

**Meeting of the Board of Management to be held on Tuesday 31st October 2017
at 6.00pm in 423 London Road, Glasgow, G40 1AG**

AGENDA

- | | | |
|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|
| 1. | Apologies | To note |
| 2. | Declaration of interests | For information |
| 3. | Minute of meeting held on 19th September 2017 | For approval |
| 4. | Matters arising from meeting of 19th September 2017 | For information |
| 5. | 2017/18 Business Plan – half year review
Including:-
5.1 Update on investment in our digital and IT strategies
5.2 Interactive web portal proposal | For information
and decision |
| 6. | Bad debt write off | For approval |
| 7. | Property Services update | For approval |
| 8. | Chief Executive’s report | For decision |
| 9. | Subsidiary companies and other minutes:
9.1 Calton Heritage & Learning Centre, 2 October 2017
9.2 Health & Safety Committee, 11 September 2017 | For information |
| 10. | Any Other Competent Business | |
| 11. | Date of Next Meeting on Tuesday 21 November 2017 | To note |

THENUE HOUSING ASSOCIATION LTD

**Minute of the Board of Management meeting
held on Tuesday 31 October 2017 at 6.00pm
within 423 London Road, Glasgow, G40 1AG**

Present: Owen Stewart (Chairperson), Pauline Casey, Foday Keran, Charlotte Levy, Howard Mole, Filbert Musau, Florence O'Hale and Willie Redmond

Observing: Jeanette Goode

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

Owen Stewart welcomed Jeannette Goode to her first meeting as an observer and staff member Karen Finlayson.

1. APOLOGIES

Apologies were received from George Alexander, Maureen Dowden and Derek Quinn.

NOTED

Charles Turner intimated he had met with Robert Kelly and Nicola McCurdy who have both requested special leave of absence for personal reasons. Under the circumstances the Board of Management agreed leave of absence for Robert and Nicola if required, up to and including the meeting in January 2018.

APPROVED

2. DECLARATIONS OF INTEREST

There were no declarations of interest.

NOTED

3. MINUTE OF THE PREVIOUS MEETING HELD ON 19 SEPTEMBER 2017

The minute of the previous meeting held on 19 September 2017 was approved a correct and accurate record of the proceedings. Proposed by Charlotte Levy and seconded by Pauline Casey.

APPROVED

4. MATTERS ARISING FROM THE PREVIOUS MEETING HELD ON 19 SEPTEMBER 2017

4.1 Charles Turner advised the formal change of name and constitution for the subsidiary company Calton Heritage and Learning Centre to Thenue Communities has completed with effect from 26 October 2017 and the certificate of incorporation is in the post.

NOTED

4.2 Brian Gannon referred to a report where the Financial Inclusion Strategy approved at the previous meeting has been amended to address energy use and fuel poverty following the results of the Tenants Satisfaction Survey and the Board discussion at the last meeting. The Board approved the amendments to the strategy. Brian also advised tenants were already being referred by staff to Home Energy Scotland for assistance.

NOTED

5. 2017/2018 BUSINESS PLAN HALF YEAR REVIEW

Charles Turner intimated the report gave an overview of the progress of the operational objectives at the start of the financial year. He gave more detail at the meeting of eight of the objectives with John Russell and Brian Gannon giving details in the following two items 5.1 and 5.2. The Board of Management noted the progress of the eight operational objectives.

NOTED**5.1 Update on investment in our digital and IT strategies**

John Russell introduced the report on measuring value for money in our digital and IT strategies which proposes a framework to deliver the operational objective:

“By October 2017, to establish a framework that measures the value for money of our investment in our digital and IT strategies.”

John described how he had investigated frameworks already established and proposed three measures to evaluate benefits and efficiencies to projects and operations. The three measures are: “efficiency gain”; “direct cost saving”; “the benefits to our customers arising from the investment”. An IT project evaluation template had been developed for use with each project and operation to record the measurement which will be subject reporting back the outcomes to the Board of Management.

