

THENUE HOUSING ASSOCIATION LTD

**Minute of the Board of Management meeting
held on Tuesday 21 May 2019 at 6.00pm
within 423 London Road, Glasgow, G40 1AG**

Present: Derek Quinn (Chairperson), George Alexander, Pauline Casey, Maureen Dowden, Jeanette Goode, Abdifatah Hayde, David Keltie-Armstrong, Charlotte Levy, Nicola McCurdy, Howard Mole, Filbert Musau, Florence O'Hale, Willie Redmond and Owen Stewart

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

Derek Quinn welcomed Board members to the meeting and requested mobile phones were silenced or switched off and all comments were to be made through the Chair. He also intimated an addition to the business format to include a few moments at the end of the meeting to reflect on understanding, presentation and how well or not the meeting went. This will become a standard agenda item for each meeting and used to evidence the required regulatory standards for the annual assurance statement.

1. APOLOGIES

There were no apologies.

NOTED

2. DECLARATIONS OF INTERESTS

There were no declarations of interests.

NOTED

3. MINUTE OF THE PREVIOUS MEETING HELD ON 16 APRIL 2019

The minute of the previous meeting held on 16 April 2019 was approved a correct and accurate record of the meeting. Proposed by George Alexander and seconded by Jeannette Goode.

APPROVED

4. MATTERS ARISING FROM THE PREVIOUS MEETING HELD ON 16 APRIL 2019

Derek Quinn referred to previous agenda item 6 on the Housing Scotland Act 2014 and the excellent training session by Brian and Sharon, which had been very informative in explaining the impact of the Act on the Association. It was noted also that West of Scotland had also send in a note of thanks for the session.

NOTED

5. ANNUAL RETURN ON THE CHARTER (ARC) 2018/2019

Derek Quinn introduced the presentation by Charles Turner detailing the contents of the Annual Return on the Charter (ARC) 2018/2019 required to be approved by the Board of Management prior to submitting to the Scottish Housing Regulator.

Charles Turner explained the ARC document consisted of 96 pages of statistics required by the Scottish Housing Regulator and intimated a copy of the submission will be posted in the Board members section on the website.

Charles Turner advised the Executive Team had met with representatives from the Scottish Housing Regulator (SHR) earlier in the afternoon as part of the process for those associations being assessed as requiring medium engagement by the Regulator. The Executive Team indicated the meeting had been short with no obvious concerns raised by the Regulator. The Business Plan had been well received by the Regulator and reference to Thenue being in the top quartile of developers is nationally as opposed to Glasgow only. The meeting gave the Executive Team an opportunity to be introduced to their SHR relationship managers who can be contacted with questions and not necessarily by using the portal.

Charles Turner presented all the key information to be submitted to the SHR by 31 May 2019 which was the 6th year in this format. Charlie explained the Board of Management was required to approve the contents and a landlord report issued to tenants with the outcomes by the end of October 2019. To understand context and trends the figures were compared with the results from previous years.

Charlie highlighted our people (staff, membership, tenants and applicants), number of housing units (lets and voids), ethnic origin and disabilities monitoring, keeping people informed, opportunities for participation, SHQS and EESSH standards and numbers of units compliant, stock survey, medical adaptations, gas safety, repairs, tenant satisfaction, complaints, tenancy offers, anti-social behaviour cases, evictions, abandonments and court action, rental income, arrears, write-offs, tenancy sustainment, rent value for money and factoring services.

Charlie focussed on the challenges:

- Future development programme and aiming to achieve a profile of 3,000 houses.
- Improvements in responding to complaints and preparation for Freedom of Information legislation.
- Equalities and diversity monitoring of protected characteristics particularly in disability to gain more analysis for assessing the suitability of housing stock and matching with people.
- The SHRs definition on deteriorating performance over a three year period in relation and context to repairs performance.

To conclude Charlie summarised the good news in gas servicing, meeting SHQS standards, repairs efficiency, review of factoring services and improved satisfaction, void and re-let processes on target and overall arrears at their lowest. Charlie invited the Board of Management to ask questions and comment on the ARC information.

The Board of Management congratulated staff on a very pleasing and strong performance. They discussed in more detail the development programme aspirations, medical adaptations, the increase in houses being let to people intimating they have a disability, how equalities and diversity is monitored and used for tenants, staff, Board, recruitment, etc., and the analysis staff need to do to provide meaningful information for business planning in November 2019. The Board of Management approved the Annual Return on the Charter 2018/2019.

DECIDED

6. ANNUAL REPORT ON GOVERNANCE REGISTERS FOR THE YEAR ENDED 31 MARCH 2019

Charles Turner advised there were a number of Registers required to be annually presented to the Board of Management for approval. These are governance policy and good practice requirements of which some are covered in detail in the ARC, some had no entries for the year ended 31 March 2019 and the remainder were listed. Charlie gave an overview of each of the Registers. The Board of Management approved the Registers subject to an adjustment to 100 % attendance for Filbert Musau and the Procurement date changed from 2017-18 to 2018-19 on page 27.

