

List of Signatures

Page 1/1

**Minutes_Board Meeting_010621.pdf**

Name	Method	Signed at
Brian Corrigan	One-Time-Password	2021-09-14 15:24 GMT+02



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External reference: 317F160F445148FA81353A870DB8CE88

Board Meeting

Tue 01 June 2021, 18:00 - 20:00

Virtual

Attendees

Board members

Brian Corrigan (Chair), Eileen Tamburrini (Board Member), Heather Thomson (Secretary), Kelly Ferns (Board Member), Eleanor Robertson (Board Member), Ken Robertson (Board Member), David Brown (Board Member), June McIntosh (Board Member), Susan Skelton (Board Member), Jackie Smith (Board Member), Brian Praties (OTHA Development & Technical Manager), Paul McVey (Director), Liz Bowden (Corporate Services Manager), Paul McColgan (Property Services Manager), Shonaid Musgrove (Corporate Services Officer (Minutes))

Meeting minutes

1. Apologies & Declarations of Interest **

Information

Chair

Apologies were received from Julianne Scarlett and Alan Hutchison.

Eleanor Robertson declared an interest - she is on the Board of Financial Fitness that is mentioned in one of the reports.

2. Draft Minutes of the Meeting held on 20 April 2021 *

Decision

Chair


Heather Thomson advised she had attended the meeting but was not listed as an attendee. The Minute will be amended prior to being sent to the Chair for electronic signature/approval.

Action:

Amend the minute to show H Thomson was in attendance.

Resolutions:

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

 02 - Draft Minutes_Board Meeting_200421.pdf

3. Matters Arising & Outstanding Actions **

Information

Director

The Director advised there were only a couple of items for reference. The Inverclyde Common Housing Register (ICHR) training session took place and the recorded presentation was sent out to all Board members. The items relating to Kings Glen and the Business Plan will be dealt with later on in the agenda.

Resolution:

The Board noted the report

 03 - Outstanding Actions and Matters Arising.pdf

4. Verbal Updates from Sub-Committees **

4.1. Housing & Property Services Sub-Committee

Information

Property Services Manager

The Property Services Manager gave a quick update of the meeting:-

- The Board was advised that prior to the meeting a presentation of the Annual Report on the Charter (ARC) statistics was made as well as a training session on "Procurement".
- Four policies were approved.
- Rewire tender approved.
- Reports made in respect of year-end results.
- Discussed new format of agenda and reports - both well received.

Resolution:

The Board noted the verbal update.



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4.2. Finance & Corporate Services Sub-Committee

The Corporate Services Manager gave an update on what had been discussed.

- Private & Confidential staffing matters had been discussed.
- Approval given for the Management Accounts to 31 March 2021 and for the budget provision for 2021/2022.
- 2 policies were approved.
- New format for agenda and reports was discussed. Members liked the new format and particularly the report from the Finance Director for Factoring & Rechargeable Repairs.
- Update on the ICT Strategy.
- Sickness statistics and Health & Safety report.

Resolution:

The Board noted the verbal update.

5. Kings Glen Update **

The OTHA Development & Technical Manager (D&TM) joined the meeting at 6.15pm and apologised as he had experienced connectivity problems earlier. The Board was taken through the report highlighting the following key areas:-

- Cost of project to-date is £8.3m; outstanding balance is £556k.
- Health & Safety - no reportable incidents.
- All statutory consents now in place.
- Contractor had applied for an extension of time (to 18 June 2021). However, it's expected that a further extension shall be sought.
- 12 properties have been handed over; process was not straightforward - issues with snagging/cleanliness/landscaping.

The D&TM advised that, along with Cloch's Property Services Manager (PSM), they had met the contractor on-site. It had been made clear to the contractor what was expected of them with regards to the snagging items that had been identified and the landscaping works outstanding. The contractor intimated that the items would be done but issues remain. The D&TM had escalated matters to the director of the contracting firm and assurances were given that all would be fixed. The only area where resolution was forthcoming was in regard to boundary issues.

The D&TM advised that it is clear that this latter stage of the development has not run well. The large amount of snagging items that require to be fixed prior to handover is resulting in the contractor giving Cloch very short notice for the handovers. This is impacting on the Association and in particular for the Housing Services section. The D&TM had added a cautionary note in his report to make the Board aware of a potential risk that can come from a breakdown in relations during a handover period. Whilst Cloch is justified in challenging the contractor on the issue of poor performance, focus still needs to be maintained on the wider risks and it would be prudent to ensure, as far as possible, that a conflictive situation is not allowed to spiral to a point where the contractor ends up making an unfounded claim that could cost the Association a great deal financially. The D&TM advised that recently the contractor has changed the criteria again putting completion at early July now. It is likely that the contractor will apply for a further extension of time. If they do not submit substantiation then they would still have 4 weeks grace with the Liquidated & Ascertained (L&A) Damages.

