

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 14 December 2022  
at 6.00 pm Hybrid Meeting - Office and Zoom Video Conference Call

**PRESENT:** Donna Bogdanovic  
David Bond  
Hailie Johnston  
Clare Marshall  
Christie Moore  
Caron Quinn  
Barbara Shearer  
Bill Takhar  
Cathy Hanlan  
Lucy Stang

**IN ATTENDANCE:** John McMorrow, Chief Executive  
Kirsten Dean, Head of Finance & Corporate Services  
Jane Burnet, Head of Housing  
Dan Hughes, Communications Manager

#### D BOGDANOVIC IN THE CHAIR

It was agreed to take item 4 on the agenda as the first item at the meeting.

<b>1a.</b>	<b>CHAIR'S OPENING REMARKS</b>  The Chair welcomed all to the meeting.	<b>Action Required</b>
<b>1b.</b>	<b>DECLARATIONS OF ANY OTHER BUSINESS</b>  <u>Noted</u> that there was no other competent business.	<b>Note</b>
<b>1c.</b>	<b>DECLARATIONS OF INTEREST</b>  <u>Noted</u> that declarations from Ironmills Directors were duly noted.	<b>Note</b>

<p><b>1d.</b></p>	<p><b>APOLOGIES</b></p> <p>Apologies were received from Andrew Dougherty and Paul Cameron.</p> <p>It was agreed to take item 4 on the agenda at this point in the meeting.</p>	<p><b>Action Required</b></p> <p><b>Note</b></p> <p><b>Approved</b></p>
<p><b>4.</b></p> <p>4.1</p> <p>4.2</p>	<p><b>ANNUAL COMMUNICATIONS &amp; COMPLAINTS REPORT</b></p> <p>The Board reviewed and <b>noted</b> the annual communications and complaints presentation as presented by the Communication Manager.</p> <p>The presentation outlined the following:</p> <ul style="list-style-type: none"> <li>▪ Work in the Community</li> <li>▪ Redesign of Voice</li> <li>▪ Comprehensive Satisfaction Survey undertaken</li> <li>▪ 12 Local Press Releases</li> <li>▪ Increasing digital responses with 347 rent responses to date (up 40%) with the main findings of</li> <li>▪ 75% find rents affordable</li> <li>▪ 66% support a rent increase in 2023/24</li> <li>▪ 65% support a 4 day week with only 6% not in support (remainder no specific views)</li> <li>▪ 72% see rent as good value for money</li> <li>▪ 81% happy with overall service</li> <li>▪ Tenant Representative group moved to hybrid meetings, have delivered the annual tenant report, redesigned the Voice, support a 4 day week</li> <li>▪ Carpet tiles issued to 22 families in 2022 and 110 have benefited since the project began</li> <li>▪ Complaints processes reviewed and more complaints being recorded</li> <li>▪ 89% of complaints responded to within timescale</li> <li>▪ Priorities for 2023 include support cost of living crisis, examine sustainable solutions, develop website and app with support from IT Manager</li> <li>▪ Continue improvement through feedback</li> </ul>	<p><b>Note</b></p>

<p>4.3</p> <p>4.4</p> <p>4.5</p> <p>4.6</p>	<p>The Board suggested additional improvements to the redesign of the Voice as follows:</p> <ul style="list-style-type: none"> <li>• Article to be presented on how the redesigned Paper version of the voice is recyclable</li> <li>• Less red font and/or boxes to be used, changed to greens and blues</li> </ul> <p>The Board considered the social media platforms being used and noted that Facebook was our principal media platform and they suggested additional alternatives can be used when practical.</p> <p>Board reviewed the complaints and requested that upheld complaints are broken down in the same manner as those listed in the report.</p> <p>The Board <b>noted</b> and thanked the Communications Manager for his presentation.</p> <p>The Communications Manager left the meeting at this point.</p> <p>The meeting then reverted to the agenda items as circulated.</p>	<p><b>Action Required</b></p> <p><b>Note</b></p> <p><b>Note</b></p>
<p>2.</p> <p>2.1</p> <p>2.2</p> <p>2.3</p>	<p><b>MINUTES OF PREVIOUS BOARD MEETING 16 NOVEMBER 2202</b></p> <p><b>Noted</b> that the Chair invited the Chief Executive to lead on the minutes on behalf of the Secretary.</p> <p><b>Noted</b> that Members agreed that these were a true and accurate minute of the above meeting. The minutes were <b>approved</b> by Clare Marshall and <b>seconded</b> by Hailie Johnston.</p> <p><b>Noted</b> that Members agreed that the confidential minute circulated under separate cover were a true and accurate minute of the above meeting. The minutes were <b>approved</b> by Clare Marshall and <b>seconded</b> by Christine Moore.</p>	<p><b>Note</b></p> <p><b>Approve</b></p> <p><b>Approve</b></p>

