

THE NUE HOUSING ASSOCIATION LTD

**Minute of the Board of Management meeting  
held on Tuesday 22 May 2018 at 6.00pm  
within 423 London Road, Glasgow, G40 1AG**

**Present:** Owen Stewart (Chairperson), Maureen Dowden, Abdifatah Hayde, Charlotte Levy, Nicola McCurdy, Howard Mole, Filbert Musau, Florence O'Hale, Derek Quinn and Willie Redmond

**Attending:** Charles Turner, John Russell, Brian Gannon and Ray Macleod

**Observing:** Jeanette Goode

**1. APOLOGIES**

Apologies were received from George Alexander and Pauline Casey.

**NOTED**

**2. DECLARATIONS OF INTEREST**

There were no declarations of interest.

**NOTED**

**3. MINUTE OF THE PREVIOUS MEETING HELD ON 17 APRIL 2018**

The minute of the previous meeting held on 17 April 2018 was approved a correct and accurate record. Proposed by Florence O'Hale and seconded by Charlotte Levy.

**APPROVED**

**4. MATTERS ARISING FROM THE PREVIOUS MEETING HELD ON 17 APRIL 2018**

Owen Stewart advised the visit to Edinburgh and bid to secure funding to continue a variant of the Smart Communities programme until the end of March 2020 had been successful. When travelling back from Edinburgh, the Presentation Team received a phone call from the Bank of Scotland advising that the application for £100k funding for the new 'clic' programme was successful. Owen expressed his congratulations to Dawn McManus and Shay Anderson on their presentation.

**NOTED**

**5. ANNUAL RETURN ON THE CHARTER (ARC)**

Charles Turner gave a presentation on the Annual Return on the Charter (ARC) on statistics to be submitted to the Scottish Housing Regulator by the last day of May. Charlie described the background, the purpose of the ARC and the standards measured. For the statistics to be meaningful the figures had been compared with previous years highlighting trends and performance. Charlie's detailed presentation covered our people, staff information, membership, houses let, types of tenancies, number of applicants, number of housing units, number of empty properties (voids), tenant satisfaction, ethnicity, people with disabilities, how people are informed, how people can participate, quality of homes, medical adaptations, gas safety, repairs performance, repairs satisfaction, complaints, tenancy offers, sustainability, evictions, abandonments, rent collected, rent arrears, re-let days, void losses, factoring and value for money.

He gave an evaluation of properties that have attained SHQS and require to attain EESSH standards highlighting a few issues to be addressed e.g. the upgrading of smoke detectors in all properties to comply with new regulations, additional work to complete the cladding programme, kitchen major repairs, delaying cycles when components not worn and bringing up to standard new properties acquired.

To sum up the presentation, he concluded:

- "We're not perfect.... But we should be happy!"
- Disappointment in the miss timing of one gas service.
- 96% of our properties meet the SHQS, but the number of failures had increased to 105.
- A review of Factoring on publication of the new standards.
- Good performance in relets.
- Acknowledged the average days to let take longer due to the nature of supported accommodation. Overall at 26 days, this represented deteriorating performance, from a smaller void period of 18 days.
- All complaints were responded to within timescales and none progressed beyond stage two.
- Best ever tenancy sustainment at 94%.
- Good reduction in tenancy refusals, from 25% to 12% in three years.
- Good solid overall performance by the reactive repairs contractor.
- The early intervention in rent arrears was working, reducing both in value and percentage.

Charles Turner invited the Board of Management to ask questions and comment on the ARC. The following was discussed:

**Kitchen failures:** Charles Turner explained properties built 18 years ago in Cranhill and Blackhill had by passed their anticipated renewal point of 15 years with local residents now looking for replacements. This contributes towards the overall a failure for 105 properties as per regulatory guidance. Board members asked if this was a failure in the quality of the kitchens, how many kitchens were in need of repair and replacement, future rent increases, budget constraints and expectations of residents. Staff confirmed there were no issues with the quality of the kitchens and were unaware of large numbers of kitchens needing repair, however, will be conducting an analysis of repairs. Staff indicated delaying the programme had kept rents low following resident consultation and concerns from residents in these areas of high rent levels. The budget reflected the major repairs programme and this can be adjusted for the forthcoming year. Board members were reassured where repairs or replacement was necessary this was completed through reactive repairs.

Board members expressed concern that this is a strict and harsh interpretation of regulations and in particular when there may be no actual physical failure; more a theoretical or 'cloning' failure. They considered it unnecessary expenditure if components were in good working order. Board members also discussed expectations of tenants, tenant choices and value for money through rent consultations and increases. They welcomed further analysis of the conditions of the kitchen with expansion into the next stock survey for other areas and asked staff to review the statistics once again prior to the submission of the ARC.

**Cladding:** Charles Turner intimated there was additional tidying up work to complete the cladding programme which was outwith the original programme of works to improve the energy efficiency of the properties which had been covered by grant funding from SSE. The costs are at a level that require to be authorised by the Board of Management.

The Board of Management approved the ARC subject to the change regarding failures and the additional costs for completing the cladding programme.

