



Board Meeting Minutes

Meeting: Board **Location:** Ron Davey Enterprise Centre, 10 Vulcan St

Date: 28 November 2017 **Time:** 5pm

Attendees: J Thorburn, JT (Chair), C Rossine CR, J Berrington JB, M Thomson MT, B Rossine BR, R Porter RP, I Cross IC, G Satti GS, A Wilson AW, A Gow AG, T Dow TD, R Deumeni RD

Apologies: R Maguire

In Attendance: R Tamburrini (CEO) RT, AM Devlin (D/CEO) AMD, B Hartness (DF) BH, J Devine (DR) JD

Minute Taker: A Whiteford – (CSO) AWh

	Agenda	Action	Date
1.	Apologies As above. I Cross thanked everyone who attended her daughter's funeral and contributed to charity. Board congratulated R Porter on receiving his MBE Award.		
2.	EPIC 360 Presentation by Susan McAllister		
	<p>Susan McAllister gave a presentation to the Board on the work of EPIC 360 which is a Big Lottery Funded Glasgow wide financial capability project. It started in August 2015 and has funding for 3 years. Susan is the Project Co-ordinator. The project involves helping people to manage their money such as assisting them with opening bank accounts, support with paying their rent, support around fuel economy, advice on affordable credit etc. Susan produced statistics which demonstrated the success of the project. Board thanked Susan for the informative presentation.</p> <p>It was agreed to ask Roddy Byers of the Big Lottery to come and talk to ng homes during 2018.</p>	RT	2018

3.	Declaration of Interest and Attendance		
	I Cross has an interest in Item 12 (a).		
4.	Minutes of Meetings		
a.	Minutes of Board Meeting on 3 October 2017		
	<p>Board AGREED the minutes were an accurate record of the meeting. Proposed M Thomson Seconded J Berrington</p> <p>i) Matters Arising</p> <p>Item 4 (b) ii) – As agreed at the meeting Ronier Deumeni was invited to join the Board as an Independent member. The Board APPROVED his appointment as an Independent Co-optee and welcomed him to the Board.</p> <p>Proposed M Thomson Seconded T Dow</p> <p>Item 5 (a) – Crowhill St Demolition – Out of 27 homes, 22 are now empty. The 3 remaining tenants have been accessing offers. We have also agreed to rehouse the 2 private tenants.</p> <p>Multi Storey Flats – Work is being carried out to obtain core samples and JD plans to get manufacturer to attend the next Board meeting to talk to the Board.</p> <p>Item 6 – Possible New Development – discussions still ongoing re acquisition of a pub in Possilpark.</p> <p>Item 7 (b) – Vanguard – AMD plans to bring in Vanguard in early 2018.</p> <p>Item 8 (e) – New Build Development of 12 units – Members AGREED that lock ups to be demolished.</p> <p>Proposed A Wilson Seconded J Berrington</p>	JD	Jan Board
b.	Minutes of Area Committee Meeting of 5 October 2017		
	Noted.		
c.	Minutes of Area Committee Meeting on 9 November 2017		
	Noted.		
d.	Minutes of Audit Sub Committee on 10 October 2017		
	Noted.		

e.	Minutes of ng property meeting on 10 October 2017		
	Noted.		
f.	Minutes of Urgent Decision Meeting on 18 October 2017 – for ratification		
	<p>Board RATIFIED the decision taken at the meeting to approve the appointment of a relative of a member of ng staff to a permanent position of Estate Services Operative in ng2.</p> <p>Proposed J Berrington Seconded G Satti</p>		
g.	Minutes of Urgent Decision Meeting on 25 October 2017 – for ratification		
	<p>Board RATIFIED the decisions taken at the meeting to approve the granting of tenancies to relatives of staff members.</p> <p>Proposed A Wilson Seconded G Satti</p>		
5.	Chief Executive's Update		
	<p>a) Business Plan 17/18 and 18/19</p> <p>CEO aims to complete the 18-21 Business Plan between January and March 2018. Consultations will be held with Board and staff and a report card will be produced.</p> <p>A bus tour of the proposed regen area (Hawthorn St, Balmore Rd, Bardowie St and Ashfield St) will be held in early January 2018. AW will contact Board with proposed dates to check availability.</p> <p>CEO referred to the minutes of the Scottish Housing Regulator Regulation Plan meeting with ng homes on 29th August 2017 enclosed with the papers and highlighted the favourable comments received from the Regulator on the 2017-2020 Business Plan. He informed the Board that the Regulator has not noted any concerns with ng homes in the minutes but a couple of small action points are being addressed.</p> <p>b) Area Committee Membership</p> <p>Board APPROVED that Frank Spence and Mary Frances Smith join the Area Committee. Member commended their contribution and work with the Possilpark Focus Group.</p> <p>Proposed B Rossine Seconded A Wilson</p>	AW	Asap

