

List of Signatures

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Name	Method	Signed at
Brian Corrigan	One-Time-Password	2021-06-02 16:50 GMT+02



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Board Meeting

Tue 20 April 2021, 18:00 - 20:00

Virtual

Attendees

Board members

Brian Corrigan (Chair), Julianne Scarlett (Vice Chair), Eileen Tamburrini (Board Member), Kelly Ferns (Board Member), Eleanor Robertson (Board Member), Alan Hutchison (Board Member), Ken Robertson (Board Member), David Brown (Board Member), June McIntosh (Board Member), Susan Skelton (Board Member), Jackie Smith (Board Member), Paul McVey (Director), Andy Thomson (Housing Services Manager), Paul McColgan (Property Services Manager), Alana Durmin (Finance Director), Liz Bowden (Corporate Services Manager), Julie Hopkins (Note Taker), Heather Thomson (Board Member)

Meeting minutes

1. Apologies & Declarations of Interest

Information

Chair

There were no apologies or declarations of interest.

The Corporate Services Manager stayed to get the meeting started but due to medical circumstances had to leave the meeting shortly after.

The Chair welcomed all members and staff to the meeting noting that this was the 1st meeting of the Board since Cloch has regained independence.

2. Minutes of Meeting held on 9 March 2021

Decision

Chair

Minutes of the previous meeting held on 9th March 2021 had been circulated with the papers. There were no amendments made.

Resolution:

The Minutes were proposed, seconded and approved as a true record of the meeting.

 02 - Draft Board Minutes - 9 March.pdf

3. Matters Arising & Outstanding Actions

Information

Director

The Director advised that most of the outstanding actions will be covered in his Director's report but encouraged the Board to go onto the Association's website and have a look at the Spring Newsletter. He suggested they pay particular attention to the rent increase comments now that this the publication has been finalised.

There has been confirmation on dates for the first handover at Kings Glen. Lessons learned are being noted given this is our first development for some time and this will be pulled together post completion.

Resolution:

The meeting noted the contents of the report.

 03 - Outstanding Actions and Matters Arising.pdf



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4. King's Glen Update

The Development and Technical Services Manager was in attendance to present the report and to highlight the following points:

1. Gross costs the same
2. year-end target £126k
3. There have been no near miss or reportable H&S incidents.

A Board member asked about snagging and if it will be listed as we go along; or wait till the official handover. They were advised that the works would be inspected as handovers progressed and contractor's own supervisor should be checking works before the Clerk of Work is invited to carry out the snagging.

The Director asked if the access through Kilmacolm Road would be the last thing to be done as access through Cardross Crescent is very tight. He was advised that this would depend on the contractors programme. The timing will be checked with the contractor to confirm if it can be done halfway through the handover.

The Housing Services Manager advised the first tenants will receive their keys on 27 April 2021 at 12pm.

A Board member asked about the difficulty sourcing doors. They were advised the contractor had intimated that the manufacturers operatives have been working overtime and during the night to make up for time lost.

The Development and Technical Services Manager left the meeting at 6.30pm.

Proposals:

The meeting noted the report.

[04 - Kings Glen Progress Report April.pdf](#)

[04.1 - King s Glen Appendix.pdf](#)

Information

OTHA Development &
Technical Services Manager

5. Constitutional Update

The relevant papers had previously been circulated. The key points as advised by the Director were as follows:-

- Confirmation was received on 1st April that the new Cloch rules have been registered with the Financial Conduct Authority (FCA)
- 3 employees from OTHA have transferred to Cloch using TUPE provisions, and noting that there is a shared service agreement in place with OTHA.
- All notifiable events have been sent to the Scottish Housing Regulator and an Engagement Plan has been received and while Cloch is compliant with the Assurance Framework and there is no intervention, SHR will meet with Cloch to ensure the transition to independence is a smooth one.

For newer Board members, there was some information provided on the role of the Scottish Housing Regulator (SHR), in terms of their history and purpose/statutory powers.

Resolution:

The Board noted the report.

