of Previous Meeting – 7th October 2021 The Board of Management APPROVED the minute as a true and accurate record of the meeting. Proposed by: Betty Rhodick Seconded by: Jim Milne	
3.	Matters Arising Page 3 - Item 4 - Correspondence <i>The Board of Management requested the Secretary write to Brian on behalf of the Board of Management, thanking him for his time and service on the Board of Management and Area Committee.</i> The Secretary confirmed a letter had been issued to Brian Tester on 11 th October 2021.	

	<p>Page 4 – Item 7 – CE Presentation <i>The Director of Property Services advised the Warm Homes initiative had released a report on 6th October 2021 which stated an average saving of 65% on energy costs across the country. She confirmed she would circulate the report to Board members for information.</i> The Director of Property Services confirmed a copy of the report had been circulated electronically on 11th October 2021.</p> <p>Page 11 – Item 14 – New Build Pipeline Projects for Consideration <i>It was NOTED there was a type in relation to the size of the properties at Sandbank. The Director of Property Services apologised for the error and advised it would be corrected.</i> The Director of Property Services advised the report had been amended and Admin Control updated.</p> <p>Page 14 – Item 19 – Vacancies on the Board of Management <i>It was AGREED the Office Bearers would meet with Mr & Mrs E in advance of the November Board meeting</i> The Vice Chair and Secretary met with Mr & Mrs E on 21st October 2021. The Chair thanked them for holding the meeting. Betty Rhodick advised that Mr E had subsequent health issues. The Chair advised the matter would be covered under Item 10.</p>	
4.	<p>Correspondence The Chair advised a further letter had been received from Mr H. He stated he was keen to draw the correspondence to a close and asked the Senior Management Team to look into options and report back to the Board. The Director of Property Services advised the Chief Executive had issued a response regarding some of the issues.</p>	Senior Management Team
5.	<p>Declaration of Interest None</p>	
6.	<p>Chief Executive Presentation The Director of Property Services delivered a presentation, on behalf of the Chief Executive, covering:</p> <ul style="list-style-type: none"> • Covid 19 Update • Progress with other business <p>The Board of Management NOTED the contents of the presentation.</p> <p>The Director of Property Services advised discussions with Argyll and Bute Council regarding the proposed demolition at Dalintober had become more positive. She stated an outline planning application would be re-submitted. Bruce Marshall commented he was disappointed the process was taking so long. The Chair advised the three local members were 100% behind the Association's proposals, as were the majority of Elected Members. He further advised he had a great deal of faith in Council officer, Peter Bain and stated he would continue to encourage the Council to progress as quickly as possible. Councillor Paterson stated he would continue making representation on behalf of ACHA.</p>	

	<p>It was AGREED the Director of Property Services would provide a presentation to the next Board meeting on the proposals for Dalintoher.</p> <p>Bruce Marshall commented AHFA were progressing well. He stated they had been through a difficult few years but with assistance from the Director of Property Services were now making a profit. He further commented, at the AHFA Board meeting held on Tuesday 9th November, the Chief Executive had praised AHFA's performance.</p>	Kirsteen McGinn
7.	<p>Employee of the Season – Summer Nominations</p> <p>The Chair advised one nomination had been received for Irene Woodrow and stated he had no hesitation in moving the Board to approve the nomination.</p> <p>The Chair stated he had concerns over how much staff valued the Employee of the Season award as nominations were very low in number. He asked that the Director of Human Resources & Corporate Service carry out work to either promote more or promote in a different way to increase nominations received. The Director of Human Resources & Corporate Services stated it was hoped the new system, which included an application for nominations would increase the number of nominations received.</p> <p>Cameron Grant suggested the reason for the low nomination rate could be related to staff home working.</p> <p>The Finance Manager stated there was an onus on Managers to promote the award scheme better as perhaps Managers' views of staff going above and beyond had become the norm and just expected. He advised he would discuss with the Director of Human Resources & Corporate Services.</p> <p>The Director of Human Resources & Corporate Services reminded the meeting that the scheme was open to the general public to nominate staff and not just to staff nominating staff. She advised she would try to better promote the scheme externally.</p> <p>The Chair of the Audit Committee stated it was his view the scheme should not be in operation while the Area Committees were on hold as local Committees had better knowledge of staff members.</p> <p>Betty Rhodick provided an example of good service her daughter received but stated her daughter was not aware of the Employee of the Season nomination process and agreed the scheme should be promoted more widely.</p> <p>The Director of Property Services stated Irene Woodrow was very deserving of the award and was an asset to the organisation. She added that staff "just get on with things as part of their job".</p> <p>Cameron Grant stated the forms could be an issue. The Director of Human Resources & Corporate Services advised that she, along with the Vice Chair had recently reviewed the form at the request of the Board. She reiterated that the process should become easier on the new online communications platform.</p>	<p>Allan Macdonald/ Colette Benham</p> <p>Colette Benham</p>

