

**Dunbritton Housing Association Ltd.**  
**Minutes of Meeting of Management Board**  
**Held at 6.00pm on Wednesday 28 August 2019**  
**at the Abbotsford Hotel, Dumbarton**

**Present:** S. MacQuire (SMacQ); Sonja Aitken (SA); Mike Appleton (MA); A. Davey (AD); G. Mulvaney (GMu); J. Smillie (JS); A. Tuach (AT);

**In attendance:** A. Murphy (AM) CEO; T McShane (TMS) Operations Manager; P. Sweeney (PS) Asset Manager; P Bradley (PB) Corporate Services Manager; H. Maitz (HM) Finance Manager; Fettes McDonald (FMD), S. Cunningham (SC) Auditor, Alexander Sloan, Accountants and Business Advisers.

	<b>ACTION BY</b>
<p><b>1. Welcome, Apologies and Declarations of Interest</b>  SMacQ advised that he would chair the meeting in the absence of WC.</p> <p>He 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>Apologies were received from W. Clark (WC); D. Clark (DC); G. Morrison (GM); A. Temple (ATe).</p> <p>There were no declarations of interest.</p>	
<p><b>2. Minutes of Previous Meeting on 26 June 2019</b></p> <p>SMacQ advised item 5f was brought forward as the minutes from the previous meeting. It was noted that the minutes of the meeting on 26 June 2019 had been amended to show the changes in relation to the Hub West Scotland</p> <p>The minutes were proposed as a true record by AD and seconded by JS.</p>	
<p><b>3. Matters Arising</b></p> <p>Page 1. Update on the Harbour, AM will meet with Gregor Cameron, Cullross and Marshall Construction to confirm the hand over date. AM will update the Board in due course.</p> <p>AD asked if there was any update with regards to compensation.</p> <p>AM stated that this is something that is being investigated just now as it could change depending on the handover date.</p> <p>SA asked how safe the office will be for staff, if work will continue in the flats above?</p> <p>AM explained the office move will not take place until we have received the relevant habitation certificates and all Health and Safety checks have been carried out.</p>	

AM stressed that given the seriousness of the situation he will keep the Board updated.

Page 3. AM advised the Board that the Business Plan has now been completed and printed.

Page 5. Under item 7 PS stated that he and TMS have met with the tenants at Succoth to discuss a resolution in terms of the fencing at the development. PS is working close with residents to agree specifics.

AM would like to thank all staff for the work carried out resolving the issue at Succoth

AD asked what the timescale would be for the fencing

PS said that no work will be carried until after the Defects Liability Period has passed.

#### **4. Finance**

##### a) DHA Annual Accounts 2018/19

FMD introduced Stephen Cunningham of Alexander Sloan (External Auditors) he took the Board through the report in detail covering the financial statements, the Management Letter from the auditors.

Following discussion, the Board:

**Approved** the annual financial statements

**Considered and discussed** the content of the Management Letter from the external auditors

##### i) Draft Annual Accounts (Financial Statements)

SC went through the Financial Statements in detail.

After discussion the Annual Accounts (Financial Statements) were approved and signed off by SMacQ in WC absence. Sonja Aitken Board Member and Pat Bradley Secretary

##### ii) Reconciliation Accounts surplus to Management Accounts as at March 2019

FMD went through the reconciliation between the surplus reported in the March 19 Management Accounts and the Final Audited Accounts to the year ended 31 March 2019

The content of the summary reconciliation was **noted**

##### b) Audit Matters

- i) Audit Management Letter attached for consideration

The content of the Management Letter was **considered** by the Board.

- ii) DHA Response

The letter of response to the Management Letter was **approved and signed** on behalf of the Board.

- iii) Letter of Representation to Auditor

The letter of representation (amended to read Board of Management as opposed to 'Management Committee') was **approved and signed** on behalf of the Board.

- c) DCL Annual Accounts

The Annual Report and Financial Statements issued with the agenda were **approved**.

- d) Quarterly Management Accounts

- i) Management Accounts Quarter 1.

HM took the Board through the main variances within the first quarter of Management Accounts to June 2019.

The report issued with the agenda was **approved**.

## **5. Corporate Services & Governance**

- a) Membership Report

PB advised the Board that there were no applications or cancellations to report

- b) Secretary's Report on Compliance with Rules 62-67

PB went through the report.

The report issued with the agenda was **noted**.

At this point SC and FMD left the meeting

- c) AGM arrangements Report

PS advised that the 3 Board members who must stand down at the AGM are SA, WC and AT.

It was noted that WC intended to resign from the Board.

Both AT and SA stated that they wished to be re-elected to the Board and this was agreed.

PB went through the report and it was **noted**

- d) Report on amendments to Standing Orders
  - i) Standing Orders policy

PB went through the changes within the Policy and advised the necessary amendments had been highlighted in green.

The Board **noted** and **approved** the changes.

- e) Recognised for Excellence update

AM explained that following the award ceremony the Association received a comprehensive feedback report from Quality Scotland, which provided us with the opportunity to consider current strengths as well as suggestions of ways to further improve. The Management Team (MT) will consider all areas for improvement and complete an action plan over the coming months.

