

ABERTAY HOUSING ASSOCIATION LIMITED

Minutes of the Board Meeting

Wednesday 29 May 2024 17:00

Present: Ron Neave (Chair), Kath Mands (Vice-Chair), Alan Fraser and Ian Byers.

The following joined via Video Conferencing: Vicki Cutler.

In Attendance: Barry Moore (CE), Marjorie Sloan (CSD and Secretary) and Clare Talbot (CSO).

24/05/01 Apologies

Kevin Braidwood, Denis Brown, Paul Crichton and Darren Keddie.

The Chair welcomed everyone to the meeting.

24/05/02 Declarations of Conflicting Interests

No Member declared a conflicting interest.

Asset Management & Development Committee Reports (AM&DC)

24/05/03 AM&DC Meeting 1 May 2024

The Chair of the AM&DC provided a comprehensive update on the meeting which took place on 1 May 2024. The Chair was delighted to report the excellent progress in respect of the Planned Maintenance Programme. The Chair highlighted the financial position of the Oak Gardens Development, being overall more positive than initially reported to the Board in March 2024.

The CE commented that he was really pleased with the delivery of the Planned Maintenance Programme, and he was also really pleased with the progress made in respect of the Oak Gardens development. The CE informed Members that they would see the planned maintenance work and the Oak Gardens development when we embark on the tour of schemes later in the year.

Board **noted** the AM&DC Report.

Audit, Finance & Risk Management Committee Reports (AF&RMC)

24/05/04 AF&RMC Meeting 15 May 2024

In the absence of the AF&RMC Chair, the CSD provided a comprehensive update on the meeting which took place on 15 May 2024. The CSD stated that Quinn Internal Audit had implemented a new system in relation to assurance. The Internal Audit Report on Allocations had received Substantial Assurance.

The CSD detailed the Management Accounts to Quarter 4 2023/24, referencing the updates for the pension figures received since the AF&RMC Meeting.

Board **noted** the AF&RMC report.

Board **approved** the Treasury and Investment Management Activity in the quarter as set out as s2.18 of report 24/05/07.

Board **approved** the Treasury Management Annual Report for 2023/24.

Board **noted** the AF&RMC annual report to the Board.

Board Reports

24/05/05 Minute of Board Meeting 28 February 2024 and Tracker

The Chair asked for comments relating to the minutes of the meeting held on 28 February 2024. There were no amendments.

Approved. Proposed Kath Mands, Seconded Alan Fraser.

The CSD talked through the tracker and reported that all 5 items on the tracker would be carried forward to Quarter 2. The CSD stated once the portal for the Board is in place an IT Policy for Members will be created.

Minute of Board Meeting 25 March 2024

The Chair asked for comments relating to the minutes of the meeting held on 25 March 2024. There were no amendments.

Approved. Proposed Ian Byers, Seconded Alan Fraser.

24/05/06 Matters Arising

There were no matters arising.

24/05/07 Chair's Actions / Decisions between meetings

The CE presented the report and confirmed there had been no Chair's Actions since the previous Board Meeting on 28 February 2024; the Chair confirmed this to be the case.

Board **noted** the report.

24/05/08 Budget for 2024/25 and 30 Year Financial Plan

The CSD talked through the updates to the 30 Year Financial Plan since it was agreed at the March 2024 Board Meeting. The Plan was updated to incorporate the Oak Gardens development and the delayed start date for the Angus Street and Clepington Road developments.

The CSD highlighted that it had been thought the additional £300,000 identified for 2024/25 Planned Maintenance at the February 2024 Board Meeting may have had to be reduced as a result of the changes, however, this is not necessary. It is proposed that the £300,000 is used for window replacements. This will help reduce the costs associated with the cyclical redecoration programme and the need for reactive repairs, as well as increase the thermal and acoustic efficiency of properties.

Board **approved** the updated 2024/25 Budget and 30 Year Financial Plan.

Board **agreed** the additional £300,000 planned maintenance expenditure will be spent on window replacements.

24/05/09 Internal Management Plan: Quarter 4

The CE presented the report and talked through the Internal Management Plan in great detail stating that it had been a very good year in terms of progress and performance. The CE highlighted the Objectives and Actions which would be carried over to 2024/25 and explained the reasons as to why they had not been achieved in 2023/24. The CE talked through Appendix 2 detailing the Objectives and Actions that will be removed for 2024/25, as they had been completed.

Board **noted** the progress detailed in Internal Management Plan: Quarter 4 2023/24.

