

Argyll Community Housing Association

Board of Management Meeting

Thursday 9th December 2021 at 10.00am via Skype

Minute

Present:

Jim Milne (Vice Chair) (Items 1 – 19)
Cathy Grant (Secretary)
Ian McIntyre (Chair Audit Committee)
Cameron Grant (Item 7 – 19 and 25 onwards)
Councillor Donnie MacMillan
Bruce Marshall
Councillor Iain Shonny Paterson
Betty Rhodick
Councillor Mary-Jean Devon (observer for Items 1 – 19) Board Member Items 20 - onwards

Not in Attendance:

In Attendance:

Alastair MacGregor, Chief Executive
Kirsteen McGinn, Director of Property Services
Bruce West, Director of Finance & IT
Colette Benham, Director of Human Resources & Corporate Services
Lesley Lindsay, PA to Board of Management

The Vice Chair welcomed Councillor Mary-Jean Devon to the meeting and advised Item 20 on the agenda would formally note Councillor Devon onto the Board of Management as an Argyll and Bute Council nominee, replacing Councillor Roddy McCuish. The Vice Chair advised Councillor Devon was an independent elected member for Oban South and the Isles and as well as sitting on six Council committees, she also sat on 3 ferry user groups. The Vice Chair advised that Councillor Devon would be a silent observer until after Item 20.

The Vice Chair asked for all microphones to be on mute when not speaking.

The Vice Chair advised silence would indicate approval.

1.	Apologies Roddy McCuish, Esther Hughes Sonja Aitken leave of absence.	Actions to be completed by 03/02/22
2.	Minute of Previous Meeting – 11th November 2021 The Board of Management APPROVED the minute as a true and accurate record of the meeting. Proposed by: Cathy Grant Seconded by: Bruce Marshall	

3.	<p>Matters Arising Page 2 – Item 4 – Correspondence – Letter from Mr H – <i>Senior Management Team to look into options to close out communication and report back to the Board.</i> To be covered under item 22.</p> <p>Page 3 – Item 6 – CE Presentation – <i>Director of Property Services to provide a presentation on the proposal for Dalintober to December Board meeting.</i> The Board were advised information had been included in the Board Information Pack and the Director of Property Services would deliver a presentation under AOCB.</p> <p>Page 3 – Item 7 – Employee of the Season – <i>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.</i> <i>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.</i> The Director of Human Resources & Corporate Services advised the onus was on Managers and the general public to submit nominations. She advised an item relating to communication would be covered under Item 17 which would benefit the nomination process if approved. The Chief Executive advised he would be issuing a Christmas message to tenants and suggested including a paragraph relating to the Employee of the Season scheme. It was agreed the Chief Executive would include information relating to the Employee of the Season scheme in his Christmas message to tenants.</p> <p>Page 5 – Item 10 – Board Membership Approval - <i>The Board of Management unanimously APPROVED the Office Bearers speak with Mr Gillies to ensure he was fully aware of the remit of being a Board member and suggest to him that a better route for becoming involved would be to join the Mid Argyll and Kintyre Area Committee.</i> The Vice Chair advised the Office Bearers had not yet spoken with Mr Gillies and was an ongoing action.</p> <p>Page 7 – Item 13 – Annual Complaint Handling Report 2021/22 - <i>the Board of Management requested the future order of the report to be amended to show the compliments before the complaints.</i> The Director of Human Resources & Corporate Services confirmed the amendment would be made for future reports.</p>	<p>Alastair MacGregor</p> <p>Office Bearers</p>
4.	<p>Correspondence Confidential.</p>	
5.	<p>Minute of Audit Committee – 4th August 2021 The Chair of the Audit Committee took the meeting through the minute of the Audit Committee from 4th August 2021.</p>	