AM advised that after discussion with the MT they feel that there is merit in continuing this R4E journey. The MT agreed that TMS, and HM, will lead the next stage of Recognised for Excellence and will be responsible for developing the submission document for assessment in April 2021.

AM stated that in addition to working toward the next level of R4E (the 4-Star recognition), the Association would benefit from gaining some form of external recognition in terms of how we engage with and develop our staff. AM felt the most appropriate mechanism for this would be to pursue the 'Investors in People' (IIP) recognition and PB will be the lead officer in this area.

The Board **agreed** to continue with Quality Scotland and Investors in People.

- f) Revised Minutes for West Hub

This item was **approved** previously in item 2.

- g) West Dunbartonshire Council (WDC) Memorandum Report

AM asked the Board for permission to sign the Memorandum of Understanding with West Dunbartonshire Council on behalf of the Association.

The Board **agreed** that AM could sign the Memorandum on behalf of the Association.

## **6. Customer Services**

a) Castleton Upgrade

TMS reported that a kick-off meeting for the Castleton Housing 2019 upgrade had taken place on 15 August 2019. Focus of work is technical upgrade to IT infrastructure being carried out remotely. Key staff involved from each section to ensure full coverage of upgrade.

Training will be delivered to key staff and cascaded down as required. Delay in test system which is key to process. The expected date for test system to be available is mid-September. Upgrade, training and testing will run until live date of mid December 2019 although this could be subject to change.

The upgrade will deliver increased efficiency in end to end process and remove requirement for offline working.

b) Report on Pets Policy

The policy issued with the report was **approved**.

c) Report on Argyll and Bute Protocols

TMS presented to the Board two Argyll and Bute Council agreements:

1. Multi Agency Public Protection Arrangements (MAPPA) Information sharing Agreement (revised) Appendix 1; and
2. Leaving Care Housing Options Protocol (new) Appendix 2

TMS advised that the Information Sharing Agreement (ISA) issued outlines the duties the Association as a partner has in respect of MAPPA and rehousing of offender's requirement in relation to social housing.

TMS stated the new ISA was produced following new guidance from the Scottish Government and other key stakeholders, and there are no significant changes or impact on Dunbritton in terms of complying with the new ISA.

In terms of the Leaving Care Housing Options Protocol - The Protocol is due to be launched by Argyll and Bute Council in Autumn 2019. The Council are planning a soft launch and publicity campaign to promote the signing of the agreement by the partner Landlords.

The agreements issued with the report were **approved**

d) Write off Report

TMS asked the Board to authorise write-off of the sequestrated rent debt amount of £1,363.89.

GMU asked for clarification on the final paragraph in the report. TMS will clarify the rent account position in relation to the sequestration and come back to the Board with an update.

The report issued was **approved**.

Post meeting note: *Due to the delay in the notification of the customer's sequestration to DHA the current rent balance is less than the sequestrated amount. The tenant maintained the agreed repayment arrangement. The tenant was advised on receipt of the sequestration notice to make rent payment only. When the sequestrated amount is written off the rent account will show a credit balance.*

e) Report on Key Partner Contribution Statement West Dunbartonshire Council Rapid Rehousing Plan

TMS reported on the remit of the WDC Homelessness Strategic Implementation Group which facilitates a multi-agency approach to tackle the issues of homelessness and rough sleeping. The Council co-ordinates the provision of housing and support services to individuals affected by homelessness within West Dunbartonshire.

The Council has requested that RSL's state their support to collaboratively deliver the outcomes of their Rapid Rehousing plan and have produced the attached Key Partner Contribution Statement.

The statement issued with the report was **approved**.

f) Quarterly Key Performance Indicator Report

AM took the board through the results of the Key Performance Indicators for Q1.

Discussion took place on Indicator 1. PS confirmed this related to kitchen investment works where tenant expectations in terms of kitchen finishes that were not contained within the existing specification (pelmet etc).

Board noted significant change in Indicator 18 (property refusals). TMS confirmed this related to individual applicant's circumstances rather than due to property condition or location.

Board noted the contents of the Report.

## **7. Asset Management**

a) Asset Management presentation

PS informed the Presentation will be carried forward to the next meeting.

b) Procurement Kitchen Installations

PS advised that at the beginning of this financial year (2019/20) the budget agreed for the Kitchen Replacement Contract was set at £616,000 (including VAT) for the five-year period 2019/2024. Subsequently a further £124,000 was carried forward from last year (2018/2019); bringing the total budget for the period 2019/2024 up to a total of £740,000 (including VAT)

PS stated that in line with the Associations procedure, all four tenders were opened on Friday 12 July 2019 by the Asset Manager, Maintenance Officer and Chair of the Association and the successful applicant was BRB Ltd.

The Board **noted** the contents of this report

#### **8. A.O.C.B**

SMacQ informed the Board that the Board Away Day will take place on 21 September 2019, he asked that all board members try to attend as the day will cover Assurance Statements.

AM gave the Board a breakdown of what will be covered at the Board Away Day.

There being no further business the meeting ended at 7.20 p.m.

#### **9. Date of Next Meeting: 25 September 2019 – Annual General Meeting**