<p><b>3.</b></p> <p>3.1</p> <p>3.2</p> <p>3.3</p> <p>3.4</p>	<p><b>MATTERS ARISING AND OUTSTANDING ISSUES</b></p> <p><u>Noted</u> that Chief Executive highlighted that the following items had been completed a sought approval for their removal from the report:</p> <ul style="list-style-type: none"> <li>▪ Code of Conduct for Board Members</li> </ul> <p>The Board <u>noted</u> the contents of this report and <u>approved</u> removal of the above items from the report.</p> <p><u>Noted</u> a verbal update on the outcome on the staff restructure and that three agreements had been concluded.</p> <p><u>Noted</u> that a number of posts have been advertised and that a further update will be presented in March 2023 on the outcome of all posts advertised and appointed.</p>	<p><b>Action Required</b></p> <p><b>Note</b></p> <p><b>Approve</b></p> <p><b>Note</b></p> <p><b>Note</b></p>
<p><b>5.</b></p> <p>5.1</p> <p>5.2</p> <p>5.3</p> <p>5.4</p> <p>5.5</p> <p>5.6</p>	<p><b>HOUSING SERVICES REPORT</b></p> <p>Board <b>noted</b> the Housing Services Report circulated with the agenda, which was presented at the meeting.</p> <p>Board <u>noted</u> the arrears performance at end of September was 1.86% well below our current target of 2.75%.</p> <p>Board <u>noted</u> the financial gains of £334,266 achieved for our tenants during the same period.</p> <p>Board <u>noted</u> work undertaken to support tenancy sustainment alongside plans to undertake a tender exercise as the current contract is coming to an end in August 2023.</p> <p>Board <u>approved</u> in principle going to tender for a tenancy sustainment service during 2023.</p> <p>Board <u>noted</u> and reviewed the various options in relation to energy advice and after consideration <u>approved</u> that staff could attempt to apply for additional funds to appoint our own energy adviser.</p>	<p><b>Note</b></p> <p><b>Note</b></p> <p><b>Note</b></p> <p><b>Note</b></p> <p><b>Approve</b></p> <p><b>Note &amp; Approve</b></p>

5.7	Board <b><u>noted</u></b> that there has been a slight reduction in neighbour disputes with most cases being low level noise complaints.	<b>Action Required</b> <b>Note</b>
5.8	Board <b><u>noted</u></b> that 40 lets have been made and that we are on target to achieve our homeless lets.	<b>Note</b>
5.9	Board <b><u>noted</u></b> that there have been no evictions to date, however we are seeing some properties being abandoned.  Board thanked the Head of Housing for the excellent report and requested that their thanks be presented to the Team for all their hard work.	<b>Note</b>
<b>6.</b>	<b>GOVERNANCE</b>	
6.1	<b><u>Noted</u></b> that the Chief Executive reported:	<b>Note</b>
6.2	<b>Notifiable events</b> – two notifiable events – Staff Structure consultation and Cost of Living Mitigation Consultation still ongoing.	<b>Note</b>
6.3	<b>SPSO</b> – Nothing new in the report although SPSO are looking at their policy and processes on how complaints handling affecting children will be tested and introduced .	<b>Note</b>
6.4	<b>FOI/SAR/GDPR</b> – nothing new to report.	<b>Note</b>
6.5	<b>Board Training</b> – A revised training programme to be presented in January following the outcome of the Board Development Meetings and the Board Away Day sessions.	<b>Note</b>
6.6	<b>Board Development</b> (Appraisals) – Have all been undertaken.	<b>Note</b>
6.7	<b>Building Resilience</b> – Variety of suggestions from this session will be developed in 2023.	<b>Note</b>
6.8	<b>Audit Committee Report</b> – Void and Arrears internal audits received strong assurances.	<b>Note</b>

		<b>Action Required</b>
6.9	Risk Map was reviewed by Audit Committee with only one amendment suggested to include more details on asbestos risks.	<b>Note</b>
6.10	Audit Committee are also planning to move all their meetings to online from 2023 and initial responses prefer a meeting during lunch time.	<b>Note</b>
6.11	Audit Committee have requested a benchmark of the policy register to ensure the suite of policies currently used meets the needs of Melville.	<b>Note</b>
6.12	<b>Code of Conduct/Declaration of Interests</b> – all returns have now been completed.	<b>Note</b>
6.13	<b>Calendar of returns</b> – no changes to calendar of returns and as previously reported all returns to date have been returned on time	<b>Note</b>
6.14	<b>Staffing</b> – Work progressing on staff structure as noted earlier in the meeting.	<b>Note</b>
	Cost of Living Mitigation proposals progressing, and an update will be presented at the next agenda item.	<b>Note</b>
6.15	<b>Association Membership Drive</b> – no new applications and/or deletions identified.	<b>Note</b>
6.16	<b>Policy Reviews</b> – no changes.	<b>Note</b>
6.17	<b>Health and Safety</b> – The Scottish Housing Regulator has issued letter relating to tragic death which indicated a link between mould and damp in houses.	<b>Note</b>
6.18	SHR has asked that all governing bodies consider the systems they have in place to identify and deal with mould and damp.	<b>Note</b>
6.19	It was reported at the meeting that prior to this letter being issued our new Property Manager had met with specialist	<b>Note</b>

