

**Meeting of the Board of Management to be held at 6pm  
on Tuesday 8 February 2022, either in person at 423 London Road  
or remotely via Microsoft Teams**

## **AGENDA**

	<b>Lead Person</b>	<b>Decision or information</b>
1. <b>Apologies</b>	<b>Pauline Casey</b>	
2. <b>Declarations of Interests</b>	<b>Pauline Casey</b>	<b>For information</b>
3. <b>Minute of meeting held on 23 November 2021</b>	<b>Pauline Casey</b>	<b>For approval</b>
4. <b>Matters arising from meeting of 23 November 2021</b>	<b>Pauline Casey</b>	<b>For decision</b>
5. <b>New Business Plan:</b>		<b>For decision</b>
5.1 2022/23 rent increase proposal	<b>Gary Naylor</b>	
5.2 2022/27 Business Plan: proposed content summary	<b>Charles Turner</b>	
6. <b>Communication &amp; engagement strategy</b>	<b>Gary Naylor</b>	<b>For decision</b>
7. <b>Property Services Handbook - review</b>	<b>Eleanor Derbyshire</b>	<b>For decision</b>
8. <b>Subsidiary Companies and other minutes:</b>	<b>Charles Turner</b>	<b>For information</b>
8.1 Thenue Communities, 15 November 2021#		<b># = draft minute</b>
9. <b>Chief Executive's report</b>	<b>Charles Turner</b>	<b>For decision</b>
10. <b>Any other competent business</b>	<b>Pauline Casey</b>	
11. <b>Résumé of meeting</b>	<b>Pauline Casey</b>	
12. <b>Date of next meeting Tuesday 15 March 2022</b>		<b>To note</b>

THENUE HOUSING ASSOCIATION LTD

**Minute of the Board of Management meeting  
held on Tuesday 8 February 2022 at 6.00pm  
remotely on Microsoft Teams and in 423 London Road, Glasgow, G40 1AG**

**Present:** Pauline Casey (Chairperson), Allan Anderson, Linda Chelton, Maureen Dowden, Robert Kelly, David Keltie-Armstrong, Howard Mole and Florence O'Hale

**Observing:** Derek Quinn and Owen Stewart

**Attending:** Charles Turner, Lesley-Anne Junner, Gary Naylor, Eleanor Derbyshire and Ray Macleod

**1. APOLOGIES**

Apologies were received from Abdifatah Hayde and Bryan McMahon.

**NOTED**

**2. DECLARATIONS OF INTERESTS**

There were no declarations of interests.

**NOTED**

**3. MINUTE OF THE PREVIOUS MEETING HELD ON 23 NOVEMBER 2021**

Pauline Casey advised a correction was required to the seconder of the minute of the meeting held on 26 October 2021 as Owen Stewart was an observer and the minute requires an elected member to propose and second the minute. The minute of 26 October 2021 was seconded by Maureen Dowden.

**DECIDED**

Subject to the above correction, the Board of Management approved the minute of the previous meeting held on 23 November 2021 as a correct and accurate record of the proceedings. The minute was proposed by David Keltie-Armstrong and seconded by Allan Anderson.

**APPROVED**

**4. MATTERS ARISING FROM THE PREVIOUS MEETING HELD ON 23 NOVEMBER 2021**

There were no matters arising.

**NOTED**

**5. NEW BUSINESS PLAN**

**5.1 2022/23 Rent Increase Proposal**

Gary Naylor referred to the consultation process agreed at the last Board meeting in November 2021 indicating there had been a greater response than last year. In total 140 responses in comparison to 37 the year before. This year we introduced contacting tenants by telephone resulting in an increased response. The majority of

tenants who responded indicated they did not want an increase of any more than a 3.1% and were in favour of our approach to minimise and reduce risk. Meetings had been held with our Area Associations and REST Group facilitated by TIS (Tenant Information Service) and were in support of the 3.1% increase. The groups had an opportunity to ask questions and discuss the practicalities which included CPI and fuel poverty issues.

Gary Naylor invited Board members to ask questions and/or make comment. There were no questions and acknowledgement of a comprehensive report.

The Board of Management approved the:

- 3.1% rent increase
- 3.1% increase to all other charges including shared ownership management fee, shop leases and garage rents
- 3.1% increase on the factoring management fee/administration fee for owner occupiers.

**DECIDED**

## **5.2 2022/27 Business Plan: Proposed Content Summary**

Charles Turner explained the Executive Team had been working on the plan expected to be around 100 pages with 24 sections which linked to the work discussed at the Business Planning Day in November 2022. Priority topics of fuel poverty, hybrid working, community engagement and communication and 11 main business objectives. The Thenue Communities Business Plan information will be added after their meeting on 21 February 2022. Now that the 3.1% rent increase had been approved the sections on finance and risk can be completed. Unknowns will be the outcome of the salary increase negotiations. Charlie clarified the change in titles of "Head of" to "Director of" from 1 April 2022. Charlie finished with a run through of what to expect at the next meeting.

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

- Acknowledging this was a great piece of work, what was meant by the terminology green working with community groups?  
Gary Naylor described some of the current work in our communities and speaking with Area Associations, schools, other groups and Glasgow City Council to join up what is in place and communicate better to improve the environments. Gary indicated boiler renewal will require significant preparation, communication and investment.  
Eleanor Derbyshire advised in conjunction with our G8 Group partners work is underway to collate and establish a base line for office and property carbon footprints with the aim to have a plan for improvements for the future.
- With reference to the removal of the post of Maintenance Inspector, was there opportunity to expand the Income Maximisation Team?  
Gary Naylor confirmed yes there has been for some time the option for an additional part-time post if needed to minimise the impact long term if rent is not paid. At the moment there is a focus on expanding energy advice to assist tenants beyond October 2022.

