

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 June 2023
at 6.00 pm Hybrid Meeting - Office and Zoom Video Conference Call

PRESENT: Donna Bogdanovic
Clare Marshall
Caron Quinn
Barbara Shearer
Paul Cameron
David Bond
Christine Moore

APOLOGIES: Cathy Hanlan
Hailie Johnston
Lucy Stang
Bill Takhar
Andrew Dougherty

IN ATTENDANCE: John McMorrow, Chief Executive
Rich Murdoch, Head of Asset Management
Jane Burnett, Head of Housing
David Todd, Property Manager
David Dewhurst, Acting Head of Finance

D BOGDANOVIC IN THE CHAIR

	Agenda Item Details	Action Required
1a.	CHAIR'S OPENING REMARKS The Chair welcomed all to the meeting.	
1b.	DECLARATIONS OF ANY OTHER BUSINESS <u>Noted</u> that there was no other competent business.	Note

	Agenda Item Details	Action Required
1c.	<p>DECLARATIONS OF INTEREST</p> <p>Noted that declarations from Ironmills Directors and the Tenant Representative were duly noted.</p>	Note
1d.	<p>APOLOGIES</p> <p>Apologies were received from Cathy Hanlan, Lucy Stang, Bill Takhar, Andrew Dougherty, and Hailie Johnston</p>	Note
2.	<p>MINUTES OF PREVIOUS BOARD MEETING 17 MAY 2023</p>	
2.1	<p>Noted that the Chair invited the Chief Executive to lead on the minutes on behalf of the Secretary.</p>	Note
2.2	<p>Board noted one typo error on the names in attendance and one formatting error at item 4.13.</p>	Note
2.3	<p>With these amendments Board Members agreed that these were a true and accurate minute of the above meeting. The minutes were approved by Clare Marshall and seconded by Barbara Shearer.</p>	Approve
3.	<p>MATTERS ARISING AND OUTSTANDING ISSUES</p>	
3.1	<p>Noted that Chief Executive highlighted that the following items had been completed and sought approval for their removal from the report:</p> <p style="padding-left: 40px;">Financial Derivatives Update</p> <p style="padding-left: 40px;">Tenancy Sustainment Tender</p> <p style="padding-left: 40px;">Energy Adviser Bid</p>	Note
3.2	<p>Noted that Chief Executive highlighted that the following items had been progressed, superseded, and sought approval for their removal from the report:</p>	Note

	Agenda Item Details	Action Required
	<p>Recovery Option Updates presented in Development Report</p> <p>Alternative Debt Collection Agency</p>	
3.3	The Board <u>noted</u> the contents of this report and <u>approved</u> removal of the above items from the report.	Approve
3.4	Consideration was given to the Equalities & Human Rights Action Plan circulated with the agenda.	
3.5	It was <u>noted</u> that a further review would be undertaken once up to date census information is published.	Note
3.6	Board approved the Equality and Human Rights Action Plan for 2023/24 – 2026/27.	Approve
3.7	The Board <u>noted</u> the possible future actions table which outlined possible actions and/or longer-term actions.	Note
4.	GOVERNANCE	
4.1	<u>Noted</u> that the Chief Executive reported on the following items as circulated in the Governance Report:	Note
4.2	Notifiable events – no new notifiable events.	Note
4.3	FOI/SAR/GDPR – it was <u>noted</u> that since writing the report there was one new low level GDPR breach was reported relating to an error in an email recipient.	Note
4.4	Board Development & Training –The Board <u>noted</u> the training programme, and that the last training session was issued on VBR for reference.	Note
4.5	<u>Noted</u> the Scheme of Delegated Authority review and <u>approved</u> the revision which incorporated items from the advisory guidance issued by SFHA.	Approve