	The Board of Management unanimously APPROVED Irene Woodrow be awarded Employee of the Season (Summer).	
8.	<p>Strategic Planning October 2021 Outcome Updates The Director of Human Resources & Corporate Services advised that following the six monthly strategic planning review meeting held on 14th October 2021 where updates had been made to both the ACHA and AHFA Risk Registers:</p> <p>ACHA Risk Register: With regard to the ACHA Risk Register; risk rating amendments were made as follows;</p> <p>Risk 3 – Economy Concerns – the Revised Likelihood of Occurrence increased from <u>High (Likely) 4</u> to <u>High (Likely) 5</u>. This resulted in the Retained (or net) Risk Score increasing from <u>High 16</u> to <u>High 20</u>.</p> <p>Risk 9 – Health & Safety Non-Compliance – the Revised Likelihood of Occurrence reduced from <u>High (Likely) 4</u> to <u>Medium (Likely) 3</u>. This resulted in the Retained (or net) Risk Score decreasing from <u>High 16</u> to <u>Medium 12</u>.</p> <p>Risk 18 – Coronavirus (Covid 19) Pandemic – the Revised Likelihood of Occurrence reduced from <u>High (almost certain) 5</u> to <u>High (likely) 4</u>. This resulted in the Retained (or net) Risk Score decreasing from <u>High 20</u> to <u>Medium 16</u>.</p> <p>AHFA Risk Register: With regard to the AHFA Risk Register; risk rating amendments were made as follows;</p> <p>Risk 12 – Coronavirus (Covid 19) Pandemic – the Revised Likelihood of Occurrence reduced from <u>High (almost certain) 5</u> to <u>High (likely) 4</u>. This resulted in the Retained (or net) Risk Score decreasing from <u>High 20</u> to <u>Medium 16</u>.</p> <p>In addition, the Senior Management Team were asked to draft a form of words for an additional risk relating to the escalating fuel costs which was incorporated.</p> <p>The Board of Management unanimously APPROVED the amendments to the ACHA and AHFA Risk Registers and further APPROVED the inclusion of the additional risk relating to escalating fuel costs.</p>	
9.	<p>Community Action Fund Applications Tiree Community Business Ltd The Board of Management unanimously APPROVED the award of £500.</p> <p>Dalmally Community Centre The Board of Management unanimously APPROVED the award of £300.</p> <p>Family Mediation Argyll and Bute The Board of Management unanimously APPROVED the award of £472.</p>	