A Board member enquired if the snagging issues were minor or were there other more serious matters such as utility issues. The Director advised that the snagging items were numerous but not serious, nor was there a problem with utilities. The main concern was the external works but especially the lack of landscaping and in particular the turfing. The PSM advised that it was vexing when snagging items had been raised, not dealt with, then having to be raised again. There was also an issue with the cleanliness of the units at handover.

A Board member asked if the contractor had been doing their own snagging process at all or if they had just left this to the Association's Clerk of Works to do. The D&TM advised that the contractor had given assurances the snagging would be done but it was clearly the case that this was not being done. The Director advised that the contractor is now rushing the contract to get finished but the lack of quality is extremely disappointing and the issue with the external works is very worrying. The Director agreed with the comments made by the D&TM earlier that the Association could find itself in a costly situation if it gets into a dispute with the contractor.

Further discussions took place on whether the Association could employ an additional contractor to finish off the works and then invoice the original contractor for this as well as negotiating a new timeframe for completion of works. Concerns were noted if the contractor has missed the planting season and how this could affect the build.

The Director advised that the Association would be monitoring the situation very carefully and would keep the Board informed of progress. He also advised that the Finance Director was aware of the situation and was building in the possible rental loss into the budgets and accounts.

The D&TM left the meeting at 6.40pm.




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Resolution:

The Board noted the report.

 05 - Kings Glen Report June 2021.pdf

 05.1 - Kings Glen Report Appendix 1.pdf

6. Draft Business Plan 2021-2026 ***Decision**

Director

The Chair gave approval that this item was taken before Agenda Item No 5 to allow time for the T&DM to join the meeting for item No 5.


The Director advised that the majority of the work on the new 5-year Business Plan had been undertaken during the last year with the various sessions between the Board and Leadership Team. This included the formation of a new vision, values and strategic objectives. The final draft of the Business Plan was now being presented to the Board for approval. The Director advised that the next stage would be to produce a summary for our tenants as well as the associated documents that will accompany it.

The Board were in agreement that the new format looked really good and professional. One member enquired if more aspirational targets of 100% should be set; whilst another asked if names should be put against targets to take ownership of that particular target. This latter point would only be used in the internal document; not the summary for our customers and on the former point, we do intend to review the targets annually and some can and will be changed at that time.. After discussion the Director advised that the plan was a 5-year one and felt that making the aspirational targets in Year 1 possibly too optimistic but that by the end of Year 5 this could well be the end result. The Director agreed to revisit the targets and to think upon the suggestion of naming the person responsible for that particular target.

Resolution:

The Business Plan for 2021-2026 was proposed, approved and seconded.

 06 - Business Plan 2021 - 2026.pdf

 Cloch Business Plan Final Draft 2021 - 2026.pdf

7. Calendar of Meetings - June to October 2021 ***Decision**

Corporate Services Manager

The Corporate Services Manager (CSM) advised the Board that the only dates being proposed that could not be changed was the Board meeting on 31 August 2021 which the Auditor would be attending and had confirmed this and the date for the Annual General Meeting (AGM) on 23 September 2021.

Resolution:

The motion was proposed, approved and seconded.

 07 - Calendar of Board and Subs June to Oct 2021.pdf

8. Director's Report ****Information**

Director

The Board was advised that a new format of reporting would take place with this item and the Director shared his screen with the meeting to let them see his presentation. The main points to note were as follows:-