	There were no questions and the Board of Management RATIFIED the minute.	
6.	<p>Declaration of Interest</p> <p>Item 15.2 – Community Action Fund Applications - the Chair of the Audit Committee advised he was the Secretary of New Start Oban who have submitted a Community Action Fund application. He advised he would take no part in the discussion.</p> <p>The Director of Human Resources & Corporate Services advised non required staff would leave the meeting for the confidential Item 34.</p>	
7.	<p>Chief Executive Presentation</p> <p>The Chief Executive delivered a presentation covering:</p> <ul style="list-style-type: none"> • Covid 19 Update • Update Issues • Partnership Issues • External Issues <p>The Board of Management NOTED the contents of the presentation.</p> <p>The Vice Chair thanked the Chief Executive for his presentation and commented there were some positive indications for next year.</p> <p>The Vice Chair stated it was sad to hear that Colin Renfrew, Chief Executive of Fyne Homes and Lesley McInnes, Chief Executive of West Highland Housing Association would both be retiring in 2022 along with ACHA's Chief Executive.</p> <p>The Secretary asked if it was still the operational plan for offices to re-open on 10th January 2022 in light of the First Minister requesting all those who could work from home did so. The Chief Executive advised the plan to re-open to the public would be taken forward with a date of 10th January but would be reviewed on advice from the Scottish Government. He added there was not a full complement of staff back in offices as hybrid working was being trialled. He advised a report would be provided to the Board in Spring on how effective the trial had been. The Chief Executive stated there appeared to be some confusion around the First Minister's statement and that the GWSF had written to her seeking clarity.</p> <p>The Secretary asked why Milton House was being looked at as she thought there was to be a new build office at Eton Avenue. The Secretary asked if that plan had been shelved. The Chief Executive advised the final decision would lie with the Board but an options appraisal would be carried out on Milton House versus a new build office. The Chief Executive advised a report would be presented to the Board of Management for consideration.</p> <p>Councillor Paterson asked where the hurdle was in relation to Dalintober. He questioned whether it was Historic Environment Scotland or Argyll and Bute Council. The Chief Executive stated the Elected Members in Campbeltown wanted to see the current properties demolished but it was unclear if Council officials were of the same opinion. He advised that</p>	

	<p>ACHA had provided what had been asked for. The Chief Executive advised he, along with the Chair, would be meeting with Elected Members, tenants and press in Campbeltown on 21st December. Councillor Paterson stated he thought the issue had been progressed and highlighted his disappointment that progress had not been made. The Director of Property Services advised ACHA had submitted the full application and had appointed an architect but the final decision lay with the Council. The Chief Executive advised the Chair had met with Council Officials in July where the subject of Dalintober had been raised. The Chief Executive advised that one of the Council officials at the meeting had made a slightly worrying statement regarding the application to demolish Dalintober. Bruce Marshall stated ACHA's Board discussed the issue month on month but still there was no progress. He stated he found it incredible that Elected Members could not reach a conclusion with Council officers. Councillor Paterson advised he had raised the matter with a Council official but stated he had been dogmatic that the rules were followed. Councillor Paterson advised he would raise the matter again to voice the feelings of ACHA's Board of Management and the people of Campbeltown. Councillor MacMillan advised he had been trying to progress and would continue to push Argyll and Bute Council. The Director of Property Services advised the Council had advised in November the process was likely to take 16 weeks. The Chief Executive asked if the Board would wish the Chair to write on their behalf to the Leader of the Council requesting clarity on the likely timeframe. The Board of Management unanimously AGREED the Chair should write to the Council Leader requesting a formal response.</p> <p>The Chair of the Audit Committee stated the opening at Glenshellach had been successful but the turnout had been disappointing. The Chief Executive advised that every resident, housed by ACHA, had been invited to attend and in total 107 invitations had been issued.</p>	Roddy McCuish
8.	<p>AHFA Draft Budget 2022/23</p> <p>The Director of Finance & IT stated the start of the detailed briefing note began on page 3 of his report (page 28 of the meeting pack).</p> <p>The Director of Finance & IT advised his report summarised the draft AHFA budget for 2022/23 and issues for consideration. He further advised the report had been considered by the AHFA Board of Directors at their meeting held on 7th December 2021.</p> <p>He stated the draft budget was based around the recently approved Strategic Partnership Contract between ACHA and AHFA which commenced on 1st October 2021, covering the next 10 years. He advised the final budget would be submitted to both Board meeting in February 2022.</p> <p>The Director of Finance & IT advised the current draft version of the budget delivered an £84k cash profit before depreciation/non-cash adjustments.</p> <p>The Director of Finance & IT took the meeting through his report covering:</p> <ul style="list-style-type: none"> • Overall Position • Income • Expenditure • Financial Summary <p>There were no questions and the Board of Management NOTED the</p>	

