

## MINUTE OF BOARD MEETING

Wednesday, 20 October 2021 at 6.30pm, via video call on Microsoft Teams

### MINUTE RECORD

**Attendance:**

**Board Members:** C Edward (Chair), I Lennox, K Johnson, G Waddell, D McIndoe, N Gerrard, G Connell

**Staff/Advisor(s):** Anne Marie Brown, Chief Executive  
Carla Cameron, Senior Finance Officer  
Arlene Dickson, Care Services Manager  
Dougie Wilson, Customer Services Team Leader  
Graeme Bruce, Finance Advisor

Minutes prepared by J Shute, Corporate Services Assistant (Temp) from the meeting recording.

ITEM	NOTE	ACTION
	<p><b>WELCOME AND ORDER OF BUSINESS</b></p> <p>The Chair, C Edward, welcomed everyone to the meeting and expressed their sorrow [REDACTED] sudden passing. C Edward suggested that all attending the meeting hold a minute's silence in Margo's honour and all attendees agreed.</p> <p>AM Brown was asked to keep all informed of the funeral arrangements and the family's wishes. AM Brown agreed.</p>	AM Brown
1.	<p><b>APOLOGIES</b></p> <p>Apologies were received from G Laurie, L Lester, J Henderson and M Cameron.</p> <p>C Edward wanted to pass on good news and advised that [REDACTED] was unable to make tonight's meeting due to being at home with his new [REDACTED]. [REDACTED] C Edward shared that [REDACTED] C Edward advised that [REDACTED] may also submit an apology for the next Board meeting in December 2021.</p>	
2.	<p><b>DECLARATIONS OF INTEREST</b></p> <p>There were no interests declared.</p>	
3.	<p><b>MINUTES</b></p>	

3.1	<b>Minute of previous meeting (25 August 2021)</b> The minutes were <b>approved</b> on a proposal by I Lennox and seconded by K Johnson.	
3.2	<b>Confidential Board Meeting (25 August 2021)</b> The minutes were <b>approved</b> on a proposal by G Waddell and seconded by I Lennox.	
3.3	<b>Confidential Staffing Committee Meeting Note (8 September 2021)</b> The draft meeting note were noted with no further amendments made.	
3.4	<b>Draft Annual General Meeting (14 September 2021)</b> The draft minutes were noted with no further amendments made.	
3.5	<b>Board Meeting (Post AGM – 14 September 2021)</b> The minutes were <b>approved</b> on a proposal by D McIndoe and seconded by I Lennox.	
3.6	<b>Confidential Board Meeting (Post AGM – 14 September 2021)</b> The minutes were <b>approved</b> on a proposal by G Waddell and seconded by I Lennox.	
3.7	<b>Audit and Risk Committee Meeting (13 October 2021)</b> The draft minutes were noted with no further amendments made.	
4.	<b>RECOMMENDATIONS TO THE BOARD FOR APPROVAL FROM AUDIT AND RISK COMMITTEE MEETING (13 OCTOBER 2021)</b>	
4.1	<b>Annual Assurance Statement 2021: Outcome of Self-assurance Process and Draft Annual Assurance Statement</b>	
<b>Report Summary</b>	AM Brown presented the recommendation from the meeting held on 13 October 2021. The Audit and Risk Committee had asked for the spreadsheet that is used for the self-assurance process, to be issued out to all Board members to show the bank of evidence used to support our compliance with the regulatory standards. Members noted that some of the hyperlinks within the spreadsheet still need to be tidied up. AM Brown advised that the document hyperlinks will all be working by the end of October 2021. P McDaid will be tidying this up.  The Board considered the wording of the draft Annual Assurance Statement for submission to the SHR as attached under Appendix 2. Amendments made by the Audit and Risk Committee have been highlighted in red type.	P McDaid
<b>Discussion</b>	D McIndoe thanked everyone involved in this year's self-assurance process as the spreadsheet demonstrates the extent and amount of supporting evidence that we have. D McIndoe commented on the positive verification session he attended with other Board members.  D McIndoe referred to Appendix 2, and page 2 of the Assurance Statement, noting a potential typing error. AM Brown agreed that this should be amended.	AM Brown

