

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 16 December 2020  
at 5.00 pm via Zoom Video Conference Call

**PRESENT:** Caron Quinn  
Glen Alexander  
David Bond  
Donna Bogdanovic  
Paul Cameron  
Andrew Dougherty  
Clare Marshall  
Christine Moore  
Barbara Shearer  
Bill Takhar

**IN ATTENDANCE:** Andrew Noble, Chief Executive  
Neil Edgar, Development Manager  
John McMorrow, New Chief Executive (Observer)  
Dan Hughes, Communications Manager  
Mary Monteith, PA to Chief Executive (Minute)

#### C QUINN IN THE CHAIR

<b>1a.</b>	<b>CHAIR'S OPENING REMARKS</b>  The Chair welcomed all to the last meeting of the year and noted that it was also Andrew Noble's final meeting as Chief Executive. Members were advised that the Development Manager and Communications Manager were in attendance for Items 3 and 4, respectively.  <b>DECLARATIONS OF ANY OTHER BUSINESS</b>		<b>Action Required Note</b>
<b>1b.</b>	<b>Noted</b> that there were two items of other business: <ul style="list-style-type: none"><li>▪ Staffing update</li></ul>		<b>Note</b>

<p>1c.</p>	<ul style="list-style-type: none"> <li>▪ Ironmills Development Ltd Board Membership</li> </ul> <p><b>DECLARATIONS OF INTEREST</b></p> <p><b>Noted</b> that the Chief Executive sits on the Board of Directors for Ironmills Developments Ltd. One tenant sits on the tenants' Representative Panel.</p>		<p><b>Action Required</b></p> <p><b>Note</b></p>
<p>1d.</p>	<p><b>APOLOGIES</b></p> <p>There were apologies from Hailie Johnston and Lucy Stang</p>		<p><b>Note</b></p>
<p>2.</p> <p>2.1</p> <p>2.2</p>	<p><b>MINUTES OF PREVIOUS BOARD MEETING 12 AUGUST 2020 AND MATTERS ARISING</b></p> <p><b>Noted</b> that the Chair invited the Chief Executive to lead on the minutes on behalf of the Secretary. Members agreed that with one amendment to the proposing and seconding of the Vice Chair, these were a true and accurate minute of the meeting held on 25 March. The minutes were <b>approved</b> by Clare Marshall and <b>seconded</b> by Glen Alexander</p> <p><b>Matters Arising</b></p> <p><b>Noted</b> that there were no matters arising.</p>		<p><b>Approve</b></p> <p><b>Note</b></p>
<p>3.</p> <p>3.1</p>	<p><b>DEVELOPMENT UPDATE</b></p> <p><b>Limekilns</b></p> <p><b>Noted</b> that the Development Manager advised:</p> <ul style="list-style-type: none"> <li>▪ The new contractor is now on site with a completion date likely to be end of April given the lead in time for utilities.</li> <li>▪ As a result of negotiation over provisional sums and other cost items, there is a change to the final sum agreed for this contract.</li> <li>▪ First Programme meeting was held on 16 December and went well.</li> </ul>		<p><b>Note</b></p>

	<b>Pentland Green, Bilston (Phase 2)</b>	<b>Action Required</b>
3.2	<b>Noted</b> that as previously advised to the Board, revised approval was being sought at this meeting for an additional 8 houses on Pentland Green Bilston Phase 2 development	<b>Note</b>
3.3	<p><b>Noted</b> that discussions with Taylor Wimpey on heat storage batteries and triple glazing raised the following points:</p> <ul style="list-style-type: none"> <li>▪ The batteries would not be appropriate for this development and the details were outlined.</li> <li>▪ Triple glazing would add a 40+% increase in costs as well as raising a number of Health and Safety issues with changing the specifications at this stage.</li> </ul>	<b>Note</b>
3.4	<b>Noted</b> that the Development Manager gave an update on the demand for housing in this area which highlighted the very high demand for properties and the very low number of relets.	<b>Note</b>
3.5	<b>Noted</b> that the continuing support for this development from Midlothian Council and the Scottish Government was acknowledged.	<b>Note</b>
3.6	<b>Noted</b> that the Chief Executive noted that whilst this project was too far along to incorporate some of these initiatives, it was positive news that Taylor Wimpey were willing to engage with us on implementing additional measures in future projects, although this would need to be at a much earlier stage in the planning for the development.	<b>Note</b>
3.7	<b>Noted</b> that the Vice-Chair asked about getting any excess costs back from Forthtay Residential Ltd. It was acknowledged that we would look to recover any monies owed but that the chances of getting this would not be good.	<b>Note</b>
3.8	The Board <b>noted</b> the contents of this report and <b>approved</b> the additional 8 units (subject to a suitable offer of Grant funding and Loan Finance).	<b>Note/ Approve</b>
	<i>The Development Manager left the meeting at this point</i>	

