



**Meeting of the Board of Management  
to be held at 6pm on Tuesday 16 April 2019  
at 423 London Road, Glasgow**

**AGENDA**

- 1. Apologies**
- 2. Declaration of Interests** **To note**
- 3. Minute of meeting held on 19 March 2019** **For approval**
- 4. Matters arising from meeting of 19 March 2019** **For decision**
- 5. Key Performance Indicator targets going forward** **For decision**
- 6. 2014 Housing Act - update** **For decision**
- 7. Chief Executive's report** **For information**
- 8. Regulatory engagement** **For information**
- 9. Procurement:-** **For decision**
  - 9.1 Gas safety contract
  - 9.2 Appointment of specialist supplier
- 10. Customer Services Policy Handbook – last reviewed April 2016** **For decision**
- 11. Subsidiary Company and other draft minutes:** **For information**
  - 11.1 Thenue Communities 18 March 2019
  - 11.2 Health & Safety Committee 8 April 2019
- 12. Any other competent business**
- 13. Date of next meeting on Tuesday 21 May 2019**

Unless indicated otherwise, supporting papers are attached in respect of all relevant items.

## THENUE HOUSING ASSOCIATION LTD

**Minute of the Board of Management meeting  
held on Tuesday 16 April 2019 at 6.00pm  
within 423 London Road, Glasgow, G40 1AG**

**Present:** Derek Quinn (Chairperson), George Alexander, Pauline Casey, Jeanette Goode, Abdifatah Hayde, Charlotte Levy, Howard Mole, Florence O'Hale, Willie Redmond and Owen Stewart

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

Derek Quinn warmly welcomed Board members to the meeting, asked that mobile phones were silenced or switched off and all comments were to be made through the Chair.

**1. APOLOGIES**

Apologies were received from Maureen Dowden, David Keltie-Armstrong, Nicola McCurdy and Filbert Musau.

**NOTED**

**2. DECLARATION OF INTERESTS**

There were no declarations of interest.

**NOTED**

**3. MINUTE OF PREVIOUS MEETING HELD ON 19 MARCH 2019**

The minute of the previous meeting held on 19 March 2019 was approved a correct and accurate record of the meeting. Proposed by Pauline Casey and seconded by George Alexander.

**APPROVED**

**4. MATTERS ARISING FROM PREVIOUS MEETING HELD ON 19 MARCH 2019**

Jeanette Goode reported back from the Health and Safety Awareness training she had attended along with Willie Redmond. In particular she advised that it had been helpful to get a better understanding of the new protected characteristics issues. The Board of Management received assurance that emergency evacuation procedures were in place.

**NOTED**

**5. KEY PERFORMANCE INDICATOR (KPI) TARGETS GOING FORWARD**

Charles Turner referred to the table in the report listing the current KPIs and several to be set. In conjunction with members of the Executive Team a presentation detailing and describing the reasons and purpose of each KPI was given. The following were highlighted:

- Business Plan Objective: Revise and review our key performance indicator targets (KPIs) by May 2019.
- The reasons for needing KPIs.
- Options for target setting.

- Sources: budget, business plan, policy targets, third parties e.g. Bank
- Benchmarking groups.
- John Russell detailed the financial and budget KPIs.
- Brian Gannon the Community Housing Services KPIs.
- Beth Reilly the property related KPIs.
- Charles Turner the remainder including several new targets.

Following discussion Board members voted and agreed an overall yearly collective target of 80% attendance at Board of Management meetings. They also asked that the presentation was added to the Board members section on the Website.

The Board of Management approved the proposed KPI targets for 2019/2020.

**DECIDED**

The Board noted that the review of KPI targets going forward would best be integrated into the annual Business Plan review.

**6. 2014 HOUSING ACT UPDATE**

Brian Gannon advised the report was for information only and proposed a separate training event on Tuesday 23 April 2019 at 6.00pm to understand the practicalities, implications and impact of the 2014 Housing Act. He highlighted the issue of a new model Scottish Secure Tenancy agreement. The Board were happy with the changes outlined. The Board of Management noted the contents of the report and agreed their attendance at the event.

**DECIDED**

**7. CHIEF EXECUTIVE'S REPORT**

Charles Turner gave an overview of the report highlighting the planning delay for 44 Dalmarnock Road, the agreed EVH salary award and the forthcoming GWSF events. The Board required assurance that the consequential delay at 44 Dalmarnock Road would not incur any particular financial penalties. Beth Reilly advised that additional costs will be minor in nature, as it's only the revision of the planning application that will incur costs. The Executive Team also advised that there will be delay in the flats being let, but rental income from these properties had not been anticipated within the current year. The Board of Management noted the contents of the report and requested the details for GWSF events are circulated.

**DECIDED**

**8. REGULATORY ENGAGEMENT**

Charles Turner advised the report was for information and confirmed that due to the size of our development programme there would be greater engagement with the Scottish Housing Regulator. The Board of Management noted the contents of the report.

**NOTED**

**9. PROCUREMENT****9.1 Gas Safety Contract**

Beth Reilly explained that there was an option to extend for a further two years the gas safety contract with City Technical and after analysis by the Quantity Surveyor this represented good value for money. The Board of Management approved the two year extension of the gas safety contract to City Technical.

**DECIDED****9.2 Appointment of Specialist Supplier**

Beth Reilly described the purpose of this appointment which is very specialised and specific to the supplier, Art Pistol. As the project has progressed planning and scaffolding costs have escalated the costs. The Board of Management approved the appointment of Art Pistol to provide a gable mural on the property at 499 London Road.

**DECIDED****10. CUSTOMER SERVICES POLICY HANDBOOK**

Charles Turner intimated this was the three yearly review and updated the policies to be in line with communication using portal, website, App, text and email technology with a further tidy up in other sections. Charlie advised a further adjustment will be made in Section 4.6 of the Customer Behaviour Policy deleting the second sentence. Following further guidance all customer correspondence must all be read and saved accordingly. The Board of Management approved the revisions subject to the deletion of the second sentence in Section 4.6.

**DECIDED****11. SUBSIDIARY COMPANIES AND OTHER DRAFT MINUTES****11.1 Thenue Communities 18 March 2019****11.2 Health & Safety Committee 8 April 2019**

Derek Quinn advised the minutes were for information only and any questions to be directed to the relevant Chair or Officer outwith the meeting.

**NOTED****12. ANY OTHER COMPETENT BUSINESS****12.1 Board Member Attendance**

Charles Turner brought the attendance absence of Foday Keran to the attention of the Board of Management and reminded Board members of Rule 44.3: he/she misses four Management Board meetings in a row without special leave of absence previously being granted by the Board either at his/her request or by exercise of the Board's direction. The Board of Management unanimously agreed the cessation of Foday Keran as a Board member. They instructed Charles Turner to advise Foday of this.

**DECIDED**

**12.2 Digital Awards Ceremony**

Charles Turner advised Thenue has been nominated for another Digital Award and invited Board members to attend an event at the Westerwood Hotel, Cumbernauld, on the evening of Saturday 15 June 2019. Board members interested in attending were asked to let us know as soon as possible.

**NOTED**

**13. DATE OF NEXT MEETING**

The next meeting will be held on Tuesday 21 May 2019 at 6.00pm.

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:

21 May 2019