	C Edward thanked AM Brown, the Leadership Team, and staff for the level of work in preparing the self-assurance spreadsheet.	
<b>Decision</b>	<p>Following consideration of the report issued with the agenda for tonight's meeting, the Board:</p> <p><b>Noted</b> the contents of the report.</p> <p><b>Noted</b> the error on page 2 of <b>Appendix 2</b> to be corrected.</p> <p><b>Approved</b> the draft Annual Assurance Statement, 2021 (Appendix 2) noting the deadline date for submission to the SHR and uploading to DPHA's website of 31 October 2021.</p>	
<b>5.</b>	<b>MATTERS ARISING SCHEDULE</b>	
<b>Report Summary</b>	<p>AM Brown reported that there were a few matters arising that would normally be updated in the Chief Executive's report, but due to the tragic circumstances of last week, the Chief Executive's report was not issued prior to tonight's meeting. AM Brown apologised and noted that these matters will be discussed at the appropriate agenda items.</p> <p>AM Brown gave some brief updates on the Matters Arising Schedule. In terms of Item number 3, AM Brown wished to clarify that the next Feasibility Study meeting is scheduled to take place on 18 November 2021.</p> <p>AM Brown reported that for Item 10, no response has been received to date from the SFHA in terms of the query relating to the governing body Code of Conduct.</p> <p>AM Brown reported that for Item 14, the funding is being administered through WDC.</p>	
<b>Discussion</b>	G Waddell asked AM Brown about Item 16, relating to the Share Certificates and asked if this was still to be arranged. AM Brown will meet with staff and arrange for the certificates to be signed if they have not already been signed.	AM Brown
<b>Decision</b>	<p>Following consideration of the updates presented by AM Brown, the Board:</p> <p><b>Noted</b> the Matters Arising Schedule.</p>	
<b>6.0</b>	<b>CHIEF EXECUTIVES PROGRESS UPDATE <span style="color: red;">CONFIDENTIAL</span></b>	
<b>Report Summary</b>	<div style="background-color: black; height: 15px; width: 100%;"></div> <div style="background-color: black; height: 15px; width: 95%;"></div> <div style="background-color: black; height: 15px; width: 100%;"></div> <div style="background-color: black; height: 15px; width: 100%;"></div> <div style="background-color: black; height: 15px; width: 15%;"></div> <div style="background-color: black; height: 15px; width: 100%;"></div> <div style="background-color: black; height: 15px; width: 100%;"></div> <div style="background-color: black; height: 15px; width: 85%;"></div>	AM Brown
<b>Discussion</b>	There were no points raised by the Board for discussion.	

<b>Decision</b>	Following consideration of the above, the Board will wait for the report to be issued.	
<b>7.0</b>	<b>GOVERNANCE</b>	
<b>7.1</b>	<b>Governance and Financial Management Improvement Plan</b>	
<b>Report Summary</b>	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>AM Brown advised that the updated GFMIP would be issued within the next week, similar to the Chief Executives report. AM Brown stated that if anyone has any questions or queries relating to this report to contact them directly.</p>	AM Brown
<b>Discussion</b>	There were no points raised by the Board for discussion.	
<b>Decision</b>	Following consideration of the above, the Board will wait for the Governance and Financial Management Improvement Plan to be issued.	
<b>7.2</b>	<b>Annual Review &amp; Performance Report</b>	
<b>Report Summary</b>	C Cameron presented the Annual Review & Performance Report issued with the agenda for tonight's meeting and advised that there have been a few changes to the draft that was initially sent out. These changes are that the report now states that it is the Annual Assurance Statement, instead of the previously worded Assurance Statement and that there have also been some amendments to the wording of the Equality and Human Rights Statement. C Cameron stated that everything else remains the same and asked if anyone had any questions or feedback on the report.	
<b>Discussion</b>	<p>C Edward thanked everyone that had been involved in producing the report.</p> <p>AM Brown stated that we had taken on board that we should use more of our own photographs as opposed to stock photos. AM Brown advised that we do need to build up a bit more of a bank of our own photos but that the photo chosen for this year's front cover of the report, is one of the Moon Garden which is located in the sheltered housing complex.</p> <p>C Edward asked AM Brown if L Lester had emailed in with a few comments on the report. AM Brown advised that they would check through their emails but that they had not seen anything prior to tonight's meeting.</p> <p>C Edward asked if anyone else had any feedback. K Johnson stated that they really liked the new pictures and that it looks very visually effective. K Johnson also noted that the information in the report was very helpful and congratulated the team on putting it all together.</p> <p>G Waddell noted that on Page 11, there is a typo against their name – the report states Board Elected Member. C Edward asked for this to be checked over. C Cameron will ensure that this is changed.</p>	<p>AM Brown</p> <p>C Cameron</p> <p>C Cameron</p>



