

**Meeting of the Board of Management to be held at 6pm  
on Tuesday 21<sup>st</sup> March 2017 in 423 London Road, Glasgow, G40 1AG**

## **AGENDA**

- |            |   |  |                        |
|------------|---|--|------------------------|
| <b>1.</b>  | <b>Apologies</b>  |  |                        |
| <b>2.</b>  | <b>Declaration of Interests</b>   |  | <b>For information</b> |
| <b>3.</b>  | <b>Minute of meeting held on 28 February 2017</b>                               |  | <b>For approval</b>    |
| <b>4.</b>  | <b>Matters arising from meeting of 28 February 2017</b>                         |  |                        |
|            | 4.1 Housing allocated to working families                                       |  |                        |
| <b>5.</b>  | <b>Policy review:</b>   |  | <b>For approval</b>    |
|            | 5.1 Reactive repairs policy handbook (last reviewed in November 2014 )          |  |                        |
|            | 5.2 Corporate policy handbook (last reviewed in October 2015)                   |  |                        |
| <b>6.</b>  | <b>Annual review of insurance cover</b>   |  | <b>For decision</b>    |
| <b>7.</b>  | <b>Regulatory engagement</b>  |  | <b>For information</b> |
| <b>8.</b>  | <b>Update on major repairs programme for 2017/18</b>                            |  | <b>For decision</b>    |
| <b>9.</b>  | <b>Review of housing bad debts</b>  |  | <b>For decision</b>    |
| <b>10.</b> | <b>Subsidiary Company and other minutes:</b>                                    |  | <b>For information</b> |
|            | 10.1 Calton Heritage & Learning Centre, 20 February 2017#                       |  | # = draft minute       |
|            | 10.2 Health & Safety Committee, 6 March 2017#                                   |  |                        |
| <b>11.</b> | <b>SHARE Conference feedback, 10<sup>th</sup> to 12<sup>th</sup> March 2017</b> |  | <b>For information</b> |
| <b>12.</b> | <b>Any other competent business</b>   |  |                        |
| <b>13.</b> | <b>Date of next meeting, Tuesday 18 April 2017</b>                              |  | <b>To note</b>         |

## THENUE HOUSING ASSOCIATION LTD

**Minute of the Board of Management meeting  
on Tuesday 21 March 2017 at 6.00pm  
within 423 London Road, Glasgow, G40 1 AG**

**Present:** Owen Stewart (Chairperson), George Alexander, Pauline Casey, Fody Keran, Charlotte Levy, Nicola McCurdy, Howard Mole, Filbert Musau, Florence O'Hale, Derek Quinn and Willie Redmond

**Attending:** Charles Turner, Brian Gannon, John Russell, Lynne McKenzie-Juetten and Ray Macleod

**1. APOLOGIES**

Apologies were received from Maureen Dowden and Robert Kelly.

**NOTED**

Charles Turner reported Robert Kelly had indicated personal circumstances are likely to impact his commitment to the Board of Management. Following discussion the Board of Management approved a leave of absence with discussion concerning the long term during his Board appraisal. The Board also asked that their thoughts and best wishes are passed on.

**DECIDED**

**2. DECLARATIONS OF INTEREST**

There were none.

**NOTED**

**3. MINUTE OF THE PREVIOUS MEETING OF 28 FEBRUARY 2017**

The minute of the previous meeting held on 28 February 2017 was approved a correct and accurate record. Proposed by Derek Quinn and seconded by Charlotte Levy.

**APPROVED**

**4. MATTERS ARISING FROM THE PREVIOUS MEETING OF 28 FEBRUARY 2017**

4.1 **Housing allocated to working families:** Brian Gannon explained the report was to compare the statistics of housing lets to working families and re-assure the Board that we are still letting significant numbers of allocations to people who are working. The Board of Management noted the proportion of lets we are currently making to applicants that are working.

**NOTED**

**5. POLICY REVIEW**

5.1 **Reactive repairs policy handbook:** Brian Gannon advised the handbook contains several policies with the main changes to repairs categories in preparation for the new repairs contract and in line with the Scottish Housing Regulators monitoring of emergency or non-emergency categories. Brian confirmed there had been a move towards an appointments based system for customer convenience and matching with contractors slots and that the existing Urgent and Routine categories were no longer relevant. Brian also indicated an

adjustment to wording on Page 17 Section 5.2.2 to delete “Urgent or Routine” in the last sentence for Emergency Repairs.