24/05/10 Operational Performance Report KPIs: Quarter 4

The CE provided a comprehensive overview of the report and reiterated that the IMP and KPIs combined provided Board with the evidence as to how the Association is progressing and performing.

The CE highlighted the excellent performance with regard to income management and the management of void properties. The CE highlighted the statistics relating to incoming / outgoing telephone calls received and made by the Customer Services Team. The CE also covered Property Service KPIs in great detail, emphasising compliance in respect of asbestos, electrical, gas, legionella and lifts. With regard to electrical compliance, the CE commented that the main objective of the recently procured electrical certification contract was to achieve 100% compliance with the five year period by 31 March 2025.

The CE concluded he could not be happier with the staff's performance.

The CSD updated the Property Services KPI, number 26, (SHQS) in Quarter 4 which should read 92.54%.

Board **noted** the Operational Performance Report: Key Performance Indicators for Quarter 4 2023/24.

24/05/11 Annual Return on the Charter to SHR

The CSD presented the report and talked through the appendices, providing an overview of how the statistics are collated. The CSO circulated a supplementary appendix detailing the result of the Scottish Housing Network (SHN) review and the CSD confirmed that the necessary amendments would be made to the ARC before submission.

Board **approved** the submission of the ARC return to the SHR by the Corporate Services Director.

24/05/12 Internal Management Plan 2024/25

The CE presented the report. The CE stated that the report as presented has 67 Objectives and 77 Actions. In addition, there will be a further Objective and Action in respect of Housing Services, which will increase the Objectives to 68 and the Actions to 78. The CE talked through Appendix 2 which detailed the Objectives and Actions which had been added for 2024/25.

The CE reiterated that, as reported previously, the IMP is very ambitious and aspirational and stressed that staff understood the importance of the IMP.

Board **approved** the Internal Management Plan 2024/25.

24/05/13 Operational Performance Report KPIs: 2024/25

The CE presented the report highlighting the purpose of the report was to seek Board Members' approval to adopt the Key Performance Indicators for the Financial Year 2024/25. He highlighted the intention was for the Association to improve year on year. The CE talked through the new KPIs stating the KPIs are very target driven and very ambitious. The CE stated the report is ongoing and progressive and he was looking forward to another very successful year.

Board **approved** the Operational Performance Report: Key Performance Indicators 2024/25.

24/05/14 Five Year Financial Projections Return to the SHR

The CSD talked through the report and appendix. The 2023/24 figures are taken from the Management Accounts, which were reported to the AF&RMC on 15 May 2024 and updated to reflect pensions figures. The five year projections are calculated as per the 30 Year Financial Plan approved by Board in February 2024 and updated to take account of the Oak Gardens Development.

Board **approved** the Five Year Financial Projections Return and asked the CSD to submit the information to the SHR.

24/05/15 Loan Portfolio Return to SHR

The CSD talked through the report and appendix. The CSD highlighted that the Loan Portfolio Return reflects the Association's borrowing position at 31 March 2024, as reported to the AF&RMC on 15 May 2024.

Board **approved** the Loan Portfolio Return to be signed by the Chair and for the CSD to submit it to the SHR.

24/05/16 Confidential SHR Communication and Correspondence

The CE reported that he was delighted to have received on 21 March 2024 a Compliant Engagement Plan for the year 2024/25. The CE talked through the report in comprehensive detail highlighting the submission of a Notifiable Event to the SHR, as approved by the Board at the Board Meeting on 25 March 2024, and the further confirmation from the SHR on 8 April 2024 that the Notifiable Event had been closed and required no further action or information.

Board **noted** the content of the communication and correspondence with the Scottish Housing Regulator.

24/05/17 Risk Management Tables: Quarter 4

The CE talked through the report and provided an update on the Ten Most Serious and Significant Risks. The CE reported that updates to the Risk Management Tables were highlighted in blue text. The CE confirmed that the Risk Management Tables were discussed at the recent Managers' Away Day. The CE talked through the changes and covered the report in comprehensive detail stating there are robust procedures in place to manage and mitigate all risk identified within the Risk Management Tables.

Board **approved** the Ten Most Serious and Significant Risks.

24/05/18 Health and Safety Quarterly Report: Quarter 4

The CE talked through the report highlighting the five areas covered: Asbestos, Electrical, Gas, Legionella and Lifts.