	contractors who will undertake additional surveys of properties affected by mould.	<b>Action Required</b>
6.20	<b>Equalities</b> – no new Equality and Human Rights issues had been identified.	<b>Note</b>
6.21	<b>Annual Assurance Statement</b> – update to action plan included in the report.	<b>Note</b>
6.22	The Board <b>noted</b> the contents of this report.	<b>Note</b>
6.23	Board <b>approved</b> the risk register subject to addition of inclusion of asbestos risk.	<b>Approved</b>
<b>7.0</b>	<b>REVIEW OF DRAFT BUDGET 2023-24</b>	
7.1	<b>Noted</b> that the Head of Finance and Corporate Services gave an overview of the proposed draft budget for the period 2023/24.	<b>Note</b>
7.2	Board reviewed and <b>noted</b> the following key elements for this budget as follows: <ul style="list-style-type: none"> <li>▪ Proposed rent increase of 2%</li> <li>▪ Budget links to corporate strategy objectives</li> <li>▪ Budget links to key regulatory risks identified by the Scottish Housing Regulator</li> <li>▪ Interim responses to the rent consultation</li> <li>▪ Budgeted surplus of £1.0m planned</li> <li>▪ Void Levels assumed at 0.25%</li> <li>▪ Bad Debt forecast of 1.5%</li> <li>▪ Bad debts for rechargeable items at 75%</li> <li>▪ Capital Improvements of £2.1m</li> <li>▪ Overall Maintenance Spend of 4.5m</li> <li>▪ Overhead expenditure of 4.6m</li> <li>▪ Employment costs increasing in line with rental increase proposed</li> <li>▪ Overview of current loans</li> <li>▪ Development programme spend of £1.6m</li> </ul>	<b>Note</b>

	These elements outlined in the draft budget report were duly <b>noted</b> .	<b>Action Required Note</b>
7.3	Board <b>Noted</b> the various sensitivity and risk analysis as follows: <ul style="list-style-type: none"> <li>▪ Loan interest increasing to 6%</li> <li>▪ Bad debts increasing by a further 1%</li> <li>▪ Inflation costs on overheads increasing to 15%</li> <li>▪ Void costs increasing to 0.5%</li> <li>▪ Rental income from new build being delayed</li> </ul>	<b>Note</b>
7.4	Board <b>Noted</b> that we remain in a strong position in terms of cash and our covenants.	<b>Note</b>
7.5	After review Board <b>approved</b> the proposed budget assumptions for 2023/24.	<b>Approval</b>
7.6	Board <b>noted</b> the proposed spend of £8.7m on capital grants with support of £4.8m.	<b>Note</b>
7.7	Board <b>approved</b> the proposed rent increase of 2.0%.	<b>Approval</b>
7.8	Board <b>approved</b> the cost of living salary increase of 2% for 2023/24.	<b>Approval</b>
7.9	Board <b>noted</b> that the 30 year plan will be presented to the meeting in January.	<b>Note</b>
<b>8.</b>	<b>REGISTERS</b>	
8.1	<b>Noted</b> that since the Registers were last presented to the Board the following entries have been made: <p><b>Declarations of Interest - None</b></p> <p><b>Entitlements, Payments, and Benefits – One</b></p> <p><b>Seal Register - None</b></p>	<b>Note</b>



8.2	<p><b><u>Noted</u></b> that there were no new entries in the following registers</p> <ul style="list-style-type: none"> <li>▪ Bribery &amp; Corruption</li> <li>▪ Fraud</li> </ul>	<b>Action Required</b> <b>Note</b>
8.3	<p><b><u>Noted</u></b> that the Chair signed the Registers at the end of the meeting and Members were reminded that these registers are available for review at any time.</p>	<b>Note</b>
<b>9.0</b>	<b>ANY OTHER COMPETENT BUSINESS</b>	
9.1	<p><b><u>Noted</u></b> that there was no other competent business to be raised.</p>	<b>Note</b>
<b>10.0</b>	<b>DATE OF NEXT MEETING</b>	
10.1	<p><b><u>Noted</u></b> that the next scheduled meeting of the Board is Wednesday 25 January 2023 at 6pm and that this will be a hybrid meeting.</p>	<b>Note</b>
10.2	Meeting was closed at 19.57	