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# Board Meeting

Wednesday, 18th October 2023 9:30 am

Russell Square   |   Board of Management

## Attendees

#### Attended - Board

#### Jimmy Black (JB) – in the Chair, Hazel Farquhar (HF), Craig Irvine (CI), Fred Jack (FJ), Ian McDonald (IMCD), Linda McDonald (LMCD), Isobel McGarrol (IMCG) and Sheena Welsh (SW)

#### Attended - Staff

#### Gail Robertson (GR), Chief Executive Officer, Arlene Grant (AG), Director of Finance and Corporate Services, Kevin Lynch (KL), Director of Asset Management and Nicola McIntosh (NMC) Corporate Services Officer – Minute taker

#### Did Not Attend

#### Linlay Anderson, Jeanette Gaul, Derek Hart and Stuart Storrie

**The Meeting commenced at 10.12am**

## 1.0 Apologies, Conflict of Interests & Notifiable Events

Purpose - For Noting

#### Minute by Nicola McIntosh

Apologies were received from Stuart Storrie and Jeanette Gaul.  
  
There were no conflicts of interest or notifiable events to report.

## 2.0 Minutes of Board Meeting 23rd August 2023

Purpose - For Approval

#### Minute by Nicola McIntosh

Minutes were approved as a correct record.

## 3.0 Minutes of the Finance, Audit & Risk Sub Committee 31st August 2023

Purpose - For Approval

#### Minute by Nicola McIntosh

Minutes were approved as a correct record.

## 4.0 Minutes of the Service Delivery Sub Committee 16th August 2023

Purpose - For Approval

#### Minute by Nicola McIntosh

Minutes were approved as a correct record.

## 5.0 Election of Office Bearers

Purpose - For Decision

#### Minute by Nicola McIntosh

Decisions taken at the last meeting were homologated as follows.   
  
Chairman - JB proposed by HF and seconded by IMCD.  
Vice Chair - CI proposed by HF and seconded by SS.  
  
HF thanked the Board for her time as Chair and handed over to JB as the Chair of the Board of Management.  
  
Service Delivery Sub Committee - JB, JG, LMCD, SW, HF, IMCD, FJ and SS as chair proposed by JB and seconded by FJ.  
Remuneration Sub Committee - SS, IMCD, HF, JB, IMCG, JG, CI, LMCD and HF as chair proposed  
Finance, Audit and Risk Sub Committee - SS, CI, LMCD, HF, JB, IMCG and IMCD as chair proposed by JB and seconded by HF  
Development Sub Committee - SS, HF, SW, IMCD, FJ, JB and SW as chair proposed by HF and seconded by IMCD  
Emergency Sub Committee - JB, IMCD, SS, CI, SW, HF  
  
CG has resigned from the Board as of today's date. Members asked GR to pass on their thanks to him.

## 6.0 Annual Assurance Statement

Purpose - For Approval

#### Minute by Nicola McIntosh

GR presented the Annual Assurance Statement to the Board, explaining that a short-term working group came together to look at the evidence base, the SFHA guidance and template.  
  
IMCD commended GR on the level of work undertaken to complete this.  
  
After a lengthy discussion, members noted and approved the contents of the submission of version B of the annual assurance statement.

## 7.0 Health & Safety Report

Purpose - For Noting

#### Minute by Nicola McIntosh

JMCI attended the meeting via MS Teams to present the Health & Safety Report in the new format.  
  
CI asked if any H&S issues have arisen in any AHA properties due to recent damp and mould headlines. GR confirmed the association's Damp and Mould Policy was approved at the last board meeting and any issues are being monitored going forward and this will be reported to the Board.  
  
KL advised that only minor damp and mould issues have come to light so far and this tends to be related to how tenants are living, by keeping windows and vents closed. The Association has invested in “Tiny Tags”, which can be left in rooms of concern, and this would pick up information on humidity, heat and ventilation and this information can be downloaded. GR advised the next report will include a summary and any collected data in the next report.  
  
IMCD wanted to know the deadline for the completion of asbestos surveys. GR confirmed 31st March 2024 is the deadline.  
  
SW asked if any of the Association properties had RAAC, GR confirmed we don’t, and this will be formally confirmed to Scottish Government by 31st October 2023.  
  
ICMG wondered if there is anything AHA could do to prevent the near misses from happening. JMCI feels not really, it is more about awareness for staff and dealing with the issue at the time.  
  
Members noted and approved the contents of the report.  
  
JMCI left the meeting at the end of item 7.