<p>4.</p> <p>4.1</p> <p>4.2</p>	<p><b>ANNUAL COMMUNICATIONS AND COMPLAINTS REPORT</b></p> <p><u>Noted</u> that the Communications Manager gave a Powerpoint Presentation which began by highlighting the perceived challenges for 2020 and noted that one of the main ones, FOISA (which came into effect for Housing Associations from November 2019) had not been as big an issue as first thought – only 3 enquiries were received over the period.</p> <p><u>Noted</u> that activities of the year were then highlighted:</p> <ul style="list-style-type: none"> <li>▪ <b>Informing Tenants</b> - we continued to inform tenants via Facebook, Text, Website and local press and our VOICE newsletter. It was pointed out that ¾ of our tenants use Text to complete surveys.</li> <li>▪ <b>VOICE</b> - the Christmas edition of the newsletter was printed and distributed to our tenants by our printer on 15 December and included the popular diary/handbook and the Annual Rent consultation information.</li> <li>▪ <b>Customer feedback</b> - has remained positive with fantastic feedback received on the calls that were made during the march lockdown period.</li> <li>▪ <b>You Said We Did ...</b> as a result of comments received, on our Tenants Zone on the website, printable PDF rent statement were introduced.</li> <li>▪ <b>Complaints</b> – up to end of March 2020 62 complaints received compared with 81 the previous year. Breakdown of these were given. It was noted that we now have a new reporting tool with training being rolled out for staff in the new year.</li> <li>▪ <b>Tenant Reps</b> – Got meetings set up on Zoom and have actually held more meetings which were all well attended and got through important work including: <ul style="list-style-type: none"> <li>▪ Antisocial Behaviour</li> </ul> </li> </ul>	<p><b>Action Required</b></p> <p><b>Note</b></p> <p><b>Note</b></p> <p><b>Action Required</b></p>
---------------------------------	--	---

	<ul style="list-style-type: none"> <li>▪ New Tenant Participation Strategy which will be launched early next year.</li> </ul> <p><b>E-Car Club</b> – came to an end in October as supplier decided the project was not viable. Charging infrastructure remains and we are looking at how we make this available to local communities.</p> <p><b>Carpet Tile Project</b> – this has been a great success and 50 families have benefitted to date with 4,000 tiles rescued from landfill. Currently have thousands in office and we have a waiting list for these. We will resume as soon as restrictions are lifted.</p>	<p><b>Action Required</b></p>
4.3	<p><b>Noted</b> that the Communications Manager noted that for 2021 there will still be the COVID-19 impact to deal with but that we will continue to build on projects such as digital Services, Development of website and apps, Tenants Rep meetings and Tenant Participation Strategy.</p>	<p><b>Note</b></p>
4.4	<p><b>Noted</b> that the Board commented that this was a very useful presentation and raised the following comments/ queries:</p> <ul style="list-style-type: none"> <li>▪ The Chair pointed out that with regards to ASB the sector as a whole has seen an increase in this.</li> <li>▪ Complaints – clarified that the complaints reported on were to the end of March but that in the first 6 months we have received 36 with more in the last month but these will be reviewed.</li> <li>▪ VOICE Newsletter – would it be possible to send this electronically? It was confirmed that to date only one tenant had opted out of receiving a paper copy of the newsletter. It is posted on Facebook and on Website. It was suggested that another review of this was an exercise for the New Year.</li> <li>▪ Complaints – How many went to SPSO? – none although we did receive calls from SPSO who did an initial assessment on a couple. No further action was taken.</li> </ul>	<p><b>Note</b></p>

