

Meeting of the Board of Management to be held at 6pm
on Tuesday 20 April 2021 at 423 London Road, Glasgow, G40 1AG
remotely on Microsoft Teams

AGENDA

	Lead Person	Decision or information
1. Apologies	Derek Quinn	
2. Declaration of Interests	Derek Quinn	For information
3. Minute of previous meeting held on 16 March 2021.	Derek Quinn	For approval
4. Matters arising from previous meeting of 16 March 2021.	Derek Quinn	For decision
4.1 Update on Insurance Matters	John Russell	
4.2 Update on staff furlough arrangements	Charles Turner	
5. Board Recruitment	Charles Turner	For decision
6. Rent, occupancy & service charges handbook - review	Gary Naylor	For approval
7. Homelessness target 2021/22	Gary Naylor	For decision
8. Tenancy Management Handbook - review	Gary Naylor	For decision
9. Landressy Place – development update	Eleanor Derbyshire	For information
10. Property Services handbook - review	Eleanor Derbyshire	For approval
11. Door entry service – repair and maintenance	Eleanor Derbyshire	For approval
12. Staff policy handbook – review	Lynne McKenzie	For approval
13. Chief Executive’s report	Charles Turner	For decision
14. Subsidiary Companies and other Minutes:	Charles Turner	For information
14.1 Health & Safety Committee, 12 April 2021#		# = draft minute
15. Any other competent business	Derek Quinn	
16. Résumé of meeting	Derek Quinn	
17. Date of next meeting Tuesday 25 May 2021		To note

THENUE HOUSING ASSOCIATION LTD

**Minute of the Board of Management meeting
held on Tuesday 20 April 2021 at 6.00pm
remotely on Microsoft Teams**

Present: Derek Quinn (Chairperson), Pauline Casey, Maureen Dowden, Abdifatah Hayde, Robert Kelly, David Keltie-Armstrong, Howard Mole, Florence O’Hale and Owen Stewart

Attending: Charles Turner, John Russell, Eleanor Derbyshire, Gary Naylor, Lynne McKenzie-Juetten and Ray Macleod

Derek Quinn welcomed Board members, overviewed the meeting format and referred to the linking of papers to the policy handbooks on the Board members website section. He advised each report also linked to the Scottish Housing Regulators Standards.

1. APOLOGIES

Apologies were received from Liz Williamson. Derek Quinn commented it was courteous to accept or decline the invitation and a requirement to submit apologies.

NOTED**2. DECLARATIONS OF INTERESTS**

There were no declarations of interest noted.

NOTED**3. MINUTE OF THE PREVIOUS MEETING HELD ON 16 MARCH 2021**

The minute of the previous meeting held on 16 March 2021 was approved as a correct and accurate record of the proceedings. The minute was proposed by David Keltie-Armstrong and seconded by Pauline Casey.

APPROVED**4. MATTERS ARISING FROM THE PREVIOUS MEETING HELD ON 16 MARCH 2021****4.1 Update on Insurance Matters**

John Russell referred to the insurance report last month and the request to provide more information on the additional premium to cover cyber-crime and social engineering e.g. IT fraud and hacking. John described the premium options available, how other housing associations and businesses were dealing with this matter, the risks involved and the number of high payments in recent years (there were only two). John confirmed good procedures were in place for checking suppliers changing their bank details and the introduction of multi-factor authentication within our IT email system. John explained there was a change to the underwriter for Directors and Officers and Entity Defence, also advising we have this type of insurance cover through membership of Scottish Federation of Housing

Associations. John Russell invited Board members to ask questions or make comment. The following was noted:

- Clarification of cover, was this for individual claims or accumulation of claims? John Russell confirmed cover would be on a claim-by-claim basis and based on past payments. Cover of £750,000 would suffice.
- Clarification of multi-factor authentication, was this included or excluded? John Russell confirmed insurance companies require to have this in place.

The Board of Management:

- Approved the amendments to the insurance portfolio for 2021/22 agreeing to Social Engineering cover of £750,000 following the introduction of multi-factor authentication for all email accounts.
- Noted the change of insurer for the Directors and Officer and Entity Defence cover from CFC Underwriting Limited to Markel (UK) Limited.