## 8.0 Quarterly Complaints Summary Report

Purpose - For Information

#### Minute by Nicola McIntosh

AG attended via MS Teams to present the Quarterly Complaints Report for Quarter 2 explaining that the number of Stage 1 complaints are down considerably from quarter 1.  
  
With regard to Stage 2 complaints, AG explained that most complaints are maintenance related and mainly to do with time taken contractors to carry out repairs and also lack of contact. Due to this, a new contact log system is in place from October for all staff which means all staff have 2 days to complete and update with any actions taken. This is a good way to monitor this in the hope that it will reduce the number of complaints going forward.  
  
Members noted that the level of complaints completed on time had risen from 71% in quarter 1 to 91% in quarter 2.  
  
IMCD liked the formatting of the new version of the report and finds it useful to see trends as they occur and feels it is a very positive report.  
  
Members noted and approved the contents of the report.  
  
AG left the meeting after Item 8.

## 9.0 Summary Report on Chair's Appraisal

Purpose - Assurance

#### Minute by Nicola McIntosh

JB presented the summary report on the chair’s appraisal, advising himself and SS met with HF.  
  
Members noted that a wide range of discussions were had, [REDACTED – PERSONAL DATA]  
JB thanked HF for her hard work and chairman duties carried out over the past 5 years.  
  
Members noted and approved the contents of the report.

## 10.0 CEO's Appraisal

Purpose - Assurance

#### Minute by Nicola McIntosh

HF presented the CEO Appraisal to the board explaining this was a very positive appraisal and advises that board members often compliment how GR handles staff, board press and feels that GR has lived up to every expectation.  
  
GR felt it was a very useful discussion and worthwhile getting HF & JB's thoughts on the direction of her work and for the Association as a whole from the outgoing and incoming Chairs.   
Members noted and approved the contents of the report.

## 11.0 Draft Tenants Report on Charter

Purpose - For Approval

#### Minute by Nicola McIntosh

GR presented the Draft Report on Charter to members, explaining that this is a regulatory requirement based on the ARC figures that have been submitted. GR explained that this document allows us to deliver our statutory obligation to publish our performance but also allows us to promote the good work of the Association and it is written with the folcus of our tenants as the primary stakeholders.   
IMCD queried the picture relating to the Forfar Development, it is a photo of the Whitfield development. Members would like the licence plates to be blanked out. GR will pass this on to be amended.  
  
GR advised that all tenants will receive a copy of this, either by email or post and it will be published on the website .  
  
Members noted and approved the contents of the report, subject to some minor amendments.

## 12.0 CEO Workplan

Purpose - For Noting

Minute by Nicola McIntosh

GR presented the CEO Workplan which is now being reported through the Goals module in Decision Time instead of the previous version of the CEO Workplan.  
  
GR advised that it shows the priorities and objectives and where the Association are on completing them. Members noted that this module allows things to be treated like a project plan with key milestones detailed.   
  
A training session on the goals module will be rolled out to the board in due course.  
  
Members noted and approved the contents of the report.

## 13.0 Terms of Reference and Standing Orders

Purpose - For Approval

#### Minute by Nicola McIntosh

GR presented the terms of reference and standing orders policy which is due for review.  
  
Members noted and approved the policy review.

## 14.1 Arbroath Boilers Tender Report

Purpose - For Approval

#### Minute by Nicola McIntosh

KL presented the tender report and explained that 50 properties were identified as requiring new boilers.   
  
A full tender process was completed via Procurement Scotland and PME emerged as the successful bidder out of the 3 returns.  
  
Board members examined the report and approved the appointment of PME for this contract.

## 14.2 Service Delivery Sub

Purpose - For Decision

#### Minute by Nicola McIntosh

SS has asked if the Service Delivery Sub can be moved due to holidays.  
  
Members approved the change of date to 15th November 2023.

## 14.3 Application for Membership

#### Minute by Nicola McIntosh

Application for Membership received from [REDACTED – PERSONAL DATA].  
  
Members approved the application for membership.

[REDACTED – CONFIDENTIAL AND COMMERCIAL INFORMATION]

## 15.0 Proposed meeting dates for 2024

Purpose - For Decision

#### Minute by Nicola McIntosh

Proposed meeting dates for 2023/24 presented to the Board for decision. Two options were given, one based on the current format where 3 months in the year are meeting free and the other option is to spread the meetings throughout the year with only July having no meetings.  
  
Members approved the second option for 2023/24.

## 16.0 Date of Next Meeting

Purpose - For Information

#### Minute by Nicola McIntosh

Wednesday 13th December 2023 at 9.30am.

The meeting concluded at 12.02pm.