	content of the report and the areas for further consideration and review.	
9.	<p>ACHA Draft Budget 2022/23</p> <p>The Director of Finance & IT stated the start of the detailed briefing note began on page 3 of his report (page 36 of the meeting pack). He further stated he had no major concerns with the draft budget.</p> <p>The Director of Finance & IT advised his report summarised the draft budget for ACHA for 2022/23 and the issues requiring discussion and consideration. He stated his report provided the detail for the draft budget which had been produced from all budget holder returns. He advised a report had been presented to the Senior Management Team and Board of Management in September 2021 which agreed the proposed approach, strategy and timescale for the budget, with the report providing a forecast comparison of the base budget, any adjustments to the Business Plan, known as the Provision Budget report.</p> <p>The Director of Finance & IT stated it was important to note that the draft budget, and comparisons to the business plan and forecasts, had been based on economic assumptions as they are forecast at the present time and given the unprecedented times the business is living in currently, the Association needs to be mindful that there is the potential for those economic assumptions (mainly inflation and interest rates) to change quickly and materially. Such changes may make it difficult for ACHA to perform within the draft budget. Any such changes would be monitored and reported back to the SMT and Board.</p> <p>The Director of Finance & IT advised the volatile inflation rates would be monitored. He further advised following the Chancellor's indication employers National Insurance contributions would increase that would impact on the Management Cost.</p> <p>Cameron Grant asked if there had been much uptake on the digital rent consultation. The Director of Finance & IT advised one virtual session would be held on the evening of 9th December with a further session being held on Monday 13th December. Cameron Grant stated virtual sessions may be the way forward as there had been expense attached to the face to face sessions with very low turnout. The Director of Finance & IT advised that following completion of the rent consultation a short survey would be issued to tenants seeking their views on how additional engagement could be improved and was a learning curve. He added that rental income was the single biggest figure in the financial equation and the Association needed to try to reach as many tenants as possible. He stated he considered the money spent on the consultation as a good investment but agreed digital opportunities may be an option for the future.</p> <p>The Vice Chair advised the Remuneration Committee would be meeting with Unions in the afternoon to discuss their pay claim. After that meeting the Remunderation Committee will convene to discuss the 2022/23 pay award and the recommendations it will make to the February Board.</p> <p>The Director of Finance & IT confirmed the draft budget would be presented to the Board of Management in February 2022 for consideration/approval.</p>	

	<p>The Board of Management NOTED the briefing on the 2022/23 budget and NOTED the outstanding issues. There were no issues raised by the Board of Management for officers to undertake or report back on for the final draft budget in February 2022.</p>	
10.	<p>Freedom of Information Annual Update and Review of Fees The Director of Finance & IT reminded the meeting that the Freedom of Information (FOI) had become statutory requirement for registered social landlords on 11 November 2019. He stated his report provided details on the number of requests received from 10th November 2020 until 8th November 2021, along with the estimated cost in gathering the information and responding to each request.</p> <p>The Board of Management noted a total of 10 requests had been received all of which had been responded to and closed within the required timescale of 20 days. One of the requests received was for information not held by the Association.</p> <p>The Director of Finance & IT advised it had been estimated 112 hours had been spent on responding to FOI requests and at the maximum permitted hourly rate of £15.00 this equates to a cost of £1,680. He further advised that in reality costs may have been higher depending on the grade of staff involved in responding to the request but overall FOI has not proven to be a significant burden on ACHA, at this stage.</p> <p>The Director of Finance & IT took the meeting through the costs allowed to be recovered under the FOI legislation and stated that based on the 10 FOI requests received over the year the fees which ACHA could have raised in total would have amounted to £107. There would have been 6 requests which would have attracted no fee. The remaining 4 requests would have yielded fees ranging from £16.25 to £37.25 and averaging £26.75.</p> <p>The Director of Finance & IT advised a number of staff had recently attended a training course on freedom of information and data protection issues related to dealing with enquiries from journalists and elected representative. He further advised training on both headings is available as an e-module on ACAHs Safety Media platform and TC Young had been commissioned to carry out a review of freedom of information and data protection policies and procedures to ensure these remain relevant.</p> <p>The Board of Management NOTED the number of Freedom of Information requested received and NOTED the estimated cost and potential fee involved in responding to the requests. The Board of Management unanimously APPROVED that on the basis of the estimated costs and potential fees that ACHA continues not to charge for Freedom of Information requests.</p>	
11.	CONFIDENTIAL	
12.	CONFIDENTIAL	
13.	<p>Group Overtime Policy The Director of Human Resources & Corporate Services advised the</p>	

