

Dunbritton Housing Association Ltd.

**Minutes of Meeting of Management Board
Held at 3.00pm on Wednesday 13 May 2020,
(via Zoom)**

Present: S. MacQuire (SMacQ) Chair; A. Tuach (AT) Vice Chair; G. Morrison (GM); G. Mulvaney (GMu); J Smillie (JS).

In attendance: A Murphy CEO (AM); H. Maitz Finance Manager (HM); P. Sweeney Asset Manager (PS); D Wilson Assurance Officer (DW); Gregor Cameron Consultant (GC); A Temple Corporate Services Assistant, minute taker (Ate)

| <u>1. Welcome, Apologies and Declarations of Interest</u> | ACTION BY |
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| <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.</p> <p>He reminded the Board that if they cannot attend a meeting, they should email him in advance of the meeting.</p> <p>Apologies were received from, T McShane (TMS); M. Appleton (MA); S. Aitken (SA); B Walker (BW)</p> <p>There were no declarations of interest.</p> | |
| <p><u>2. Minutes of Previous Meeting on 11 March 2020</u></p> <p>The Minutes were proposed as a correct record by AT and seconded by GMu.</p> | |
| <p><u>3. Matters Arising</u></p> <p>Item 5c AM stated that the Business Plan update has been superseded due to priorities relating to the current Covid situation. Due to this, the Board Away Day will be rescheduled at a later date, AM will continue to look at the Corporate plan and will be linking in with Linda Ewart over the next couple of months; SMQ and AT will be updated.</p> <p>AM updated the Board with regards to the variation on the development agreement, he advised the signing of the document had been delayed due to lock-down although he assured the Board all parties have agreed to the terms set out and AM will sign the agreement as soon as it arrives.</p> <p>At this point, the GC Development reports were brought forward.</p> | |

8. a) Dumbarton Harbour Update

GC advised that further to the previously reported cost increases at Dumbarton Harbour, the Association has progressed requests for additional funding from the Scottish Government.

GC gave the Board a comprehensive update on the Scottish Government Funding Application Process.

He advised that the Association accepted a revised Offer of Grant and claimed the full balance of additional grant money on the 20 April 2020.

GC said the Scottish Government have agreed to further review DHA's cost overruns at Dumbarton Harbour after the project completion. This will give the Association another opportunity to present evidence and apply for further funding support.

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

8. b) Development Update - Helensburgh

GC advised that to progress both developments known as Kent Drive/18T and Jeanie Deans the procurement needs to be undertaken to appoint a Contactor and Employers Agent.

GC asked the Board to approve:

- a) The use of Link framework to procure Contactor and Employers Agent for the projects in Helensburgh.
- b) Associated costs of £3500 + VAT.
- c) To appoint the requested Contractors and Employers Agents as detailed in section 5.3 and 6.4 of the report. JR Group and NBM Construction.

GMu asked if there had been any discussion in respect of the strategic Housing Fund and whether you wish to make a draw on that.

GC advised this had been highlighted at inclusions in the SHIP for a draw on and meetings have taken place with the council with regards to strategic funding requirement for both sites.

The Board **approved** the report.

AT this point GC left the meeting

4. COVID – 19 C.E.O. General update

AM updated the Board in relation to what's been happening during the lockdown. He advised that a group working with SFHA have been looking at wider issues affecting Housing Associations generally; one item that came from that is that Associations are now required by the Regulator to submit a monthly report in terms of arrears, cash in the bank etc.

AM confirmed to the Board that the Association had submitted a report in April and had nothing untoward to report. He detailed that there may be an increase in arrears in the following months.

AM advised that due to a reduced service within the office, some staff were required to be furloughed. Staff were asked to furlough on a voluntary basis with at least one member from each department agreeing to furlough on a rotational basis.

To ensure safety, where possible, staff are working from home. Staff working from home have completed home base work assessment. Managers have been in touch with staff on a weekly basis to ensure their wellbeing. Some staff have been working in the office, with social distancing rules being followed and staff have been reminded to be mindful of hand washing.

In terms of Finance, the Year End Report has a direct link with our Annual General Meeting. AM has agreed that the Year End is a priority and HM has been working with the auditors remotely to complete this.

AM advised that there has been an increase in Universal Credit (UC) cases and Housing Officers are dealing with these cases closely and AM will meet with HM once a month to look at the Associations finances, and carry out stress testing.

AM said the Annual Return on the Charter (ARC) will be submitted at the next Board meeting and DW and AMS are currently working on this.

AM assured the Board that the Association is dealing with all key aspects of the business during this time. Moving forward we will be looking at the new office and the impact of Covid. Risk assessments will have to be carried out in both offices to ensure staff safety and the Management Team will be working on these.

PS advised the ground maintenance work will return on 18 May 2020.

AM said the website will be updated and used as the main communication with tenants and that we have also introduced a monthly bulletin to keep them informed.

5. Finance

a) COVID-19 Financial impact

HM updated the Board with regards to the rental income, she advised this had gone down by 6%; we have recovered 94% of the rental income against April's budget.

