



Board Meeting Minutes

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

Date: 27 August 2019 **Time:** 5.30pm

Attendees: J Thorburn JT (Chair), C Rossine CR, T Dow TD, M Thomson MT, I Cross IC, R Maguire RM, J MacLeod JM, R Porter MBE RP, G Satti GS, A Murphy AM, A Gow AG

Apologies: J Berrington, R Tamburrini (CEO)

In Attendance: B Hartness (DCEO FIN) BH, T Sweeney TS (DDCS), AM Devlin (SDCEO) AMD, L Cooper (DD) LC,

Minute Taker: C Murray (PA) CM

	Agenda	Action	Date
	Prior to the start of the meeting Alan Neary from KISWEBS gave a presentation on the new website and answered any questions from Members.		
1.	Apologies		
	As above. Chair informed the Board of Bill Rossine's resignation from Board and all Sub-Committees. Chair circulated a printed summary of Bill's experience and contribution to ng homes and the wider North Glasgow community. The Chair acknowledged Bill's tremendous influence over the past 33 years and thanked Bill on behalf of the Board. He paid the following tribute to Bill:		



Bill Rossine

Bill has been a member of ng homes Board for over 33 years and during this time he has developed a strong knowledge and understanding of the social housing sector and the importance of good governance.

Bill's experience as an active Board member is second to none. During his time at ng homes he has been the Chairperson and has also served in all of the other bearer positions. He has also served on the association's Audit Sub-Committee, Regeneration Sub-Committee, Staffing Sub-Committee, Executive Committee and Area Committee. Bill's outstanding contribution to ng homes and the Housing Sector was recognised in 2018 when he received the Long Service Award for Committee Members from EVH.

Bill has lived in Possilpark all his life and has over 50 years experience of working with tenants and residents in his local community. Bill cares passionately about people and the community and he has worked tirelessly over the years to improve the lives of people living in North Glasgow playing a lead role in various tenants' forums, open days and community projects over the years.

In 2012 the Association's newly refurbished housing office at 252 Saracen Street in the heart of Possilpark was named Kenna Rossine House in honour of the great contribution Bill and Pat Kenna, the

	<p>Chairperson at that time, had made to the area.</p> <p>The diversity of Bill's interests and contribution to the community together with his energy and enthusiasm is astounding. In addition to being the longest serving member on the ng homes Board, Bill has also volunteered with the local Saracen Crime Prevention Panel, where he served as Chairperson, Community Reference Group, Community Health and Care Partnership, CCTV Forum and North Glasgow Safety Forum, Abbeyfield Nursing Home in Springburn and he was a volunteer walk leader with Northern Sole Mates. This diversity adds significant value to the work of ng homes in delivering safe and secure communities.</p> <p>Even suffering a heart attack in 2006 could not hold Bill back! Following his recovery he found time to volunteer with the British Heart Foundation and became a qualified instructor in emergency life support skills. Bill has also taken part in a number of charity abseils as well as the annual North Glasgow 5km race raising money for charity and local good causes!</p> <p>Bill's extensive voluntary work over the years received royal approval when the WVRS called for nominations of volunteers who 'go the extra mile' as part of the Queens Diamond Jubilee celebrations. Bill was chosen as one of the 60 Diamond Champions from across Scotland receiving a certificate signed by their Royal Highnesses, The Prince of Wales and the Duchess of Cornwall. Bill was then selected as one of 10 volunteers to visit St James's Palace in London to meet their Royal Highnesses</p> <p>This accolade is testimony to Bill's dedication and hard work over the years and worthy recognition of his excellent contribution to ng homes and other community groups. Bill has indeed gone the extra mile working tirelessly for the North Glasgow community over many years. He has been a stalwart for ng homes, he has played a key part in the ongoing growth and development of the Association and the ng group and his hard work and commitment reflects the organisations values and our vision for a community where people</p>		
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	<p>can flourish and prosper.</p> <p>We are sad to see Bill leaving the ng homes Board however we recognise that he deserves a well earned rest. We will certainly miss his contribution at ng homes but we rest assured in the knowledge that he will keep himself up-to-date with what is going on here at the Association.</p> <p>We give Bill our best wishes for the future and hope that Bill keeps in touch and visits when he can - he will always be welcome here!</p>		
2.	Declaration of Interest and Attendance		
	None.		
3.	Minutes of Meetings		
a.	Minutes of Board Meeting on 28 May 2019		
	<p>Board AGREED the minutes were an accurate record of the meeting.</p> <p>Proposed M Thomson Seconded C Rossine</p> <p><u>Matters Arising</u></p> <p>When discussing the Business Plan at the Board meeting in May 2019, a member had requested more information on the reasons that tenants were dissatisfied with the quality of their homes. LC reported that the main reasons given were that their homes required improvements. LC confirmed that investment programmes going forward will address these issues.</p> <p>Thursday 12 September has been confirmed as the date to discuss the outcomes from the Board appraisals with Alan Ferguson.</p> <p>Member reported on the Scottish Government Grant that ng homes were hoping to secure to invest on shop fronts on Saracen Street. A decision will be finalised this week. Member thanked ng homes for</p>		