	<p>K Johnson also noted that their surname is incorrect as there is no T in their surname. C Cameron will ensure that this is changed.</p>	
<b>Decision</b>	<p>Following consideration of the report issued with the agenda for tonight's meeting, the Board:</p> <p><b>Noted</b> the contents of this report.</p> <p><b>Approved</b> the Annual Review and Performance Report for publication on our website by 31 October 2021 and for distribution to our customers, subject to the amendments as discussed.</p>	
<b>8.0</b>	<b>STRATEGY</b>	
	There were no Strategy reports to discuss.	
<b>9.0</b>	<b>FINANCE</b>	
<b>9.1</b>	<b>Revised Budget 2021/22</b>	
<b>Report Summary</b>	<p>G Bruce presented the Revised Budget for 2021/22 and advised that following the June Management Accounts it was felt that it would be appropriate to have a review of the budget for 2021/22. G Bruce advised that due to the extension of lockdown, this has had an impact on the budget which is still ongoing. G Bruce highlighted the following points:</p> <p>Investment and property – both central heating and kitchen installations have been affected by the level of Void properties. The properties have required significant work to bring them up to a good standard to ensure that we can let them. Bathroom budget is being increased by [REDACTED] after discussions with the Asset Advisor who have advised that they have been very successful in the current financial year in being able to gain access to tenants' properties to renew the bathrooms.</p> <p>G Bruce advised that the stone work repairs budget is being decreased from [REDACTED] Work has yet to start although there have been a number of design meetings which are progressing. G Bruce advised that there are grants available for owners under the private sector housing grant but these are available if we were to start installing insulation to bring properties up to the EEESH standard (Energy Efficiency Standard). Two tenders are about to be issued, one is for the stonework's themselves and the other is looking at the stonework's and the internal and external insulation. Further discussions will be required with owners.</p> <p>G Bruce advised that the revised budget now shows a deficit of [REDACTED] and a cash balance of [REDACTED] due of the drawn down of the loan and the Association remains covenant compliant.</p>	
<b>Discussion</b>	<p>N Gerrard asked if we were renewing or installing showers as part of the bathroom replacement program. D Wilson advised that typically we are not unless the shower had been previously installed by DPHA and that it would mainly be the bath, WC and sinks and wall coverings that are getting renewed. D Wilson advised that they were unsure and that they thought that this decision had been</p>	

	<p>made prior to them joining DPHA but that they will look into this and come back on this.</p> <p>C Edward asked if N Gerrard had any other questions on this. N Gerrard stated that they supported the point that modern day living really should be accommodated with shower installation and that a lot of tenant's preferences would be shown that they would like a shower but that they understand budget restraints and that a lot of housing associations do not install showers so had just asked to find out our stance on this.</p> <p>D McIndoe asked about Appendix 1 as there appeared to be a typo with the financial year. G Bruce confirmed that it was a typo and apologised for this. It should have shown 2020/2021 budget and the 2021/22 revised budget and the movement.</p> <p>D McIndoe asked if the covenant calculation of 130% in Appendix 5 is sufficient. G Bruce advised that this satisfied the covenant and will never be below this in future years. The Board noted that we have not yet made any capital repayments against the loan and that loan repayments for the first 3 years are interest only. G Bruce then advised that when we start to make capital repayments against the loan the percentage will start to increase and clarified that the higher that projected percentage is, the better it is.</p> <p>I Lennox asked to go back to the bathroom installations and advised that they had a new bathroom fitted by City Building and at the time it was fitted, they supplied and fitted new showers but is unsure if the contract has perhaps changed since then. G Bruce advised that as D Wilson advised earlier, this would need to be checked and confirm out what the spec was that we are providing to the tenants. I Lennox stated that this was fine and that they only brought it up as it seems more sensible to have a shower fitted to your property.</p> <p>C Edward suggested for a future report to be presented to the Board outlining the previous decision relating to shower installs and future potential costs of installing showers so as to give the Board an understanding of options. D McIndoe noted that the Asset Management Strategy is due to be revised and this would be an idea opportunity to reflect on the shower instal issue. C Edward agreed that it was a good point and asked for this issue to be included within the revised Asset Management Strategy.</p>	D Wilson
<b>Decision</b>	<p>Following consideration of the report issued with the agenda for tonight's meeting, the Board:</p> <p><b>Noted</b> the contents of this report.</p> <p><b>Approved</b> the revised budget for 2021-22 as attached at <b>Appendices 1 to 5.</b></p>	AM Brown
<b>10.0</b>	<b>STAFFING</b>	
	There were no Staffing reports to discuss.	
<b>11.0</b>	<b>OPERATIONS</b>	
<b>11.1</b>	<b>Quarter 2, 2021/2022 Performance Report</b>	