To demonstrate and evidence how efficiencies can be measured, John described the recent changes, processes and outcomes of the electronic invoicing system. The Board of Management considered the approach set out and approved the establishment of the proposed framework to measure the value for money of our investment in our digital and IT strategies.

DECIDED**5.2 Interactive web portal proposal**

Brian Gannon referred to the operational objective:

“By November 2017 have a new transactional and interactive website in use.”

Brian referred to the tender process which received 25 expressions of interest to an advert with only two companies responding to the tender brief and neither were able to deliver what we were looking for. It seemed clear that web designers were not in a position to deliver what we needed, which was a full integration of the website with our housing system, Aareon QL.

However, staff were aware that the Halton Housing Trust based in Cheshire use Aareon QL and also 1st Touch Software for their self-service app and have developed a web portal. Brian advised that John Batey, IT Manager, and himself had visited Halton Housing Trust and discussed with them their assistance to develop for us a similar web portal. Halton Housing Trust is willing to complete this work for Thenue and have quoted a price which is more than the budget amount, is above the procurement threshold which requires Board approval and falls within 6.1 of the procurement policy in relation to specialist services or suppliers. The Board of Management approved the appointment of Halton Housing Trust to develop a web portal for Thenue where tenants can access our services through the Thenue website as an alternative to our Tenant App. Brian advised that work on this would start week beginning 13th November 2017.

DECIDED

6. BAD DEBT WRITE OFF

Brian Gannon intimated this is a regular report which reviews irrecoverable debts arising from the management and maintenance of its properties. The Board of Management approved the total write-off of former rent arrears and recharges as summarised and detailed in the report.

DECIDED**7. PROPERTY SERVICES UPDATE**

Beth Reilly gave a detailed presentation on the Abercromby Street site which described the potential number of flats, their size and type and the associated surface water management issues. She then gave a detailed progress update on the other projects and invited questions from Board members.

Board members questioned:

- The window sizes and lift facilities in the flatted development at Abercromby Street. Beth advised the exact and final layouts are still being developed for planning submission as specifications were expected by DRS to have storage and moving space, space for large TVs and home office space. The exact size and location of windows was still to be determined.
- The development programme size and the day to day resources to manage and deliver it. Beth confirmed her Team was in place and as the development programme progressed along with the other cyclical and major repairs programmes the Executive Team would be reviewing staff resources through the Business Plan process and forecasting for the next 5 years.
- Delegated authority for future private sector acquisitions and control of expenditure if 100% acquisition grant and 50% grant for necessary repairs was offered at lesser amounts. Beth indicated the expectation of going forward was on the basis of 100% and 50%. She acknowledged the concern and suggested a viability assessment be prepared and presented to the Board of Management if lesser amounts were offered.

Following the detailed presentation and discussion the Board of Management agreed the following:

7.1 Abercromby Street Site

- i. Approved the disposal of area of land 432m² and authorised the Head of Property Services to instruct the District Valuer to provide a valuation for the site and to progress negotiations with the owners of the Garage to agree the terms of the possible sale.
- ii. Authorised the Head of Property Services to ascertain from Clyde Gateway their position with regard to this proposed disposal
- iii. Forsyth's Glazing Site: Delegated authority to the Head of Property services to progress the acquisition from Clyde Gateway including all instructions to the District Valuer and solicitors and to progress the feasibility/development options appraisal with the Design Team appointed to develop the Abercromby Street Site.

DECIDED**7.2 Development Projects: 44/46 Dalmarnock Road & 39 Landressy Place**

- i. Planning Applications: Delegated authority to the Head of Property Services to approve the submission of the planning applications for these schemes.

DECIDED**7.3 Acquisition Opportunities**

- i. Authorised the Head of Property Services
 - a) to progress the acquisition of the properties listed below including authority to issue all necessary instructions to Valuers and Solicitors.