APPROVED

**6. MANAGEMENT ACCOUNTS FOR THE YEAR TO 31 MARCH 2018**

John Russell presented the Managements Accounts for the year to 31 March 2018 and was pleased to report figures were better than projected with a bigger surplus. He summarised income and expenditure giving an overview of the main variances and performance against lenders financial covenants. John advised there were some differences between the Management Accounts and the ARC which mainly requests information on mainstream issues and excludes supported and multi-occupancy properties. He indicated a number of tenants pay rent in advance or on the due date. John Russell intimated that if the possible amount for upgrading the smoke detectors in properties was around £1m, the association may require to consider the Scottish Government's interest free and unsecured loan to cover the costs. A report will be presented to the Board of Management once this information is ready, and this is likely to be included in the 2019/20 Business Plan. The Board of Management approved the Management Accounts for the year to 31 March 2018.

**DECIDED****7. BOARD MEMBER VACANCY**

In response to a request by Board members at the last meeting an analysis had been prepared of the skills lost following the standing down of a Board member. Ideally a person to match some or all of them is preferred, however, the Board of Management agreed to delegate to the Chief Executive, the Chairperson and Vice Chair to identify the collective skills of the current established members, agree the most important skills missing and prepare a profile to target a suitable candidate.

**DECIDED****8. ANNUAL REPORT ON GOVERNANCE REGISTERS FOR THE YEAR ENDED 31 MARCH 2018**

Charles Turner in conjunction with the reporting of the ARC intimated there were a number of Governance Registers that required to be reported annually. The Registers in Sections 1 to 4 had no entries with the Registers in Sections 5 to 8 being reported in the ARC. Charlie summarised the Registers in Sections 9 – 19 which were fully detailed in the report. Charlie confirmed the contract for the rent monitoring system was initially for a period of one year and to be reviewed annually. One Board member asked for clarification with regard to the contract awarded to demolish the building at Landressy Place. He sought clarification with regard to the terminology of "contract delayed", and whether or not this would have a corresponding impact on the completion of the new housing on that site.

The Board of Management approved the contents of the report.

**DECIDED****9. CHIEF EXECUTIVE'S REPORT**

Charles Turner overviewed the report which had a number of decisions to be made. The Board of Management agreed the suspension of Standing Orders at this point and continuing the meeting for up to 20 minutes to complete business.

**DECIDED**

Owen Stewart summarised the decisions and the Board of Management:

- Instructed staff to quantify the cost of fitting fire safety devices to all our properties.
- Agreed the amendment of the association's rules at a time only when there are more significant reasons to do so.
- Agreed the progression of the acquisition of land at 288 to 290 London Road.
- Accepted the tender for kitchen replacement work in Cranhill and Blackhill.

- Noted the conferences scheduled for SFHA on 12 and 13 June; TIS on 8 to 10 June; and GWSF 15 June.
- Noted the arrangements for the two new housing events at Bridgeton and Castlemilk.
- Noted the revised date for the association's stock tour.

**DECIDED**

At this point the Board were reminded that the external wall insulation work in progress between 288 to 290 London Road, was assigned to the subsidiary company, THS, and that the THS Board will meet on 12 June to monitor progress.

#### 10. SUBSIDIARY COMPANIES AND OTHER MINUTES

- 10.1 Audit and Risk Sub-Committee 8 May 2018:** Owen Stewart intimated the minute was for noting and any questions to be asked outwith this meeting by contacting the Sub-Committee Chair or lead officer.

**NOTED**

#### 11. LOAN PORTFOLIO REPORT FOR THE YEAR TO 31 MARCH 2018

John Russell indicated this information detailing our types of loans and finance is used to populate online an annual financial return to the Scottish Housing Regulator and Board members were welcome to view the final online report on request. Board members approved the contents of the report.

**DECIDED**

#### 12. ANY OTHER COMPETENT BUSINESS

- 12.1 EVH 40<sup>th</sup> Anniversary Celebration:** Charles Turner advised an invitation had been received from EVH inviting two Board members to attend their 40<sup>th</sup> Anniversary Celebration which is a dinner and dance. The Board agreed the attendance of Derek Quinn and Nik McCurdy.

**DECIDED**

- 12.2 Stock Tour:** Charles Turner intimated the Stock Tour had been rescheduled for Saturday 23 June 2018 and asked Board members to confirm their attendance. Maureen Dowden advised she was unable to attend. Owen Stewart, Charlotte Levy, Florence O'Hale, Willie Redmond, Derek Quinn, Nicola McCurdy and Jeanette Goode indicating their attendance.

**DECIDED**

- 12.3 Major repairs expenditure:** It was noted that between the cladding expenditure and kitchen replacement work, the Board have committed to a expenditure of circa £450k from the 2018/19 Major Repair budget. Staff are asked to subsequently quantify the consequences of this with regard to other programmed work that may require a delay, or indeed if any additional expenditure can be accommodated.

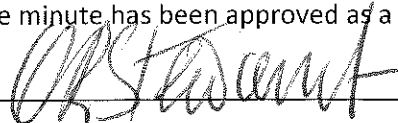
**DECIDED**

#### 13. DATE OF NEXT MEETING

The next meeting will be held on Tuesday 12 June 2018.  
Jeanette Goode gave her apologies in advance. The meeting concluded at 8.20pm

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

Owen Stewart:  
Chairperson

 Date: 12/6/18