

BOARD MINUTES



Meeting Date: 02 February 2023
Time: 6pm
Venue: Via MS Teams

Board Members in Attendance

Adam Turner
Neil Tulloch
Chris Boyle
Julie Riley
Tricia Hill
Jeremy Hewer

Apologies

Anne Gault
Darren Lewis
Martin Joyce
Vicky Bluck
Craig Morton

Staff in Attendance

John Davidson	Chief Executive
Sandy Young	Director of Housing Management
Iona Taylor	Director of Asset Management
Craig Porter	Director of Finance and Business Support
Tammy Allan	Business Improvement Officer (minutes)

Others in Attendance

None

Please note that these minutes have been edited to remove any commercially sensitive or confidential discussions.

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STANDING ITEMS

6846	<p>Welcome</p> <p>The Chair welcomed everyone to the meeting.</p>
6847	<p>Apologies</p> <p>A record was made of apologies from non-attendees.</p>
6848	<p>Use of Seal</p> <p>None</p>
6849	<p>AOCB Approval</p> <p>SY informed the Board that he would like to provide a further update with regards to a further case for the Allocations sub-committee.</p>
6850	<p>Declaration of Interest on any Agenda Items</p> <p>None.</p>
6851	<p>Minutes from Previous Meeting</p> <p>The Board approved the Minutes from the previous meeting without amendment.</p>
6852	<p>Matters Arising/Update/Information Papers for Discussion</p> <p>None</p>
6853	<p>Board Members – Items for Future Meetings</p> <p>None</p>
6854	<p>Board Training – Verbal</p> <p>CB advised that he had attended a course on the Directors role in Health & Safety.</p> <p>JR recently attended an Equality & Diversity course and a fire awareness training session.</p>
6855	<p>Chief Executive’s Report</p> <p>JD presented his report and referred to the challenges that AHA previously encountered in terms of recruitment. However, both posts were recently readvertised with 10 applications received for one of the posts and 6 for the other, which was significantly more than the previous round of recruitment and JD is hopeful that we will be successful in recruiting this time around.</p> <p>There was a discussion around the 4 day working week proposal and how this would tie in with hybrid working. The Board also queried how successful the Big Livingroom initiative has been for the Association and also whether the Priority Mind Management support service was being utilised by staff.</p> <p>The Board noted the content of the Chief Executive’s report.</p>

PRESENTATIONS

6856	None
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REPORTS FOR DECISION

6857	<p>Reports to be approved following Audit & Finance Sub-committee – Annual Rent Review</p> <p>In VB’s absence AT present the reports following the Audit & Finance Sub-committee meeting. He reminded the Board that a decision had been made to consult on a 5.9% and 6.9% rent increase. He also informed the Board that the Sub-committee had a discussion around the feedback that had been received from tenants and as there wasn’t a strong view for either option it was felt that 6.4% was a significant increase and would allow the business to move forward.</p> <p>The Board were informed of what the tenant response rate had been and also given details of the analysis of the results that took place.</p> <p>The Board approved that the rent increase figure for the next financial year (2023-24) be set at 6.4% as recommended by the Audit and Finance Sub-committee. This will enable the Association to limit future rent increases to CPI+1% by increasing income in 2023-24 by circa £60k, which will be utilised in 2023-24 to further the Associations work to support our tenants through the Cost-of-Living Crisis.</p>
6858	<p>Reports to be approved following Audit & Finance Sub-committee – Draft Annual Budget 2023-24</p> <p>The draft annual budget was presented to the Board and they were informed that it had been prepared using the results of the recent stock condition survey. CP also informed the Board that the Association are aware that a 6.4% rent increase will be difficult for many tenants, but it is required in order to mitigate years 2 to 5 in the plan.</p> <p>The Board approved the draft annual budget as recommended by the Audit and Finance Sub-committee.</p>
6859	<p>Reports to be approved following Audit & Finance Sub-committee – Draft 30-year plan</p> <div style="background-color: black; height: 40px; width: 100%;"></div> <p>The plan also takes into account the downturn in development.</p> <p>The Board were notified that the 30-year plan doesn’t reflect meeting net zero but this is still something that needs to be considered.</p> <p>The Board approved the proposed draft 30-Year Financial Plans as recommended by the Audit and Finance Sub-committee.</p>
6860	<p>Reports to be approved following Audit & Finance Sub-committee – Treasury Management Strategy</p> <p>AT informed the Board that the 30-Year Financial Plan details that there is a requirement to borrow, which is straight forward but AHA also need to look at releasing security from some of the blocks. CP also informed the Board that RBS have agreed to release security on most of the Craigshill stock.</p> <p>The Board approved the Treasury Management Strategy 2023-24 as recommended by the Audit and Finance Sub-committee.</p>
6861	<p>Reports to be approved following Audit & Finance Sub-committee – Risk Map Q3 Review</p>

