

**LOCHABER HOUSING ASSOCIATION
MINUTES OF BOARD OF MANAGEMENT MEETING
HELD AT LOCHABER COLLEGE
ON THURSDAY 26th MAY 2022 AT 1.00PM**

Present: May Tosh
Di Alexander
Jenni Hodgson
Andrew Carr (Chairperson)
Jacqui Wight
Moirira MacVicar
Jacob Green (Observing)

In attendance: Sean Doherty, Asset Manager
Margaret Moynihan, Chief Executive
Jenny MacKay, Customer Services Manager
Iain MacLeod, LHAPS Manager
Siobhan Toal, Customer Services Officer
Brian Pearson, Housing Services Coordinator
Fiona Sorley, CHT (Part Meeting)

1. Apologies

Apologies have been received from Linda Johnson and Rosemary Bridge.

2. Declarations of Interest

The Declaration of Interest report was **approved**.

3. Minutes of Meeting held on 21st April 2022

The Minutes of the meeting held on 21st April 2022 were **approved**.

4. Matters Arising from Minutes of Meeting held on 17th March 2022

(i) IT - Tecnica Update

The Customer Services Manager advised the Board that newly appointed IT support provider Tecnica are progressing the handover with our current provider TSG but that most of this work is currently behind the scenes.

The Board were informed that if they have any IT issues in the meantime, they should contact the Customer Services Manager or Customer Services Officer to report any problems. An email will be sent to all Board members shortly advising them of contact details for Tecnica and how to report a fault.

The Board **noted** the report.

(ii) Monsignor Wynne – Bench and wording

The Chief Executive advised the Board that Monsignor Wynne's family were pleased with the wording drafted for the plaque and the Asset Manager is now progressing the engraving works. Once this has been completed a date will be arranged for the opening of the seating area in Roy Bridge.

The Board **noted** the verbal update.

(iii) Housing Needs Brief

The Chief Executive advised the Board that the report from Communities Housing Trust was not due back until Tuesday 31st May therefore an update will be provided at the June meeting.

The Board **noted** the update.

(iv) Finance Manager Accommodation

The Board were informed that accommodation has been sorted for the Finance Manager who starts on Tuesday 7th June.

The Board **noted** the updated.

5. Regulatory Standards – demonstrating Compliance

The Board **noted** the compliance with regulatory standards.

8. Annual Return of the Charter

The Chief Executive presented the ARC report to the Board, which included trend analysis covering the current and previous six financial years.

The Chief Executive highlighted some indicators within the ARC that were worthy of particular attention, including the tenant satisfaction survey questions that were completed by tenants this year. The Board were informed that Focus Groups are going to be held allowing the CEO, Asset Manager and Housing Management staff discuss both matters raised withing the survey and to seek input to we can seek to improve services.

The Board **noted** the report and **approved** its submission to the Scottish Housing Regulator.

9. Authority to Evict

The Board **considered** and **approved** the eviction action for case CA180. It was **agreed**, however, that going forward it would be useful to have more information regarding the tenancy history if appropriate.

10. Audit & Governance Sub-Committee Recommendations

- (a)** The Board **noted** the compliance with Regulatory Standards.
- (b)** The Board **noted** the update on the debt collection agency.
- (c)** The Board **approved** the revisions to the Board Members Guide.
- (d)** The Board **approved** the revisions to the Delegated Authority.
- (e)** The Board **approved** the Bad Debt Write-offs.
- (f)** The Board **approved** the LHA Quarterly Management Accounts to 31/03/22.
- (g)** The Board **approved** the Internal Audit Plan.
- (h)** The Board **noted** the Quarterly Management Accounts to 31/03/2022 for (A) LHAPS and (B) LCR.
- (i)** The Board noted the (A) Covenant Report and (B) Treasury Management Update
- (j)** The Board **noted** the Quarterly Compliance Return.