- Health and Wellbeing survey - the aspirations of staff. Look at blended timetables/work from home all the time/work from office all the time. This will look different when office opens to the public. The LT will discuss what the overall return strategy looks like and any issues that may arise.
- Level 2 - allows RSLs to recover possession again (evict) should we have decree - in levels 3 & 4 this was not permitted.
- Governance Review - some incremental changes to be made. Look at being more self critical and cut down on volume. Will be completed and reported on in July.
- Inverclyde Detail - IHAF/Wider Role projects have brought in a lot of funding - details advised. Re-launch of the Energy Activators too.
- Inverclyde related activity - local development plan (a large document) Cloch interested in the housing related issues. Cloch has a stake in specialist housing review group and ties into our Acquisition Strategy.
- MSP - the Director met with Stuart McMillan. He was keen to see Kings Glen and may invite the new Cabinet Secretary to any opening. The Director took the opportunity to ask about the Scottish Government's climate change targets and energy efficient targets. There is huge concern in the housing sector regarding the lack of infrastructure and funding. Our focus is very much on what do we do to our homes to meet these targets (eg no gas heating and how to insulate homes). Some realism needs to come into debate. Massive funding element required. Associations cannot pass the costs of this onto tenants and would instead look for funding.
- Director's appraisal due. Any feedback regarding performance is welcomed. Pass any comments onto the Chair or Vice-Chair.

The Director advised that he and the PSM would be meeting shortly to look at the Asset Strategy will regards to EESSH 2 - see what the targets are and what is realistic within our budget framework.

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The Board noted the report and liked the new format in which it had been presented.

- [📄 08 - Directors Report.pdf](#)
- [📄 08.1 - Directors Report Appendix 1 Audit Strategy and Annual Plan.pdf](#)
- [📄 08.2 Appendix 2 Directors Report Housemark Headlines.pdf](#)
- [📄 08.3 - Appendix 2b Directors Report Key Performance Forecasting - HouseMark.pdf](#)

9. Performance Report - KPI's & Risk **

Decision
Director

The Director shared his screen once more for this presentation and intimated that this report looks at the year-end figures to 31 March 2021. This presentation showed the report that the Board had received but with the key points highlighted for referencing.

The Director advised that Appendix 1 of the report shows the KPI's (Key Performance Indicators) in a dashboard that gives the performance vs targets outcomes; with a benchmark of the previous years figures too.

Key points:-

- Concern about relet times - 60 days. Target for next year set at 40 days. Current figure directly attributed to Covid when Association was prevented from letting properties together with the Wellpark area which has included having voids empty for a period due to major works and planned reintegration.
- Slight increase in Void loss; same contributory factors as above.
- Great result on reduction in non-technical arrears.
- Emergency repair figure of 92% is commendable considering sudden change of contractor and no access initially to units re Covid.
- Gas servicing - 96.7%; again Covid related. All properties now have gas safety certificate.
- Continuing improvement of invoices getting paid within billing times - 94%.
- Short term absence very good but long-term has affected overall figures; 5.73% (just over our 5% target).
- Board attendance is great and a new KPI will be set for this with a target of 80%.
- Great performance on complaints/complaint handling.

The Director took the Board through the Risk Assessment Map and advised that the Kings Glen project and the Scottish Government's Climate/Energy targets have been increased. The risks associated with the Welfare reform, voids/void loss and service delivery have been decreased.

A Board member asked if the Association could remove the Wellpark void figures now as this was under a new lettings initiative; could they also be removed from the ARC. The Director acknowledged this was a point well made and it could be feasible for the figures next year; as the figures have already been approved and submitted for 2020/21.

Resolution:

The report was proposed, approved and seconded.

- [📄 09 - Performance Report - KPI & Risk Management.pdf](#)
- [📄 09.1 - Performance Report Appendix 1 KPI Report 2020 2021 -Q4.pdf](#)
- [📄 09.2 - Performance Report Appendix 2 Risk Map May 2021.pdf](#)

10. Annual Report on Data Protection & Freedom of Information **

Information
Corporate Services Manager

The CSM took the Board through the report and how the Association was dealing with GDPR and FOI requests.

Resolution:

The Board noted the report.

- [📄 10 - Annual Data Protection and Freedom of Information Report 2021.pdf](#)

11. AOCB

Information
Chair

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12. Reflections

The Chair asked the Board for feedback on the new agenda format and the presentations that were made.

There was a general consensus that the new format dealing with the most important items at the start of the meeting was a more logical sequence to follow. The Board also liked the new presentations that had been made. Keeping it shorter and getting to the key/pertinent points was important.

The Director enquired if the Board liked the first presentation (the summary of his reports) or the second one (highlighting the key areas of previously issued report) best. There was a general opinion that if the report merited a presentation then this should be done. However, if it was simpler to highlight the key points of an existing report then this should be done.

It was agreed that the items for discussion and approval should take priority on the agenda and items that the Board needed to know about but not necessarily action on should be at the end.

Resolution:

The Board noted the change to the agenda format and presentations.

13. Date of next meeting - tbc

The next meeting has been confirmed as **20 July 2021**.

Meeting closed at 7.15pm.



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