

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

PRESENT: Donna Bogdanovic
Paul Cameron
Cathy Hanlon
Clare Marshall
Caron Quinn
Barbara Shearer
Brian Wilkie

IN ATTENDANCE: John McMorrow, Chief Executive
Jane Burnett, Head of Housing Services
Rich Murdoch, Head of Asset Management
Dan Hughes, Communications and Corporate Services
Manager (Minute)
David Dewhurst, Acting Head of Finance (on Zoom)
Colin Turner, IT Manager (on Zoom)

D BOGDANOVIC IN THE CHAIR

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| | <p>Election of Officer Bearers</p> <p>The Chief Executive advised that as this was the first meeting following the Annual General Meeting therefore members needed to elect office bearers.</p> <p>Members were asked for proposals for the Chair.</p> <p>Chair: Donna Bogdanovic – proposed by Caron Quinn, seconded by Clare Marshall. Donna duly elected.</p> <p>The Chief Executive then handed the meeting over to the Chair to continue the election of the office bearers.</p> | <p>Action Required</p> |
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| | <p>Vice Chair: David Bond – proposed by Donna Bogdanovic seconded by Barbara Shearer. David duly elected.</p> <p>Secretary: Clare Marshall - proposed by Donna Bogdanovic seconded by Caron Quinn. Clare duly elected.</p> <p>The Chair thanked Barbara Shearer for her time as Secretary.</p> <p>Audit Committee</p> <p>Caron was proposed as Chair of the Audit Committee by Donna Bogdanovic and seconded by Paul Cameron. Caron was duly elected Chair.</p> <p>The Audit Committee has lost two members following their resignations from the Board however Cathy Hanlan and Christine Moore agreed to attend the next meeting as observers before deciding whether or not to join.</p> <p>The Audit Committee for 2023/2024 is:</p> <p>Caron Quinn - Chair Donna Bogdanovic Paul Cameron Bill Takhar</p> | <p>Action Required</p> |
| <p>1a.</p> | <p>CHAIR’S OPENING REMARKS</p> <p>The Chair welcomed all to the meeting and thanked members for their support, extending a special welcome to new Board member Brian Wilkie.</p> | |
| <p>1b.</p> | <p>DECLARATIONS OF ANY OTHER BUSINESS</p> <p><u>Noted</u> that there was no other competent business.</p> | <p>Note</p> |
| <p>1c.</p> | <p>DECLARATIONS OF INTEREST</p> <p><u>Noted</u> that declarations from Ironmills Directors were duly noted.</p> | <p>Note</p> |

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| 1d. | <p>APOLOGIES</p> <p><u>Noted</u> that apologies were received from David Bond, Bill Takhar and Christine Moore.</p> | <p>Action Required</p> <p>Note</p> |
| 2. | <p>MINUTES OF PREVIOUS BOARD MEETING 9 AUGUST 2023</p> | |
| 2.1 | <p><u>Noted</u> that the Chair invited the Chief Executive to lead on the minutes on behalf of the Secretary.</p> | <p>Note</p> |
| 2.2 | <p><u>Noted</u> that Members agreed that these were a true and accurate minute of the meeting. The minutes were <u>approved</u> by Donna Bogdanovic and <u>seconded</u> by Paul Cameron.</p> | <p>Note/ Approved</p> |
| 3. | <p>CORPORATE PLAN REVIEW</p> | |
| 3.1 | <p><u>Noted</u> that the Chief Executive gave a brief update on the plan, highlights of which included:</p> <ul style="list-style-type: none"> ▪ Equality and Human Rights – potential work needed due to additional focus by Scottish Government on human rights ▪ Fair Work First ▪ Continuous improvement programme ▪ Drive for new Board Members (recently advertised through SFHA, LinkedIn and on Melville website) ▪ Procurement | <p>Note</p> |
| 3.2 | <p><u>Noted</u> that looking at SWOT and Pest Analysis, the Chief Executive noted the following additional strengths and weaknesses were identified:</p> <ul style="list-style-type: none"> ▪ Local impact of cuts to public spending ▪ New deal ▪ Continued impact of high inflation ▪ Impact of a general election in 2024/25 ▪ Potential cost implication of staff accreditation | <p>Note</p> |
| 3.3 | <p>Board <u>noted</u> that there remain no sites appropriate for building back greener.</p> | <p>Note</p> |
| 3.4 | <p><u>Noted</u> that a brief discussion took place on staff training, and whether Melville monitors CPD. CEO explained that we do, however not sure if it will count under stricter rules likely to</p> | <p>Note</p> |