**Report  
Summary**

D Wilson reported that there has been quite a lot of movement and positive aspects to highlight to the Board. D Wilson reported the following:

Gas Servicing has been maintained at 100% and the quality of tenant's homes has been maintained at 93.5%; satisfaction with opportunities to participate in the Landlord's decision remains at 100% as does the satisfaction of the Landlord keeping tenants informed remains at 100%. Satisfaction with the repairs service has now increased to 100% from the Quarter 1 figure of 95.5%.

D Wilson reported that satisfaction with the service provided from the Landlord decreased from 95% to 91.3%. D Wilson advised that after reviewing this further, a few tenants who had responded to say that they would prefer if the association would listen more and follow up on things. The Customer Services Team is following this up with tenants.

D Wilson reported that rent representing good value for money section, some tenants had responded to say that they were disappointed that the reinvestment program was slightly delayed and that also the higher than inflation rent increase was causing a bit of concern.

D Wilson also reported that under the satisfaction of management of the neighbourhood had decreased slightly from 93.5% to 89.1% and the issues that caused this decrease are concerns about close cleaning which was also raised at the recent AGM. D Wilson confirmed that these concerns have been investigated and dealt with. D Wilson also stated that another issue raised was with the bin collection from WDC which has impacted on our residents and also an issue around dog fouling. All these matters are being dealt with by the Team.

D Wilson reported the emergency repair average time has improved slightly from 1.5 hours to 1.42 which is a step in the right direction. However, our non-emergency repair has gone from 2.9 days to 3.25 days and this will be closely monitored.

D Wilson also stated that there has been an increase on our repair right first time from the last quarter and this had increased to 92% from 87.5%.

D Wilson advised that the investment programme was progressing well with windows around 90% complete, kitchens and bathrooms 54% and 57% respectively complete.

D Wilson reported that Factoring is progressing positively and going forward there are 2 shared ownership buy back properties in the pipeline and if these go ahead will result in an increase our rented stock.

A Dickson reported that for Quarter 2 Care Service on Accidents and Incidents, none had triggered the Duty of Candour and they had been dealt with in the appropriate manner.

A Dickson reported that they have had no Complaints in the last quarter.

D Wilson

A Dickson also reported that the Common Rooms are now open and tenants can now visit which is improving both their and the staff's morale. A Dickson noted that all necessary Covid restrictions are still in place. The lunch club has continued to operate. A Dickson also reported that they are still doing home deliveries.

A Dickson advised that the new telecare system is now in place and fully operational in Nairn Street. It has now gone from analogue to digital and they are working through some snagging issues including adapting the system to individual tenants' needs, especially in relation to the audio function. A Dickson advised that they have not gone ahead with Shaftesbury Street install as changing two systems at the same time would cause too many issues for both staff and tenants, but an installation date has been set for 15 November 2021.

A Dickson reported that usage for DOSCG slightly decreased at the end of September 2021 which was mainly due to some families moving out of the area and also some parents who had initially signed up to go to college but then did not go. However, October 2021 has seen an increase in usage and averaging around [REDACTED] per week which is likely to continue to increase.

A Dickson reported the two gardeners are enjoying the allotment- plot experience with their support workers and they have worked really well. The children were still going through risk assessments and with the help of the Community funding money, it is hoped that a shed can be bought. A Dickson stated that during October 2021 week, the children started planning what should be grown for next year.

A Dickson stated that DOSCG staff's main focus is to increase usage in the service.

## Discussion

C Edward thanked both D Wilson and A Dickson for their reports and stated that it was good to hear about the developments at Nairn Street and some positives over the KPI's.

