

Dunbritton Housing Association Ltd.

**Minutes of Meeting of Management Board
Held at 6.00pm on Wednesday 24 February 2021
Via Zoom**

Present: S. MacQuire (SMacQ) Chair; A. Tuach (AT) Vice Chair; G. Morrison (GM) ; E. McCurdy (EC); C. Chalk (CC); B. Walker (BW).

In attendance: A. Murphy (AM) CEO; H. Maitz (HM) Finance Manager; P. Sweeney (PS) Asset Manager; D. Wilson (DW) Corporate Services Manager; C. Samain (CS) Corporate Services Assistant, 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>Apologies were received from, S. Atkinson (SA); J.Smillie (JS); R Murray (Housing Services Manager)</p> <p>Item 5 d was a declared interest by the attending staff members.</p>	
<p>2. <u>Minutes of Previous Meeting 20 January 2021</u></p> <p>The Minutes were proposed as a correct record by GM and seconded by AT.</p> <p>AT asked under 'Development Update' if AM and HM had met with Jackie Ballie. AM confirmed that he and HM had met with Jackie Ballie who was very supportive. It was agreed with Jackie Ballie that she would try and arrange a Zoom meeting with Dunbritton and Kevin Stewart, (Scottish Housing Minister) with regards to the revenue funding rather than raising the question in Parliament.</p> <p>AM advised the Board that he and DW were working on the Corporate Plan, with an update to be provided for the Board by the end of March 21.</p>	
<p>3. <u>Minutes of Previous Meeting 10 February 2021</u></p> <p>The Minutes were proposed as a correct record by GM and seconded by AT.</p> <p>AM confirmed that all rent increase letters have been completed and have now been sent.</p>	

AM confirmed that all rent increase letters have now been sent out.	
<p>4. <u>Matters Arising</u></p> <p>There were no matters arising</p>	
<p>5. <u>Chief Executive Update</u></p> <p>a) Governance Report</p> <p>AM introduced the governance report, this providing an update on Governance matters with the main Regulatory bodies.</p> <p>AM advised that following the request by GMu at the last meeting, the report includes the details of the complaints received throughout the year.</p> <p>AM stated that the report does not highlight any issues with complaint management. AM also confirmed that he would be involved in the response process in addressing all future stage two complaints.</p> <p>The report was noted.</p> <p>b) KPI Board Report</p> <p>AM provided the Board with an update on the results on the Key Performance Indicators. (KPIs)</p> <p>AM referred the Board to the KPI 'Tenants satisfied with their home', this has dropped slightly in Q3. DW advised that stats change slightly in the year as surveys are carried out in different areas.</p> <p>DW was optimistic that Quarter 4 should bring the percentage back up. AM also highlighted the KPI for void turnaround. This is significantly above target, having jumped in Q1 due to the Covid outbreak. AM however highlighted to the Board that this is a pattern repeated across the country; our Q2 and Q3 stats are showing a progressive improvement.</p> <p>AM advised the Board of the suggested targets for 2021-22. He highlighted that the Asset targets are required to stay stationary as these are contractual agreements with contractors. PS detailed he would look at these during the contract renewals.</p> <p>AM detailed that we are looking to reduce the targets for both rent arrears and factoring arrears, reflecting the current strong performance in both.</p> <p>The report was noted.</p> <p>c) Agree on the KPIs for forthcoming Financial Year</p> <p>The Board agreed on the KPIs for the forthcoming financial year.</p>	

d) EVH Staff Wage Consultation

(This was a declared interest for the staff in attendance, who did not participate in this discussion).

The Board had a discussion regarding the EVH Staff Wage Consultation, which proposed a 0.8% increase from April 2021 and all agreed with the recommendation from EVH.

SMacQ agreed that AM could sign the acceptance return to the EVH.

The 0.8% increase was **approved**.

e) Development Update

AM confirmed that we have now allocated half of the Dumbarton Harbour Development and are hopeful that the next half will be allocated by the end of March 2021. AM advised that we have now implemented a process with the handover in which PS has arranged for gas checks to be carried out within the properties and also for the properties to be tested for any potential water leaks. These joint checks provide reassurance that the properties are safe in terms of health and safety for the tenant moving in. This has had implications on the handover dates for the properties, resulting in some delays.

AM also gave an update on the Key Housing properties. He explained he was hopeful that the adaptations would be completed by 31 March 2020

AM also took the opportunity to update the Board in relation to the recent flood at the development. He confirmed that four flats had been damaged and three flats had tenants who were being offered assistance and decants by the Association. The remaining property was to be allocated to Key housing, however, they have been advised it could take 6-9 months to make good the damage.

PS gave an update on the insurance claim. This shall be a large claim and could run up to £250k. The loss adjusters have brought in their own quality surveyor. PS has pulled together a draft tender for the strip out of the properties, this will help us get an understanding of the works required. This will then allow for a tender to be created for reinstatement works. PS also confirmed that the Project Management and Supervision will be done through a third party Martin & Atkin Associations along with a Clerk of Works service.

HM gave an update on the Heritage Funding project. She confirmed we have had confirmation of additional funding of £14,000. HM also advised that Alan Potter, Artist for the project, had submitted a planning application for the viewing point. She confirmed we would also have two benches and another seating area within the development. The overall project is expected to be finished by June 2021.

<p>AM also advised that we are running a completion for 'Design a house of the future' to which pupils from one local school have submitted drawings and we are looking to have the winner of the completion picked by the panel soon.</p> <p>.</p> <p>AT detailed the Boards disappointment at the service, we have received from Marshalls with the handover development.</p>	
<p>6. <u>Corporate Services</u></p> <p>a) Membership Applications & Cancellations</p> <p>DW advised that there were two new applications and no cancellations.</p> <p>The report was approved.</p> <p>b) Board co-optee confirmation</p> <p>SMacQ confirmed with the Board the appointment of Chris Chalk as co-optee and welcomed him to this role.</p> <p>c) Board training and appraisals</p> <p>DW confirmed that SMacQ, AT and Linda Ewart have been carrying out the Board appraisals, once these are completed a report will be submitted to the Chair.</p> <p>d) Staff training and appraisals</p> <p>DW confirmed that all Mangers are carrying out staff appraisals.</p>	
<p>7. <u>Procurement</u></p> <p>a) Legal Tender</p> <p>AM confirmed that the successful applicant was Harper Macleod LLP with regards to the Procurement - Provision for Legal Services.</p>	
<p>8. <u>Policies</u></p> <p>a) Updated Policies</p> <p>8.a.1 Contractors Code of Conduct</p> <p>The Code of Conduct Policy was approved.</p>	

Item:

<p>8.a.2 Rent and Service Charge</p> <p>The Rent and Service Charge Policy was approved.</p> <p>8.a.3 Compensation</p> <p>The Compensation Policy was approved.</p> <p>b) New Policies</p> <p>8.b.1 Mutual Exchange</p> <p>The Mutual Exchange Policy was approved.</p>	
<p>9. <u>A.O.C.B</u></p> <p>No matters were raised</p>	
<p>10. Date of next meeting 17 March 2021</p>	