- During lockdown there have been a number of savings in office overheads, in relation to the carbon footprint how will this be tailored to maximise savings through hybrid working of people working at home and reducing costs eg gas and electricity?

Charles Turner explained the aim was to have people back in the office with some time at home, developing new work practices and stop people slipping back into pre-pandemic bad habits e.g. photocopying, staff had restricted access therefore paper and charges significantly reduced. Charlie advised hybrid working needs to demonstrate that the business can work.

The Board of Management noted the proposed contents of the 2022/2027 Business Plan and the progress to date.

**NOTED and APPROVED**

## **6. COMMUNICATION AND ENGAGEMENT STRATEGY**

Gary Naylor intimated this strategy used to be two separate documents which have been merged. The strategy sets out the aims and objectives, and channels of communication (virtually and face to face) plus value for money and efficiencies. Gary commented that a degree of flexibility was needed as not 'all one fits all' can be applied. This will be a priority for all staff and there had been consultation internally and with the REST Group and Area Associations. Good feedback had been received on how we communicate and suggestions for improvement.

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

- Very good balance and an impressive piece of work.
- In relation to the development of the scrutiny panel and succession planning for the Board, as part of the strategy and governance requirements, what is in place to replace people who will be coming to the end of their nine-year period of service?  
Gary Naylor confirmed it is within the action plan and agreed to meet with the scrutiny group to prioritise this task for the coming year. Gary also advised the REST Group are keen to talk and are preparing a video to tell people what they do to recruit new members.
- Is there anything in the G8 Group that might influence this strategy?  
Gary Naylor indicated best practice is talked about during conversations and agreed we can ask for themes.  
Charles Turner intimated the G8 Group have asked for priority topics for the next 12 months and suggested communication and engagement is put forward as it would be interesting to learn from others.

The Board of Management approved the Communication and Engagement Strategy and action plan.

**DECIDED**

**7. PROPERTY SERVICES HANDBOOK REVIEW**

Eleanor Derbyshire advised the Property Services Policy Handbook had been reviewed in 2021. Following legal advice amendment was required to the Electrical Safety Policy to enable forced entry to tenanted properties should Thenue staff exhaust the procedure to secure access when tenants have been non-responsive to requests for access or failed pre-arranged appointments. This is the same as the requirements in the Gas Safety Policy.

Eleanor Derbyshire invited Board members to ask questions and/or make comment. There were none noted.

The Board of Management approved the amendment to the Electrical Safety Policy.

**DECIDED****8. SUBSIDIARY COMPANIES AND OTHER MINUTES****8.1 Thenue Communities 15 November 2021**

Pauline Casey advised the minute was for information and any questions to be directed to the Chairperson or relevant service officer outwith the meeting.

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

Charles Turner reported there were three decisions to be made in relation to affiliation fees, the future pay award and the process for reviewing pensions. Charlie indicated the office re-opened to the public today with staff operating a hybrid system which is subject to consultation by an external specialist to develop the proposals for future working post pandemic. Charlie highlighted the delay between EVH and the Union on the collective bargaining process to agree the annual pay award. He also explained the process and timescale for the pensions review following re-evaluation which required a decision by the end of December 2022 as to whether this be with the Staffing Sub-Committee or a Working Group. Charlie suggested external independent advice be sought.

Charles Turner invited the Board of Management to ask questions and/or make comment. The following was noted:

- Due to the pandemic had EVH overlooked the timing for the pay award? Charles Turner explained the pay award was part of a 3-year deal and there was a ceiling and floor caveat. However, at the end of 2021 CPI had gone beyond the ceiling cap and renegotiations with the Union and Employers is commencing. Charlie anticipates this conclusion may not happen before the end of the financial year and a backdated award will apply. Owen had intimated he attended a meeting and EVH are taking the negotiations slowly. EVH have already met with the Union and another is planned for the next week.
- Board members indicated the Staffing Sub-Committee dealt with the last review of the pensions re-evaluation because of the value and considered appropriate for this time. They acknowledged there is raging inflation at the moment

affecting the global stock markets and concerned on the impact agreeing external specialist help is required.

Charles Turner confirmed our terms of reference are robust and it was likely that the pension re-valuation figures would be available in August and this only gives a few months to decide any action. Ideally by the Board of Management meeting in November 2022.

The Board of Management:

- Approved the affiliation fees for 2022 to SFHA, EVH and GWSF.
- Agreed the Staffing Sub-Committee to progress the pension re-valuation process between August and December 2022.
- Noted the re-opening of the office and consultation process for hybrid working.
- Noted the delay in the EVH pay award process and the requirement for the Staffing Committee to deal with the resultant response to EVH when required.

**DECIDED**

**10. ANY OTHER COMPETENT BUSINESS**

There was no other competent business.

**11. RESUME OF MEETING**

Pauline Casey invited the Board of Management to comment on the meeting. The following was noted:

- The tenant consultation was very good for the rent increase and the use of many different ways to communicate.
- Pleasing to see staff working smarter and looking at ways to better communication.
- Hybrid working will change the way of working.
- There had been sound issues and interference for some Board members which deteriorated badly by the end of the meeting. Noted someone logged on twice and people had unmuted.
- Remote meetings are particularly difficult to Chair and huge well done to Pauline.

**NOTED**

**12. DATE OF NEXT MEETING**

The next meeting will be held on Tuesday 15 March 2022 at 6.00pm.

**NOTED**

The meeting concluded at 7.00pm

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



Pauline Casey  
Chairperson

Date: 15 March 2022