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| | be brought in. He explained that it's likely more formal qualifications will be needed particularly in senior roles. | Action Required |
| 3.5 | Noted that recent staff training has included sessions on mental health and menopause with all staff training on domestic abuse to follow. | Note |
| 3.6 | Noted that one member of staff has taken on an EV recently, thanks to salary sacrifice scheme. | Note |
| 3.7 | Noted that the Board agreed that they were happy with the review of the Corporate plan. | Note/ Approved |
| 4. | ANNUAL ASSURANCE STATEMENT 2023 APPROVAL | |
| 4.1 | Noted that the draft statement was circulated to Board in August (on VBR). | Note |
| 4.2 | <p>Noted that:</p> <ul style="list-style-type: none"> ▪ This year there's a particular focus on health and safety ▪ There's a need to increase membership, particularly in harder to reach groups ▪ There will be more of a focus on equalities and human rights in future ▪ The stock condition survey results (which have not thrown up any alarms) will need to be considered ▪ The salary review for 2024/25 will be significant ▪ Results of the recent census, once published, will be useful | Note |
| 4.3 | Noted that the date for annual Board declarations has been moved to September. Any member who has yet to return theirs should do so without delay. | Note |
| 4.4 | Noted that a brief discussion took place on this year's AAS. Board felt it was a good reporting framework with plenty of evidence to provide assurance that Melville is compliant. Main challenge was sifting through papers to work out which was most relevant, but members agreed that having more information was better than too little. | Note |

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| 4.5 | Noted that a question was asked about RAAC (concrete). Head of Asset Management replied that as far as we are aware, there is none present in either the Corn Exchange or in any of Melville homes. | Action Required Note |
| 4.6 | The Board noted the contents of this report and approved the signing of the Annual Assurance Statement. | Note/ Approved |
| 5. | POLICY REVIEWS | |
| 5.1 | Noted that the Head of Housing gave an update on three outstanding policies: <ol style="list-style-type: none"> 1. Domestic abuse (minor changes only) 2. Harassment (no significant changes) 3. Welfare advice (to come to November meeting) | Note |
| 5.2 | Noted that minor changes to Domestic abuse policy, which has been approved by Women’s Aid, include more frequent and enhanced training, and measures to protect victims and move perpetrators. | Note |
| 5.3 | Noted that Board were pleased to see that Melville is taking this important policy seriously and also delivering training for staff, including recognising signs etc. | Note |
| 5.4 | Noted that a discussion then took place about the help and support provided to victims of domestic abuse, male as well as female, by Melville. It was agreed that while Melville should help as much as possible, it was also important that we don’t overstep the mark and should be listening and sign posting to experts (like Women’s Aid) rather than taking action ourselves. It was also suggested an article might be included in a future issue of Voice. | Note |
| 5.4 | Noted that a discussion also took place on point 7.2 of the new policy regarding recharging for damage caused during domestic violence. The Chief Executive said that this wasn’t a significant issue in terms of cost and would be dealt with on a case-by-case basis. Victims would never be charged | Note |

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| | however Melville has flexibility to charge perpetrators. Board requested point 7.2 be reworded accordingly. | Action Required |
| 5.5 | Noted that this issue will also be considered when the recharge policy is reviewed next year. | Note |
| 5.6 | Noted that Board also requested minor changes be made to the wording used in 7.8 and 7.9, in order to make the meaning clearer. | Note |
| 5.7 | Noted that Board requested that significant amendments to policies be marked in red in future. | Note |
| 5.8 | The Board noted the contents of this report and approved the policies subject to minor amendments. | Note/ Approved |
| 6.0 | EVICITION REPORTS | |
| 6.1 | Noted that the chair and vice-chair have approved two evictions since the previous Board meeting with another coming up shortly. | Note |
| 6.2 | Noted that the Head of Housing was asked if it was likely that we would see an increase in arrears and evictions given the current climate. She replied that it was possible although staff did everything in their power to prevent situations like this and that evictions were almost always a result of the tenant failing to engage. She was also asked why one case went to court eight times, replying that this was for a number of reasons including the eviction ban and the reluctance of some sheriffs to take action. It was agreed that it was unfortunate these two cases had fallen between meetings meaning that Board members (apart from the chair and vice-chair) hadn't seen all the details, including, in one of the cases, the 11 years of help and support provided. | Note |
| 6.3 | The Board noted the contents of this report and approved delegated authority for the chair and vice-chair to authorise a potential eviction between meetings. | Note/ Approve |