	Agenda Item Details	Action Required
4.6	Calendar of returns – Board <u>noted</u> the returns made to date and returns due over the next three months.	Note
4.7	4 Day Working Week – Board <u>noted</u> the update on this project along with proposed consultation.	Note
4.8	It was <u>noted</u> that the next update will include details of the tenants’ survey alongside the Tenants Group views.	Note
4.9	It was <u>agreed</u> that members views would be sought at the AGM.	Approve
4.10	Association Membership Drive – it was <u>noted</u> that there were no changes to membership.	Note
4.11	Equalities – no new Equality and Human Rights issues were presented.	Note
4.12	Annual Assurance Statement – update to action plan included in the report.	Note
4.13	Policy Reviews – Board <u>noted</u> the following policy review which is in the progress of being developed. <ul style="list-style-type: none"> • HSG 012 Allocations <p>Paul Cameron joined the meeting at this point.</p>	Note
5.	HOUSING REPORT	
5.1	The Head of Housing presented the Annual Housing Report that was circulated with the agenda.	
5.2	Board <u>noted</u> the key performance information for Housing Services for the period 2022/23.	Note
5.3	Board <u>noted</u> in particular the arrears performance.	Note

	Agenda Item Details	Action Required
5.4	Board <u>noted</u> the work undertaken by the Welfare Benefits Team with financial gains recorded in the report.	Note
5.5	Board <u>noted</u> the main outcomes from Changeworks, and CHAI and the various case studies issued as appendices.	Note
5.6	Board <u>approved</u> entering into a 1 year rolling contract with CHAI for tenancy support only, following the tenancy support and money advice tender exercise. It was <u>noted</u> that this will reduce the overall contract by (redacted) on the tender return price.	Approve Note
5.7	Board <u>approved</u> pausing the energy advice service plans as there has not been significant referrals for the current service.	Approve
5.8	Board <u>noted</u> the additional energy advice funding given to tenants to deal with fuel poverty.	Note
5.9	Board considered the outcome for 2022/23 void relet and queried whether there was any pattern for this increase.	
5.10	It was reported that there were no specific trends rather a combination of factors including contractor performance and some homes being difficult to let.	Information
5.11	Board queried what work has been done to incentivise tenants for returning keys and homes in a good condition and further work will be undertaken to examine incentives.	
5.12	Board therefore <u>approved</u> the proposed 16-day average relet target.	Approve
5.13	Board considered and <u>noted</u> responses in relation to various questions raised including:	Note
5.14	Section 2.6 Courts not following their own guidance in handling arrears cases, what this involved, and it was reported that the guidance said that they would not allow	Information

	Agenda Item Details	Action Required
5.15	<p>cases to be sisted more than once, but this continues to be the case.</p> <p>Section 2.7 Increase in abandonments have no specific reasons albeit a few related to drugs and county lines.</p>	Information
6.	PROPERTY MAINTENANCE REPORT	
6.1	The Property Manager presented the Annual Property Maintenance Report that was circulated with the agenda.	
6.2	Board <u>noted</u> the key performance information for Property Maintenance for the period 2022/23.	Note
6.3	Board <u>noted</u> the report which included costs for the year, planned maintenance outturns, contractor performance, tenant safety matters, alongside a breakdown of main procurement contracts.	Note
6.4	Board reviewed the ground maintenance service and <u>approved</u> Midlothian Council as the ground maintenance contractor.	Approve
6.5	Board reviewed the Gas Safety Contract and <u>approved</u> an extension of 2 years to Saltire Facilities Management.	Approve
6.6	Board sought additional assurance on the plans for the reactive and void maintenance tender and it was agreed that an analysis on price per property will be presented to the Board at a future meeting.	Action
7.	TREASURY MANAGEMENT FOR YEAR ENDING 30 MARCH 2023	
7.1	<u>Noted</u> that the Acting Head of Finance highlighted that this report detailed 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.	Note

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7.2	Noted that a supplementary report was circulated providing further details on the proposed draw down of the Name Redacted loan facility.	Note
7.3	Noted that the Treasury Management Policy reviewed in June 2021 and the Board were advised that our treasury management specialists, ATFS have confirmed that there are no legislative changes required.	Note
7.4	Noted that our last full review of our loans was done in 2015 and it is now time to look at these again. Board was asked to give their approval for ATFS to review our portfolio and make any recommendations for our future funding strategy.	Note
7.5	Board noted that the headroom on borrowing showing (Redacted).	Note
7.6	Noted that the annual Loan Portfolio Return was presented for approval and authorisation for submission to the Scottish Housing Regulator.	Note
7.7	Noted that Members were given details on our Loan Portfolio Return	Note
7.8	The Board noted the contents of this Report	Note
7.9	Certified and approved the contents of the Loan Portfolio Return and its submission to the Regulator.	Approve
7.10	Approved engaging ATFS to carry out full review of our loan portfolio.	Approve
7.11	The Board noted the contents of the supplementary report and approved a drawdown of (Amount Redacted).	Note Approve
7.12	Board approved delegated authority to the (Redacted) as a current authorised signatory to sign the withdraw down notice.	Approve

