

**Meeting of the Board of Management to be held at 6pm
on Tuesday 23 May 2017 at 423 London Road, Glasgow, G40 1AG**

AGENDA

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| 1. | Apologies for absence | For information |
| 2. | Declaration of Interests | For information |
| 3. | Minutes of the meeting held on 18 April 2017 | For approval |
| 4. | Matters arising from the meeting of 18 April 2017 | For approval |
| 5. | Annual Return on the Charter (ARC) (presentation by Charles Turner) | For approval |
| 6. | Management accounts for the year to 31 March 2017 | For approval |
| 7. | Regulatory engagement: | |
| | 7.1 General update | For information |
| | 7.2 Loan portfolio 31 March 2017 | For approval |
| 8. | Annual report on governance registers for year ended 31 March 2017 | For approval |
| 9. | Chief Executive's report | For decision |
| 10. | Subsidiary Company and other minutes | |
| | 10.1 Thenue Housing Services Ltd 18 April 2017# | For information
draft |
| 11. | Report on Treasury Management Matters | For decision |
| 12. | Any other competent business | For decision |
| 13. | Date of next meeting on 13 June 2017 | |

THENUE HOUSING ASSOCIATION LTD

**Minute of the Board of Management meeting
held on Tuesday 23 May 2017 at 6.00pm
within 423 London Road, Glasgow, G40 1AG**

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

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

Observing: Joe Bratley and Abdil Hayde

1. APOLOGIES

Apologies were received from Robert Kelly.

NOTED

2. DECLARATIONS OF INTERESTS

Nicola McCurdy declared a general interest in that her company will be providing catering services for an event within the Calton Heritage and Learning Centre.

NOTED

3. MINUTE OF PREVIOUS MEETING HELD ON 18 APRIL 2017

The minute of the previous meeting held on 18 April 2017 was approved a correct and accurate record. Proposed by Derek Quinn and seconded by George Alexander.

APPROVED

4. MATTERS ARISING FROM THE PREVIOUS MEETING HELD ON 18 APRIL 2017

4.1 SSE Cladding Phase 2

Charles Turner advised the contract had temporarily stopped until the testing of cavity wall insulation had been completed to ascertain its age and proven past its useful life. The grant funding is subject to there being no other form of recent insulation.

NOTED

4.2 Pensions Working Group

Charles Turner reported Board members on the working group had attended EVH Pension Review Sessions and the 1.85% pay award agreed. Charlie suggested a meeting be held on Tuesday 20 June 2017 at 6.15pm for the Pensions Working Group to plan their action and prior to any dialogue with the Independent Advisor. Pension Working Group members agreed to the date. Also to submit a response to SHAPS following their consultation event held in April.

DECIDED

5. ANNUAL RETURN ON THE CHARTER (ARC)

Charles Turner intimated this was the fourth year in this format for reporting to the Scottish Housing Regulator the Annual Return on the Charter (ARC). The presentation detailed the statistics

which were compared with the previous year and targets. The ARC covered: our people; members; lets; stock; weekly rents; voids; tenants satisfaction; equalities monitoring; tenant participation; SHQS; EESSH; repairs; complaints; tenancy offers; anti-social issues; evictions; abandonments; court action; notice of proceedings; medical adaptations; tenancy sustainment; rent arrears; factoring. Charlie summarised:

- The new resident satisfaction survey to be completed during the summer.
- Disappointment in tenancy sustainment which dropped this year.
- Disappointment that one gas safety certificate was late in completion.
- Reduction in tenancy refusals.
- Increase in housing homeless families.
- Accepted a small number of properties will never achieve energy efficiency targets.
- Reduction in rent arrears.
- Re-active repairs performance increased and overall good service resumed.
- Reduction in voids turnaround.

During discussion the following were highlighted and discussed:

- The length of time to let a property had increased and monitoring to continue. However, this is expected to improve.
- The effect on the average rent and the local housing allowance which may overtime impact retirement housing tenants.
- Tenancy sustainment and the reasons behind people leaving within one year, there is no specific reason and this will be monitored.

The Board of Management approved the Annual Return on the Charter for 2016/2017 and thanked Lynne McKenzie-Juetten for pulling together all the information for the presentation.

APPROVED

6. MANAGEMENT ACCOUNTS FOR THE YEAR TO 31 MARCH 2017

John Russell gave a short presentation as the full set of accounts had been issued with the Agenda. John's presentation summarised Income and Expenditure and the variances in operating and non-operating expenditure.

Following questions from the Board of Management, John Russell confirmed:

- The surplus would reduce if components with a long life were not capitalised.
- A letter is currently being drafted with solicitors for the signing of new covenants with the Bank.