<p>4.5</p>	<ul style="list-style-type: none"> <li>▪ E-Car Club – it was pointed out that the figures for Mayfield were slightly skewed as we provided use of the car to the resilience group during lockdown.</li> <li>▪ Carpet tiles - query on tenants or delivery by Development Trusts. It was pointed out that this is not a contactless activity and therefore we cannot proceed with it at the moment.</li> <li>▪ Did other RSLs have similar results – Dan to seek feedback from the supplier regarding the success of other schemes run in parallel with ours and see which worked/are continuing and identify options which might make similar schemes more successful in future.</li> </ul> <p>The Board <b>noted</b> the contents of this presentation.</p> <p><i>The Communications Manager left the meeting at this point</i></p>		<p><b>Action Required</b></p>
<p>5.</p> <p>5.1</p> <p>5.2</p>	<p><b>HOUSING SERVICES REPORT</b></p> <p><b>Noted</b> that the mid-year report was presented by the Chief Executive who noted that it was a very positive report highlighting lots of good work but acknowledged the impact of Covid-19 on tenants and staff. Some of the highlights included:</p> <ul style="list-style-type: none"> <li>▪ Positive relationships with tenants who received welfare calls or those who have not had to claim benefits before.</li> <li>▪ Support from Benefits advisers led to financial gains of £395k for tenant.</li> <li>▪ Tenancy sustainment levels of 97% in 2019/2020.</li> <li>▪ Tenant satisfaction with management of neighbourhoods remains high despite increases in number of neighbour disputes.</li> </ul> <p><b>Minute removed or edited due to information relating to personal/confidential items or being commercially sensitive</b></p>		<p><b>Note</b></p> <p><b>Note</b></p>

5.3	<p><b>Noted</b> that Jacquie Mather, Welfare Benefits adviser retires at the end of December but her replacement, John Scott is fitting in well.</p> <p><b>CHAI</b></p>	<b>Action Required</b>	<b>Note</b>
5.4	<p><b>Noted</b> that our Tenancy Support and Money Advice Service is provided by CHAI. This is a really important service for our tenants.</p>		<b>Note</b>
5.5	<p><b>Noted</b> that the contract is due for review in August 2021, but we have the option to extend for a further two years. CHAI has enquired if it would be possible to find out if the contract would be extended to help with their resource planning. Feedback for tenants and staff on the service provided is very positive and therefore to allow for continuity in these uncertain times, the recommendation to the Board was that we continue the service for a further two years.</p>		<b>Note</b>
5.6	<p>The Board <b>approved</b> the extension of this contract.</p>		<b>Approve</b>
5.7	<p><b>Noted</b> that the Chief Executive was asked about the comparison of universal credit cases from last year to this year. The Chief Executive agreed to forward this information to members.</p> <p><b>POST MEETING NOTE – This information was emailed to members on 17 December 2020.</b></p>		<b>Note</b>
5.8	<p>The Board <b>noted</b> the contents of this report</p>		<b>Note</b>
<b>6.</b>	<p><b>GOVERNANCE REPORT</b></p>		
6.1	<p><b>Noted</b> that the Chair took members through the Governance Report and highlighted the following:</p>		<b>Note</b>
6.2	<p><b>Notifiable Events</b></p> <p>We have two ongoing notifiable events:</p>		<b>Note</b>

