

**Meeting of the Board of Management to be held at 6pm
on Tuesday 13 June 2017 at 423 London Road, Glasgow, G40 1AG**

AGENDA

- 1. Apologies for absence** **For information**
- 2. Declaration of Interests** **For information**
- 3. Minute of the meeting held on 23 May 2017** **For approval**
- 4. Matters arising from meeting held on 23 May 2017**
- 5. AGM preparations and calendar of meetings to September 2018** **For approval**
- 6. Chief Executive's report** **For approval**
- 7. Customer Service Standards & Mystery Shopping: final report** **For approval**
- 8. Regulatory engagement:-** **For information and approval**
 - 8.1 General update and regulatory governance and financial standards.
 - 8.2 Five year financial projections submission.
- 9. Subsidiary Company and Sub-Committee minutes:** **For information # draft**
 - 9.1 Audit and Risk Sub-Committee, 23 May 2016#
 - 9.2 Calton Heritage & Learning Centre, 22 May 2017#
 - 9.3 Health and Safety Committee, 5 June 2017#
- 10. Any other competent business**
- 11. Date of next meeting on 15 August 2017**

THENUE HOUSING ASSOCIATION LTD

**Minute of the Board of Management meeting held
on Tuesday 13 June 2017 at 6.00pm
within 423 London Road, Glasgow, G40 1AG**

PRESENT: Owen Stewart (Chairperson), George Alexander, Charlotte Levy, Nicola McCurdy, Filbert Musau, Florence O'Hale, Derek Quinn and Willie Redmond

ATTENDING: Charles Turner, Brian Gannon and Ray Macleod

1. APOLOGIES

Apologies were received from Pauline Casey, Maureen Dowden, Robert Kelly and Howard Mole.

NOTED

Charles Turner read out an email from Robert Kelly requesting a leave of absence for family reasons. As the next meeting will not be until August, the Board of Management agreed this was unnecessary.

DECIDED

Charles Turner suggested re-scheduling the Pensions Working Group meeting on 20 June 2017 as Robert Kelly and Howard Mole had also given apologies for the meeting. Working Group members agreed to this re-schedule, for a date after the summer.

DECIDED

Charles Turner then asked the four Board Members serving on the Working Group if they were able to offer an opinion with regards to the two options given by SHAPS on the new governance arrangements. It was agreed that Thenue's choice should be option 1 – an employer committee only.

DECIDED

2. DECLARATIONS OF INTERESTS

Charlotte Levy declared an interest in Agenda Item 5 AGM Preparations.

NOTED

3. MINUTE OF THE PREVIOUS MEETING HELD ON 23 MAY 2017

The minute of the previous meeting held on 23 May 2017 were approved a correct and accurate record of the proceedings. Proposed by George Alexander and seconded by Charlotte Levy.

APPROVED

4. MATTERS ARISING FROM THE MINUTE OF MEETING HELD ON 23 MAY 2017

Charles Turner referred to the last meeting and the discussion concerning the question in the Residents Satisfaction Survey for rent options and choices. The report proposed two questions with a sliding scale giving several outcomes. During discussion caution was given to the possibility of residents perceiving promises being made through the survey and the requirement by the Scottish Housing Regulator to give a middle option. The Board of Management noted the proposed alteration to that section of the questionnaire.

DECIDED

5. AGM PREPARATIONS AND CALENDAR OF MEETINGS TO SEPTEMBER 2018

Charles Turner explained the report, outlined the format for the AGM, the Board members to stand down, the demonstration of effectiveness of a Board member with service of a continuous period in excess of nine years and the calendar of meeting dates for the next year.

Charlotte Levy left the meeting at this point to allow the Board of Management to consider her wish to be re-elected after serving for a continuous period in excess of nine years. The Board of Management unanimously agreed Charlotte Levy continued to effectively demonstrate her contribution to the Board and seek re-election at the AGM. Charlotte returned to the meeting and was advised of this.

DECIDED

Filbert Musau asked if it was possible to defer the decision regarding Howard Mole, Owen Stewart and Derek Quinn until the next meeting. This suggestion was agreed.

The Board of Management:

- Noted the requirement for Maureen Dowden to stand down and her wish to be re-elected.
- Deferred the decision to the next meeting of two Board members standing down between Howard Mole, Owen Stewart and Derek Quinn.
- Approved the cycle of Board of Management meetings to September 2018.
- Noted the Secretary's compliance with the Rules.
- Noted the remaining contents in the report.

