

Please note – these Minutes have been edited to remove any commercially sensitive or confidential discussions

## ITEM 2

### MELVILLE HOUSING ASSOCIATION LIMITED

Minute of the Board Meeting held on  
Wednesday 19 June 2019  
at 6.00pm in Board Room, Corn Exchange, Dalkeith

**PRESENT:** Caron Quinn  
Glen Alexander  
Donna Bogdanovic  
Paul Cameron  
Sean Gillespie  
Bob Jack  
Clare Marshall  
Barbara Shearer  
Bill Takhar

**IN ATTENDANCE:** Andrew Noble, Chief Executive  
Morag MacDonald, Chief Operating Officer  
Dan Hughes, Communications Manager (Item 7)  
Mary Monteith, PA to Chief Executive (Minute)

#### C QUINN IN THE CHAIR

**1a. CHAIR'S OPENING REMARKS**

The Chair welcomed all to the meeting, and advised that the Communications Manager was in attendance for Item 7 on the Agenda.

**Action  
Required**

Members were then asked to approve taking Item 7 immediately following Item 2 – Minutes of previous meeting.

**Approve**

**1b. DECLARATIONS OF ANY OTHER BUSINESS**

**Noted** that there was no other business to be taken at the end of the meeting.

**Noted**

<b>DECLARATIONS OF INTEREST</b>		<b>Action Required</b>
<b>1c.</b>	<b><u>Noted</u></b> that the Chief Executive and the Chief Operating Officer, declared that they sit on the Board of Directors for Ironmills Developments Ltd. The Secretary serves as a Tenant Representative.	<b>Note</b>
<b>1d.</b>	<b>APOLOGIES</b>  Apologies were received from Andrew Dougherty, David Bond and Emily Kasiera	
<b>2.</b>	<b>MINUTES OF PREVIOUS BOARD MEETING 20 MARCH 2019 AND MATTERS ARISING</b>	
<b>2.1</b>	<b><u>Noted</u></b> that the Board agreed that these were a true and accurate minute of the meeting held on 22 May 2019. The minutes were <b><u>approved</u></b> by Clare Marshall and <b><u>seconded</u></b> by Bill Takhar	<b>Approve</b>
	<b>Matters Arising</b>	
<b>2.2</b>	<b><u>Noted</u></b> that the Chief Executive gave a brief update on Pinewood advising that planning has now been received and that the houses are being demolished. Earliest start will be March/April 2020. <i>Item 4.1 refers.</i>	<b>Note</b>
<b>2a.</b>	<b>PRIVATE MINUTE FROM 22 MAY 2019</b>	
<b>2a.1</b>	<b><u>Noted</u></b> that the Board agreed that these were a true and accurate minute of the Private Item of 22 May 2019. The minutes were <b><u>approved</u></b> by Sean Gillespie and <b><u>seconded</u></b> by Clare Marshall.	<b>Approve</b>
	<b>Matters Arising</b>	
<b>2a.2</b>	<b><u>Noted</u></b> that there were no matters arising from these minutes.	<b>Note</b>
	<i>Noted that as agreed Item 7 was taken at this point</i>	

7.	<b>ANNUAL COMMUNICATIONS AND COMPLAINTS REPORT</b>	<b>Action Required Note</b>
7.1	<b>Noted</b> that the Communications Manager gave a presentation on the Communications activities for the year.	<b>Note</b>
7.2	<b>Noted</b> that the Comprehensive Satisfaction Survey, which is undertaken every 3 years, was carried out January/February of this year by Research Resource who visited 321 (16%) tenants. It was explained that this survey is used to assist with completing the ARC, how services are experienced by tenants and how we can improve services.	<b>Note</b>
	<ul style="list-style-type: none"> <li>▪ Members were given an overview of our performance against the previous comprehensive survey:</li> </ul>	
	Kept informed by Melville - 96% (97%)	
	Home Quality – 89% (93%)	
	Neighbourhood Management - 93% (93%)	
	Repairs – 83% (84%)	
	Decision Making Opportunities – 97% (94%)	
	Value for Money – 79% (76%)	
	Overall Service – 89% (94%)	
7.3	<b>Noted</b> that members were advised that it was disappointing that there had been a drop of 5% in overall service satisfaction, but when this was drilled down it related to 2 main reasons – repairs and quality of repairs. The Communications Manager advised the Board that we were continuing to review these services.	<b>Note</b>
7.4	<b>Noted</b> that the Chair asked about the 16% sample size and it was pointed out that Guidance from IPSOS Mori was that a 15% sample was acceptable.	<b>Note</b>
7.5	<b>Noted</b> that whilst it was acknowledged that whilst value for money performance had improved it was still below the Scottish average of 83%. The Communications Manager explained that there were a number of contributory factors and that it was difficult to determine exactly why we were not meeting this target. It was	<b>Note</b>

