

Minute of the Meeting of the Board of Management of Langstane Housing Association Limited held on Monday 20 May 2019 at 680 King Street, Aberdeen AB24 1SL at 7.00pm

Present: J Knowles, Chair
J Fraser
J Drummond
K Hutchens
I Jamieson
C Lynch
J Marshall
M Martin
K McIntosh
S Stephenson

In Attendance: H Gauld, Chief Executive
J Sutherland, Director of Housing and Social Justice
F Innes, Grant Smith Law Practice
A Bruce, PA to the Chief Executive (Minutes)

Apologies: J Greener
R Stewart
Marcie Ballance, Director of Asset Management

1. Apologies

The apologies noted above were intimated to the meeting.

2. Declaration(s) of Interest

K Hutchens noted an interest in Items 11, 13, 15 and 17.

3. Draft Minute of Board of Management Meeting held on 15 April 2019

The Board approved the Minute of the previous meeting subject to a minor change to the wording under item 4.3.

Matters Arising

3.1 8 – Write Off Report - The Director of Housing and Social Justice informed the meeting there were no write offs on the Agenda; a write off would be presented to the Board for approval at its June meeting.

A Working Group has been set up to look at write offs and a full report will be presented on Monday 15 July 2019.

4. Draft Minute of Board of Management / Scottish Housing Regulator Meeting held on 15 April 2019

The Board approved the Minute of the previous meeting.

5. Draft Minute of Governance and Financial Management Recovery Committee Meeting held on 15 April 2019

The Board approved the Minute of the previous meeting subject to an amendment to record J Fraser chaired the meeting in J Knowles' absence.

6. Statement of Outstanding Business

The Board had before it and noted the Statement of Outstanding Business. Having considered its terms, it agreed to revise the target dates of items 1, 6, 8 and 9.

7. Annual Return to the Scottish Housing Regulator

The Director of Housing and Social Justice provided the meeting with a power point presentation which highlighted a number of key performance indicators reported in the ARC and EESSH returns. The Director informed the meeting that following validation of the return, there had been a change to the number of self contained units which had been reported as 2,885; the actual figure was 2,880.

The Board having noted the presentation and the returns circulated with the papers, approved items 7.1 the Annual Return on the Charter (ARC) 2018-19 and 7.2 Energy Efficiency Standard for Social Housing Return (EESSH) 2018-19 for onward submission to the Scottish Housing Regulator.

E Tamanis, Financial Consultant, Campbell Tickell, joined the meeting via a conference call to discuss items 8, 9 and 10, the Draft 30 Year Financial Projections, Draft 5 Year Financial Projections and Financial Report to 30 April 2019 respectively. He reported:

8. Draft 30 Year Financial Projections

The Financial Report to 30 April was as expected for the beginning of the financial year. A more accurate picture will be seen in the May report.

9. Draft 5 Year Financial Projections

Areas where efficiencies could be made include sub contracted work, contract management, services charges, use of the Revolving Credit Facility, leaner working practices, mobile working / improved IT systems, automation of processes.

10. Financial Report to 30 April 2019

Work is currently being undertaken on the 30-year projections including multi variant testing. The three working groups, IT Systems, Performance Culture and Efficiencies will all feed into the Plan which will be the subject of discussion at the Board's June meeting.

E Tamanis reported there is no reason the Association cannot deliver the changes required to ensure its long term financial viability; this may require supplementary resources i.e. consultancies or looking at focussing on key areas of work only to free up capacity to carry out the work.

The Chief Executive agreed arrangements would be put in place for members of the Governance & Financial Management Recovery Committee to meet with E Tamanis in the coming weeks.

The conference call ended.

11. Chief Executive's Update Report

The Board noted the Chief Executive's report and following brief discussion approved the Arrears Action Plan attached as Appendix 1.

12. Governance and Financial Management Recovery Committee Update Report

The Board noted the report and approved (a) Guidance: Authorisation levels – financial and signatory and (b) Authorisation levels for all staff as at 02/05/19 which were attached as Appendix 1 to the report.

13. Aids and Adaptations Policy – Outcome of Consultation

The Board noted the consultation on the Aids and Adaptations Policy, the results of which required no policy changes. Having considered its terms, it was suggested that for future policy reviews, it may be prudent to consult not only with tenants but with external groups who support disabled people. It was agreed that this would be considered.

The Board approved the Aids and Adaptations Policy V1.

14. Health and Safety Policy – Annual Review

The meeting noted the covering report which set out the very minor changes to the Health and Safety Policy which included (a) the role previously being undertaken by the Chief Executive be delegated to the Director of Asset Management, (b) updating of statistics relating to the stock portfolio, (c) staffing numbers and (d) documenting membership of EVH.

Having considered the report, the Board approved the revised Health and Safety Policy and where the changes affect any other corporate document e.g. the Scheme of Delegation, these are changed to reflect the revised policy without reference back to Board.

Arising from the discussion, J Fraser informed the meeting he had been unable to attend the last two Health and Safety Working Group meetings due to the revised 10.30am start time. The Chief Executive agreed to give further consideration to the timing of the meetings.

15. Operational Report Quarter 4, 2018-19

The Board considered and noted the quarter 4 operational performance report for housing services and asset management.

16. Staffing and Absence Management Report Quarter 4, 2018-19

The Board considered and noted the staffing report remarking on the decrease in sickness absence reported for the last quarter.

17. Tenant Satisfaction Survey Action Plan Report

The Director of Housing and Social Justice spoke to the report which set out the key issues highlighted in the satisfaction survey. These had been incorporated into the Action Plan and included anti social behaviour, tenant participation, poor communication with tenants, on-line services and value for money.

Following lengthy discussion on the action plan the Board agreed the importance of ensuring changes are made to improve satisfaction were long term sustainable changes.

The Board noted the report and await regular updates on the Action Plan.

18. Code of Conduct for Governing Body Members

The Board considered the updated Code of Conducts for Governing Body members and Staff. These were approved subject to a change to the review date which will be May 2022. The Codes will be issued alongside the Entitlements, Payments and Benefits Policy and annual declarations of interest.

19. AOCB

Joint Audit Committee Meeting – 11 June 2019

It was noted that the Audit Committee would look at the audit programme for 2019-20 at its June meeting.

Board Away Day

The Board away day will take place on 20 June 2019 at 1.00pm and would include information on treasury management.

20. Date of Next Meeting

17 June 2019 at 7.00pm.