- (k) The Board **noted** the Annual Report for Rental Off the Shelf and Shared Ownership properties.
- (l) The Board **noted** the Annual Report of Details of Housing Stock Securities.
- (m) The Board **noted** and **approved** the Risk Register.
- (n) The Board **noted** the External Audit Plan.

11. Applications

(i) Shareholding Members

The Board received the report proposing the admission of new members and accordingly **approved** the Application for Shareholding Membership of Jacob Green, with John Cooney's application to be considered at the next Board meeting.

(ii) Board Member Applications

The Board **approved** the appointment of Jacob Green but, as he was unable due to timing, **agreed** that John Cooney be invited to observe the June meeting when his application would be reviewed.

12. Maintenance and Estate Management Programme Update Quarter 4

The Asset Manager presented the quarterly report detailing the maintenance and estate management programme for quarter 4.

The Board were informed that the Asset Management team will start work on the 30-year projections and costs for planned maintenance over the coming months. It was noted that the Asset Manager is currently looking into a modelling system for ESSH2 compliance.

The Board **considered** and **approved** the report.

13. Health and Safety of Properties – Update

The Asset Manager presented the report to the Board which detailed our compliance with Health and Safety legislation for our properties.

The Board were informed that eight electrical tests had not been completed during quarter 4 of 2021/22 due to difficulties gaining access to these properties. Making appointments to gain access has been difficult due to the tenants not engaging with the Association which has led to final notice letters being sent out informing tenants that if contact is not made within 7 days, the Association will give 24 hours' notice to gain access to carry out the test. It was noted that most of these tests were now completed with the others booked for the coming days.

The Board **noted** the report.

14. Development – *Information that could be deemed as commercially sensitive has been removed from this report.*

Fiona Sorley, CHT, presented the development report to the Board with the focus being on the sites at Tigh Aran, Strontian, Mallaig and Rankin Crescent. The progress of each site was provided in detail.

The Board **discussed** and **noted** the report and **approved** the progression of signing a contract with the Contractor for Mallaig.

15. Performance

The Board **noted** the performance reports in relation to Housing Management, Asset Management, Complaints, GDPR, FOI and Health & Safety.

16. Office Premises

The Chief Executive advised the Board that due to the shortage of office space becoming available in Fort William the decision has been made to remain at 101 High Street and progress the works required to amend the current office premises to improve workspaces for staff.

The Board **noted** the verbal update.

17. A.O.C.B

(i) Board Papers

The Chairperson proposed to the Board, following the agreement of holding two in person meetings in the year, that at these meetings all papers continue to be available to view on Teams and that only the Summary Sheet for each agenda item is printed and provided to the Board.

The Board **agreed** that an email should be sent in November to check what each Board member would prefer, either a full pack of papers or just the summary sheet printed.

(ii) External Audit 2022

The Chairperson advised the Board that the Office Bearers met with Alexander Sloan, External Auditors, earlier that day for the Audit Close meeting and confirmed that the audit had gone well and there was nothing significant to report.

The Board **noted** the update.

(iii) Gathering of Board Members is the Highlands and Islands

The Chairperson advised the Board that he received a letter from Lochalsh & Skye Housing Association proposing that Board members from various Highland & Island Housing Associations meet potentially one to two times a year either in person or virtually. The Chairperson asked for feedback from the Board as to whether they agree to this proposal.

The Board **agreed** to the proposal from Lochalsh & Syke Housing Association.

(iv) RIHAF Meeting

The Board were informed that LHA would be hosting the RIHAF Conference this year which is to be held on 26th to 28th October. More information would be brought to the June meeting.

The Board **noted** the update.

(v) June Meeting

The Customer Services Manager advised the Board that a bitesize training session on Governance is being arranged to run before the Board meeting on 30th June. The Board were advised that the meeting is currently arranged to start at 2.00pm but can be moved to the evening if preferable.

Following discussion, it was **agreed** that the Governance training session should start at 5.30pm with the LHA Board meeting to follow at 6.30pm.