	<p>Group Overtime Policy was a new policy developed to clarify expectations across the Group.</p> <p>The Vice Chair stated normally policies would be submitted to the Policy Committee for consideration but it was thought the Overtime Policy was of high importance and should be considered by the full Board.</p> <p>The Vice Chair stated the policy was self-explanatory.</p> <p>There were no questions and the Board of Management unanimously APPROVED the Group Overtime Policy.</p>	
14.	<p>Group Board Meetings to June 2022</p> <p>The Chief Executive stated the Board of Management had asked the Senior Management Team to look at the potential split of meetings. The Senior Management Team carried out a review based on meetings which they believed held greater merit of face to face due to the importance of the subject matter to be discussed, particularly from a strategic perspective; the meeting on the 3rd February will have the final budget proposals for the financial year 2022-23. It was also thought there would be merit in holding the Strategic Planning meetings on the 21st and 22nd February as face to face meetings due to a number of key decisions required, particularly around tenants and services. The meeting for the 26th May 2022 may have a departmental structural review paper ready for consideration and the meeting on the 23rd June 2022 is likely to have the Associations updated business plan. Due to the importance of these items and the need for discussion and direction, it is being proposed they are held face to face. The meetings scheduled for the 17th March and 21st April are being proposed held virtually.</p> <p>There were no questions and the Board of Management unanimously APPROVED holding face to face meetings on 3rd February, 26th May and 23rd June 2022 and virtual meetings on 17th March and 21st April 2022. The Board of Management unanimously APPROVED the Strategic Planning session on 21st and 22nd February 2022 be held face to face. The Board of Management AGREED further reviews on virtual or face to face meetings would be discussed at the Board meeting scheduled for 23rd June 2022.</p>	
15.	<p>Community Action Fund Applications Kings Court, Maxie Richards The Board of Management unanimously APPROVED the award of £500.</p> <p>New Start Oban The Board of Management unanimously APPROVED the award of £500.</p> <p>Colonsay Community Development The Board of Management unanimously APPROVED the award of £290.</p>	
16.	<p>Group Maintaining Performance and Professional Standards Policy</p> <p>The Director of Human Resources & Corporate Services took the meeting through the policy. She advised the policy would usually be considered by the Policy Committee but because of the importance of the document the full Board of Management were being asked to consider the policy.</p>	

