

Board of Management Meeting held on 15 June 2023 at 6.30 p.m.

The Board meeting was held on a hybrid basis with members in the office Boardroom and joining online via Zoom

Attendance at meeting in person: Richard McElfatrick, Mark Griffiths, Linda Anderson, Susan Macmillan, Fiona Boath, Kenneth Butler, Margaret Vass

Attendance at meeting via Zoom: Howard Dales, Andrew Faulk

Staff in Attendance: Donna Birrell – Chief Executive Officer (CEO)
Gerry Casey – Deputy CEO / Director of Finance & Corporate Services (DCEO/DFCS)
Craig Wood – Director of Housing and Property Services (DHPS)
Sandra McPhee – Governance and Compliance Officer (GCO) (Minutes)

NOTE: Fire Drill completed at 6.15pm for Board members and staff in attendance.

Item		Action
1.	<p>Welcome and Apologies</p> <p>Fiona Boath welcomed everyone to the meeting and Richard to his first Board meeting with RSHA.</p> <p>There were apologies from, Theresa Elliott, Lorna Cameron, Graeme Darling, and Lynda McColl.</p>	
2.	<p>Declarations of Interest</p> <p>Declarations of Interest were declared as follows:</p> <p>Fiona Boath, Mark Griffiths, Kenneth Butler, Andrew Faulk, and Richard McElfatrick - Agenda Item 12.7 – Board Members Standing Down/Seeking Re-election at AGM 2023.</p>	
3.	<p>Exception Reports/Presentations</p>	

3.1	No Reports	
4.	Health and Safety Exception Report	
4.1	Exception Report No Report Board raised the following comments / queries: <ul style="list-style-type: none"> Has there been any issues due to the hot weather we have been having? The DHPS confirmed no issues have been raised. The CEO advised that the office temperate has been very high, but we are looking at ways to resolve this and an email will be sent out to staff regarding the weather and tips for helping with the extreme heat. 	CEO
5.	Group Minutes	
5.1	Minute of Board meeting held on 18 May 2023 The Minute was proposed by Mark Griffiths and seconded by Kenneth Butler	
5.2	Minute of Audit & Risk Committee None	
5.3	Minute of Venachar Board held on 18 May 2023 For noting	
5.4	Working Groups None	
6.	Matters Arising Schedule There were no further matters arising. The Board: <ul style="list-style-type: none"> ❖ Approved the Matters Arising Schedule 	
7.	Rural Stirling Group Key Risks	
7.1	Quarterly Key Risk Review No Report	

8.	Strategy	
8.1	No Report	
9.	Performance & Policy	
9.1	<p>Confidential Annual Return on the Charter (ARC) 2022/23 Validation Audit Action Plan for 2023-24 and updated ARC Validation Audit Action Plan 2022-23</p> <p>The GCO presented the report to the Board for the Action Plan 2023-34 and the updated 2022-23 Action Plan for the ARC Validation Audits.</p> <p>The Board raised the following comments/queries</p> <ul style="list-style-type: none"> • Good progress has been made over the past couple of years on the work for the ARC. • The new Action Plan is good with appropriate information. <p>The Board:</p> <ul style="list-style-type: none"> ❖ Approved the ARC Validation Audit 2023-24 Action Plan ❖ Noted the update of the ARC Validation Audit 2022-23 Action Plan 	
9.2	<p>Tenant Satisfaction Survey 2023 Action Plan</p> <p>The report was presented to the Board for the updated draft Tenant Satisfaction Survey (TSS) Action plan following feedback received from tenants in attendance at the Tenant Event on 24 May 2023.</p> <p>The Board raised the following comments/queries</p> <ul style="list-style-type: none"> • The input from the tenants looks very useful and the Board were pleased that there will be more contact with tenants within their community and community groups. • Good to see focus on communication around repairs as this is usually an area involving lots of feedback and complaints. <p>The Board:</p> <ul style="list-style-type: none"> ❖ Approved the draft TSS Action Plan 	
9.3	<p>Policies for Approval</p> <p>Policies were issued to Board on Decision Time on 1 June 2023 for review prior to decision at this meeting.</p> <p>The policies that have been reviewed are:</p>	