DECIDED

4.2 Update on Staff Furlough Arrangements

Charles Turner referred to the last meeting and the Chancellor of Exchequer announcement on furlough terms. Charlie advised there were no longer any Thenue staff furloughed and the furlough for three Thenue Communities staff stops at the end April. Our two community centres will be used as polling stations for the upcoming elections and faith groups.

The Board of Management accepted the Groups forward reliance on the Government's furlough scheme will stop at the end of April and the expected re-opening of the two community centres.

DECIDED

5. BOARD RECRUITMENT

Charles Turner confirmed the Nomination Committee had met twice and recommended the appointment of two new Board members. Charlie advised there had been 10 good applicants and the matrix of scoring was detailed in the report. There had been two outstanding candidates Linda Chelton and Bryan McMahon.

Charles Turner invited Board members to ask questions or make comment. There were no questions or comments made.

The Board of Management agreed Linda Chelton and Bryan McMahon joined the Board.

DECIDED

6. RENT, OCCUPANCY AND SERVICE CHARGES POLICY HANDBOOK REVIEW

Gary Naylor intimated a review takes place every 3 years and intimated only minor amendments were required. He gave an overview and background of the amendments. Gary Naylor invited Board members to ask questions and/or make comments. There were no questions or comments made. The Board of Management approved the revised Rent, Occupancy and Service Charges Handbook.

DECIDED**7. HOMELESSNESS TARGET 2021/22**

Gary Naylor reminded Board members that a year ago a target of 50% of relets to S5 applicants had been agreed with a request from GCC later in year to increase this to 90%, however 80% had been agreed until 31 March 2021. Gary advised over the course of the year the first target had been achieved and as at the end of March 60% of relets has been attained. Gary reported there remained an element of S5 refusals that generates a higher volume of work for the organisation and recommended a more achievable target of 50% which is the same as the previous target. There had been a request by Glasgow City Council for temporary furnished tenancies which is no longer required. Glasgow City Council aims to review targets every six months, however, Gary proposed we review more frequently.

Gary Naylor invited Board members to ask questions and/or make comment. The following had been noted:

- With regards to new build and supported housing being exempt, Board members requested clarification. Gary Naylor confirmed our waiting lists comprised of current tenants and customers who would be offered rehousing based on priorities and fairness. Charlie commented on the demand from tenants to transfer with some of these reasons being overcrowding or under-occupation. At points of expansion essentially two lets are available with the new let allocated to tenants then relet to S5 applicants, therefore demand from our waiting list is cleared.
- Board members asked for clarification of the net figures for S5 allocations. Gary Naylor confirmed the target is the net number expected by Glasgow City Council. Gary indicated the number of offers are much higher to match S5 referrals to the particular property.

The Board of Management agreed the target aim of 50% of S5 homelessness lets until 30 June 2021, net of transfers, and the continued flexibility over under occupation in 3 apartment properties.

DECIDED**8. TENANCY MANAGEMENT POLICY HANDBOOK**

Gary Naylor intimated a review takes place every 3 years and intimated only minor amendments were required. He gave an overview and background of the amendments.

Gary Naylor invited Board members to ask questions and/or make comments. The following was noted:

- Clarification of the terminology “pay violent profit”? Gary Naylor explained this is the payment made by a person who is lawfully ineligible to succeed a tenancy until they move on.

The Board of Management approved the revised Tenancy Management Policy Handbook.