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| <p>7.0</p> <p>7.1</p> <p>7.2</p> <p>7.3</p> <p>7.4</p> <p>7.5</p> | <p>BOARD REVIEW SESSION</p> <p><u>Noted</u> that the Chief Executive gave a brief overview of plans for the Board away day, saying that it would take place at the (Location Redacted) on 24 and 25 November with the theme of customer excellence and would be facilitated by (Consultant Name Redacted).</p> <p><u>Noted</u> that choices for meals will be circulated beforehand with responses needed the week before.</p> <p><u>Noted</u> that Paul asked that he be added to the attendance list.</p> <p><u>Noted</u> that the Chief Executive said that any prospective Board members arising from the current recruitment drive could be invited along for some sessions.</p> <p>The Board <u>noted</u> the contents of this report.</p> | <p>Action Required</p> <p>Note</p> <p>Note</p> <p>Note</p> <p>Note</p> <p>Note</p> |
| <p>8.0</p> <p>8.1</p> <p>8.2</p> <p>8.3</p> <p>8.4</p> <p>8.5</p> | <p>IT STRATEGY</p> <p><u>Noted</u> that the IT Manager briefly talked Board through the highlights of the IT strategy over the past year, including:</p> <ul style="list-style-type: none"> ▪ Move to Azure ▪ Review of the housing management system (HMS) ▪ CRM option work <p><u>Noted</u> that he explained that a number of areas (such as tenant involvement) were on hold until a decision is reached on the Housing Management System (HMS).</p> <p><u>Noted</u> that staff feedback has been largely positive with overall support for the pace of change.</p> <p><u>Noted</u> that when asked about his preference for the HMS, the IT Manager replied that a web-based system on a short contract was the minimum requirement. (Item redacted – commercially sensitive)</p> <p><u>Noted</u> that (Name Redacted) HA has recently completed a similar exercise and they would be happy to provide help/advice.</p> | <p>Note</p> <p>Note</p> <p>Note</p> <p>Note</p> <p>Note</p> |

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| <p>8.6</p> <p>8.7</p> <p>8.8</p> <p>8.9</p> <p>8.10</p> | <p><u>Noted</u> that Board asked about the drivers behind the decision to review the HMS. (Item Redacted – commercially sensitive).</p> <p><u>Noted</u> that when asked what additional support there would be for staff who found the pace of change too quick, the IT Manager replied allowances would be made and more support provided. He added that he’s found the Melville team great at supporting one another and that there was no pressure to move too quickly.</p> <p><u>Noted</u> that an interim update was requested before the next official update scheduled for March.</p> <p><u>Noted</u> that in response to being asked if it was just the review of the HMS taking place in year 2, the IT Manager replied the work involved in getting the major existing systems working together was a big part of the project and this was covered by the HMS.</p> <p>The Board <u>noted</u> the contents of this report.</p> | <p>Action Required</p> <p>Note</p> <p>Note</p> <p>Note</p> <p>Note</p> <p>Note</p> |
| <p>9.0</p> <p>9.1</p> <p>9.2</p> <p>9.3</p> <p>9.4</p> | <p>MEMBERSHIP APPLICATIONS</p> <p><u>Noted</u> that there were two new membership requests for the Board to consider, (Names Redacted).</p> <p><u>Noted</u> that one membership (share 257)) was removed under the rules of the Association.</p> <p><u>Noted</u> that there was a brief discussion on ways to attract new members, with the proviso that having engaged members willing to participate was more important than just adding numbers.</p> <p><u>Noted</u> that the Chair offered the support of the Board in recruiting new members, should it be required.</p> | <p>Note/ Approve</p> <p>Note</p> <p>Note</p> <p>Note</p> |

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| 10.0 | BANK MANDATE UPDATE | Action Required |
| 10.1 | <u>Noted</u> that (Name Redacted) requested approval to make changes to bank mandates: Changes Redacted. | Note |
| 10.2 | <u>Noted</u> that request, proposed by Caron Quinn and seconded by Barbara Shearer, was <u>approved</u> . | Note/ Approve |
| 11.0 | ANY OTHER COMPETENT BUSINESS | |
| 11.1 | <u>Noted</u> that there was no other competent business raised. | Note |
| 12.0 | DATE OF NEXT MEETING | |
| 12.1 | <u>Noted</u> that the next meeting of the Board is Wednesday 15 November 2023 at 6pm and that this will be a hybrid meeting. | Note |
| 12.2 | Meeting closed at 19.36. | Note |

Minutes Approved
15/11/2023