

This Minute has been edited to remove commercially sensitive or confidential discussions



Minute of the Virtual Meeting of the Board of Management of Langstane Housing Association Limited held on Monday 18 January 2021

Present:
J Knowles, Chairperson
J Fraser
J Greener
J Drummond
I Jamieson
J Marshall
M Martin
A Stevenson

In Attendance:
H Gauld, Chief Executive
M Ballance, Director of Asset Management
L Macfarlan, Director of Finance and Corporate Services
J Sutherland, Director of Housing
M Keith, Observer
G Urquhart, Observer
A Bruce, PA to the Chief Executive

The Chair welcomed M Keith and G Urquhart who following an expression of interest in joining the Board and a meeting with the Chair and Chief Executive, were attending as observers. A further expression of interest had been received from A Habib who was not present at the meeting.

1. Apologies

There were no apologies.

2. Declaration(s) of Interest

There were no notes or declarations of interest.

3. Draft Minute - Board of Management – 30 November 2020

The Board approved the Minute as an accurate record.

3.1 Matters Arising

3.1.1 Draft Minute – Board of Management – 19 October 2020 – It was agreed the Asset Management presentation would be re-sent to J Fraser.

4. Statement of Outstanding Business

The Board considered and noted the Statement. All of the actions were either on the agenda or had target dates for future meetings.

5. Financial Reports to 30 November 2020

The Board noted the report and agreed detailed discussion on the Association’s financial position would be held under Item 5.1 which showed the most up to date position as at 31 December 2020.

5.1 Financial Reports to 31 December 2020

The Director of Finance and Corporate Services spoke to the report highlighting the exceptions report commentary on Pages 1 and 2 of the document.

[Redacted]

[Redacted]

[Redacted]

6. Write Off Report

The Board considered the covering report and accompanying two appendices. The Director of Housing in speaking to the report highlighted the information under Item 2 in respect of case 50922 which set out the context of the high level of debt. The Director drew further attention to the two tables, also under Item 2. These provided the write offs presented to the Senior Management Team and to the Board during 2020-2021 and by way of comparison, the write offs presented to both during 2019-2020.

There followed brief discussion on the Association’s policy on zero tolerance of aggressive / abusive behaviour of tenants towards staff and on the robust process carried out by the debt collectors to recover former tenant debt.

Having considered the report, the Board approved the write off of former tenant debt to the value of £22,085.02 detailed in Appendix 1 and noted the sequestrated debt of £5,574.06 attached as Appendix 2.

7. Chief Executive’s Update Report

The Board noted the report. The Chief Executive spoke briefly to Items 1, 3, 4, and 5.

In respect of Item 2, the Board had considered and noted the minor changes to the Resource Committee remit which had been made available to members in the Board Portal. The Board approved the Remit.

8. Corporate Document Review Report

A number of the documents under this item had been made available to members in the Board Portal. These were dealt with first.

8.1 Financial Regulations

The Board having considered and noted the minor changes approved the revised Financial Regulations.

8.4 Standing Orders

The Board having considered and noted the changes approved the revised Standing Orders.

8.5 Governance Manual

The Board noted the manual had been created by L West, Executive Resource Consultant. Following discussion, the Board approved the document presented with the caveat an abbreviated version that did not repeat in as much detail, the documents appended, will be presented to the Board in the near future. The Board asked the revised document be presented to the Board before the Annual General Meeting takes place in September 2021.

8.6 Business Continuity Plan

The Board noted the annual review of the Business Continuity Plan had taken place and updates made to staffing and contractor details.

The IT Disaster Recovery Plan is currently being reviewed and would be presented to the Board in due course.

8.7 Membership Policy

The Board having considered and noted the changes approved the revised Membership Policy.

8.8 Model Publication Scheme

The Board had considered and noted the document which had been updated in November 2020.

8.2 Notifiable Events Policy

The Board considered this new policy which had been produced by the Executive Resource Consultant and replicated the SHR's guidance on notifiable events. The Board approved the Notifiable Events Policy.

8.3 Scheme of Delegation

The Board considered the document which had been updated to amalgamate a number of processes to ensure delegated approval was held in one place. The Board approved the revised Scheme of Delegation.

9. Governing Body Annual Reviews

The Chair reported all governing body reviews had taken place and the actions arising currently being collated. A report would be presented to the Board's next meeting.

10. Board Training Schedule

The Director of Finance and Corporate Services reported work is progressing on the draft training schedule which would be presented to the next meeting of the Resource Committee and to the Board thereafter. The schedule would include the suite of on-line Virtual College courses currently available to members. It would be made clear if any of the topics provided through Virtual College are recommended for Board members to undertake.

11. Covid-19 Update

The Board considered and noted the report which detailed the impact on business activities of the current pandemic.

Responding to a question in respect of the number of tenants currently on the waiting list for assistance from the Langstane Support Team, the Director of Housing reported that the recruitment of an additional support worker would assist with the waiting list together with a review of current caseloads. This will however be closely monitored.

The Board were also provided with an update on staff morale and on Trickle, the recently introduced employee engagement app.

12. Draft Minutes

The following items had been made available to members in the Board Portal and as such had been considered and noted.

12.1 Finance Committee - 15 December 2020

The Board had considered and noted the minute. The Director of Housing reported that to date there had been 249 responses to the rent increase consultation with 83% in favour of the 1.2% increase. A full report would be presented to the Board on 15 February 2021.

12.2 Resource Committee – 15 December 2020

The Board had considered and noted the minute. The Board noted A Stevenson had been appointed Convener of the Committee and the consultancy brief for the modernisation programme approved with work to engage a consultant progressing.

13. Quarter 3, 2020 – 2021 Reports

13.1 Business Plan and Internal Management Plan Progress Report

The Board considered the report which provided a narrative to the changes shown in red on the Internal Management Plan which had been made available to members in the Board Portal.

Having noted progress on some actions is delayed due to the pandemic, the Board was pleased to note overall steady progress was being made.

13.2 Performance Report - Langstane Housing Association Limited

The Board had considered the report, noting in particular the work done to reduce the arrears during December, a historically challenging time of year for rent collection.

13.3 Performance Report - Langstane Property Limited

The Board had considered the report, noting in particular the work done to reduce the voids.

13.4 Signings Report

The Board had considered and noted the report which provided a summary of all signings, leases and disposals for the period 1 October to 31 December 2020.

13.5 Tender Report

The Board had considered and noted the report which detailed the progress of key tenders during the quarter. No new tenders (over £50,000) had been awarded during that period.

In response to the question raised in respect of the kitchen and bathroom tenders, the Director of Asset Management reported the tender is currently being evaluated and a report on the outcome would be produced thereafter. The Director further reported that as the Association is, due to lockdown restrictions, only carrying out emergency repairs, next year's budget will be reviewed.

14. **Langstane PR and Training Report**

The Board had considered and noted the report which detailed the PR opportunities, meetings and training which had been carried out during Quarter 3 2020-2021. In addition, the report provided information on training to be undertaken by staff and the Board in the forthcoming quarter.

15. **Annual Planning Calendar**

The Board had considered and noted the report which set out the reporting requirements for each of the Boards and Committees as well as compliance returns to statutory bodies for 2021.

16. **AOCB**

J Knowles thanked M Keith and G Urquhart for attending.

17. **Date of Next Meeting**

15 February 2021.