	their support in this project.		
b.	Minutes of Special Staffing Sub-Committee on 18 July 2019		
	Noted		
c.	Minutes of Audit Sub-Committee on 23 July 2019		
	Noted.		
d.	Minutes of Area Committee 8 August 2019		
	Noted.		
4.	Chief Executive's Update		
a.	Staffing Sub Committee Membership		
	<p>AMD spoke in CEO's absence.</p> <p>AMD referred to an extract from the Standing Orders and discussion at the previous Board meeting on increasing the number of members on the staffing Sub-Committee. She confirmed that there is already a provision in the Standing Orders to allow this.</p>		
b.	Sub-Committee and Subsidiary Membership 18/19		
	AMD referred to the lost of Sub-Committee membership and asked members to consider which Sub-Committees they may want to be elected to in advance of the Board meeting on 17 September.		
c.	Board Office Bearer Elections		
	Information on the role of the Chair, Vice-Chair and Secretary posts and how these posts are elected is included in the papers for Members to consider in advance of the elections on 17 September.		
d.	CEO's reporting on gas safety and getting it right first time		
	<p>LC reported that following the submission of the ARC return there were two enquiries from the SHR on gas safety and getting repairs right first time.</p> <p>LC referred to previous Board discussion and confirmed that a more robust ng homes gas and IT process has been put in place to</p>		

	<p>ensure 100% compliance in future. LC confirmed that gas safety will be reported to every Board meeting.</p> <p>The second enquiry was about repairs completed first time. LC, AMD and CEO met with the Director of City Building to discuss this and he is fully committed to improve this figure. AMD commented that further analysis of repairs will be carried out to confirm whether repeat repairs are in fact the same repair.</p> <p>LC reported that City Building Director has offered to give ng homes call handling staff training. LC confirmed that weekly checks on repairs will be done.</p>	LC	Ongoing
e.	National Tenants Panel – Rent Consultation		
	BH tabled a memo regarding the SHR's release of a report stating that landlords are raising rents above inflation. BH reported that ng homes have made increases below Consumer Price Index (CPI) for the last three years. BH commented that the Association must take rent affordability into account. Control of costs should be the starting point and if rent increases are necessary we will base any increase on the CPI figure.		
5.	Reports for Approval		
a.	Management Accounts to 30 June 2019		
	<p>Members considered the Management Accounts to 30 June 2019. BH reported that for this first quarter there were no significant variances that were out of the ordinary and the Association was running acceptably.</p> <p>Board APPROVED the Management Accounts for the period to 30 June 2019.</p> <p>Proposed T Dow Seconded G Satti</p>		
b.	DRS Authorised Signatories List Update		
	Board Approved the list of DRS Authorised Signatories to be		