	<p>c) Review of Sub-Committee Membership</p> <p>A list of who is on each Committee will be provided with the papers for the January Board.</p> <p>CEO confirmed that the Standing Orders are currently being reviewed but in the interim he requested approval to a change to the maximum number permitted to sit on the Regen Sub-Committee as there are currently 10 members interested in being on the Sub-Committee and the maximum permitted is 9.</p> <p>Board AGREED to this pending a full review of the Standing Orders in January 2018.</p> <p>Proposed J Berrington Seconded G Satti</p> <p>d) Governance Self Assessment Session for Board members.</p> <p>This will be held on Wednesday 6th December – 4.30-6.30pm in The Ron Davey Enterprise Centre. Documentation has been sent out today to all Board members.</p> <p>e) GSWF Publication – Members were requested to take a copy of this publication which compares information in the Annual Return on Charter for Housing Associations in Scotland.</p> <p>f) Awards received recently:</p> <ul style="list-style-type: none"> • Climate Challenge Fund Winner 2017 • TPAS – Best Practice in Involving All Award – Young Choice, Young Voice • TPAS Tenant Participation Champion of the Year 2017 – Outstanding Tenant – won by Margaret Thomson. 	AW	Jan Board
6.	Reports for Approval		
a.	Rent Increase 2018/19		
	<p>Members discussed the report seeking approval from the Board for the proposed rent and service increase. BH outlined options to the Board and confirmed that a tenant consultation event took place today. He also confirmed that tenants have been consulted in a variety of ways including in person, by letter and text.</p>		

	<p>AMD distributed a report with the results of the rent consultation with tenants for 2018/19. Members noted that 187 tenants took part in the consultation and that a majority voted for 2.5% or 3%. Some discussion on the various options open to the Board took place. It was agreed to limit the 18/19 increase to 2.5%. It was noted that this is below what a high number of other housing associations are implementing.</p> <p>Member requested that the letter which is sent out to tenants informs them that they will have to retain the letter if they are in receipt of Universal Credit to advise the Department of Work and Pensions of the 2018/19 rent increase.</p> <p>Proposed J Berrington Seconded M Thomson</p>	AMD	asap
b.	Management Accounts		
	<p>Board noted report providing income and expenditure and balance sheet for the period to 30 September 2017 together with cash flow and accompanying notes. BH explained there has been slight backlog in planned maintenance but that the expenditure for this is starting to come through now in October/November. In his view our overall financial position is more than acceptable and the association has the necessary resources to carry out its plans for the future.</p> <p>Proposed G Satti Seconded T Dow</p>		
c.	Investment Programme 2017/18		
	<p>Members noted report updating them on the planned maintenance programme relating to environmental improvements at the Carron Estate comprising environmental, health and safety improvements, additional car parking, additional street lighting, upgraded disabled ramps, stairs and service paths. The members noted that the tender submitted by MacKenzie Construction Ltd was the most competitive tender and agreed to the proposals in the report.</p> <p>Board noted that a pedestrian management plan will be in place. In response to member query about whether the project would affect the primary school road crossing, JD said it would not affect this but that</p>	JD	asap

	<p>he would contact the school and let them know of the plans.</p> <p>Board APPROVED the proposals in the report.</p> <p>Proposed J Berrington Seconded M Thomson</p>		
d.	Ashfield/Crowhill Demolition Tender		
	<p>Members noted report updating them on progress with the procurement of the demolition contract for Ashfield Street and Crowhill Street Springburn.</p> <p>Board noted the recommendation that the tender by CEP Demolition Ltd be accepted and APPROVED the recommendation.</p> <p>Proposed R Porter Seconded J Berrington</p>		
e.	Phone System Upgrade		
	<p>Board noted the report giving various options for an upgraded or new telephone system as parts of the current phone system have now reached the end of their life. The last upgrade to the current system was 4/5 years ago.</p> <p>Members APPROVED that we proceed with the upgrade of the current system and enhance it with a customer centre module to improve the customer experience when calling the call centre. These proposals build on what we already have and won't require much staff training. Members APPROVED the proposal from CommsFM/PingNS which is the preferred option and the overall cost can be handled within the budget spend for the year.</p> <p>Proposed J Berrington Seconded I Cross</p>		
f.	Board Training Plan		
	<p>Members noted the outline Board Training Plan which was drawn up following discussion at the feedback session with Jim Harvey on 26 September as a part of the annual Board Review process. The report covers February 2018 to November 2018 and other sessions may be arranged as the year progresses. Board APPROVED the outline training plan.</p> <p>Proposed T Dow Seconded A Wilson</p>		

