



# Cloch Housing Association Board Member's Recruitment Pack 2021



# Index

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Letter from Director	Page 3
How to Apply	Page 4
Cloch's Background	Page 5
Our Vision & Values	Page 7
Board Job Role Description	Page 8
Board Person Specification	Page 13
A guide to filling in the forms	Page 15

# Letter from Director

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Cloch is the oldest housing association in Inverclyde, we turned 53 in January 2021. We have a proud and successful history based on our charitable foundations and have a set of business objectives focused on improving access to affordable, quality homes, making a positive contribution to people's lives, and delivering excellence in all that we do.

With over 1500 customers including tenants and factored owners, a turnover in excess of £6m and 29 staff, Cloch has many stakeholders, including the Scottish Government, Scottish Housing Regulator and OSCR. It is therefore crucial that the organisation is well engaged, financially sound and well-governed.

This is where you may come in.

Cloch is governed by a voluntary Board of Management consisting of tenants, owners and others who have an interest in the strategic management and governance of the Association. We currently have one vacancy and are seeking applications from interested parties. This role could be perfect for a tenant or local resident; someone looking to learn more and improve their own skills and knowledge, or someone with certain skills, knowledge, and experience who is keen to put that to some use in a voluntary capacity. We are particularly keen to hear from anyone with social media or financial management skills.

If you are interested please contact Liz Bowden, Corporate Services Manager at 01475 783637.

Training and Development will be offered as part of this voluntary role to ensure members have the appropriate level of skills, knowledge, and experience.

A handwritten signature in black ink that reads "Paul McVey". The signature is written in a cursive style with a long horizontal flourish underneath.

Paul McVey

# HOW TO APPLY

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You should complete the Board Application Form as fully as you can. Again, it is short and simply tells us why you would like to join the Board. If you want assistance, please contact Liz Bowden, Corporate Services Manager and she will be happy to help explain what is required for each question.

You can fill in the form and send them to us for the attention of Liz Bowden, Corporate Services Manager, Cloch Housing Association, 19 Bogle Street, Greenock PA15 1ER

/or

Scan and attach to an e-mail and send them to:

[lbowden@clochhousing.org.uk](mailto:lbowden@clochhousing.org.uk)

Once we receive the forms, Liz will be in touch to organise a meeting in the office with our Director and the Chair of the Board. This meeting allows you to meet them and to chat about your reasons for joining and for the Director and Chair to explain what is involved.

# Company Information

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Cloch Housing Association is a registered social landlord operating in Inverclyde, Scotland. In 2018, the Association celebrated its 50<sup>th</sup> year in operation having been originally formed on the 16th January 1968 as a charitable non-profit making organisation under the name of Christian Action (Greenock) Housing Association Ltd. The focus of the Association back then was –

*To provide suitable and affordable housing for rent to stem the flow of young families leaving the area.*

More than 50 years on, we are still a social housing landlord, but have widened our activity and the scope of who we house and where we operate. Currently owning just under 1400 units in Greenock, Port Glasgow, and Inverkip, Cloch also provides factoring services to owners in the area. With a focus on communities and people, the Association prides itself on achieving high customer standards alongside a range of housing and community services.

## **Current Work**

Cloch have been involved in a range of activities in recent years, with our FACE Project being high on the agenda – which is a **F**ocus on **A**chieving **C**ustomer **E**xcellence. In 2018, the Association were awarded the Customer Service Excellence Accreditation, alongside awards in Healthy Working Lives and Investors in Young People. Since 2019, one of our key areas of work is Young People. We are committed to engaging with young people in our community, whether that is through our Modern Apprenticeship Scheme directly with Cloch, or with our contractors, or working with schools through learning sessions or work placements. In 2021 we gained independence from our parent Oak Tree Housing Association. However, we continue to share Finance and IT services with Oak Tree Housing Association where efficiencies are delivered by working together (eg our Finance and IT teams work for both organisations).

One of our main focuses in 2021 is Asset Management and re introducing Planned Maintenance after the lull caused by the pandemic. We have a large PM programme involving disruption to tenants' homes that will need managed and where the customer service element of the job needs to be exemplary.

## **Factoring**

Another arm of the business is Factoring. We factor and offer landscape maintenance services to over 400 properties; mainly in closes where we already own flats. This service includes a responsive repairs service for common repairs and a common Building Insurance Policy offering huge discounts to owners.