	<p>AT informed the Board that there were a few new risks included within the risk map this quarter along with amendments being made to some of the current risks.</p> <p>The Board noted that many of the risks were triggering red and whilst they agreed that this is as a result of the current climate that we live in, it was also agreed that this should be discussed at the Board strategy day in March.</p> <p>The Board noted the status of the risk map as submitted by the Audit and Finance Sub-committee.</p>
6862	<p>Reports to be approved following Audit & Finance Sub-committee – Bad Debt Write-Off</p> <p>AT informed the Board that the Audit and Finance Sub-committee were happy with the proposal within the report.</p> <p>There were no queries or questions from the Board.</p> <p>The Board approved the proposed bad debt write-off/write-off of credit balances.</p>
6863	<p>Revised Key Performance Indicators 2023/24</p> <p>CP presented the report and informed the Board that at present there are additional KPIs that are brought to Board for approval that are not currently being reviewed by SMT on a monthly basis. He moved on to advise that it is proposed that going forward there will be an intensive pack but there will be a cascading approach. CP detailed that it is proposed that there will be 8 KPI themes which all stem from the 3 business plan categories – Homes, Services and People. Each theme would then have sub-categories and if any of the indicators within the sub-category trigger red, then the performance theme would then trigger red and would presented to Board. This would draw focus on problem areas but it would also highlight good performance.</p> <p>CP concluded by advising that SMT would review each of the categories on a monthly basis, therefore avoiding the need for Board to review all 44 individual indicators.</p> <p>The Board approved the revised Key Performance Indicators format for reporting on the operational performance of the Association. Details of the individual targets set for the reporting will be reported to Board in May, which will be consistent with the Business Plan assumptions contained within the Approved Budget 2023-24.</p>
6864	<p>ICT Systems update</p> <p>CP reminded the Board that part of the discussion during the November meeting, whilst there was a discussion around a new CRM system, Board members expressed their concerns around the continued use of Aareon. CP moved on to advise that Aareon gave their commitment that service levels would improve, however in reality this has not happened and they have now informed AHA that in order for us to achieve our aspirations of having a fully functional tenant portal there would be increased fees for this portal.</p> <p>CP then informed the Board that the financial plans have been reviewed along with a review of what other system are available and a multi-tenant SAAS solution that can be stored in the cloud has been sourced which can also delivery something similar to what we already have [REDACTED]</p> <p>CP moved on to advise that it is proposed that AHA market test 2 or 3 different systems and then match them to what AHA want. [REDACTED]</p>