10.	<p>Board Membership Approval</p> <p>The Chief Executive's report stated that earlier in the year the Board of Management had agreed to carry out a recruitment campaign for Members, the logic being to try to identify people who would be interested in joining ACHA's Governance structure. It was noted the campaign had resulted in 27 expressions of interest and to date, 5 of those who are Tenants, have become Members. Subsequently 3 applications were formally completed by Donald Gillies, Jacqueline Malcolm and Janice Gale. The information sought identifies their particular skills and interest in becoming Board members.</p> <p>The Board of Management noted there were currently 5 Tenant vacancies on ACHA's Board and the Board had the power, between AGMs, to elect Members to fill casual vacancies.</p> <p>The Chair asked for views on the election of the three tenants on a casual vacancy basis.</p> <p>Esther Hughes stated she was pleased all applicants were from different backgrounds.</p> <p>The Board of Management unanimously APPROVED Jacqueline Malcolm and Janice Gale be elected onto the Board of Management filling casual vacancies.</p> <p>The Board of Management unanimously APPROVED the Office Bearers speak with Mr Gillies and suggest that a better route for becoming involved would be to join the Mid Argyll and Kintyre Area Committee.</p>	Office Bearers
11.	Confidential Item	
12.	<p>Asset Management Stock Restructure – Options Appraisal 7a – 7c Glebe Street, Campbeltown</p> <p>The Director of Property Services advised 7A-7C Glebe Street, Campbeltown is a three storey mixed tenure tenement block. 7A Glebe Street is a ground floor bedsit and is the only property ACHA own in the block. She further advised the tenement had historical issues with condensation and the tenement is Grade C Listed and falls within the Campbeltown Conservation Area.</p> <p>The Director of Property Services stated 7A Glebe Street was a low demand property type being a bedsit. She further stated Housing & Neighbourhood Services colleagues had confirmed when the property became void it was immediately referred for consideration for disposal due to previous issues allocating the property.</p> <p>The Director of Property Services took the meeting through the recommendations contained within her report:</p> <ol style="list-style-type: none"> 1. Consider Option 1: To rationalise Ownership in the block and Sell ACHA'S only property at 7A Glebe Street on the Open Market 2. Permission to proceed to obtain valuations and estate fees. 3. Permission to instruct estate to advertise 7A Glebe Street for sale <p>The Board of Management unanimously AGREED selling the bedsit at 7a</p>	

	Glebe Street, Campbeltown on the open market.	
13.	<p>Annual Complaint Handling Report 2021/22 The Director of Human Resources & Corporate Services advised the report was the sixth published annual report. She stated within the next year it was planned to move to a new complaint recording process within the new housing management system as the current system was an interim internal database.</p> <p>The Board of Management noted the contents of the report and unanimously APPROVED it being published on the Association's website</p> <p>The Board of Management requested the future order of the report to be amended to show the compliments before the complaints.</p>	Colette Benham
14.	Confidential Item	
15.	<p>AHFA Management Accounts to 30 September 2021 There were no questions and the Board of Management NOTED the AHFA Management Accounts to 30 September 2021.</p>	
16.	<p>ACHA Management Accounts to 30 September 2021 There were no questions and the Board of Management NOTED the ACHA Management Accounts to 30 September 2021.</p>	
17.	<p>KPI Scorecard There were no questions and the Board of Management NOTED the content of the KPI Scorecard.</p>	
18.	<p>Regeneration Update There were no questions and the Board of Management NOTED the content of the update.</p>	
19.	<p>Investment Update There were no questions and the Board of Management NOTED the content of the update.</p>	
20.	<p>Void Performance Update The Board of Management NOTED the updated void rent loss position.</p> <p>The Chair stated he was pleased to see an improving position.</p>	
21.	<p>Factored Owners Satisfaction Survey The Board of Management NOTED the content of the Factored Owners Satisfaction Survey and NOTED the feedback from owners and the level of satisfaction. The Board of Management were advised owners would receive feedback on the survey through the Factoring newsletters, Landlord Report and the Association's website.</p>	
22.	<p>Legionella Management and Control Action Plan There were no questions and the Board of Management NOTED progress on each of the action points identified within the Legionella Audit.</p>	

23.	Asbestos Management and Control Action Plan There were no questions and the Board of Management NOTED progress on each of the action points identified within the Asbestos Audit.	
24.	Notifiable Events There were no questions and the Board of Management NOTED the Notifiable Events contained within the report submitted since the previous update.	
25.	A.O.C.B. None	
26.	Date & Time of Next Meeting Thursday 9 th December 2021 at 10.00am The Chair advised Board members would be advised in due course whether the meeting would be face to face or via Skype.	