Following a number of questions Brian Gannon confirmed:

- The appointments system was more practical and focussed on customer convenience and available slots rather than target completions.
- The computer system will be updated with the new categories and historical information will be retained.
- The new contract and system changes will aim to deliver value for money.
- Longer term vision was for tenants to book their own appointments slots.
- Staff monitor repairs expenditure on a monthly basis with the Board of Management receiving quarterly reports measured against targets and budget.
- Tenants delaying the appointment date significantly beyond our existing targets repairs are asked to phone back at a more convenient time to order the repair.
- Tenants using the new App will be contacted by staff should it become evident that the timescale or size of repair requires better planning or re-arranged appointment.
- Our contractors will be given a clear performance target on the new Non Emergency category (i.e. complete within an average of 5 working days) to ensure that the change does not lead to a deterioration in performance.
- The tender documentation for the new contract has been prepared and the contract notice published. Brian gave an outline of the tender process.
- Tenants leaving a property will receive no compensation for unauthorised repairs or alterations, they may be asked to remove and re-instate this work or be re-charged if we have to do it.

The Board of Management approved the adjustments to the Repairs Policy Handbook.

**DECIDED**

5.2 **Corporate Policy Handbook:** Lynne McKenzie-Juetten gave an overview of the updates and amendments to the Corporate Policy Handbook. Lynne advised the main changes were to the policies on procurement and data protection with small adjustments and tidy up to others. She highlighted the following:

- Business Continuity Planning - the gas contractor name requires to be changed from Lorne Stewart to Glasgow City Technical.
- Data Protection – re-written expanding on the principles enhanced by the new legislation enforceable from 25 May 2018. Reference to the Document Retention Register which will be kept separate as a working tool ensuring that information will not be kept any longer than required.
- Disposals of Land or Property – updated to refer to the Scottish Housing Regulators Portal and notification processes.
- Marketing and Public Relations – inclusion of the revised vision and values.
- Openness and Confidentiality – reference to the Scottish Housing Regulators ARC.

John Russell explained the changes to the Procurement Policy which has been re-written in line with the new 2016 legislation, regulations and principles. Aiming for value for money. John explained the different levels of procurement and the routes to be followed. Tender assessment is not just on price alone but includes quality giving with guidance on mix/split of cost/quality.

Following questions and discussion the following was highlighted:

- Document retention – how can the Board be re-assured the schedule is overseen and information destroyed? The Executive Team and Organisational Management Team oversee this.
- Procurement – What will happen after Brexit? The 2016 changes enhanced the EU legislation, however, it is expected that the regulations will remain undiluted and adopted into UK law.
- Execution of Deeds and Contracts - Charles Turner confirmed we have a seal which is kept by the Chief Executive and it is only used for ceremonial and publicity purposes. Legal documents are signed by authorised signatories and no legal requirement for the company seal to be used. John Russell gave an example of the Nationwide Building Society loan agreements being processed and executed as a “set of signed counterparts”.

The Board of Management approved the amendments to the Corporate Policy Handbook.

**DECIDED**

## **6. ANNUAL REVIEW OF INSURANCE COVER**

John Russell advised this was an annual review to the Board of Management to ensure levels and scope of insurance are covered for the Association. John reported he had also met with the insurance company and confirmed there were no changes. In relation to cyber cover, John explained cover included hacking of our IT systems and loss of tenant data to external sources. The Board of Management approved the level and scope of insurance for 2017/2018 as set out in the report.

**DECIDED**

## **7. REGULATORY ENGAGEMENT**

Charles Turner gave an overview of the report and the Board of Management noted:

- The pending disposal of 97 Main Street effective from 31 March 2017 and the recording of the disposal in the association’s register of disposals.
- The communication with the Scottish Housing Regulator regarding the 20 outstanding Scottish Housing Quality Standard (SHQS) failures.
- The recent Scottish Housing Regulator publication on the importance of handling complaints well.