	<ul style="list-style-type: none"> • Appendix 1 – Group Health & Safety Information to Tenants and Tenancy Agreements Policy & EIA • Appendix 2 – Group Furnished Premises Policy and EIA • Appendix 3 – Group Treasury Management Policy <p>The Board raised the following comments/queries</p> <ul style="list-style-type: none"> ❖ Appendix 3 – Should an EIA be prepared for the Treasury Management Policy? The DCEO/DFCS advised that as the policy relates purely to financial matters in the governance of the Treasury Management processes there is no direct or indirect impact on individuals, tenants, or staff. ❖ Appendix 3 – with the institutions we use do we look for minimum ratings from e.g., Moody’s or Standard and Poor’s? Also, how do we monitor the financial strengths/weaknesses of such institutions? The DCEO/DFCS advised that creditworthiness of the banks is included in the Treasury Management Review presented to the Board in October each year. <p>The Board:</p> <ul style="list-style-type: none"> ❖ Approved the policies <ul style="list-style-type: none"> - Group Health and Safety Information to Tenants and Tenancy Agreements Policy and EIA - Group Furnished Premises Policy and EIA - Group Treasury Management Policy 	
10.	Finance	
10.1	<p>Confidential – SHR Loan Portfolio Return</p> <p>The DCEO/DFCS presented the report to the Board for the SHR Loan Portfolio Return for 2023 which includes information on the Association’s current loan balances and updated valuation figures.</p> <p>The Board raised the following comments/queries</p> <ul style="list-style-type: none"> • Is it worth getting the NBS stock revalued as this has not been done since 2009? The DCEO/DFCS advised as this is not required to ensure we are meeting our covenants, it is not required. <p>The Board</p> <ul style="list-style-type: none"> ❖ Approved the SHR Loan Portfolio Return ❖ Confirmed that the process for completion and submission is satisfactory. 	DCEO/DFCS
11.	Operations	
11.1	Tender Report: Repairs and Void Services	


	<p>The DHPS presented the report for the tender of the Repairs and Void Services and advised that there were two returns received. The report highlighted that the Tender was advertised using Public Contract Scotland (PCS) Open (Single Stage) Procedure to procure the full reactive repairs and voids services for a 3-year period with the option to extend for a further two years at our discretion.</p> <p>The Board raised the following comments/queries</p> <ul style="list-style-type: none"> • Are we on track for the contract to go live in July? The DHPS advised that he will be arranging a pre-start meeting as soon as possible and hopefully the contract will commence sooner. • Good to see the company will be looking to recruit local trades people to join the company. <p>The Board</p> <ul style="list-style-type: none"> ❖ Approved that Property One Ltd to be appointed as the new service provider for Repairs and Voids services. 	
11.2	<p>Consultation Feedback: Employee Development Review Framework</p> <p>The CEO presented the report on the consultation for the Employee Development Review Framework. This new framework is proposed to replace the current appraisal framework which was first introduced during 2016/17.</p> <p>The Board raised the following comments/queries</p> <ul style="list-style-type: none"> • Is it worth considering an online system (e.g., Clear Review) to make completion easier? The CEO advised that it is not currently online but can be completed electronically. <p>The Board:</p> <ul style="list-style-type: none"> ❖ Approved the Employee Development and Review Framework ❖ Noted proposal to include monitoring and tracking of quarterly review sessions across the organisation to ensure implementation and consistency. 	
12.	Governance; Ethical Conduct and Notifiable Events	
12.1	<p>Notifiable Events</p> <p>No reports.</p>	
12.2	<p>Office Bearers Decisions</p> <p>No reports.</p>	
12.3	Record of Electronic Approvals – SHR Five Year Financial Projections Return	

	<p>The DCEO/DFCS provided the report on the outcome of decisions that were sought from the Board through Decision Time in May 2023 in respect to the SHR 5 Year Financial Projections (FYFP) Return.</p> <p>The DCEO/DFCS confirmed that approval was given by the Board and the return was submitted to the SHR on 31 May 2023.</p> <p>The Board raised the following comments/ queries</p> <ul style="list-style-type: none"> • The Chair reminded Board members that they should be checking their emails to ensure there are no delays in responding to electronic approvals. • It was suggested that a What’s App Group be set up for the Board as another route for advising Board members of any actions required. The GCO will get a group set up and also circulate the Board contact details list to all members. • The Board also raised issue with viewing/replying to Notes and Comments on Decision Time and who can see them e.g., all attendees for the meeting or just those who had confirmed attendance. The GCO will contact Decision Time for clarification and request user guidance if this is available. <p>The Board:</p> <ul style="list-style-type: none"> ❖ Noted the content of the report and that the approval was obtained through the electronic approvals process as agreed at the May 2023 Board meeting. ❖ Noted the FYFP was submitted on 31 May 2023 complying with the SHR deadline. 	<p>GCO</p> <p>GCO</p>
12.4	<p>Recommendations from Audit and Risk Committee</p> <p>No report</p>	
12.5	<p>New Member Applications</p> <p>No new applications.</p>	
12.6	<p>Annual Report & AGM Administration Arrangements</p> <p>The GCO presented the report highlighting the timescale for the publication of our Annual Report and confirming that the Annual General Meeting will be held in the McLaren Leisure Centre in Callander on Thursday, 14th September at 7pm.</p> <p>The Board raised the following comments/queries</p>	<p>CEO</p>