g.	Close Access Design for Springburn Halls – Keppochhill Development		
	<p>Members noted report providing an update in relation to the revised option/design submission to Glasgow City Council Planning Department.</p> <p>JD advised them that GCC rejected the deck access design and advised that a traditional close access design would be more appropriate for this development. Close access design will allow more flexibility on the ground floor which can be used for commercial units. These can easily and quickly be reverted back to housing if commercial use does not prove successful. The statues from the site have been stored and these will be used on the finished site although at the moment they are not in a good condition.</p> <p>Board APPROVED the submission of the close access design to GCC Planning Department to progress the new site development at Keppochhill Road.</p> <p>Proposed M Thomson Seconded G Satti</p>		
7.	Policies for Approval		
a.	Treasury Management Policy		
	<p>Members noted that the Treasury Management Policy has recently been reviewed to ensure that the contents of the policy are appropriate to the Association's Treasury activities. The Policy is also fully compliant with the Chartered Institute of Public Finance and Accountancy's (CIPFA) requirements. The primary aim is to retain capital although the association will also receive a return on deposits.</p> <p>A discussion took place on which banks ng homes currently use for placing deposits and BH agreed to look in 2018 at which banks would be most appropriate to lodge new funds in view of the ethical issues surrounding various high street banks closing local branches.</p> <p>Board APPROVED the revised policy.</p> <p>Proposed G Satti Seconded A Gow</p>	BH	2018

8.	Chair's Remarks		
	<p>JT commented on recent conference attendance at which the main item was consultation with tenants and was of the opinion that the proposed new phone system should hopefully increase the amount of information we can gather from tenants as feedback. JT requested AMD keep the Board up to date in respect of what other Housing Associations are doing in respect of the rent increase as 2.5% is quite a low increase.</p> <p>JT invited Ronier Deumeni to speak to the Board and Ronier thanked the Board for inviting him to join and said that he was very pleased to be able to make a contribution to the work of the Board which will be useful for the Association.</p>		
9.	Reports for Noting		
a.	Investment Update		
	Members NOTED report giving an update on the planned maintenance programme.		
b.	Procurement Update		
	Board NOTED the report giving an update of progress against early action priorities for all Technical Procurements including procurements related to construction, maintenance and building services and any associated consultancy appointments.		
c.	Regeneration Progress Report Update		
	Members NOTED report providing a high level update to the Board on progress across a range of initiatives being taken forward in pursuit of ng homes' regeneration objectives.		
d.	Governance Update		
	Board NOTED report giving an update on governance related matters since the last Board meeting at the beginning of October.		
e.	Health and Safety Update		
	Board NOTED report providing an update on health and safety activity and the workplan for the period 1 July – 30 September 2017.		
f.	KPIs		
	Board NOTED report giving an update on performance to September 2017 against the Scottish Social Housing Charter indicators.		

g.	Benchmarking Report		
	Members NOTED report providing information on comparison of performance information with 3 other large Housing Associations.		
h.	Complaints Report		
	Members NOTED report providing them with information on complaints and compliments received in the 3 month period July to September 2017.		
10.	Membership Applications		
	Board APPROVED the membership applications as detailed in the papers. An analysis of the membership profile will be brought back to the next Board. Proposed J Berrington Seconded G Satti	AW	Jan Board
11.	Delegates Feedback		
	JB reported back on the recent SFHA Finance Conference which he found very interesting. CR reported on recent EVH meeting in November at which a presentation by Pauline Hinch of the Scottish Community Re-investment Trust was given.		
12.	AOCB		
a.	Payments and Benefits Case 101		
	I Cross declared an interest in this item. Board APPROVED Case 101 which relates to a tenancy succession to a Board member. Proposed G Satti Seconded M Thomson		
b.	Tenancy Issues (Confidential)		
	Members APPROVED the report. Proposed J Berrington Seconded A Wilson		