

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 11 December 2019
at 5.00pm in Board Room, Corn Exchange, Dalkeith

PRESENT: Caron Quinn
Glen Alexander
Donna Bogdanovic
Sean Gillespie (via conference call)
Clare Marshall
Barbara Shearer

IN ATTENDANCE: Andrew Noble, Chief Executive
Morag MacDonald, Chief Operating Officer
Neil Edgar, Development Manager (Item 3)
Yvonne Longwill, Housing Manager (Item 4)
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 thanked Members for agreeing to the earlier start time. Those who were unable to attend had extended their best wishes to all for the festive season.

**Action
Required
Note**

1b. DECLARATIONS OF ANY OTHER BUSINESS

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

Note

DECLARATIONS OF INTEREST

1c. Noted that the Chief Executive and Chief Operating Officer declared that they sit on the Board of Directors for Ironmills

Note

Developments Ltd. The Secretary of the Board serves as a Tenant Representative.

1d. APOLOGIES

**Action
Required**

Apologies were received from David Bond, Paul Cameron, Andrew Dougherty and Bill Takhar.

2. MINUTES OF PREVIOUS BOARD MEETING 20 NOVEMBER 2019 AND MATTERS ARISING

2.1 **Noted** that the Board agreed that these were a true and accurate minute of the meeting held on 11 November 2019. The minutes were **approved** by Sean Gillespie and **seconded** by Clare Marshall.

Approve

Matters Arising

2.2 **Noted** that the Chief Executive gave members an update on Board Recruitment and advised that he has contact the five people who had shown interest in the Board previously, there will be an article on Board membership in the latest edition of VOICE and after Christmas we will advertise in the SFHA newsletters noting the skill sets that we are particularly keen to attract. An informal gathering will be arranged for February to allow members/staff to meet any potential new Board members. *(Item 3 refers)*

Note

2.3 **Noted** that members were given an update on the EESSH Report presented at the last meeting:

Note

- Grant funding for air source heating in Forth now being received.
- Example of dramatic difference this heating (and some additional insulation) has made was highlighted. SPC Certificate before this work was 44 and this is now up to 78.

2.4	PRIVATE MINUTE OF THE MEETING OF 20 NOVEMBER 2019	Action Required
	<u>Noted</u> that the Board agreed that these were a true and accurate minute of the private item of 20 November 2019. The minutes were <u>approved</u> by Clare Marshall and <u>seconded</u> by Barbara Shearer.	Note/ Approve
3.	DEVELOPMENT REPORT – COMMERCIAL IN CONFIDENCE	
3.1	Minute removed or edited due to information relating to personal/confidential items or being commercially sensitive	Note
	<i>The Development Manager left the meeting at this point</i>	
4.	HOUSING SERVICES PRESENTATION	
4.1	<u>Noted</u> the Chief Operating Officer introduced the Housing Manager to the Members.	Note
4.2	<u>Noted</u> that the presentation began with the Housing Manager outlining the Housing Team refresh and the aims of this exercise:	Note
	<ul style="list-style-type: none"> • Refresh and tenant focus • Reducing rent debt through reporting and targeting • Reshaping the team 	
4.3	<u>Noted</u> that use of Wrap Around services we use was discussed and it was noted that that a directory of support services is being produced and will be available from our website.	Note
4.4	<u>Noted</u> Minute removed or edited due to information relating to personal/confidential items or being commercially sensitive	Note
4.5	<u>Noted</u> that it was also pointed to Members that rent arrears dropped from 3.22% in September to 2.77% in November and the number of tents in debt fell from 838 to 802.	Note

		Action Required Note
4.6	<p><u>Noted</u> that the Housing Manager also highlighted particular actions that have been taken to engage with tenants:</p> <ul style="list-style-type: none"> ▪ We have been awarded 133 gifts from Mission Christmas, which will hopefully allow those who receive these gifts to make a payment towards their rent. ▪ Increased referrals to wrap around service – i.e. CHAI, Money Advice, Welfare Benefits 	
4.7	<p><u>Noted</u> that details of the reorganisation of the Housing Team were given to members:</p> <ul style="list-style-type: none"> ▪ Service Improvement Officer (SIO) - recruited internally ▪ Housing Officer – recruited internally to fill vacancy following SIO appointment ▪ Interviews for 2 Customer Services Assistants (one F/T one P/T) being held 13 and 16 December. 	Note
4.8	<p><u>Noted</u> that anti-social behaviour was discussed, and the Housing Manager explained that this is mainly low level and that there were no patterns to the spikes that we have seen and nothing to indicate changes to our allocations policy was required. It was pointed out that have increased our connections with police and social work to address these issues as well as getting local dog warden to speak to tenants. It was noted that updates would be provided at future meetings.</p>	Note
4.9	<p><u>Noted</u> that the Housing Manager finished the presentation by highlighting the quality of staff in the team and the 2020 focus for the Housing team:</p> <ul style="list-style-type: none"> ▪ Review of approach to anti-social behaviour ▪ New post inductions and training ▪ Reorganising patches ▪ Patch analysis and action plans ▪ Increasing tenant conversations and business intelligence 	Note

		Action Required
4.10	<p><u>Noted</u> that there was a query about the analysis of cost of support services against income generated. It was noted that for every £1 spent on these services we are getting £7 back. It was also pointed that our tenancy sustainment levels are 98% with the average costs of a failed tenancy approx. £6,000.</p> <p><i>The Housing Manager was thanked for her presentation and she left the meeting at this point</i></p>	Note
5.	GOVERNANCE REPORT	
5.1	<p><u>Noted</u> that the Chair highlighted the following:</p> <p>SHR Annual Risk Assessment - looking at Homelessness. The Chief Executive noted our Allocation to homeless people is quite high compared with our peer group.</p>	Note
5.2	<p><u>Noted</u> that we have no Notifiable Events and members were not aware of any to be raised.</p>	Note
5.3	<p><u>Noted</u> that we have no complaints with the SPSO. Members noted that it was encouraging to see the positive feedback from the SPSO on the information submitted for their early assessment of a complaint from a customer which had completed our internal process. This complaint will not be investigated by the SPSO</p>	Note
5.4	<p><u>Noted</u> that it was reported that we have not received any Freedom of Information requests to date.</p>	Note
5.5	<p><u>Noted</u> that the Summary of Actions from this year's Boards Development Meetings had been updated and will remain as an appendix to the Governance Report.</p>	
6.	REGISTERS	
6.1	<p><u>Noted</u> that there were the following entries the Registers since the last meeting:</p>	Note

- | | | |
|-----------|--|------------------------|
| | <ul style="list-style-type: none">▪ 1 entry in the Entitlements, Payments and Benefits Register▪ four entries in the Declaration of Interests | Action Required |
| 6.2 | <u>Noted</u> that there no entries in any of the other Registers. | |
| | | Note |
| 6.3 | <u>Noted</u> that all Registers were available for review and were signed by the Secretary at the end of the meeting. | |
| | | Note |
| 7. | ANY OTHER COMPETENT BUSINESS | |
| 7.1 | <u>Noted</u> that there was no other competent business. | |
| | | Note |
| 8. | DATE OF NEXT MEETING | |
| 8.1 | <u>Noted</u> that the next scheduled meeting of the Board is Wednesday 22 January 2020 at 6pm. | |
| | | Note |