The Board of Management noted the Management Accounts for the year to 31 March 2017.

NOTED

7. REGULATORY ENGAGEMENT

7.1 General Update

Charles Turner indicated the report was for noting and gave a summary of the contents. The Board of Management noted the contents of the report.

NOTED

7.2 Loan Portfolio 31 March 2017

John Russell advised the Loan Portfolio Return required submission to The Scottish Housing Regulator annually and the report detailed the information to be submitted by the end of

June. John gave an overview of the loans and their rates which were a mixture of fixed and variable rates. He referred to the review of the annual treasury management strategy and confirmed treasury management training will be organised for Board members.

The Board of Management approved the Loan Portfolio Return for the year ended 31 March 2017.

DECIDED**8. ANNUAL REPORT OF GOVERNANCE REGISTERS FOR THE YEAR ENDED 31 MARCH 2017**

Charles Turner described the purpose of the governance registers annually reported and gave an overview of each register. Following questions, Charles Turner confirmed arrangements were in place for lone working with the use of the office lift and the suggestion of using Guardian 24 for Calton Heritage and Learning Centre staff. John Russell advised there had been two sharing owners who had tranced up to 100%; therefore an addition to the Disposals Register was required.

Subject to the addition of the two shared owners to the Disposals Register the Board of Management approved the registers entries for the year ended 31 March 2017.

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

Charles Turner indicated there were a few items for approval and gave an overview of the contents highlighting the staff members leaving and a change of cheque signatory. Charlie particularly asked the Board of Management to consider the Tenant Choices options and proposed question for the Residents Satisfaction Survey.

The Board of Management discussed the proposed question, expressed concern of the potential risk of delivery failure, asked the Executive Team to take on board their comments and reword the question to be more open and non-specific.

Owen Stewart asked the Board of Management to suspend Standing Orders for approximately 20 minutes and this was agreed.

The Board of Management:

- Approved two new applications for Membership.
- Approved the two long service retirement gift awards for Isabel Irwin and Jean McMillan.
- Approved the change of cheque signatory from Marie-Clare Rafferty to Iona Taylor.
- Noted the commissioning of the 2017 tenant satisfaction report, awarded to 'IPB Strategy and Research'.
- Discussed the proposed question we plan to ask within that survey relating to rent choices and remitted the wording back to the Executive Team (see above).
- Noted SHARE's Annual General Meeting scheduled for 29th June 2017
- Noted any interest in participation on SHARE's governing body.
- Noted the GWS Forum's Regeneration conference on 16 June 2017 and their recent publication on succession planning.
- Noted the indicative grant allocation from Glasgow City Council of £9.6 million.
- Noted three staffing matters.
- Noted the EVH Annual Conference 27th to 29th October 2017 and expression of interest from George Alexander, Nicola McCurdy and Florence O'Hale to attend.
- Noted the new EVH governing body leadership programme.

DECIDED

10. SUBSIDIARY COMPANY AND OTHER MINUTES**10.1 Thenue Housing Services Ltd 18 April 2017**

Owen Stewart intimated the minute was for information only and any questions directed to the Chairperson or relevant Officer.

NOTED**11. REPORT ON TREASURY MANAGEMENT MATTERS**

John Russell explained the review of the interest rate loans and advised of the satisfactory outcome to switch from a variable to a fixed rate of interest for the THFC loan. He also gave an update on the current level of asset cover in place with The Royal Bank of Scotland and recommended an increase in the stock numbers to be secured to the Bank at this time.

The Board of Management approved the proposals for securing more stock to the Royal Bank of Scotland and noted the change of interest rate to fixed for the THFC loan.

DECIDED**12. ANY OTHER COMPETENT BUSINESS****12.1 Coffee Morning Event 10 June 2017**

Owen Stewart reminded the Board of Management of the coffee morning event on Saturday 10 June 2017 which would include a bus tour of our housing stock and asked who will be attending. Attendance was confirmed by George Alexander, Joe Bratney, Foday Kernan, Charlotte Levy, Derek Quinn, Florence O'Hale, Willie Redmond and Owen Stewart.

DECIDED**12.2 SHARE Chair's Retreat**

Owen Stewart gave a brief overview of the SHARE Chair's Retreat which had been well organised and enjoyed discussions with Chair's from other organisations. However, he was disappointed that he had already heard the speakers give the same presentations elsewhere.

NOTED**13. DATE OF NEXT MEETING**

The next meeting will be held on Tuesday 13 June 2017.

NOTED

The meeting concluded at 8.20pm.

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

Signature: _____
Owen Stewart
Chairperson

Date: 13/06/2017