DECIDED**6. CHIEF EXECUTIVES REPORT**

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

- Approved the one new membership application.
- Noted various items of interest from the West of Scotland Forum and the attendance of George Alexander and Willie Redmond at the Community Regeneration Conference 2017.
- Noted the current position relating to freedom of information.

DECIDED**7. CUSTOMER SERVICE STANDARDS AND MYSTERY SHOPPING**

Charles Turner described the background and purpose of the report submitted by the REST (Residents Empowerment and Scrutiny Team) which also incorporated a mystery shopping exercise and amendments to the Customer Services Standards Leaflet. The report gave various conclusions and recommendations from the outcomes. To assist a table of the REST recommendations had been prepared with management responses and action detailed. The Board of Management was invited to give theirs. Each recommendation with an explanation of current practice was thereafter discussed with the Board of Management, who:

- Agreed to the proposed management comments and action as detailed.
- Noted a number of recommendations required clarification from the REST.
- Asked that the report was made available to staff.
- Asked that the Board's appreciation was given to staff for all their good and hard work.

DECIDED

8. REGULATORY ENGAGEMENT**8.1 General Update and Regulatory Governance and Financial Standards**

Charles Turner reported on the Scottish Housing Regulators statement on tenant led scrutiny and advised the REST customer service standards review was an example of how Thenue was doing this.

Charles Turner explained the Scottish Housing Regulator's standards for governance and financial management and the Executive Team's template to demonstrate and evidence how Thenue meets the standards and identification of areas for improvement. It was noted that the Internal Audit was looking at governance in August, and this self-assessment template would be used.

8.2 Five Year Financial Projections Submission

Charles Turner gave a summary of the five year financial projections which incorporated the actual year end account figures as at 31 March 2017 and advised the notes gave an explanation of the financial variances with the Business Plan approved earlier in the year. He explained the differences occurred as a result of the timing between preparing the Business Plan, (January 2017), and the management accounts, (May 2017).

The Board of Management:

- Approved the five year financial projections for submission to the Scottish Housing Regulator, by the end of June 2017.
- Noted the contents of the report.

DECIDED**9. SUBSIDIARY COMPANY AND SUB-COMMITTEE MINUTES****9.1 Audit and Risk Sub-Committee, 23 May 2017****9.2 Calton Heritage and Learning Centre, 22 May 2017****9.3 Health and Safety Committee, 5 June 2017**

Owen Stewart advised the minutes were in draft format and any questions to be directed to the relevant officer or Chairperson outwith the meeting.

NOTED**10. ANY OTHER COMPETENT BUSINESS****10.1 Services Contracts:** Charles Turner intimated management changes for two contract providers and requested delegated authority to staff to sign new contracts if required:

- Sercon Services Ltd had a management buyout by Confida FM for the office cleaning services.
- Land Engineering had gone into liquidation with Idverde taking over the landscaping. Due to the size of this contract a new novation agreement will require to be signed in due course. Charlie advised that a news feed announcement had already been placed on the web site.

The Board of Management noted the changes in contractors and approved delegated authority to the Company Secretary for the signing of new contracts as required.

DECIDED

10.2 Molendinar Park Housing Association: Charles Turner referred to land on the corner of Springfield and Dalmarnock Road. Glasgow City Council has asked Thenue to bring forward a feasibility study for the land currently in their ownership. It was agreed that the study must include opinions and consultation with both local residents and Molendinar Park Housing Association. A written proposal has been sent to Molendinar Park for consideration by their own Management Committee.

10.3 Health and Safety Training: Following on from the joint Board training event with West of Scotland Housing Association, a Health and Safety Awareness event has been arranged for Thursday 27 July 2017 at 3.00pm within their offices. Board members were encouraged to attend and particularly those who were unable to attend Thenue's event, (Derek Quinn, George Alexander and Nicola McCurdy). Subsidiary Company Directors will also be required to attend with more information being circulated nearer the time. The Board of Management noted the event.

10.4 Stock tour: Charlotte Levy thanked the staff for organising the recent tour of Thenue's developments and projects. All participants found it both useful and interesting.

NOTED

11. DATE OF NEXT MEETING

The next meeting will be held on Tuesday 15 August 2017 at 6.00pm.
The meeting closed at 7.50pm.

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

Signature: _____
Owen Stewart
Chairperson



Date: 15/8/17