- b) to engage the Design Team appointed to the Abercromby Street development to progress the necessary consents required to demolish including Listed Building Consent and
- c) to provide any information on development potential required to secure either the acquisition or statutory consents.
- d) In the event that any or all the acquisitions listed below require to be front funded pending receipt of grant in 2018/19 such funding will be approved by the Head of Finance to ensure that the funding levels can be contained within the existing Business Plan parameters
 - a. 31&33 Sunnybank Street from City Legacy
 - b. 415-419 London Road and 128 Green Street, (9 flats and 2 commercial premises), from existing private owner
 - c. 73/77 Tobago St: Existing Listed Building for private owner
 - d. 41 Tobago St; Confucian Society
 - e. Land ownerships: GCC/Forsyth's and Spectrum
 - f. Derelict Shop units-374/378 Abercromby St- City Property

DECIDED

7.4 Private Sector Acquisitions: Grant Funded

- ii. Delegated authority to the Executive Team to approve future acquisitions under this programme and to authorise the Head of Property Services to progress acquisitions of properties in existing stock including authority issue all necessary instructions to the Valuer and Solicitor, where such stock is :
 - a) Within tenement property where the association owns stock and acts as the Factor.
 - b) Housing stock within our areas of operation and where the association has continuing obligations as Factor.
 - c) Where the stock is covered by a Housing Renewal Area notice served by the City Council and the association by virtue of ownership will be able to provide a Factoring service.
 - d) 100% grant funded for acquisition and with 50% grant for necessary repairs. Where lesser amounts are offered a specific viability assessment for presentation to the Board will be required and approved.

DECIDED

7.5 Monteith Row Development

Noted the site start and the photo opportunity arranged with Councillor Kenny Mclean on 23 November.

NOTED

7.6 Bridgeton and Castlemilk

Noted that work is progressing well and that handovers are expected before Christmas. The Community Centre is due to hand over in January.

NOTED

7.7 Mid year review

Noted that due to the delay in the site start for the project at Monteith the Grant Planning Target of £7.988m will not be achieved. The Grant Planning Target for the Monteith project has been reduced from £3.0m to £1.9m. However the front funding of £400k for the Bridgeton project will now be grant funded. Grant funding for the Monteith project will be included in next year's Grant Planning Target. Glasgow City Council are very keen to utilise the increased finding in this Affordable Housing Supply Programme in the coming four years.

NOTED

8. CHIEF EXECUTIVE REPORT

Charles Turner summarised the contents of the report highlighting the 14 membership shares to be cancelled, the termination of two leases and the future of these properties, and policy handbooks due for review.

The Board of Management approved:

- The cancellation of 14 membership shares.
- Delegation of authority to the Chief Executive a sensible and beneficial disposal of the property or land at 586 Keppochhill Road.
- Delegation of authority to the Chief Executive, if necessary, for a planning application for the commercial accommodation at 2 Green Wynd.
- The review dates for policy handbooks.

DECIDED

9. SUBSIDIARY COMPANIES AND OTHER MINUTES

9.1 Calton Heritage and Learning Centre 2 October 2017

9.2 Health and Safety Committee 11 September 2017

Owen Stewart intimated the minutes were for information and any questions in relation to content to be directed to the relevant officer outwith the meeting.

NOTED

10. ANY OTHER COMPETENT BUSINESS

10.1 Charles Turner advised the building contract for Gutter Cleaning Services had been presented for signing at the meeting and confirmed it's signing by Owen Stewart.

NOTED

10.2 Owen Stewart asked Florence O'Hale for feedback on the EVH Annual Conference which she had attended. Florence had found it very interesting and useful, particularly the workshop on Flexible and Innovative Ways of Working – how family friendly is working for employers. Florence advised that she would write up a report and also brought back EVH 2018 diaries for issuing to Board members.

NOTED

11. DATE OF NEXT MEETING

The next meeting will be held on Tuesday 21 November 2017 at 6.00pm.
Pauline Casey gave her apologies in advance.

NOTED

The meeting concluded at 7.45 pm.

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

Signature: _____
Owen Stewart
Chairperson

Date: _____

21/11/17

