

FINAL Albyn Housing Society Board Meeting |MINUTES

Date: Tuesday 16 April 2024
Time: 6:00pm
Location: Teams

Members Present

Lesley McInnes,
Chair

Carl Patching
Member

Niall Owen,
Member

Angela Currie,
Member

Craig Russell,
Member

Jackie Bugden,
Member

Lynne Holburn,
Member

Scott Macleod,
Member

In Attendance

Maureen Knight,
Executive Dir. of Operations
(ExDO)

Andrew Martin,
Executive Dir. of Group Services
(ExDGS)

Laurie MacLeod
Head of Human Resources
(HHR)

Caroline Madden,
Head of Property Services (HPS)

Chris Ellis,
Head of Performance & Reporting
(HP&R)

Laura Morgan,
Corporate Governance Manager
(CGM) - minute

ACTION

1. APOLOGIES

- 1.1 Apologies had been received from Clea Warner, Fiona Mustarde, Ian Fosbrooke, Craig Levy, Scott MacLeod, and Kirsty Morrison.
- 1.2 It was noted that Angela Currie would be late to the meeting.

2. CONFLICT OF INTEREST

- 2.1 No conflicts of interest were noted

3. STANDING ITEM

- 3.1 Board Remit
- 3.1.1 The meeting met the quorum as set out within the Board Remit.

4. PREVIOUS MEETING

- 4.1 Minute of Board Meeting: 19 March 2024
- 4.1.1 The minute of the last meeting was approved. This was proposed by Jackie Bugden and seconded by Lynne Holburn.
- 4.2 Confidential Minute of Board Meeting: 19 March 2024
The confidential minute of the last meeting was approved. This was proposed by Niall Owen and seconded by Niall Owen and Jackie Bugden.
- 4.3 Matters Arising
- 4.3.1 A written update on the action items had been provided and was reviewed. All actions were complete or in progress.

5. DECISION PAPERS

- 5.1 Q3 Performance Report
- 5.1.1 The HP&R delivered a presentation on Q3 Performance for Board approval.
- 5.1.2 Angela Currie joined the meeting at this point.
- 5.1.3 The Board welcomed the narrative provided which gave context to the performance figures.
- 5.1.4 There was a discussion about the forthcoming tenant survey. The ExDGS informed the Board that the survey was currently under way and was being delivered by an external company.
- 5.15 There was a discussion about the damp and mould data provided and whether the 'number of days to complete remedial works' KPI provided an accurate assessment of performance. The Board requested that days taken to close a case, and days open for more complex cases be provided in future reports. The ExDO accepted this as an **action**.

Maureen Knight

ACTION

- 5.1.6 There was a discussion about the number of tenancy refusals and why this was occurring. The ExDO advised that this KPI had been impacted due to lack of staffing resource and should improve once a new Tenancy Operations Manager was recruited.
- 5.1.7 There was a discussion about the 'repairs right first time' KPI. The HPS advised that recruitment to the Repairs & Maintenance Team, and the forthcoming reactive repairs procurement framework would lead to improvements for this indicator.
- 5.1.8 The Board welcomed the positive trajectory of performance at the Society. It requested that this performance was benchmarked against other Registered Social Landlords. The HP&R advised that this would be prepared and presented to Board following submission of the Annual Return on the Charter.
- 5.1.9 The Board approved the Q3 Performance Report. This was proposed by Niall Owen and seconded by Carl Patching.

- 5.2 Q3 Management Accounts
- 5.2.1 The ExDGS spoke to his paper and sought Board approval of the Q3 Management Accounts.
- 5.2.2 The ExDO advised the Board that staffing resource was presenting a huge challenge with regard to repairs and maintenance; service priorities were being assessed against capacity, and if necessary, consultants would be brought in to support the service.
- 5.2.3 There was a discussion about the impact on banking covenants should the repairs and maintenance programme need to be accelerated. The ExDGS advised that the Society had assumed increases in spend for this area within existing forecasts and there was plenty of covenant headroom.
- 5.2.4 The Board approved the Q3 Management Accounts. This was proposed by Craig Russell and seconded by Angela Currie.

- 5.3 Business Plan 2022-27, Year 3 Update Supporting Documents
- 5.3.1 The CGM presented this paper on behalf of the CEO and sought Board approval of the Business Plan 2022-27, Year 3 Update Supporting Documents. These included the Delivery Plan 2023/24 and the Strategic Risk Register 2023/24.
- 5.3.2 The Board enquired about how delivery around cyber essentials was being captured by the organisation. The ExDGS advised that this had not been defined as a specific deliverable within the Delivery Plan but was part of the ICT Strategy delivery which was included. It was added that the Society hoped to move toward Cyber Essential Plus accreditation.
- 5.3.3 The Board enquired about how the Society was capturing risks relating to damp and mould. The ExDO advised that a specific risk relating to damp and mould was included within the Operational Risk Register and was reflected within the Strategic Risk Register under the 'Legal & Regulatory Requirements' risk.
- 5.3.4 The Board approved the Business Plan 2022-27, Year 3 Update Supporting Documents. This was proposed by Angela Currie and seconded by Craig Russell.

ACTION

6. POLICY & STRATEGY

6.1 Fraud Response Policy

6.1.1 The ExDGS presented the Fraud Response Policy to the Board for approval.

6.1.2 It was noted that only minor changes had been made as part of the cyclical review of the policy.

6.1.3 The ExDGS accepted an **action** to add clarity to which 'Chair' was being referred to under points 4.8 and 4.9.

Andrew Martin

6.1.4 The Board approved the Fraud Response Policy. This was proposed by Carl Patching and seconded by Jackie Bugden.

6.2 Development Policy

6.2.1 The ExDGS presented the Development Policy to the Board for approval.

6.2.2 The ExDGS accepted an **action** to link the policy to the Treasury Management Plan; and to include reference to relevant national planning frameworks, and planning and design guidance.

Andrew Martin

6.2.3 The Board approved the Development Policy. This was proposed by Niall Owen and seconded by Angela Currie.

7.1 HRIL Delivery Plan 2023/24 End of Year Update

Note – listed as an information item on the agenda but discussed as a decision item.

7.1.1 The ExDGS spoke to his paper and presented the HRIL Delivery Plan 2023/24 End of Year Update to the Board for its approval

7.1.2 The Board noted the HRIL Delivery Plan 2023/24 End of Year Update. This was proposed by Niall Owen and seconded by Jackie Bugden.

7. INFORMATION ITEMS

7.2 Asset Management Strategy Update

7.2.1 The HPS spoke to her paper and presented the Asset Management Strategy to the Board for its information.

7.2.2 There was a discussion about Net Zero and what this might mean for the Society. As requirements for RSLs were still vague, the Society had been focussing on heating, insulation, window, and photovoltaic panels for properties. The ExDO added that tenant

ACTION

feedback had highlighted heating to be an area of focus and the Society was working to ensure that this was a consideration from the point of property design.

7.2.3 The Board noted the Asset Management Strategy Update

8. CONFIDENTIAL ITEMS

8.1 Confidential Item

8.2 Confidential Item

8.3 Confidential Item

9. APPROVED MINUTES OF COMMITTEE MEETINGS FOR NOTING

9.1 None

10. AOCB

10.1 SHARE eLearning Registration.

10.1.1 The CGM advised Members that they would receive an activation link to register with the new SHARE eLearning platform.

10.1.2 The Board noted this update.

11. DATES OF FUTURE BOARD COMMITTEE MEETINGS

11.1 The dates of future meetings were noted.

The meeting ended.