	<p>The Director of Human Resources & Corporate Services advised the Groups Zero Tolerance Policy, Anti-Discrimination, Bullying and Harassment policies had been pulled into one standard policy, creating a more usable document. She further advised the policy did not include Whistleblowing or Grievance as they were important policies in their own right.</p> <p>The Secretary congratulated the Director of Human Resources & Corporate Services on the massive piece of work carried out in bringing all the policies together into a very readable document. The Director of Human Resources & Corporate Services advised she would pass on thanks to Mary Harrison, HR & Training Manager who had undertaken the bulk of the work required.</p> <p>There were no questions and the Board of Management: APPROVED the 'one-stop' Maintaining Performance and Professional Standards Policy NOTED the principles of the Policy NOTED the Policy supports cultural change and applies ACAS good practice NOTED the Groups Zero Tolerance Policy, Anti-Discrimination, Bullying and Harassment were incorporated into the Policy NOTED how and when the Group would apply the Policy NOTED the policies and procedures replaced and consolidated into the Policy NOTED the training requirements for Manager to apply ACAS Good Practice.</p>	
17.	<p>Communication Culture and Engagement Tool</p> <p>The Director of Human Resources & Corporate Services advised Employee Engagement and Communications had been identified as one of four areas of importance by the Group People Plan. She stated the Association had already committed to the THINK communication model and maintaining performance and professional standards policy and advised the Association wanted to develop and encourage a more open communication culture for everyone that fully supports and welcomes inputs in an open and supportive environment. She advised the aim was for the communication tool to serve as platform for two-way communication; an intranet and a place to conduct employee engagement surveys and pulse surveys and to get the best impact, it should be open as soon as staff log in. The Board of Management noted that currently AFHA colleagues were having issues accessing internal documents and policies when working remotely, and solving this issue was considered crucial.</p> <p>The Director of Human Resources & Corporate Services advised that following close consideration and comparison between different platforms, StaffCircle had been identified as the most affordable and best-suited software to fulfil the aims and objectives. She further advised StaffCircle have offered the Association 25% off the yearly subscription and free set-up and training (normally worth £1,500) if we were to sign before Christmas including set-up and training. By way of comparison the Association have used PeopleInsight in the past for annual staff surveys. The cost for one full Annual Staff Survey was £6,150 and £10,000 for 4 Pulse Surveys. She advised that StaffCircle had the modules and tools to carry out those types</p>	

	<p>of surveys within the platform and would result in a financial saving when compared to the current method.</p> <p>The Director of Human Resources & Corporate Services further advised that StaffCircle did not only meet communication and culture criteria but also included performance management modules at no additional cost. The modules would enable the Association to create high-performance culture, improve engagement and gain accurate reflections of employee development. In addition, it would support a user-friendly system for continuous development and ongoing feedback, encourage frequent and effective managerial support, real-time performance visibility and goal-setting flexibility which would be beneficial tools if the Hybrid working model were to continue.</p> <p>The Director of Human Resources & Corporate Services took the meeting through the aims considered when analysing the different platforms as contained within the report.</p> <p>The Vice Chair commented that at the AHFA Board meeting, held on Tuesday 7th December, the Director of Human Resources & Corporate Services had provided a very comprehensive answer to the question he raised about what other organisations used the platform. He further commented that AHFA's Managing Director had delivered a very full presentation on the benefits to AHFA of introducing the platform. The Vice Chair advised he was very supportive of the platform.</p> <p>There were no further questions or comments and the Board of Management unanimously APPROVED the implementation of StaffCircle Communications and Culture platform at a cost of £8,500 per annum to improve communication and employee engagement to be branded as "New Year, New Connections". In addition, the Board of Management unanimously APPROVED a three phase implementation of the system;</p> <p>Phase 1 – (Rolled out February 2022) General communications and HR policies/recognition schemes.</p> <p>Phase 2 – (Rolled out March – June 2022) Group Documentation switch over.</p> <p>Phase 3 – (After OpenHouse go live) Forms and performance management.</p>	
18.	<p>Proposed Areas for Wild Flower Seeding</p> <p>The Director of Property Services advised 16 possible areas for the first phase proposal to convert areas that the Association currently maintains into wild flower meadows had been identified.</p> <p>The Director of Property Services took the meeting through the advantages and disadvantages as highlighted in her report. She advised appendix 1 detailed the proposed areas for phase 1 and Appendix 2 detailed the methodology.</p> <p>Councillor Paterson asked if there were any plans to mitigate the possible increase in ticks. The Director of Property Services advised it was her understanding that red deer and sheep were the main culprit of spreading ticks. She further advised there would be significant engagement before any decision could be taken. She stated engagement would include</p>	