	<p>submitted to DRS once fully signed by the Associations officers and by the Associations solicitors.</p> <p>Proposed G Satti Seconded I Cross</p>		
c.	Disposals Policy		
	<p>Members considered report regarding the need for a disposals policy. There are no immediate plans to dispose of stock.</p> <p>Board APPROVED the Disposals Policy.</p> <p>Proposed G Satti Seconded A Murphy</p>		
d.	KPIs Targets 2019/2022		
	<p>Board considered the report regarding the Associations KPI targets. It was previously agreed targets would be set for 3 years and reviewed annually. Targets are set based on previous years results and comparisons to other HA's.</p> <p>A discussion took place and it was agreed the out turn from 2 years ago would be included in future reports to allow the Board to see trends.</p> <p>Member asked for clarification on the wording of "Time to process housing applications". AMD explained this was the length of time it takes to load a housing application onto the computer.</p> <p>Following discussion Board AGREED to change the Days to let target from 20 days to 23 days and APPROVED all other existing targets for the next 3 years and that the targets will be reviewed annually or sooner if required.</p> <p>Proposed A Murphy Seconded R Porter</p>	LC	Future Board meetings
6.	Reports for Discussion		
a.	Governance Update		

	Board NOTED the report detailing governance related matters for the period 3 April to 31 July 2019.		
b.	Governance Self-Assessment Assurance Statement		
	<p>TS reported on changes made to the SHR's regulatory standards including the new standard 7. ng homes has an action plan in place to achieve a completed Assurance Statement ready for submission by the deadline date of 31 October. A working group made up of Senior staff and Managers as well as 3 Board members is currently in motion. The Association will also seek validation and assurance from external consultants John Mulholland and Foster Evans.</p> <p>It was suggested a Sunday afternoon would be scheduled for the Board, senior management team and John and Foster to discuss the standards and finalise the Assurance Statement prior.</p> <p>TS commented that the SFHA in association with the SHR has produced a self assurance toolkit incorporating a template process to guide associations in developing the Annual Assurance Statement and was pleased to report that ng homes proposed process and actions already in place complied with this.</p> <p>Board NOTED the report providing an update on the changes that were incorporated within the new Framework and the Association's approach to self-Assessment against the revised standards.</p>	TS	ASAP
7.	Reports for Noting		
a.	RULE 68		
	Board NOTED report signed by the Secretary confirming that the requirements of Rules 62-67 have been followed.		
b.	Complaints and Compliments		
	Board NOTED the report detailing complaints and compliments from April to June 2019 (Q1).		
c.	Asylum Seekers/Refugees Temporary Accommodation		

	<p>LC reported ng homes have 93 properties with Serco which will be signed over to Mears in September. LC confirmed that works are required to bring the properties up to standard which Serco will fund.</p> <p>LC confirmed that discussions are ongoing about the lease agreement.</p> <p>LC reported that there have been two evictions approved by the court which haven't been enforced yet. LC will keep the Board updated as and when things progress.</p>	LC	Ongoing
d.	KPIs Quarter 1 2019/2020		
	<p>LC tabled a report showing the Associations key performance indicators for this year so far. Four indicators were below target, re-let timescale, reactive repairs completed right first time, both which have been discussed under item 5(d), offers refused and void rent loss. These have been discussed at length with the Area Committee and a short life working group has been set up which consists of the Area Committee Chair - Jim Berrington, John Thorburn, LC, AMD and the Performance Manager. The group will look at what the Association can do to make improvements. A report will be submitted to future Board meetings.</p>	LC	Future Board meetings
8.	Chair's Remarks		
	<p>This is the last Board meeting before the AGM and Chair thanked everyone for their efforts and commitment over the past year and also thanked staff for their efforts behind the scenes.</p> <p>Chair also commented on the sad incidents that have happened in the area and thanked concierge for their work and dedication.</p> <p>Chair referred to presentation by KISWEBS and thanked Louisa Christodoulou and all staff involved in developing the new site.</p>		
9.	Delegates Feedback		

	CR reported that the next EVH meeting is next week. CR commented that GWSF are not notifying people of events or are cancelling them last minute. LC noted to raise at their next meeting.	LC	Next GWSF meeting
10.	AOCB		
	<p>Payments and Benefits</p> <p>Cases 118 was submitted to the Board for approval.</p> <p>Board APPROVED both cases.</p> <p>Proposed I Cross Seconded M Thomson</p> <p>Member informed the Board that the first Youth Board meeting was successful and commented that they are an enthusiastic group.</p> <p>Member commented that it would be helpful to know in advance when events are happening so they can be put into diaries well in advance.</p>		