

Dunbritton Housing Association Ltd.

**Minutes of Meeting of Management Board
Held at 6.00pm on Wednesday 12 February 2020
at the Abbotsford Hotel, Dumbarton**

Present: S. MacQuire (SMacQ) Chair; A. Tuach (AT) Vice Chair; A. Davey (AD); G. Morrison (GM); G. Mulvaney (GMu).

In attendance: T McShane (TMS) Operations Manager; H. Maitz (HM); P. Sweeney (PS) Asset Manager; P Bradley (PB) Corporate Services Manager; D Wilson (DW) Assurance/Housing Officer; C Samain (CS) Receptionist, Minute taker.

1. <u>Welcome, Apologies and Declarations of Interest</u>	ACTION BY
<p>SMacQ welcomed everyone and thanked them for their attendance. He advised the Board that while the Board meetings are recorded, the recording is destroyed once the approved minutes are posted onto the website. He also asked all present to turn off their mobile phones.</p> <p>He reminded the Board that if they cannot attend a meeting, they should email him in advance of the meeting. Apologies were received from, M. Appleton (MA); J. Smillie (JS); S. Aitken (SA); A. Murphy (AM) CEO.</p> <p>There were no declarations of interest.</p> <p>Karen Orr, CEO of Rigg Arts, gave a brief presentation on the Heritage project at Dumbarton Harbour Development.</p>	
<p>2. <u>Minutes of Previous Meeting on 15 January 2020</u></p> <p>DW pointed out on page 2 under 6, paragraph 3, should read 'Survey Monkey' and not 'Monkey Survey'.</p> <p>The Minutes were proposed as a correct record by GM and seconded by AT.</p> <p>Minutes of the Audit & Risk Committee 20 November 2019</p> <p>AT pointed out an error under 5 it should read 'AM went through the comments/recommendations' and not 'AT'. PB confirmed that this has already been corrected.</p> <p>The minutes were proposed as a correct record by AT and seconded by SMacQ.</p>	
<p>3. <u>Matters Arising</u></p> <p>No matters were arising.</p>	



11/3/20

4. Corporate Services & Governance

a) Membership applications and cancellations

PB advised that there were no applications and no cancellations.

This was **noted** by the Board.

b) Governance Report

TMS took the Board through the Governance Report.

TMS confirmed that under item 4 that there were no complaints with the Scottish Public Services Ombudsman (SPSO). She also advised that new guidance had been developed on the Model Complaints Handling Procedure issued by SPSO which will be brought back to the Board as a new Policy.

Under item 4b Appendix 1 TMS asked for the Board's views on revising the targets on indicators 11, 18 and 34.

GMu suggested that AM bring back a proposal to the next meeting and the Board agreed with this.

c) Harbour Update

TMS advised that the Variation Agreement is with Cullross for consideration and we are expecting a response on 14 February 2020. It is anticipated that all parties will sign the agreement within the next couple of weeks.

TMS confirmed that we are still working towards completion dates for the properties to be handed over in April, May and June 2020.

TMS said that AM had spoken to the Scottish Government about making an application for additional funding linked to the additional costs for the Harbour Development and the Board will be kept updated on the progress of the application. The Board was asked to note that there is no guarantee that additional funding will be granted.

TMS confirmed that an application for funding for medical adaptations at stage 2 was being prepared based on the needs of those applicants identified for the Harbour.

TMS confirmed that the anticipated handover date for the new office is 4 March 2020.

<p>d) Press enquiry</p> <p>TMS confirmed that the person who had raised their concerns with the Dumbarton Reporter had given detailed information to the press. She confirmed that AM had asked all Board and staff that if they have any questions/concerns that they should be raised directly with him.</p> <p>e) Staff Engagement Survey (SES)</p> <p>TMS confirmed that the outcomes from the SES will be presented to all staff by Linda Ewart at the meeting to be held on 26 February 2020.</p> <p>Follow-up meetings with staff teams will then be arranged to discuss elements of the SES. Feedback will be brought to a future Board meeting.</p>	
<p><u>5. Customer Services</u></p> <p>a) Annual Rent Review report</p> <p>TMS confirmed that tenants had been consulted via paper survey and electronically via Survey Monkey. This feedback confirmed that 83% of tenants considered their current rent affordable. The Board noted a return rate of 24%.</p> <p>Board noted some of the comments from tenants and asked how these were managed. PS confirmed that where we could identify the source of negative comments, that we contact the tenant to address their concerns.</p> <p>Following in-depth discussion, the Board voted unanimously (5 for – 0 against) to implement a rent increase of 1.5%.</p> <p>The report issued with the agenda was approved.</p>	
<p><u>6. Asset Management</u></p> <p>a) EESSH Update</p> <p>PS gave a brief update to the Board in relation to the strategy for to address the issues in relation to complying with the EESSH standards.</p> <p>The report was noted by the Board.</p>	
<p><u>7. A.C.O.B</u></p> <p>HM asked for the Board's approval to open a new Bank Account with CAF Bank for the Factoring clients' Direct Debits.</p> <p>The Board approved the proposal.</p> <p>SMacQ asked for a meeting to be arranged for the Board to visit the new office. PS said that he would make the necessary arrangements in due course.</p>	

There being no other competent business the meeting closed at 7.25 pm.	
8. Date of next meeting 11 March 2020	