	<ul style="list-style-type: none"> <li>▪ Limekilns –new contractor started on site, so hopefully this will be closed.</li> <li>▪ COVID-19 – monthly returns continue to be submitted and no further information has been requested.</li> </ul>	<b>Action Required</b>
6.3	<p><b>Freedom of Information Requests</b></p> <ul style="list-style-type: none"> <li>▪ One request received; response required by 18 December</li> </ul>	<b>Note</b>
6.4	<p><b>Board Training</b></p> <ul style="list-style-type: none"> <li>▪ Members reminded to put requests for any training to PA who will discuss with the Chair.</li> </ul>	<b>Note</b>
6.5	<p><b>Board Development Meetings</b></p> <ul style="list-style-type: none"> <li>▪ Summary report attached as Appendix 1. More time can be spent reviewing this at future meeting.</li> </ul>	<b>Note</b>
6.6	<p><b>Board Away Days</b></p> <ul style="list-style-type: none"> <li>▪ Will be taken forward with new Chief Executive.</li> </ul>	<b>Note</b>
6.7	<p><b>Rule Change</b></p> <ul style="list-style-type: none"> <li>▪ Rules have received all regulatory approvals. Copies will be sent out to all Association Members after Christmas Break.</li> </ul>	<b>Note</b>
6.8	<p><b>Governance Policy Reviews</b></p> <ul style="list-style-type: none"> <li>▪ The new Chief Executive will take forward the review of the standing Orders and Governance Equalities policies.</li> </ul>	<b>Note</b>
6.9	<p><b>Schedule of Board Report and Regulatory Returns</b></p> <ul style="list-style-type: none"> <li>▪ Members noted these Schedules. These will be saved into the VBR document library.</li> </ul>	<b>Note</b>
6.10	The Board <b>noted</b> the contents of this report.	<b>Note</b>



<p>7.</p> <p>7.1</p> <p>7.2</p>	<p><b>REGISTERS</b></p> <p><b>Noted</b> that there were the following entries made in the Registers:</p> <p><b>Fraud</b> – Details of potential fraud raised by Invertay noted in the register. Police have been informed and have taken statements from out solicitors</p> <p><b>Declaration of Interests</b> – Annual returns for Board Members recorded.</p> <p><b>Entitlements, Payments and Benefits</b> – One entry noted – retirement/thank you gift for J Mather.</p> <p><b>Noted</b> that there were no entries in any of the other Registers</p>	<p><b>Action Required</b></p> <p><b>Note</b></p> <p><b>Note</b></p>
<p>8.</p> <p>8.1</p> <p>8.2</p> <p>8.3</p> <p>8.4</p>	<p><b>ANY OTHER COMPETENT BUSINESS</b></p> <p><b>Staffing Update</b></p> <p><b>Minute removed or edited due to information relating to personal/confidential items or being commercially sensitive</b></p> <p><b>Ironmills Development Limited (IDL)</b></p> <p><b>Noted</b> that IDL manage our 11 mid-market rent properties in Langlaw, Mayfield.</p> <p><b>Noted</b> that there were four Board Members:</p> <ul style="list-style-type: none"> <li>▪ Norma McNeill, Chair</li> <li>▪ Brian Christie, Secretary</li> <li>▪ Morag MacDonald (resigned 10 December 2020)</li> <li>▪ Andrew Noble (resignation effective 31 December 2020).</li> </ul> <p><b>Noted</b> that the current position has been flagged to the remaining Board Members. Caron Quinn has advised that</p>	<p><b>Note</b></p> <p><b>Note</b></p> <p><b>Note</b></p> <p><b>Note</b></p>

8.5	<p>she is happy to join the Board and it is hoped that the new Chief Executive will also join.</p> <p><b>Noted</b> that new appointments will require to be approved by the Board of Melville.</p>		<p><b>Action Required</b></p> <p><b>Note</b></p>
9.0	<p><b>DATE OF NEXT MEETING</b></p>		
9.1	<p><b>Noted</b> that the next scheduled meeting of the Board is Wednesday 27 January 2021 at 5pm (via Zoom).</p>		<p><b>Note</b></p>
	<p><b>RETIREMENT OF CHIEF EXECUTIVE</b></p> <p>As this was the Chief Executive's last Board Meeting. The Chair said a few words about his long and successful career in housing and on behalf of the Board wished him a long, happy, and healthy retirement.</p>		