	suggested that if tenants know exactly how money is being spent then perhaps this would help improve our performance in this area. The Chief Operating Manager explained that we present financial information at a meeting which is open to all tenants, typically held in in January/February each year. It was acknowledged that the fact we are 18% more expensive than the council may explain our value for money KPI.	<b>Action Required</b>
7.6	<b>Noted</b> that with regards complaints, it was noted that we received 81 in the year (62 previous year). Members were advised that the majority of these complaints related to repairs but pointed out that in relation to the number of work orders completed it was still reasonable. It was also noted that we now offer more ways to enable tenants to make complaints.	<b>Note</b>
7.7	<b>Noted</b> that 75% of these complaints were upheld. Four Stage 2 complaints were not upheld and no complaints were upheld by the SPSO.	<b>Note</b>
7.8	<b>Noted</b> that the Communications Manager then gave the members an indication of the complaints received and how we had resolved these issues. Members were also advised that we have been working with Novus and their new manager and that to date no repairs complaints have been received in the new year.	<b>Note</b>
7.9	<b>Noted</b> that we have changed the way reporting of satisfaction is carried out – it is now much more stringent – and this has impacted in our overall satisfaction figures.	<b>Note</b>
7.10	<b>Noted</b> New tenant satisfaction levels were up and there were a number of factors for this: <ul style="list-style-type: none"> <li>▪ Pere-Allocation visits from Housing Officers</li> <li>▪ In consultation with our Tenant Reps, the Decoration allowance was scrapped and we now provide new tenants with a paint pack</li> <li>▪ New cleaning contractor employed for void properties.</li> </ul>	<b>Note</b>

		<b>Action Required Note</b>
7.11	<p><b><u>Noted</u></b> that the work of the Tenants Representatives was highlighted to members:</p> <ul style="list-style-type: none"> <li>▪ Regular well attended meetings are being held with workshops and consultations.</li> <li>▪ Much better engagement with reps and staff</li> <li>▪ Reps are now bringing issues from their areas to the meetings</li> <li>▪ TPAS are carrying out a review of our strategy and approach and meeting with staff and the Reps to progress this. A workshop session will also be held with the Board.</li> </ul>	
7.12	<p><b><u>Noted</u></b> that the Communications Manager continued by pointing out the changes in the way we communicate with tenants:</p> <ul style="list-style-type: none"> <li>▪ Facebook</li> <li>▪ Texts</li> <li>▪ Tenant Zone on our website.</li> </ul> <p>and how this has provided much more engagement with our tenants, highlighting the recent allocations review which received 263 responses via text and Facebook.</p>	<b>Note</b>
7.13	<p><b><u>Noted</u></b> that we continue to use VOICE and local press and members were told that we had 12 press releases during the year and 25 press cuttings.</p>	<b>Note</b>
7.14	<p><b><u>Noted</u></b> that the Communications Manager then highlighted:</p> <ul style="list-style-type: none"> <li>▪ Examples of customer feedback received during the year.</li> <li>▪ Challenges that we face in the coming year – ie. Freedom of Information</li> <li>▪ Ensuring we have resources in place to take advantage of any opportunities presented to us.</li> <li>▪ Student from Newbattle High will be working with the Communications Manager one day per week for</li> </ul>	<b>Note</b>

the new school year

**Action  
Required  
Note**

- 7.15 **Noted** the Board commented that this was a very positive presentation and had a few questions for the Communications Manager :

**Satisfaction Survey/Complaints Policy** - the Board wanted to know what officially is a complaint rather than a comment. The Communications Manager explained what our current policy states and the Chief Operating Officer pointed out that our new Housing Manager is providing a fresh approach which may lead to more recording of complaints ie numbers will go up but this will enable us to understand our service provision better.

**Comprehensive Tenant Survey** – will the three year survey continue – it was acknowledged that this may change due to possible change in guidance and due to modern technology – the Communications Manager explained that is the best approach is using a text link to a short survey. The Chair pointed out that there is a lot of emphasis on continuous monitoring now. Members were also told that we are looking at our tenant profiling and that if we have not seen/spoken to a tenant in a year, we would look to contact them.

- 7.16 **Noted** that the Chief Operating Officer then gave an update on sustainability activities:

**Note**

E-Car Club – now have confirmed funding for charging points and these should be installed in various locations throughout Midlothian in the next 6-8 weeks. Melville tenants would receive beneficial rates if signed up to use this service.

Showerbob – text survey carried out on the use of these has provided positive feedback.

Carpet Tile Project – next round of this will be starting and should help improve quality of homes for tenants unable to access flooring themselves.