We have an increase in UC cases up 38 cases since March bringing us up to 138, arrears have also went up £13,000 this month. We are aware that some tenants have been furloughed, particularly those working in hospitality in the Lochside area.

She advised that Stress testing will be carried out this month on budgets and the impact on arrears, ground maintenance and contracts going forward within the next year.

GMu enquired if tenants are making reduced payments or no payment at all?

DW detailed that tenants not used to claiming benefits were finding themselves and out of work, we have linked in with tenants effected to give advice on claiming UC.

AM assured the Board that we will manage these case carefully and we will continue to follow the Arrears Policy.

HM advised that the Association has applied for a grant from Glasgow West Scotland totalling £47,000 to help tenants during this time. To be split between assisting vulnerable households, and assisting local foodbanks. We have also applied for £5,000 to assist tenants facing fuel crisis, £6,000 to help key workers and care homes, and £5,000 to provide an activity pack to support young people.

HM gave the Board an update on the 2.7 million loan which was to be drawn down by June and advised she is currently in negotiations with the Bank of Scotland over this.

HM confirmed that during April the Association had 9 staff members furloughed at a cost of just over £10,000; to date we have received back £5,000 and are awaiting a further £5,000.

A brief discussion followed on the terms of the furlough scheme.

6. Corporate Services & Governance

a) Membership Applications / Cancellations

DW detailed that there was no change to membership.

The report was **noted**.

b) Document Signing and Use of Seal

DW advised that there was no use of the seal to report.

The report was **noted**.

c) Governance Report

AM said he has rearranged the format to suit previous discussions at the Board and welcomed any question on the report.

GMu asked if we could get some trend analysis over the previous 3 quarters.

AM said at next Board meeting he will give an annual return in terms of complaints and moving forward make it a cumulative report each quarter providing a running commentary throughout the year.

DW advised that all quarters are shown in more detail within the attached document 6c (KPI report).

d) GDPR Data Breach

DW Informed that there has been a breach due to administrative error.

The report was **noted**.

e) KPI's 2020/21 – Report attached for approval

AM asked the Board to approve the targets set. He detailed that if the Board felt any required to be re-set we can revisit this within 6 months' time.

Gmu detailed that he felt we should be conscious of the repair timescales and seek to review this when we next negotiate our contracts, PS detailed that he would review this as contract renewals occurred.

The report and the targets were **approved**.

f) Annual Return on the Charter – Verbal update

AM said that DW and AMS are currently working on this, and to assure the Board this is due for completion.

g) Health & Safety Policy Statement – Statement attached for approval

AM advised this was an annual statement that has been updated, and requires the signature of the chair and AM.

The report was **approved**.

h) Audit & Risk Committee - Membership

AT asked the Board for volunteers to attend the next Audit and Risk Committee meeting as SA is unable to attend.

JS and GM volunteered to attend the Audit and Risk Committee.

7. Customer Services

a) Owners Factoring Report

AM noted that there has been an increase in level of satisfaction from 54% to 67% and also there is a willingness to have an owner's forum group.

The report was **noted**.

b) Tenant Participation Strategy update

AM detailed that he would seek for the new Customer Services Manager to set up a Strategy.

c) Community Regeneration update

AM gave a brief update on the Community Links Heritage Project.

The report was **noted**.

d) Plot to Pot (Keep Scotland Beautiful / Climate Challenge Fund)

AM updated the Board on Plot to Pot. He advised a lot of work had been carried out on the project. He had advised The Lemmey Foundation will continue to maintain the flower beds over the course of next year.

The report was **noted**.

e) Write Off Report

AM asked the Board to approve the attached write off report.

The report was **approved**.

DW detailed to the Board that we have a separate case awaiting eviction, where the lockdown is preventing eviction, and the debt is growing.

9. Internal Management Plans

i) Corporate Services

- a) IMP outcomes to March 2020 for noting
- b) IMP 2020-2023 for approval

ii) Finance

- a) IMP outcomes to March 2020 for noting
- b) IMP 2020-2023 for approval

iii) Customer Services

- a) IMP outcomes to March 2020 for noting
- b) IMP 2020-2023 for approval

iv) Asset Management

- a) IMP outcomes to March 2020 for noting
- b) IMP 2020-2023 for approval

AM outlined how the departmental Internal Management Plans (IMPs) support, and are aligned to the Association's Strategic Objectives.

He explained that each IMP clearly defines specific targets and objectives for each department within agreed timeframes and he conducts regular reviews with each Manager to check progress against the targets identified.

All IMP outcomes were **noted** and **approved**.

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| <p>10. <u>Staff Engagement Survey</u></p> <p>(CONFIDENTIAL feedback report from Staffing Committee.)</p> <p>The report was noted.</p> | |
| <p>11. <u>A.O.C.B.</u></p> <p>There was no A.O.C.B</p> | |
| <p>12. <u>Date of next meeting</u></p> <p>24 June 2020</p> | |