## **Our Stock**

Cloch's stock situated in East Greenock, Port Glasgow and Inverkip village.

Our stock caters mainly for general needs housing from single person accommodation to larger family homes, however, we also have Houses of Multiple Occupation and a sheltered housing complex.

Some of our stock is renovated victorian tenements and some is newer build from the 1990's and 00's. The Planned Maintenance Programme is currently renewing kitchens, bathrooms and boilers.

The Reactive Maintenance Contract is with McDougall's Ltd, our main gas contractor is James Frew (Gassure) alongside a few local specialist contractors.

In early 2021, we had 57 newly built properties start to come off site and all of them should be let by mid-July 2021. These involve new technologies such as photo voltaic cells.

# Our Vision & Values

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## Our Vision

***“Services which exceed expectations delivered by a strong and resilient organisation”***

## Our Values

***be Positive***

*in attitude and actions*

***be Responsible***

*for yourself, your customers and our communities*

***be Better***

*and always look to improve in everything that you do*

***be Kind***

*to yourself, to others and in your approach to our services*

# Board Job Role Description

## 1. Introduction

“The Governing Body leads and directs the RSL to achieve good outcomes for its tenants and other service users” Regulatory Standards of Governance and Financial Management Standard 1

- 1.1 This role description has been prepared to set out the responsibilities that are associated with being a Board member of Cloch Housing Association (Cloch). It should be read in conjunction with Cloch’s Rules and Standing Orders.
- 1.2 Cloch is a Registered Social Landlord and a Scottish Charity. The role description reflects the principles of good governance and takes account of (and is compliant with) the expectations of the Regulatory Standards of Governance and Financial Management for Scottish RSLs and relevant guidance produced by the Office of the Scottish Charity Regulator (OSCR).
- 1.3 Cloch encourages people who are interested in the Association’s work to consider seeking election as a Board member and is committed to ensuring broad representation from the communities that it serves. Board members do not require ‘qualifications’ but, from time to time, we will seek to recruit people with specific skills and experience to add to or expand the range of skills and experience available to ensure that the Board is able to fulfil its purpose. We carry out an annual review of the skills that we have and those that we need to inform our recruitment activities and we have set these out in a Board Member Profile.
- 1.4 This role description applies to all members of the Board, whether elected or co-opted, new or experienced. It is subject to periodic review.

## 2. Primary Responsibilities

2.1 The Board Member’s primary responsibilities are, with the other Board members, to

- Lead and direct Cloch’s work
- Promote and uphold Cloch’s values
- Set and monitor standards for service delivery and performance
- Control Cloch’s affairs and ensure compliance

2.2 Responsibility for the operational implementation of Cloch's strategies and policies is delegated to the Director.

### **3. Key Expectations**

3.1 Cloch has agreed to a Code of Conduct for Board Members which every member is required to sign on an annual basis.

3.2 Each member must accept and share collective responsibility for the decision properly taken by the Board. Each Board member is expected to contribute actively and constructively to the work of Cloch. All members are equally responsible in law for the decisions made.

3.3 Each member must always act only in the best interests of Cloch and its customers, and not on behalf of any interest group, constituency or other organisation. Board members cannot act in a personal capacity to benefit themselves or someone they know.

### **4. Main Tasks**

- To contribute to formulating and regularly reviewing Cloch's values, strategic aims and performance standards
- To monitor Cloch's performance
- To ensure that Cloch operates within and is compliant with the relevant legal and regulatory frameworks
- To ensure that risks are realistically assessed and appropriately monitored and managed
- To ensure that Cloch is adequately resourced to achieve its objectives and meet its obligations

### **5. Duties**

- Act at all times in the best interests of Cloch
- Accept collective responsibility for decisions, policies and strategies
- Attend and be well prepared for meetings of the Board and sub-committees
- Contribute effectively to discussions and decision making
- Take part in training and other learning opportunities
- Take part in an annual review of the effectiveness of Cloch's governance and of the member's individual contribution to Cloch's governance

- Maintain and develop personal knowledge of relevant issues and the wider housing sector
- Represent Cloch positively and effectively in local communities and when attending meetings and other events
- Respect and maintain confidentiality of information
- Treat colleagues with respect and foster effective working relationships within the Board and between the Board and staff
- Attend and participate in reviews of the Board member's performance, and in an annual review of your individual contribution to Cloch's governance
- Be aware of and comply with the restrictions on payments and benefits
- Register any relevant interests as soon as they arise and comply with Cloch's policy on managing conflicts of interest