DECIDED

7. MANAGEMENT ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2019

John Russell presented the management accounts for the year ended 31 March 2019 and intimated these accounts take no account of recent FRS 102 pension accounting changes which will be shown, as required, in the final annual audited accounts. John highlighted the summary of income and expenditure; main variances in income, operating expenditure, non-operating items; differences in ARC reporting and performance against lenders financial covenants. John invited Board members ask questions and comment on the accounts.

The Board of Management asked for better understanding of the major repairs underspend and how it is expressed in the asset cover in table 3 on page 37. John Russell explained how money is secured to the bank and the technicalities of different forms of market value with sitting tenants or ex-stock transfer properties. He explained how money is drawn down and the annual treasury strategy which manages and details each loan.

The Board of Management also asked for clarification on the number of units owned over 3,000 in the management accounts but under in the ARC. John Russell explained this was due to supported housing where there are multiple rooms for let which takes the number of units to over 3,000.

The Board of Management noted the Management Accounts for the Year Ending 31 March 2019.

NOTED**8. LOAN PORTFOLIO REPORT FOR THE YEAR ENDED 31 MARCH 2019**

John Russell intimated the loan portfolio for the year ended 31 March 2019 required to be approved and submitted annually to the Scottish Housing Regulator by the end of June. A copy of the submission will be posted on the Board members section of the website. The Board of Management approved the loan portfolio information for submission to the Scottish Housing Regulator.

DECIDED**9. FIVE YEAR FINANCIAL PROJECTIONS SUBMISSION TO THE SCOTTISH HOUSING REGULATOR**

John Russell advised this was an annual submission to the Scottish Housing Regulator by the end of June with the information based on the Business Plan budget and actual cash position at the year ending 31 March 2019. A copy of the submission will be posted on the Board members section of the website. The Board of Management approved the five year financial projections for submission to the Scottish Housing Regulator.

DECIDED**10. CHIEF EXECUTIVE'S REPORT**

Charles Turner referred to the business plan objective and explained at the time there was no indication that grant funding for 73 Monreith Road was under threat. The report described the nature of the project and recommended the Board of Management give authority to staff to investigate options for the long term. The Board of Management approved delegated authority to staff to bring back proposals for Board consideration at a future date.

REMIT TO STAFF

11. PROCUREMENT REPORTS

11.1 Detector Compliance

Beth Reilly gave an overview of the report to install smoke and heat detectors in properties, the tender process and the approval required to award the contract. Beth explained the budget provided for a two year completion period with the aim to finish sooner than later, payment would be made as properties were completed with no payment where no access is given. She intimated there was no legal obligation for access therefore access potentially may not be given or delay installation. The contract will be able to accommodate this and savings may be made or increase if there are more properties than at first accounted for in the tender.

The Board of Management approved the award of the contract to Mears, instructed staff to accept the tender and progress the contract.

DECIDED

11.2 Procurement of Framework for Contractors

Beth Reilly referred Board members to a previous report in October 2018 and delegated authority to prepare this framework which is the outcome contained in the report. The Board of Management approved the appointment of the firms of contractors as listed in the report, to the framework for contractors for new build/refurbishment/major repairs:

Lot 1: Agreed

Lot 2: Agreed.

Lot 3: Agreed

DECIDED

REFLECTION AND FEEDBACK

Derek Quinn, particularly for people who missed the first few minutes of the meeting, re-iterated the good practice addition to the agenda of an item at the end to reflect and feedback on how well or otherwise the meeting went. Derek invited the Board of Management to comment and the following was noted:

- First class presentations and information.
- Improved seating arrangements to see the screen - the information is sent to iPad and can be also viewed this way. Appreciated the constraints of the room.
- ARC information only by presentation and immediate decision doesn't allow for absorbing or digesting in advance of the meeting like all other reports - suggested having the meeting later in the month so information can be given in advance.
- ARC presentation sent one hour before meeting does not give enough time to read or people to know it is there in advance. However, this should be seen as a handout to accompany a presentation, and not specifically a Board paper.
- Do not bring typing errors to the table - give these outwith the meeting.
- Good questions on finance.
- Clarification given on cash flow and major repairs with slippage options to ensure compliance with headroom and covenants.

NOTED

12. ANY OTHER COMPETENT BUSINESS

Filbert Musau intimated students at the Glasgow School of Art had their annual exhibition and if anyone was interested in attending he can arrange tickets.

NOTED

13. DATE OF NEXT MEETING

The next meeting will be held on Tuesday 11 June 2019 at 6.00pm.

NOTED

The meeting concluded at 7.50pm.

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

Derek Quinn:  Date: 11 June 2019