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7.13	It was discussed that there was an option to fix the rate during the period of the loan – however initial advice is to set at a variable rate for the time being.	Information
7.14	Board <u>noted</u> that the initial draw down would be on a variable rate in accordance with the loan agreement.	Note
7.15	Board <u>approved</u> relaxation of Treasury Management Policy to allow a minimum of 60% of loans to be fixed.	Approve
7.16	Board <u>approved</u> placing (Amount and Account Redacted) on 6-month deposit with (Redacted).	Approve
8.	KPI PERFORMANCE MEASURES 2023/2024	
8.1	<u>Noted</u> that the Chief Executive explained that there were no significant changes to the KPIs currently reported on.	Note
8.2	<p><u>Noted</u> that the following proposed targets were highlighted:</p> <ul style="list-style-type: none"> ▪ Customer Satisfaction – 90% ▪ Complaints responded to within timescale – 100% ▪ Board Attendance – 80% ▪ Audit Committee Attendance – 70% ▪ Arrears – 2.75% ▪ FT Arrears Debt – 0.50% ▪ Average Relet times – 16 days ▪ Void Rent Loss – 0.20% (as per budget assumption) ▪ Staff Costs as % of rental income – 19.11% ▪ 99% for repairs appointments made and met ▪ Average time to complete non-emergency repairs – 10 days (as per current contract) ▪ Gas Services completed within 12 months – 100% 	Note
8.3	<u>Noted</u> that the stock figures will increase with new build units.	Note

	Agenda Item Details	Action Required
8.4	The Board noted the contents of this report and approved the KPI Measures for 2023/2024.	Note/ Approve
9.0	DEVELOPMENT PROGRESS UPDATE REPORT	
9.1	The Head of Asset Management presented the Development Progress Report which was circulated with the agenda.	
9.2	Board noted that the response in relation to (Redacted).	Note
9.3	It was noted that the next planned handovers of Pentland Green (16 units) are planned for June and July.	Note
9.4	It was noted that the Oak Place Mayfield pre start meeting is planned for June.	Note
9.5	Board queried the land value at Newbattle, and it was noted that although this has reduced, we are still looking for additional clarification on value for abnormal costs.	Note
9.6	Board queried whether we would be spending additional potential abortive costs over and above those previously approved and it was noted that the value engineering exercise was on hold until there was some certainty (Details Redacted).	Note
9.7	Board noted the report circulated with the agenda outlining progress on the Development activities of the Association.	Note
10.	REGISTERS	
10.1	Noted that since the Registers were last presented to the Board the following entries have been made: Declarations of Interest – One – staff member joining as Board Member of another Housing Association.	Note

	Agenda Item Details	Action Required
	<p>Entitlements, Payments, and Benefits – None</p> <p>Seal Register - None</p> <p>10.2 <u>Noted</u> that there were no new entries in the following registers:</p> <ul style="list-style-type: none"> ▪ Bribery & Corruption ▪ Fraud 	Note
	<p>10.3 <u>Noted</u> that the Secretary will arrange to sign the Registers and Members were reminded that these registers are available for review at any time.</p>	Note
11.0	ANY OTHER COMPETENT BUSINESS	
11.1	Donation Request – Board considered a donation request at the meeting and after consideration did not approve the request.	Information
11.2	<u>Noted</u> that there was no other competent business to be raised.	Note
12.0	DATE OF NEXT MEETING	
12.1	<u>Noted</u> that the next scheduled meeting of the Board is Wednesday 9 August 2023 at 6pm and that this will be a hybrid meeting.	Note
12.2	Meeting was closed at 19.34	