## 6. Commitment

An estimate of the annual time commitment that is expected from Board members is

Activity	Time
Attendance at up to 8 regular meetings of the Board	16 hrs
Reading and preparation for Board meetings	16 hrs
Attendance at up to 4 sub-committee meetings	8 hrs
Reading and preparation for sub-committee meetings	8 hrs
Attendance at annual planning and review events (including individual review meeting)	10 hrs
Attendance at openings and site visits	varies
Attendance at internal briefing and training events	8 hrs
External Training and conference attendance (may include overnight stay or weekend)	2 – 3 days
<b>Total</b>	<b>80+hours</b>

## 7. What Cloch Offers Board Members

All members of the Board are volunteers and receive no payment for their contribution. Cloch has policies that prevent Board members or people they are

closely connected to benefitting from their involvement with Cloch, although they also seek to ensure that Board members are not unfairly disadvantaged by their involvement with Cloch. All out of pocket expenses associated with the role of Board members are fully met and promptly reimbursed.

In return for the commitment offered by Board members, Cloch offers:

- A welcome and introduction when a member first joins the Board;
- A mentor or buddy from the Board (if agreed) and a named staff contact for the first six months, with ongoing support
- Clear guidance, information and advice on Board members' responsibilities and on Cloch's work
- Formal induction training to assist in settling in
- Papers which are clearly written and presented, and circulated in advance of meetings
- The opportunity to put members' experience, skills and knowledge to constructive use
- The opportunity to develop members' own knowledge, experience and personal skills
- The chance to network with others with shared commitment and ideals

## **8. Review**

This role description forms the basis of the annual review of Board performance and individual contributions.

# Person Specification

<b>Commitment to:</b>
<ul style="list-style-type: none"><li>• Cloch's aims, objectives and activities</li><li>• Communities served by Cloch</li><li>• Public, not for profit or voluntary sector</li></ul>
<b>Knowledge or Experience (one or more of the following):</b>
<ul style="list-style-type: none"><li>• Business planning</li><li>• Asset Management</li><li>• Responsibilities to tenants, owners and other service users</li><li>• Supporting tenants on low income</li><li>• Financial planning and control</li><li>• Current housing policy and legislation</li><li>• Role of the Scottish Housing Regulator</li><li>• Local Knowledge</li></ul>
<b>Skills</b>
<ul style="list-style-type: none"><li>• Ability to work as a member of a team with other Board members and with staff</li><li>• Ability to contribute to discussions about strategy and policy</li><li>• Ability to interpret and question information received</li><li>• Ability to identify what is important for Cloch's success as a business</li><li>• Ability to communicate effectively, contribute to decision-making and to challenge constructively</li></ul>
<b>Other Attributes</b>
<ul style="list-style-type: none"><li>• Willing to contribute ideas and new perspectives</li><li>• Able to keep one's own knowledge up-to date</li><li>• Able to accept collective responsibility for decisions</li></ul>

# Board & Staff

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## Current Cloch Board Members

B Corrigan (Chair)	J Scarlett (Vice Chair)	H Thomson (Secretary)	E Robertson
D Brown	E Tamburrini	K Ferns	J McIntosh
A Hutchinson	K Robertson	J Smith	S Skelton