The CE talked through the Asbestos Management process stating that the Association has either removed asbestos or has encapsulated it. The CE covered Electrical in greater detail stating that the overall objective is to be 100% compliant and all properties have a five year electrical inspection certificate by 31 March 2025.

The CE provided a comprehensive update on Legionella and the Lift Maintenance Programme both of which are supported by the accompanying appendices.

The CE concluded that he is delighted with the overarching Health and Safety Report.

Board **noted** the Association's performance detailed in the Health and Safety Quarterly Report: Quarter 4.

24/05/19 Rent Arrears Report: Quarter 4

The CE presented the report highlighting the excellent progress being made by the Income Team. The CE detailed the figures for rent arrears and made comparisons to that of previous years. The CE commented that the last four years had been the most economically challenging climates. A thorough discussion ensued regarding rent increases and the Business Plan. The CE stated the income management is nothing short of exceptional, especially given the challenging climate.

The Board commented that it was outstanding performance. Board recognised the difficult financial climate that tenants were facing which made the progress made by the Income Team even more commendable.

The CE responded that he was proud of the Board's decision in 2022 to create the Income Team.

Board **noted** the overview of performance associated with current rent arrears throughout Quarter 4 2023/24

24/05/20 Former Tenant Arrears Write-Offs: Quarter 4

The CE presented the report stating the authority to write-off debts has increased from £1,000 to £1,300, under the Association's Scheme of Delegated Authorities. The CE provided an overview of the three cases over £1,300 reported in Q4, highlighting that the write-offs were relatively low and with the work being carried out by the Income Team the figures were reducing year on year.

Board **approved** the Former Tenant Arrears Write-Offs: Quarter 4 Report.

24/05/21 Tenancy Sustainment Annual Report

The CE presented the report stating that the work of the Tenancy Sustainment Officer undoubtedly helps to reduce tenancy failure amongst the Association's tenants. The supportive intervention starts at the very beginning of a tenancy. The CE provided an in-depth insight into the role of the Tenancy Sustainment Officer, talking through Appendix 1 detailing the work the Income Team and Tenancy Sustainment Officer has undertaken throughout 2023/24. The Income Team was successful in securing grants totalling £75,700 to benefit tenants during the year. Of this, £5,700 will be spent in 2024/25.

Board **noted** the content of the Tenancy Sustainment Annual Report.

24/05/22 Voids Reasons for Termination of Tenancies

The CE presented the report. The CE highlighted para 2.1.1 and the Appendix which provided further detail on terminations. The CE reported that there was no specific theme running through the reasons for termination that the Association would need to address and highlighted that no tenancies ended due to the rent being too high.

The CE assured Members that all aspects associated with termination of tenancies are monitored in order to effectively manage the void and allocation process.

Board **noted** the reasons why tenants have terminated their tenancies throughout Quarter 4 2023/24.

24/05/23 Void Rent Loss Report: Quarter 4

The CE presented the report highlighting that this was the final report linked to Income Management. The CE talked through the paragraphs which all confirmed the continued progress and good performance figures. He stressed that the Association's void rent loss figures were extremely low and highlighted the correlation between the figures in respect of the voids and the reletting of tenancies.

Board **noted** the performance and the financial implications associated with void rent loss in respect of Quarter 4 2023/24.

24/05/24 Tenant Allowances Report: Quarter 4

The CE presented the report highlighting there had been an increase on the tenant allowance approval from £1,000 to £1,300 under the Scheme of Delegated Authorities. The CE stated there had been three tenant allowances approved in Quarter 4 and provided a comprehensive update on the three cases.

Board **noted** the three tenant allowances paid to tenants in Quarter 4 2023/24.

24/05/25 Procurement Quarterly Report: Quarter 4

The CSD presented the report confirming that there had been no tenders over £50,000 awarded since the last quarterly report.

Board **noted** the Procurement Quarterly Report: Quarter 4 2023/24.

24/05/26 Procurement Strategy Annual Report

The CSD presented the report explaining that in accordance with the Procurement Reform (Scotland) Act 2014 Section 18 the Association had produced its annual procurement report. The CSD talked through the regulated procurements carried out during 2023/24 and the proposed procurement for 2024/25, highlighting the updates since 2023/24.

The CSD highlighted that the annual procurement report would be published on the Association's website.

The CE highlighted that Appendix 2 included proposed procurement for 2025/26 and 2026/27; however, the CE stressed they were only an indication, and the final decision would lie with the Board.

Board **approved** the Procurement Strategy Annual Report.

