

FINAL Albyn Housing Society Board Meeting |MINUTES

Date: Tuesday 21 May 2024
Time: 6:00pm
Location: Inverness Office / Teams

Members Present

Lesley McInnes, Chair (Teams)	Clea Warner, Vice Chair (Teams)	Carl Patching Member (Teams)
Angela Currie, Member (Teams)	Fiona Mustarde, Member (Teams)	Jackie Bugden, Member
Ian Fosbrooke, Member	Craig Levy, Member (Teams)	

In Attendance

Kirsty Morrison, Chief Executive Officer (CEO)	Maureen Knight, Executive Dir. of Operations (ExDO)	Andrew Martin, Executive Dir. of Group Services (ExDGS)
Jim Banks, Income Manager (IM)	Chris Ellis, Head of Performance & Reporting (HP&R) (Teams)	Karolina Staszowska, HR Business Partner (HRBP)
Laura Morgan, Corporate Governance Manager (CGM) - minute		

1. APOLOGIES & WELCOMES

- 1.1 Apologies had been received from Craig Russell, Lynne Holburn, Niall Owen, Scott MacLeod, and Laurie MacLeod.
- 1.2 The Chair welcomed Jim Banks, Income Manager; and Karolina Staszowska, HR Business Partner, to the meeting who joined as observers.

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: 16 April 2024
 - 4.1.1 The minute of the last meeting was approved. This was proposed by Carl Patching and seconded by Angela Currie.
- 4.2 Confidential Minute of Board Meeting: 16 April 2024

The confidential minute of the last meeting was approved. This was proposed by Niall Owen and seconded by Carl Patching and seconded by Angela Currie.
- 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 Annual Return on the Charter Submission 2023/24
 - 5.1.1 The HP&R delivered a presentation of the Annual Return on the Charter (ARC) 2023/24 and sought Board approval of its submission to the Regulator.
 - 5.1.2 The Board welcomed the internal audit that had been completed on the ARC submission and the reassurance that this provided with regard to data accuracy.
 - 5.1.3 The Board enquired about turnover of tenancies and if the specialist needs of FIT Home residents impacted performance in this area. The ExDO advised that turnover was higher for these properties as a result of the circumstances and needs of the customers who were living in them. For example, some FIT Home residents were elderly or had life limiting illnesses.
 - 5.1.4 The Board enquired about the factoring service satisfaction KPI and what actions were to be taken to improve performance in this area. The CEO advised that a number of actions were already in train, this included the recruitment of a Senior Factoring Officer, regular estate management walkabouts, and enhanced checks on works completed by

ACTION

contractors. The Board suggested adding commentary to this effect to the ARC submission and this was agreed by the ExDO.

- 5.15 The Board asked for further detail on the number of court actions detailed in the ARC submission. The ExDO provided a breakdown and explanation of the various stages of court action that were applicable to the cases noted.
- 5.1.6 The Board enquired about the number of tenancies refused detailed in the ARC submission. The ExDO advised that there were a number of factors which resulted in tenancy offers being refused; to address these, the tenancy offer process was being honed to ensure that the Society had more confidence that offers would be accepted.
- 5.1.7 The Board discussed the figures in the ARC submission for section 5 and other referrals for homeless households made to the Society. It was noted by the Board that all section 5 referrals had resulted in an offer of a permanent home, but that performance with regard to referrals from other routes could be improved. The ExDO advised Board that in 2023/24 the number of referrals from other routes increased from previous years, and it was agreed that the Society needed to better understand the reasons for this.
- 5.1.8 With regard to the staffing turnover detailed within the ARC submission, the Board noted it was unfortunate that the numerous measures undertaken by the Society to support staff wellbeing and make it a great place to work could not be reflected within the document.
- 5.1.9 It was confirmed to the Board that there would be no material changes to the ARC submission it had been provided with.
- 5.1.10 The Board approved the submission of the Annual Return on the Charter 2023/24 to the Regulator. This was proposed by Jackie Bugden and seconded by Angela Currie.

5.2 5 Year Financial Plan

- 5.2.1 The ExDGS spoke to his paper and sought Board approval to submit the 5 Year Financial Plan to the Regulator.
- 5.2.2 The Board approved the submission of the 5 Year Financial Plan to the Regulator. This was proposed by Clea Warner and seconded by Fiona Mustarde.

5.3 Loan Portfolio Return

- 5.3.1 The ExDGS spoke to his paper and sought Board approval to submit the Loan Portfolio Return 2023/24 to the Regulator
- 5.3.2 There was a discussion about covenant cover and the ExDGS clarified to Board how this was reported to the Regulator.
- 5.3.3 The Board approved the submission of the Loan Portfolio Return 2023/24 to the Regulator. This was proposed by Carl Patching and seconded by

5.4 Board Meeting Dates

5.4.1 The CGM spoke to her paper and sought Board approval of the recommendations made within it.

5.4.2 The Board approved the meeting dates for the 2024/25 AGM year. It also agreed that future Board meeting dates were to be approved in March of each year going forward. This was proposed by Clea Warner and seconded by Craig Levy.

6. POLICY & STRATEGY

6.1 Entitlements, Payments, & Benefits Policy

6.1.1 The CGM presented the Entitlements, Payments, & Benefits Policy (EPB Policy) to the Board for approval as part of its cyclical review. In addition, Board was asked to consider a proposal to update the wording in the policy regarding settlement payments.

6.1.2 The Board agreed the proposed amendment to the wording of the EPB Policy and requested that this wording should also include specific instruction to notify the Regulator of settlement payments.

6.1.3 The Board approved the EPB Policy with the proposed amendment. This was proposed by Carl Patching and seconded by Angela Currie.

7. INFORMATION ITEMS

7.1 Cost of Living Update

7.1.1 The ExDO delivered a presentation on the results of a recent cost of living survey and how the Society was supporting tenants during this difficult time.

7.1.2 The Board welcomed the update and noted the importance of Registered Social Landlords in improving outcomes for families.

7.1.3 The ExDO advised that an action plan that would seek to address the results of the survey would be brought back to Board in October 2024; this would include proposals for any additional funding that might be required.

7.1.4 The Board enquired about the community benefit obligations of Society contractors and how well these were being delivered. The ExDO advised that historically this had not been a focus of the Society, however, the new procurement framework had monetary based community benefits built into it which would result in an improvement.

7.1.5 The Board noted the update.

8. APPROVED MINUTES OF COMMITTEE MEETINGS FOR NOTING

8.1 None.

9. AOCB

9.1 None.

10. CONFIDENTIAL ITEMS

Karolina Staszowska, Chris Ellis, and Jim Banks left the meeting at this point.

10.1. Confidential Item

11. DATES OF FUTURE BOARD COMMITTEE MEETINGS

11.1 The dates of future meetings were noted.

The meeting ended.