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| <b>MINUTES OF</b>           | : | Board of Management Meeting |
| <b>TIME &amp; DATE HELD</b> | : | 18th January 2022 at 6.00pm |
| <b>DATE APPROVED</b>        | : | 22nd February 2022          |

|                              |   |   |
|------------------------------|---|---|
| <b>BOARD MEMBERS PRESENT</b> | : | Ms Scoffield, Ms Thomson, Ms Battersby, Ms Barbour, Mr Barclay, Ms Barnes, Ms Johnston, Mr McIntosh and Mr Robertson                              |
| <b>APOLOGIES</b>             | : | Mr Connor and Ms Kiernan  |
| <b>STAFF PRESENT</b>         | : | Tony Teasdale, CEO<br>Fiona Nicholl, Director of Finance & Corporate Services (DFCS)<br>David Wilson, Director of Customer and Community Services |
| <b>IN ATTENDANCE</b>         | : | None  |

**1. Introduction**

Apologies were noted as indicated above. The Board noted Chloe Park's resignation on personal grounds with regret and it was agreed that a letter of thanks be issued.

**2. Declarations of Interest**

It was noted that the following Members are all tenants of the Association and as such have an interest in Item 9 (Annual Rent Review).

Ms Barbour; Ms Barnes, Mr McIntosh, Ms Scoffield and Ms Thomson.

In accordance with usual practice however it was agreed that this should not prevent them from taking part in the discussion or voting on the issue.

**3 Minutes for Information**

The draft minutes of the following meetings were noted:

- Audit and Corporate Committee meeting: 11th January 2022

**4. Minutes for Approval**

The draft Minute of the Board of Management meeting held on 14th December 2021 was **approved** as a correct record on a motion from Ms Barbour, seconded by Ms Johnston.

**5. Matters Arising**

Members noted the content of the Schedule of Matters Arising from the meeting on 14th December 2021. A more detailed update was provided on the range of additional support that had been distributed to tenants and the local community in the lead up to Xmas, including:

- 250 food hampers distributed through the Shettleston Pantry
- Another 60 more distributed to tenants in receipt of the Retirement Housing Service.
- 50 selection boxes distributed to children of Association tenants.
- 82 “Cash for Kids” vouchers (worth £35 each).

(It was noted that, following the Association’s participation in a “crowd-funding” exercise, there had been no net contribution from SHA to the hampers distributed through the Pantry).

## **6. Compliance and Safety Update**

Members noted the content of the report.

## **7. CEO Progress Report**

Members noted the content of the report and in particular:

- That the revised working arrangements introduced in December, following the onset of Omicron, were continuing to be operated but that the very recent announcement of a relaxation in Scottish Government restrictions should soon enable a return to the three day in the office arrangements for all staff.
- The imminent departure of Anila Ali (Governance and Communications Officer) who is moving onto another Association and the arrival of David Wilson, our new Director of Customer and Community Services , on 10<sup>th</sup> January.
- Agreed changes to the forthcoming list of meetings, as per the updated schedule of meetings in Resources on Decision Time.

The Board also noted the latest update regarding the Men’s Shed and **agreed that the rent for 647 Shettleston Road be reduced by 50% for a further six months to the end of March 2022.**

## **8. First Draft Budget 2022/23**

The DFCS took the Board through the detailed report on the 1st draft budget, highlighting in particular:

- The assumptions underlying the draft projections
- Any implications for compliance with loan covenants
- Sensitivity analysis conclusions
- Comparison with, and variances from, the projections within the 2021 Business Plan. (A projected £365k adverse variance in property maintenance costs was particularly highlighted).
- The need for the proposed rent and service charge increases (Agenda item 9) and the fact that a 1% lower increase would reduce available funds by £4m over the course of the 30 year Business Plan (unless higher than previously anticipated increases are levied in future years).

Members raised queries regarding:

- Assumptions regarding rent arrears and projected levels of bad debt
- Progress with efforts to secure additional grant funding from the Council for the Fenella Street new build project.
- The possibility of securing any additional monies for feasibility studies before the end of March.
- The make-up of the total provision for professional and consultancy fees.

Following discussion **the first draft budget was approved** for ongoing development in the lead up to March Board meeting when the final budget and 30 year projections are to be presented for Board consideration.

## 9. Annual Rent and Service Charges Review

Members noted the content of the detailed report and following discussion the Board approved proposals as follows:

- **To consult tenants regarding an overall 5% uplift in rents and existing service charge income in the coming year.**
- **This to be on the basis of either:**
  - **a standard rent increase of 4.5% (applying to just under 80% of tenants) or**
  - **a higher, differential, rent rise of either 6.5%, 7.5% or 8.5% for properties where rent currently substantially less than the average for property type/size.**
- To consult affected residents on the introduction of an increased service charge (at £1.33 per month) to be able to maintain the new Bulk Uplift service for flatted properties.
- For the tenant information and consultation process.
- To promote and publicise benefits and money advice and support to tenants as part of the information and consultation process.
- **To consult factored owners on a 5% uplift in the management fee for the coming year.**

There was discussion regarding the “cost of living crisis” and in particular the likely challenges facing tenants in coming months around fuel bills. It was **agreed that options for funding to provide support to tenants be explored and pursued as a matter of priority. It was also agreed that possible sources of help for low income owners in the area be explored.**

## 10. Review of Board Training and Development Policy

Members noted the content of the report and following discussion **approved the draft revised policy.**

In accordance with this it was **agreed that**

- **Going forward training development opportunities, activity and costs to be kept under review by the Board to enable monitoring against agreed training plans.**

- **Issues regarding Member access to SHARE on-line courses to be explored/resolved.**
- **Awareness session on role of key front-line staff members to be arranged.**

**11. Business Continuity Plan : scenarios**

Members noted the content of the report and following discussion **the Board approved the key Business Continuity specific risks/scenarios** as proposed. It was agreed that further work would be undertaken by the Management Team to:

- ensure that information identified as needing to be readily available in relation to each scenario is in place and accessible
- further consider how these scenarios might play out in practice to aid preparedness.

It was **agreed that going forward this assessment is to be reviewed at least annually by the Audit and Corporate Committee** or more often as required, in accordance with the evolving assessment of risk.

**12. Payments and Benefits Policy**

Members noted the content of the report and **the Board approved the revised Payments and Benefits Policy**. It was also agreed that awareness training should be arranged for staff and Board members

**13. Membership Applications**

There were none.

**14. Any Other business**

Members flagged up some challenges and issues regarding the operation of Zoom meetings and/or the use of the Decision Time electronic Board papers, and it **was agreed that:**

- **A reminder to be given at the start of each meeting of the benefits of “speaker view” for those Zooming in to the blended meetings.**
- **Those presenting reports to ensure that references to page numbers are as per those appearing to members in Decision Time.**

It was also **agreed that confirmation of numbers able to be physically present at meetings should be communicated at the time of issue of the papers.**

**Minute prepared by  
Tony Teasdale, Chief Executive**

**SIGNED:** .....

**DATE:** .....