C Edward asked that when satisfaction with repairs is lower, is there a common theme that staff are aware of? D Wilson advised there was no particular reason for this, however, satisfaction levels will continue to be monitored.

C Edward suggested A Dickson investigate funding opportunities from the Flight Path Fund for Glasgow Airport about funding for the shed as Dalmeir may fall into the catchment area. C Edward wanted to highlight this as they are aware that other groups have been successful in asking for 20ft containers to contain gardening equipment.

A Dickson

K Johnson asked why the tenant refusal rate is at 50%? D Wilson advised that a number of voids were sheltered properties and they were one up and are particularly difficult to let which resulted in a number of refusals. K Johnson stated that it may be worth considering when dealing with more difficult lets is to consider verbal offers rather than full offers. D Wilson also advised there are also studio flats in the stock, which are particularly small and difficult to let.



	C Edward stated that it was also good to see the 100% for the Gas safety continuing too.	
<b>Decision</b>	Following consideration of the report issued with the agenda for tonight's meeting, the Board:  <b>Noted</b> the contents of this report.	
<b>12.0</b>	<b>HEALTH &amp; SAFETY</b>	
	There were no H&S issues to discuss.	
<b>13.0</b>	<b>ANY OTHER COMPETENT BUSINESS</b>	
<b>13.1</b>	<b>Correspondence</b>	
	AM Brown reported that there were no items of correspondence.	
<b>13.2</b>	<b>Updated Board / Committee Workplan 2021/22</b>	
<b>Report Summary</b>	AM Brown advised that the format has changed to allow the workplan to be a more practical operational tool for planning agendas. AM Brown would welcome any thoughts or constructive comments on it.	
<b>Discussion</b>	C Edward stated that no-one had any queries at the moment but should anyone have any they should direct them to AM Brown.	
<b>Decision</b>	Following consideration of the workplan issued with the agenda for tonight's meeting, the Board:  <b>Noted</b> the contents of this revised workplan.	
<b>13.3</b>	<b>Shared Ownership Buy-Back</b>	
<b>Discussion</b>	AM Brown highlighted that there was an additional AOCB item to discuss. AM Brown advised that a current sharing owner wishes to sell their property and has approached DPHA. As the next Board meeting is not until December 2021, the Board is requested to grant delegated authority to C Edward and AM Brown to approve the proposal that G Bruce has drafted. AM Brown will issue this tomorrow via email and asked that providing everyone agrees to the content then it would be delegated authority to C Edward and AM Brown to sign off either late on Friday 22 October or Monday 25 October 2021. AM Brown advised that the Standing Orders do allow for Delegated Authority under certain circumstances, and this would be appropriate as waiting to the December 2021 Board Meeting would delay the sale. N Gerrard asked in advance of receiving the report, for clarification of the type of property. AM Brown advised that it was one bedroom flat in a close of six. AM Brown stated that we own 5 units in the close and if we were to purchase this one it would mean full ownership which will help with investment programs both now and in the future. AM Brown advised that the report G Bruce has prepared, and the cash flow is very supportive. The Board agreed to provide comments to AM Brown and grant delegated authority to C Edward and AM Brown.	
<b>Decision</b>		

Following the above discussion, the Board **approved** Delegated Authority to be given to the Chairperson and Chief Executive to approve the shared ownership buy-back.

**13.4 AGM September 2021 – tenant’s queries**

G Waddell highlighted an additional AOCB item to discuss. G Waddell asked if those tenants that raised issues/comments at the AGM were there any general themes the Board should be aware of. D Wilson replied that main issue was close cleaning which has now been dealt with and will be monitored closely by the staff team. G Waddell thanked D Wilson for this response.

C Edward asked if anyone had any other AOCB or questions? None were raised.

**14.0 DATE OF NEXT MEETINGS VIA MICROSOFT TEAMS**

Meetings due to be held before the next Board meeting on Wednesday 15 December 2021 @ 6.30pm via Microsoft Teams are:

Budget Planning Day: Wednesday, 10 November 2021 @ 6.30pm

Audit & Risk Sub Committee: Monday, 22 November 2021 @ 5pm

Staffing Committee: Wednesday, 24 November 2021 @ 6pm

PRWG: Wednesday, 1 December 2021 @ 5.30pm (rescheduled from Wednesday, 27 October 2021)

The meeting closed at 7.40 pm

Signed Craig Edward Date 15 December 2021  
(Chairperson)