**NOTED**

## **8. UPDATE ON MAJOR REPAIRS PROGRAMME FOR 2017/18**

John Russell intimated there was the potential for an overspend in the major repairs budget for 2017/18 with an impact in the criteria for bank loan agreement covenants. To minimise the risk a postponement of planned stonework repairs in 2017/18 is proposed. John highlighted the requirements within the new accounting rules and advised he will also be meeting with the Bank concerning covenants. The Board of Management approved the postponement of the planned stonework repairs 2017/18 to prevent overspend against the budget.

**DECIDED**

## **9. REVIEW OF HOUSING BAD DEBTS**

Brian Gannon explained this was a regular report and good practice to be reviewing and writing-off bad debts and credits from management and maintenance of its properties. The Scottish Housing Regulator requires regularly managing of housing bad debts. The report covered write-off of former

tenants rent accounts and factoring debts. Brian highlighted criteria 5 which has the biggest amount of debt and the list detailing individual amounts to be written-off.

Brian advised small debts are uneconomical to recovery in relation to the staff time involved and also that large debts being written off had previously been subject to court processes and prospect of recovery was significantly reduced. He has contacted and discussed with other G8 Group members debt recovery and concluded so far no-one has found any better way to trace and collect debt. He also confirmed landlords can apply for direct payments to be made for Universal Credit claimants if they have fallen 8 weeks in arrears. The Board of Management approved the write-off of housing bad debts and credits as detailed in the list attached to the report.

**DECIDED**

## **10. SUBSIDIARY COMPANY AND OTHER MINUTES**

### **10.1 Calton Heritage and Learning Centre 20 February 2017**

Charles Turner confirmed the appointment of a new Director, Jim Thomson, who has retired from the Lovell Group (building contractors), volunteers with the Lodging Housing and on frequently driving past the Netherholm area has become interested in our work at Netherholm. The CHLC Board appointments are reviewed annually. The Board of Management noted the new Board appointment and contents of the minute.

**NOTED**

### **10.2 Health and Safety Committee 6 March 2017**

The Board of Management noted the minute and sought clarification on the following:

- Ladders – Do staff use the ladder alone? Charles Turner advised ladders were telescopic for Maintenance Inspectors, used for no higher than one floor level and dependant on the task. Staff are required to risk assess the task, ask to be accompanied or request contractor to complete task. Maintenance Inspectors are specially trained for working at height.
- Fire Warden Training – Charles Turner confirmed and explained the purpose of “sweeping” the building by Fire Wardens. He also advised that the training prompted a review of how people with disabilities are evacuated from the 1<sup>st</sup> floor of the building and will be liaising with Fire and Rescue. Nicola McCurdy offered her experience and assistance with this.

**NOTED**

## **11. SHARE ANNUAL CONFERENCE - FEEDBACK**

George Alexander and Charlotte Levy attended the Conference and both were disappointed in the content, felt they learnt nothing new and was poor value for money. However, they greatly appreciate the learning and development received internally and consider Thenue to be away ahead of other housing associations and agencies in management and delivery of housing services.

The Board of Management took this opportunity to reflect on attendance at conferences which are costly and even with programme information available beforehand there’s disappointment in delivery of the contents. However, there was consensus that new Board members should be encouraged to attend, and that longer-standing Board Members should only contemplate attendance if they were accompanying a new Board Member. Each request to be considered on merit of the programme and value for money, and look at conferences run by other organisations and free of charge.

**DECIDED**

**12. ANY OTHER COMPTENT BUSINESS**

Charles Turner advised the Building Contract with Cruden Building & Renewals Ltd for the construction of 69 new housing units and a community centre including all associated earthworks, groundworks, infrastructure, roads, services and external works complete at Castlemilk and Bridgeton, Glasgow, was signed and witnessed prior to the meeting by The Chair and the Company Secretary. The Board of Management noted the signing of the contract.

**DECIDED**

**13. DATE OF NEXT MEETING TUESDAY 18 APRIL 2017**

The next meeting will be held on Tuesday 18 April 2017 at 6.00pm.

**NOTED**

The meeting concluded at 7.40pm

I certify that the above minute has been approved as a true and accurate record of the proceedings.

Signature: \_\_\_\_\_  
Owen Stewart  
Chairperson

Date: \_\_\_\_\_