	<p>numerous photos showing best and worst of wild flower areas.</p> <p>Bruce Marshall stated the soil in Argyll and Bute was poor and acidic and wildflowers grew better in limestone type soil. The Director of Property Services advised there were different seed types for different soil types as highlighted in appendix 2 of her report. She stated that following the outcome of the consultation a further report would be submitted to the Board.</p> <p>The Board of Management noted that if preparatory ground work were to be carried out and the correct seeds were used there was no reason the wild flower areas would not establish.</p> <p>The Board of Management unanimously AGREED to the consultation with residents around the implementation of wild flower meadows.</p>	
19.	<p>Independent Board Member Vacancy</p> <p>The Chief Executive advised that following the resignation of Brian Tester a vacancy for an independent Board member had arisen. The Chief Executive stated that the current Chair, Councillor Roddy McCuish did not plan to re-stand in the local authority elections scheduled to be held in May 2022. He highlighted that as Councillor McCuish was currently a Council nominee his place on the Board would expire at that point.</p> <p>The Board of Management were advised that Councillor McCuish had intimated he would wish to continue serving on ACHA's Board of Management and fulfil the commitment he had given to be the Chair in the current year.</p> <p>The Chief Executive stated in order to retain Councillor McCuish on the Board there would be a requirement for the Board to approve Councillor McCuish filling the independent vacancy on a casual basis until September 2022. He further stated if the Board were to approve that course of action Councillor McCuish would no longer be a Council nominee and Argyll and Bute Council would nominate an elected member to fill that vacancy.</p> <p>The Chief Executive advised the legal advice obtained from TC Young supported the recommendation.</p> <p>There were no questions and the Board of Management unanimously AGREED Roddy McCuish fill the independent vacancy on a casual basis until the AGM in September 2022. The Board of Management confirmed Roddy McCuish would remain Chair of the ACHA Board of Management.</p>	
20.	<p>Council Representative – ACHA Board of Management</p> <p>The Chief Executive advised following the resignation of Councillor McCuish as a Council Nominee on the Board of Management, Argyll and Bute Council had written to advise he would be replaced by Councillor Mary-Jean Devon. The Board of Management NOTED the content of the letter from Argyll and Bute Council appointing Councillor Devon onto ACHA's Board of Management.</p> <p>The Board were advised the Council had been notified they had the</p>	

	incorrect details for the Chair of the Board.	
21.	CONFIDENTIAL	
22.	CONFIDENTIAL	
23.	<p>Board Membership Approval</p> <p>The Director of Human Resources & Corporate Services advised earlier in the year the Board had agreed to carry out a recruitment campaign to identify people interested in joining ACHA's Governance structure. He advised the campaign had resulted in 27 expressions of interest and to date 5 of those who are tenants have become share members. In addition, 4 applications had been formally completed. He stated at the meeting on 11th November 2021, the Board had approved two of the applicants to fill tenant casual vacancies on ACHA's Board, leaving three tenant vacancies.</p> <p>The Chief Executive advised an additional information form had been returned by Mr Brian McNeillie and asked the Board to consider electing Mr McNeillie onto the Board of Management to fill a tenant casual vacancy until the AGM in September 2022.</p> <p>The Chair of the Audit Committee commented Mr McNeillie looked like an excellent candidate.</p> <p>The Board of Management unanimously APPROVED electing Mr McNeillie onto the Board of Management to fill a casual vacancy in the tenant constituency.</p>	
24.	<p>Estate Management Action Plans</p> <p>The Director of Property Services advised as the Area Committees were not currently in operation the Board were being asked to consider and approve a number of proposed EMAP projects as outlined in her report.</p> <p>The Chief Executive commented that while a number of the initiatives were relatively small in scale they would have a material benefit to tenant satisfaction.</p> <p>The Board of Management unanimously APPROVED the Estate Management Action Plan contracts on behalf of the Mid Argyll & Kintyre Area Committee.</p> <p>In addition, the Board of Management unanimously APPROVED a 10% variance on the original tender price be approved automatically at local team level.</p>	
25.	<p>Estate Management Action Plan – Update on Price Increases</p> <p>The Director of Property Services advised due to the uncertainty being experienced in the sector around material costs the Association was finding in the time taken between receiving the tender, to approval to sign off from SMT and Board some of the prices had increased. The Director of Property Services stated she was trying to find a solution to enable delivery of the EMAPs but within the current arrangements all price increases require approval by the SMT and Board of Management which could result in a never ending cycle of some EMAP prices constantly changing as</p>	