	<ul style="list-style-type: none"> • Excellent idea to have the guest speaker from the National Park. The CEO to confirm availability. • The Leisure Centre is celebrating 25 years this year so nice that we are having our AGM there. <p>The Board:</p> <ul style="list-style-type: none"> ❖ Noted the timescales for the production of the Annual Performance Report. ❖ Noted that the AGM will be held in person this year at the McLaren Leisure Centre, Callander. ❖ Noted the proposed guest speaker for the AGM. 	
12.7	<p>Board Members Standing Down / Seeking Re-election at AGM 2023</p> <p>The GCO presented the report for the members arrangements for this year’s AGM.</p> <p>There were changes required in the report and appendix following comments from Board Members on Decision Time, which was updated.</p> <p>The Board raised the following comments/ queries</p> <ul style="list-style-type: none"> • The Chair advised that Theresa has confirmed that she will not be standing for re-election at this year’s AGM. <p>The Board:</p> <ul style="list-style-type: none"> ❖ Approved the four members who will stand down who were last elected in 2021. ❖ Approved the list of members due to stand down at this year’s AGM. ❖ Noted the continuing effectiveness of the Board members affected by the nine-year rule have been assessed and approved by the Board at their meeting in May 2023. 	
13.	<p>Chief Executive’s Report</p> <p>The report provided the Board with an update on key issues, actions, and developments since the last meeting.</p> <p>The Board raised the following comments/queries</p> <ul style="list-style-type: none"> • Good news regarding the Stage 3 Adaption Grant Allowance. • With the SFHA funding announcement, will we be submitting an application for an Energy Advisor? The CEO advised that the funding is being released on a staged basis. The first stage is for the Energy Advisor applications in collaboration with other RSLs. The Association will not be submitting as our Income Maximisation Officer is City and Guilds 	

	<p>qualified to provide energy advice to tenants. When we have had a dedicated energy advice service in the past, the service was not used enough.</p> <p>The CEO advised that we will be submitting an application for the next phase of the funding as this will allow us to provide items such as heated blankets and air fryers for tenants which will be of more value.</p> <ul style="list-style-type: none"> • A member asked if it would be possible for himself and the DHPS to meet with the Income Maximisation Officer to discuss energy advice. The DHPS will organise a meeting. • A question was asked regarding progress being made with the Strathclyde University Work Based Project. The CEO advised that the interviews with staff at all levels who have joined the organisation recently have started and the project is progressing well. • The Board asked what the current situation is with the Balmaha Site? The CEO advised that a meeting is being arranged for August with the Housing Minister to discuss our new build housing programme and a further meeting will be held on the same day with the Minister and Margaret McDonald from the East Loch Lomond Development Trust to specifically discuss the Balmaha development. Mark Griffiths confirmed he is happy to represent the Board at the above meeting. • Is there any update regarding the funding for Croftamie and Killearn? The DHPS advised that the proposals are now with the Housing Minister for a decision due to the costs involved. <p>The CEO advised that the Drymen development Schedule 75 planning issues have been resolved. Macdonald Cameron will be arranging a meeting with the developer to take forward.</p> <p>The properties at Strathblane have now been completed and tenants have now moved in. Official Opening will be held on 26 June. If any Board members are wishing to attend, if you can confirm to the CEO as soon as possible.</p> <p>The Board:</p> <ul style="list-style-type: none"> ❖ noted the contents of the report 	<p>HSM</p> <p>DHPS</p> <p>CEO</p> <p>DHPS</p> <p>Board</p>
14.	<p>Action Tracker</p> <p>The Action Tracker was presented to the Board.</p> <p>The Board:</p> <ul style="list-style-type: none"> ❖ approved the Action Tracker. 	

17.	<p>Review/Reflections of Meeting: Fiona commented that she welcomed feedback. Please email your feedback to Fiona Boath, Vice Chair BoardBoathF@rsha.org.uk or Mark Griffiths, BoardGriffithsM@rsha.org.uk</p>	ALL
18	<p>Date of Next Meetings</p> <ul style="list-style-type: none"> • Board Meeting - Thursday, 10 August 2023 @ 6.30pm • Audit and Risk Committee Meeting - Thursday, 29 June 2023 @ 2pm • Investment Work Group – Wednesday, 2 August 2023 to be confirmed <p>The Chair thanked the Board for their attendance and closed the meeting at 7.40pm.</p>	

Chair's signature 






Board Minute

Final Audit Report

2023-08-16

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