DECIDED

9. LANDRESSY PLACE - DEVELOPMENT UPDATE

Eleanor Derbyshire advised the report was for information and update. Eleanor gave a brief overview of the background and the current situation concerning funding from the Scottish Government. Eleanor Derbyshire invited Board members to ask questions and or make comments. The following had been noted:

- With reference to the sub-contractors being paid their money, Eleanor Derbyshire confirmed the sub-contractors had completed their work and submitted the appropriate certificates of completion. The money for the completed works had been released to the main contractor who has not forwarded this as they are in administration. This was unforeseen and unrecoverable with no safeguard in place. A hard lesson to learn and in future a policy and bond will be put in place to cover this type of event.
- In relation to the difference in tender costs between the new and old contract, Eleanor Derbyshire intimated the Administrator may or may not pay all or part-of the sub-contractor or Thenue’s claim submission. The tender double counting incorporates costs for contractors taking on other work and the additional increases due to the current COVID19 pandemic and generally within the industry. Eleanor advised we only claim grant funding as we spend.
- Awareness that to move forward the situation required to be accepted and the possibility of reserves being used. However, liquidators might pay the claim.

The Board of Management noted the contents of the report, the degree of financial exposure, and the current situation.

NOTED

10. PROPERTY SERVICES POLICY HANDBOOK REVIEW

Eleanor Derbyshire intimated a review takes place every 3 years and intimated only minor amendments were required mainly to bring the policy in line with current guidance, compliance and processes. Eleanor gave an overview and background of the amendments. Eleanor Derbyshire invited Board members to ask questions and/or make comments. There were no questions or comments made.

The Board of Management approved the Property Services Policy Handbook.

DECIDED**11. PROCUREMENT: DOOR ENTRY SERVICE, REPAIR AND MAINTENANCE**

Eleanor Derbyshire overviewed the report and invited Board members to ask questions and/or make comment. The following had been noted.

- Clarification of why such a high-quality score for the successful tender? Eleanor Derbyshire intimated good references had been received and scoring.

The Board of Management agreed to accept the tender from Spie Scotshield Ltd to deliver the required services and authorised staff to accept the tender on their behalf and progress the contract works.

DECIDED**12. STAFF POLICY HANDBOOK REVIEW**

Lynne McKenzie-Juetten referred to the summary report with minor changes and highlighted the renaming of the policy on Stress to Stress, Mental Health and Wellbeing and the adoption of the EVH model policy for Substance Misuse. Lynne advised the Interim Homeworking Policy will remain in place for the time being. Lynne McKenzie-Juetten invited Board members to ask questions and/or make comment. There were no questions or comments.

The Board of Management approved the Staff Policy Handbook.

DECIDED**13. CHIEF EXECUTIVE'S REPORT**

Charles Turner intimated two decisions were required and overviewed the report. Charlie highlighted the G8 Group and their Chairs session asking if other Chairs can attend meetings, two membership applications, dates for diaries, the Scottish Government proposals for housing and The Scottish Housing Regulator's information and compliance update.

Charles Turner invited Board members to ask questions and/or make comments. The following was noted:

- Derek Quinn asked Board members what their thoughts were on appropriateness of the Chairperson of another housing association and vis versa to attend and observe Board meetings. Board member unanimously agreed it was inappropriate due to the confidentiality and sensitive nature of business especially around topics and particularly where GDPR might be applicable.

The Board of Management:

- Agreed it was inappropriate to invite the Chairperson/s of other RSL's to observe Board meeting.
- Approved the two applications for Thenue membership.
- Noted the forthcoming dates for events coming up over the next 6 weeks.

- Noted the Government's pledge to build 100,000 houses to 2040.
- Noted the latest correspondence from the Scottish Housing Regulator and being "compliant" with no particular engagement status.

DECIDED

14. SUBSIDIARY COMPANIES AND OTHER MINUTES

14.1 Health and Safety Committee 12 April 2021

Derek Quinn intimated the minute was in draft form and for information only. Any questions to be directed to the relevant Chairperson or lead officer.

NOTED

15. ANY OTHER COMPETENT BUSINESS

There was no other competent business

NOTED

16. RESUME OF MEETING

Derek Quinn invited Board members to comment on how well or otherwise the meeting went. There were no comments noted.

NOTED

17. DATE OF NEXT MEETING

The next meeting will be held on Tuesday 25 May 2021 at 6.00pm remotely on Microsoft Teams.

NOTED

Derek Quinn encouraged Board members to check weekly their Surface Go for emails and information etc.

NOTED

The meeting concluded at 7.02pm

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



Derek Quinn
Chairperson

Date: 25 May 2021