## Former Board Members (last 12 months)

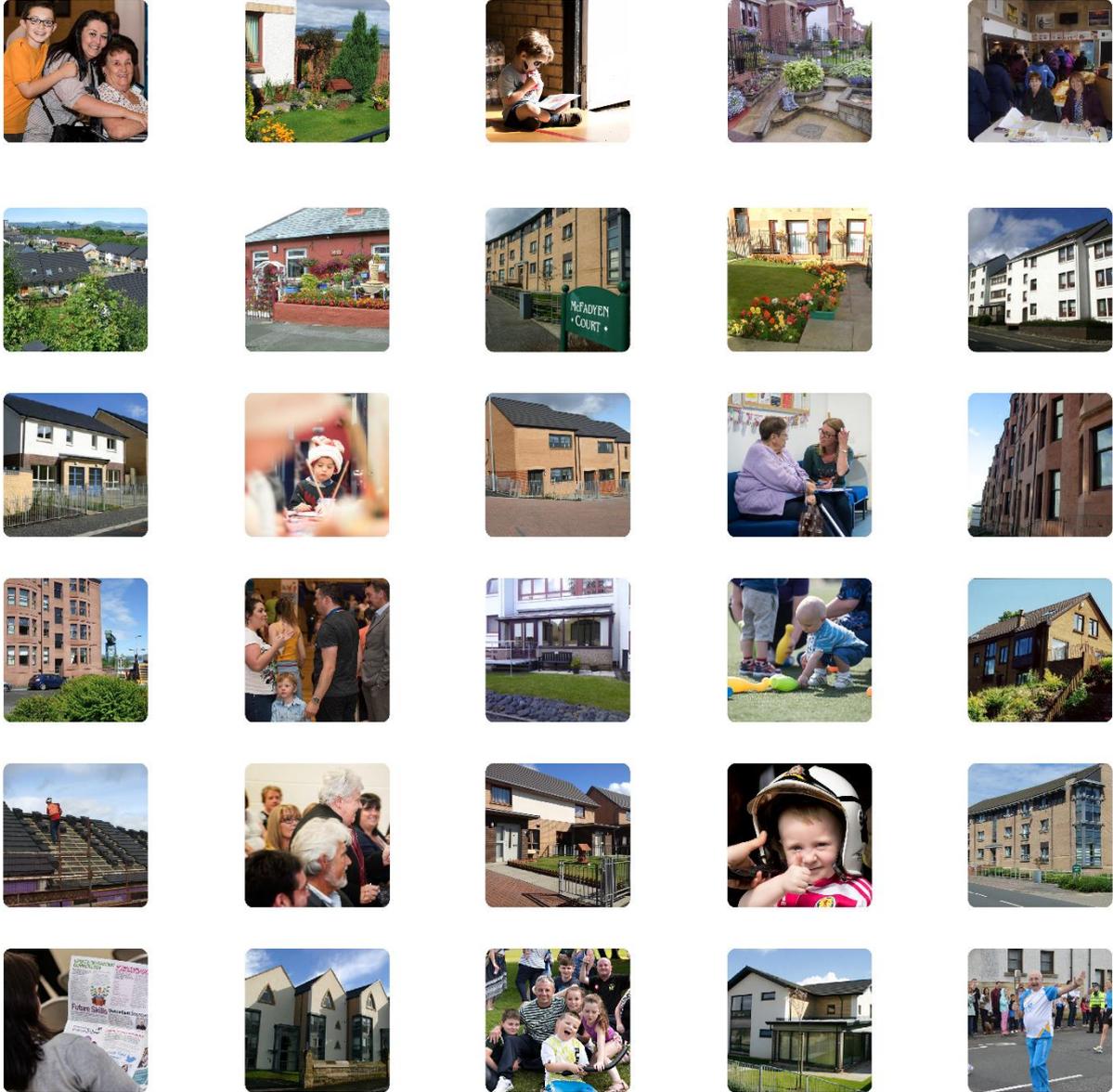
R Lee	A Greenhill	K Wilson	J.McKelvie
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## Current Cloch Staff

Barr, Ewan	Joyce, Lynne	McFarland, Kim
Bowden, Liz	MacDonald, Mary	McLeod, Pamela
Broom, Patricia	MacLean, Kelly	
Browning, Richard	McKendrick, Mick	
Burrows, David	McColgan, Paul	
Carlin, Louise	McConnachie, Lynn	
Devine, Thomas	McKay, Gillian	
Miller, Gwen	McVey, Paul	
Dunsmore, Mark	Musgrove, Shonaid	
Durning, Maria	Orr, Caroline	
Findlay, Nicola	Gault, Cheryl	
Gray, Lorraine	Thomson, Andy	
Hopkins, Julie	Young, Laura	

## Former Cloch Staff (within last 12 months)

Dylan Docherty	Rebecca MacIntyre	Ciara Marshall	Lynne Stewart



## Cloch Housing Association

19 Bogle Street

Greenock

PA15 1ER

Tel: 01475 783637

e-mail: [office@clothhousing.org.uk](mailto:office@clothhousing.org.uk)

Website: [www.clothhousing.org.uk](http://www.clothhousing.org.uk)

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