24/05/27 Acquisitions and Disposals

The CSD talked through the report, confirming that since the last report the Association had purchased six properties. Grant of £120,000 relating to three of these has been received. All grant which was outstanding at the time of the February report has now been received. Two of these purchases will attract 2024/25 grant subject to slippage in the SHIP programme.

There is one pending acquisition which is due to settle in the next few weeks.

There is one pending disposal of a property purchased under the mortgage to rent scheme, Scottish Government grant of £21,862.86 will need to be returned on completion.

Board **noted** the current position on acquisitions and disposals.

24/05/28 Complaints Annual Report

The CSD presented the report explaining that as a Registered Social Landlord, the Association was required to comply with the Scottish Public Services Ombudsman Model Complaints Handling Procedure and as such were to produce an Annual Report on complaints. The CSD highlighted that the annual complaints report would be published on the Association's website.

Board **noted** the Complaints Annual Report for 2023/24.

24/05/29 GDPR and FOI Annual Report

The CSD presented the report and provided details of data protection breaches, Subject Access Requests and Freedom of Information Requests received or dealt with during 2023/24. The CSD detailed out of the five GDPR data breaches there was one possible significant data breach. A report was made to the ICO with the assistance of our Data Protection Officer (DPO). The ICO's decision was that the case did not meet the requirements for regulatory action.

The CSD advised our Lead contact at RGDP (Really Good Data Protection) had changed during the year from Lesley Selbie to Diana Litherland, due to Lesley's imminent retirement.

The CE stated Data Breaches are a new addition to the KPI's

Board **noted** the GDPR and Freedom of Information Annual Report.

24/05/30 Gifts and Hospitality Annual Report

The CE talked through the report highlighting that the Board were to be presented with an Annual Report each May providing details on the value of gifts and hospitality given and received during the year.

He provided details highlighting that all relevant information had been noted on the Register.

Board **noted** the Gifts and Hospitality Annual Report.

24/05/31 Entitlements, Payments and Benefits Report

The CE talked through the report and confirmed that all names and relevant information had been noted on the Register.

Board **noted** the Entitlements, Payments and Benefits Report.

24/05/32 HR Annual Report

The CE talked through the report stating the Board are involved and are responsible for the decision making, in respect of the organisation structure, terms and conditions reviews, approving the HR Strategic Objectives, HR Risk Management Tables, approving HR Policies and approving the Annual Staff Salary Review. The CE highlighted Appendix 1 detailing the Human Resources Statistics relating to Department, Position, Length of Service and Pension Scheme.

The CE covered all aspects of the report in comprehensive detail, concluding that the report displays the hallmarks of a very good HR strategy.

Board **noted** the Human Resources Annual Report 2023/24.

24/05/33 CGPR: Health and Safety Policy Statement 2024/25

The CE talked through the report highlighting that it covered the Policy Statement only. He sought approval from Board Members for the Chair and him to sign and date the Statement on behalf of the Board.

Board **approved** the Health and Safety Policy Statement 2024/25 and consented to the Chair and the Chief Executive signing and dating the Statement on behalf of the Board.

24/05/34 HRPR: Healthy Working Lives Strategy

The CSD talked through the report seeking approval to remove the Healthy Working Lives (HWL) Strategy. The HWL scheme has been discontinued and therefore such a strategy is no longer required. The CSD explained that the policies underlying the strategy remain in place and the work of HWL in relation to health promotion has been taken over by the Employee Wellbeing and Events Group.

Board **approved** the removal of the Healthy Working Lives Strategy.

24/05/35 HSPR: Surveillance Policy

The CSD talked through the report which was last reviewed in October 2022. The Association's external DPO has reviewed the policy and recommended a number of minor amendments. The policy has now been updated as per Appendix 1.

Board **approved** the Surveillance Policy.

24/05/36 Share Membership Register: Update Report

The CSO presented the report.

Board **approved** the Share Membership Register: Update Report.

24/05/37 Board Training Report

The CSO presented the report.

Board **noted** the Board Training update.

24/05/38 AOB

The CE talked through the plans for a Tour of Schemes which was scheduled to take place on Saturday 17 August 2024. The CE advised an itinerary for the day will follow closer to the event.

The CE talked about the plans for a Board Evening Event which was to take place prior to the Board Away Day.

The CE provided Board with an update on the Staff Away Day which was taking place on Wednesday 12 June 2024.

The Chair wished to convey his thanks, and those of the Board, to all staff for their efforts and work over the previous year.

Meeting closed at 19.10hrs.