[05 - Constitutional Update.pdf](#)

[05.1 - Constitutional Update Appendix 1 Notifiable Events.pdf](#)

[05.2 - Constitutional Update Appendix 2 Regulation Plan.pdf](#)

Information

Director

6. Lender Consent & Shared Service Agreement

The Board had previously been circulated with the papers and the Finance Director advised of the following key points:-

- On 24 March 2021 there was a "between meeting decision" which was undertaken by the Office Bearers to approve loan documents for the Royal Bank of Scotland (RBS) as they required them before the separation date of 1 April 2021.
- The Finance Director thanked the Office Bearers for attending this additional meeting.
- The Director and the Director of OTHA had a consultation with both the Finance and IT teams. There is a shared ethos between the two organisations which is reinforced by the Shared Service Agreement.
- They both want to deliver value for money and benefit from collaboration and sharing resources and learning.
- There will be a quarterly business continuity meeting which will concentrate on how to deal with and manage any issues.

Resolution:

The Board noted the contents of the report.

[06 - RBS Consent & Shared Services Agreement Report.pdf](#)

[06.1 - Appendix 1\) Amendment and Consent Letter \(Cloch\).pdf](#)

[06.2 - Appendix 2\) SIGNED Resolution-Office Bearers-CHA Board-24-3-21.pdf](#)

[06.3 - Appendix 3\) Shared Services Agreement 25-3-21 - approved.pdf](#)

Information

Finance Director



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7. Director's Report

Information
Director

The Director advised that the following were the main points from his report:-

- A staff wellbeing survey has been completed to help make informed decisions about a plan to return to the office. The majority of staff would prefer a blended approach to going back and a small number would rather get back to the office full time, or indeed work from home full time.
- The important thing is that tenants and other customers don't experience any difference or impact on service delivery - this will be brought into more focus when the office is open to the public without appointments.
- Support services and non-essential work in people homes can resume on 26 April 2021.
- Governance review is progressing well with the questionnaire being returned by Board Members and the Leadership Team. It is important that all Board Members complete this. The Governance Workshop will take place on Tuesday 27 April 2021.
- There are currently 4 staff absent. One staff member has had an operation on their wrist. One staff member is off with COVID and a couple are on long term sick leave.
- The Chair and Vice Chair intend to hold the Directors appraisal on 29th April, and appraisals are being rolled out throughout the Association.
- There has been a recent Factoring Audit which was very close to Substantial Assurance apart from a couple of small items which have been noted.
- A number of key strategic documents have been saved into the library in admin control and a summary was provided to members as part of the report. There is a concern in the sector that with challenging climate and energy efficiency targets there will need to be more government funding or there will be an impact on rents.

A Board member wanted it noted that the Board should be kept informed.

A Board member noted that the report was quite extreme about the depiction of the private rented sector and that wasn't necessarily accurate. The Director noted the comment and that there were very different levels of service provision in that sector in terms of quality and landlord behaviour. Whereas in the social rented sector, RSL's are heavily regulated. The private sector is regulated to some extent but not everyone complies.

Resolution:

The Board noted the contents of the report.

 07 - Directors Report.pdf

 07.1 - Directors Report Appendix 1 Assurance Review of Factoring.pdf

8. Review of Donations

Information
Director

The report highlighted the charities benefitting from the Associations £2000 Donations Budget last year, which is a key element of our charitable objectives.

Resolution:

The Board noted the contents of the report.

 08 - Review of Donations.pdf

9. Annual Complaints Report

Information
Director

The Director advised that the Association takes a different approach to complaints than many other Associations and logs all notes of dissatisfaction. The SPSO has said this is an excellent approach to complaints handling.

The report referred to the number of complaints received and broke down our response levels and some of the key learnings and outcomes from the complaints process which have led to increased satisfaction and improved service delivery.

One of the Board Members advised they had an issue last year and had to make a complaint. They said that they were happy with the way the complaint had been dealt with quickly and efficiently by Cloch staff but remained frustrated by the contractor. The Property Services Manager said he will look into this and follow up outwith the meeting.

Resolution:

The Board noted the contents of the report.

 09 - Annual Complaints Report.pdf

10. AOCB

Information
Director

The Board were reminded that a session on Governance was being held on Tuesday. A training session on the ICHR (Inverclyde Common Housing Register) would also be held in May, with details to follow.



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