	<p>material price increases are imposed, a never ending cycle of reports for consideration and EMAPs not being delivered.</p> <p>The Board of Management were advised it was being proposed that EMAP price increases that fell within a 10% tolerance level of the original tender price be automatically accommodation with the caveat that the proposed projects for the area remain within the agreed budget. The Director of Property Services advised that all costs would be reviewed and agreed at Senior Housing Management team meetings.</p> <p>The Director of Property Services advised her report contained information on the price increases relating to the current EMAP projects.</p> <p>There were no questions and the Board of Management: NOTED the details contained within the report on price increases to some of the Estate Management Action Plans. APPROVED the proposed price increases APPROVED any proposed price increase that falls within the 10% variance of the original tender should be approved automatically at local team level.</p>	
26.	<p>AHFA Management Accounts to 31 October 2021</p> <p>The Director of Finance & IT took the meeting through the Management Accounts.</p> <p>There were no questions and the Board of Management NOTED the AHFA Management Accounts to 31 October 2021.</p>	
27.	<p>ACHA Management Accounts to 31 October 2021</p> <p>The Director of Finance & IT highlighted paragraph two of his report covering the significant year to date variance.</p> <p>There were no questions and the Board of Management NOTED the ACHA Management Accounts to 31 October 2021.</p>	
28.	<p>Regeneration Update</p> <p>The Director of Property Services took the meeting through her report, highlighting the significant challenges in relation to the uplift of material costs.</p> <p>There were no questions and the Board of Management NOTED the content of the Regeneration update.</p>	
29.	<p>Investment Update</p> <p>The Director of Property Services took the meeting through her report.</p> <p>The Chief Executive stated the cost price of insulation had increased significantly and asked for the option of wool insulation to be looked into.</p> <p>Cameron Grant stated there was a huge increase in the cost of radiators and asked if the radiators used for gas heating could also be used for Air Source Heat Pump heating. The Director of Property Services confirmed radiators could be used for any wet system including ASHP heating.</p> <p>The Board of Management NOTED the content of the Investment update.</p>	Kirsteen McGinn
30.	Community Action Fund Update	

	<p>Cameron Grant suggested advertising with Scottish Gateway. The Secretary added that Board members should also be disseminating information in relation to the CAF.</p> <p>The Board of Management NOTED the content of the update.</p>	
31.	<p>Property Factors Act: Amended Code of Conduct The Director of Property Services advised the Scottish Government had undertaken a review of the Property Factors Code of Conduct which ACHA, as Property Factor, requires to comply with and details the basis we are appointed, level of service, value for money and transparency as well as financial and regulatory information. She advised that as a result of the changes the Written Statement of Services had been amended and would be re-issued to customers covered by the legislation.</p> <p>The Director of Property Services advised the report details the Key Changes in the amended Code and the proposed written statement of service (formally factored), the other Written Statements of Service will be updated where applicable. Staff guidance has been prepared for issue to all ACHA staff on the requirements of the Code of Conduct. The Report contains a risk based approach to resourcing and issuing amended Statements of Service to owners.</p> <p>The Director of Property Services advised there was a significant amount of information contained within the report. She further advised the Association had a tight timeframe to work to and it was likely all requirements would be met but on a slightly extended timeframe.</p> <p>The Board of Management NOTED the content of the report and the update provided by the Director of Property Services.</p>	
32.	<p>Notifiable Events There were no questions and the Board of Management NOTED the Notifiable Events contained within the report submitted since the previous update.</p>	
33.	<p>A.O.C.B. Annual General Meeting – Change of Date The Secretary advised the normal venue for the Annual General Meeting was unavailable on 15th September 2022 and asked the Board for approval to re-schedule the Annual General Meeting to 14th September 2022. The Board of Management unanimously APPROVED the change of date.</p> <p>Dalintober The Director of Property Services delivered a presentation on Making a Zero Carbon Community a Vibrant Reality. The Secretary thanked the Director of Property Services for her presentation and commented it has been very impressive.</p> <p>Councillor Paterson asked if he could share the presentation. The Director of Property Services confirmed the presentation could be shared.</p>	
34.	CONFIDENTIAL	

35.	<p>The Chief Executive thanked the Secretary for stepping in at short notice to Chair the meeting following the Vice Chair's connection issues</p> <p>Date & Time of Next Meeting Thursday 3rd February 2022 at 10.00am in the Inveraray Inn, Inveraray</p>	
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