	SoCoHo – the Chief Operating Officer played a short film on Social Co Housing made by our Tenants Reps and staff with CiH. Members were told that this will be presented at the CiH Conference in Manchester next week and that the Chief Operating Officer gave a presentation on this subject to the SHFA Annual Conference recently.	<b>Action Required</b>
7.17	<b><u>Noted</u></b> that the Chair thanked the Communications Manager and the Chief Operating Officer for a very positive presentation and the Communications Manager left the meeting at this point.	<b>Note</b>
<b>3</b>	<b>GOVERNANCE REPORT</b>	
3.1	<b><u>Noted</u></b> that the Chair highlighted the following:	<b>Note</b>
	<b>Notifiable Events</b> – Update on Newbyres given to the Regulator who were happy and require no further information at this time.	
	<b>Board Recruitment</b> – agreed that we wait another month to find out if the Board Development Meetings highlight that anyone wishes to step down. The Chief Executive also noted that we have the option to co-opt any member who may have relevant skill set that we are looking for.	
	<b>Board Development Meetings</b> – forms have been circulated and members were reminded to return their completed forms prior to their meetings.	
	<b>Board Training</b> – Three Members attended the recent SFHA Annual Conference and gave a brief update to members on the sessions they attended. One Member commented that this was the best Conference that they has attended so far.	
3.2	The Board <b>noted</b> the contents of this Report	<b>Note</b>
<b>4.</b>	<b>UPDATES TO BUDGET 2019-2020</b>	
4.1	<b>Minute removed or edited due to information relating to personal/confidential items or being commercially sensitive</b>	<b>Note</b>

5.	<b>FIVE YEAR FINANCIAL PROJECTIONS 2019-2024</b>	<b>Action Required Note</b>
5.1	<b>Noted</b> that the Chief Operating Officer advised the meeting that this return is due for submission to the Regulator by end of June 2019. They noted that the numbers presented to the Board are sourced from the 30 year plan presented to the Board in January and that the underlying assumptions were unchanged.	<b>Note</b>
5.2	The Board <b>noted</b> this information and agreed that they were satisfied with these assumptions and <b>approved</b> the submission to the Regulator.	<b>Note Approve</b>
6.	<b>TREASURY REPORT FOR YEAR ENDING 31 MARCH 2019</b>	
6.1	<b>Noted</b> that the Chief Operating Officer pointed out that this report highlights how we have complied with our Treasury Management Policy and lending conditions throughout the year. It also gave an update on our Free Standing Derivatives. The Chief Operating Officer also advised that they was looking for Board authorisation to submit our Loan Portfolio Return to the Regulator by the end of June 23019.	<b>Note</b>
6.2	<b>Noted</b> that the report also provided the latest position on our covenants.	<b>Note</b>
6.3	<b>Noted</b> that the Board were advised that we have recently had our Credit Review with the Royal Bank of Scotland and that had gone well.	<b>Note</b>
6.4	<b>Noted</b> that the Chair commented that this was a very good, well written report.	<b>Note</b>
6.5	The Board <b>noted</b> the contents of this Report and <b>certified</b> and <b>approved</b> the contents of the Loan Portfolio Return and its submission to the Regulator.	<b>Note/Certify Approve</b>
7.	<b>ANNUAL COMMUNICATIONS AND COMPLAINTS REPORT</b>	<b>Note</b>
7.1	<b>Noted</b> that as approved, this item was taken earlier in the meeting.	

<b>8.</b>	<b>KPI PERFORMANCE MEASURES 2019/2020</b>	<b>Action Required</b>
8.1	<b><u>Noted</u></b> that the Chief Executive advised members that this table is attached to the Governance report quarterly as we have moved away from reporting standalone facts and figures and are now presenting these in detailed section reports. He asked if the Board still want to continue this way.	<b>Note</b>
8.2	<b><u>Noted</u></b> that the Members commented that they like the snap-shot this table provided, it gave a good summary of current position, would support keeping all of the current indicators and would not be keen to reduce the number presented.	<b>Note</b>
8.3	<b><u>Noted</u></b> that with regards to the Customer satisfaction indicators it was agreed that the Chief Executive would look at the Scottish average figure and set our target to meet that	<b>Note</b>
8.4	<b><u>Noted</u></b> that following further discussion the Board's overall opinion was that we should keep the current arrangements, with no reduction in the number of indicators.	<b>Note</b>
8.5	The Board considered the contents of this report and <b>agreed</b> the KPI Performance Measure for 2019/2020.	<b>Note Approve</b>
<b>9.</b>	<b>REGISTERS</b>	
9.1	<b><u>Noted</u></b> that there was one entry in the Entitlements, Payments and Benefits Register.	<b>Note</b>
9.2	<b><u>Noted</u></b> that there were two entries in the Declaration of Personal Interests Register.	<b>Note</b>
9.3	<b><u>Noted</u></b> that there no entries in any of the other Registers.	<b>Note</b>
9.4	<b><u>Noted</u></b> that all Registers were available for review and were signed by the Secretary at the end of the meeting.	<b>Note</b>

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|------------|--|----------------------------|
| <b>10.</b> | <b>ANY OTHER COMPETENT BUSINESS</b>  | <b>Action<br/>Required</b> |
| 10.1       | <u>Noted</u> that there was no other competent business.                                       | <b>Note</b>                |
| <b>11.</b> | <b>DATE OF NEXT MEETING</b>  |                            |
| 11.1       | <u>Noted</u> that the next scheduled meeting of the Board is<br>Wednesday 7 August at 6.00 pm. | <b>Note</b>                |