	<p>CP also informed the Board of other issues that AHA have been experiencing with QL with regards to updating the most recent version of QL and other issues that arose following a pen test that was carried out.</p> <p>Also, in terms of ICT, a new HR payroll solution has been identified through People HR which is on course to be implemented by 31st March.</p> <p>The Board notes the progress on ICT projects and approved the steps taken and recommended by the Senior Management Team for our key business system refresh / reboot.</p>
6865	<p>Update from Staffing Sub-committee – Salary Sacrifice EV Cars</p> <p>AT referred to the report and informed the Board that it has been long-standing point surrounding the staff benefits that are available. He moved on to advise that the Staffing Sub-committee felt that the salary sacrifice for EV cars was a good initiative and was in line with what other organisations offer, plus it is an essential benefit for staff.</p> <p>The Board homologated the decision of the Staffing Sub-committee to approve the offer of an additional employee benefit of Salary Sacrifice EV Cars for all eligible staff.</p>
6866	<p>Update from Staffing Sub-committee – Company Car Policy</p> <p>AT informed the Board that the Staffing Sub-committee were also comfortable with the proposal to amend the Associations company car policy .</p> <p>The Board homologated the decision of the Staffing Sub-committee to approve the change to the company car policy to allow for a cash alternative.</p>
Housing Management	
6867	<p>Allocations Sub</p> <p>SY presented the report and informed the Board that the detailed contained within the report was straight forward.</p> <p>He moved on to advise that he would like to refer to the AOCB matter. Since preparing this report a further 2 allocation cases have come to light that require approval.</p> <p>A request was previously taken to the Allocations sub-committee seeking a request for special case points for a tenant who had gone into prison and the property was recovered. [REDACTED]</p> <p>[REDACTED]</p> <p>SY moved on to advise that another RSL is due to meet with the tenant involved to arrange rehoming and are working alongside the criminal justice worker. It was noted that additional training will be provided to staff and a request will also be made for the internal auditors to review the process we follow to ensure that it is robust enough.</p> <p>It was noted that JD is due to meet with the Regulator and he will inform them of what has happened. It was also noted that the next Board report will include details of the additional 2 allocation cases.</p> <p>The Board noted the contents of this report.</p>
6868	<p>Garages leased to community at No Charge</p> <p>SY presented the report and informed the Board that it was for noting. He moved on to advise that in previous years 2 garages have been used for Growing Together and that when they had been discussed previously it had not been made clear that the garages would be used from the start of the financial year.</p>

SY moved on to advise that we have carried out a reassessment of the free garages in order to establish if the free garages bring any benefit to tenants and also to establish where it would fit within the Associations strategies. Everyone who receives free garage was also written to and was given details of what options are available to them going forward.

The Board **noted** the contents of the report updating the Associations position on garages let rent free to community groups.

The Board **agreed** that for the two newer additions (Growing Together and Ash Grove Residents) that the rent is covered from the start of the financial year as should have been made clear in the original paper.

Asset Management

6869 **Jespersion Block Update**

IT informed the Board that with regards to Katherine Street, a technical and project meeting with the consultants and loss adjusters has taken place to discuss the project. A building warrant has been submitted and AHA are currently awaiting further feedback with regards to this. All being well, it is hoped that AHA will be in a position to go out tender at the end of this month.

With regards to the other affected blocks, IT reminded the Board that they had approved the mitigating fire alarm system. IT advised that she is currently waiting for Building Standards Scotland to confirm that they are happy with the Associations proposals.

IT moved on to advise that the blocks that are affected contain both AHA tenants and owner occupiers. [REDACTED]

[REDACTED]

It was agreed that the communication that we issue is key and everyone, where we will be installing the fire alarm system, will be written to within the coming weeks.

It was noted that if AHA are writing to tenants and other owners / landlords, AHA may be required to offer a public meeting. [REDACTED]

[REDACTED] IT noted that there is no huge risk at this stage, AHA are required to carry out this work following the fire at Katherine Street and to ensure that the fire safety systems are robust.

The Board **noted** the contents of the report and approved:

- i. That the Association covers the full cost of the integrated fire alarm systems to the 4 blocks regardless of tenure.
- ii. [REDACTED]

6870 **Update and approval request – December 2022**

[REDACTED]

	The Board noted the contents of this report and previous approval via email of the appointment of the contract for the installation of the Fire Alarm System in the Jespersen Blocks and the proposed uplift request by City Technical Services.
6871	<p>Mould & Dampness</p> <p>The Board noted the content of the report that was previously circulated amongst them. [REDACTED]</p> <p>[REDACTED] Must have been asked to carry out a survey and then provide a report on what work can be done to mitigate the problem. The Board agreed that it was a good initiative and advised that they were happy proceed.</p> <p>The Board noted the content of the report.</p>
CONSENT AGENDA	
6872	<p>Consent Agenda</p> <p>IT referred to the development report and informed the Board that there has been an update since the report was written. She moved on to advise that the tender for Blackburn has now been received and is currently being appraised. However, as yet we are not in a position to know what the final figure will be as yet but there will be a further update within the next few weeks.</p> <p>The Board agreed to the recommendations within the consent agenda.</p>
6873	<p>AOCB</p> <p>None</p>
	Date of Next Meeting: 04 May 2023

Approved by:

Date: