

**Minute of the Virtual Meeting of the Board of Management of Langstane Housing Association Limited held on Wednesday 26 May 2021 at 12.30pm**

**Present:** J Knowles, Chair  
J Fraser  
J Greener  
J Drummond  
I Jamieson  
M Keith  
J Marshall  
M Martin  
A Stevenson  
G Urquhart

**In Attendance:** H Gauld, Chief Executive  
M Ballance, Director of Asset Management  
L Macfarlan, Director of Finance and Corporate Services  
J Sutherland, Director of Housing  
A Bruce, PA to the Chief Executive (Minutes)

**Apologies:** A Habib

**1. Apologies**

The apology noted above was submitted by email during the meeting.

**2. Declaration(s) of Interest**

There were no notes / declarations of interest.

**3. Draft Minute – Board of Management – 28 April 2021**

The Minute was approved as an accurate record.

**4. Matters Arising**

4.1 4.1 7 – Budget for Financial Year 2021-2022 – The decision on whether the Association would purchase / lease DLO vehicles would be informed by the outcome of the DLO review when there would be a better understanding of the number of vehicles required.

4.2 4.2 Sale of Crown Street – The property had been sold on 12 May [REDACTED]

4.3 14 - Quarter 4, 2020-2021 Performance Reports –

- Tenders for the stock condition survey are currently being evaluated.

[REDACTED]

- Estate walkabouts / tenant involvement – consideration is currently being given to progressing this now lockdown restrictions are easing.

*A Stevenson joined the meeting.*

**5. Statement of Outstanding Business**

The Board noted the Statement. Items which had now been remitted to the Resource Committee i.e. expansion of the DLO and the training and development plan would be transferred to the Resource Committee Statement. In respect of the training plan, this had been the subject of discussion at the Resource Committee the previous day however due to the sensitive nature of the discussions, the Chief Executive could only advise this would require additional resource to complete and would be in the form of a simple overview of training for the year. The Plan would be presented to the Board in due course.

**6. Financial Reports to 30 April 2021**

The Director of Finance and Corporate Services reminded the Board it had been agreed that financial reports for the first month of each financial year would be verbal as there would only be one month’s activity and very few variances to the report. The Director provided the following information:

Statement of Comprehensive Income - There is a favourable variance of £ [REDACTED] against forecast [REDACTED]. This was in part due to the sale of a shared ownership property [REDACTED]. There were under spends [REDACTED] on office costs, [REDACTED] on bad debt provision not required and [REDACTED] on day to day maintenance and gas servicing.

[REDACTED]

It was reported TPT has provided an updated pension deficit valuation [REDACTED] at the end of March. This would be reflected in the May management accounts.

**7. Five Year Financial Projections (FYFP) Return 2020-2021**

The Board considered the FYFP Return which the Association is required to submit on an annual basis. The Director of Finance reported the information provided in the document had been extracted from the 30 year projections which had been approved by the Board in February 2021.

There followed brief discussion on the pension deficit referred to in the preceding item; the Board noted information on the pension deficit is a below the line disclosure. It fluctuates from year to year and is not a key indicator for consideration by the

Regulator but provided for the purposes of noting on the Association's balance sheet as a long term liability.

The Board approved the Return which would be submitted to the Scottish Housing Regulator by the 30 June 2021 deadline.

## 8. Write Off Report

The Board considered the covering report and write off attached as appendix 1. [REDACTED]

[REDACTED]

[REDACTED]

Discussion ensued on the impact, on the Association, of the ban on evictions during the pandemic and whether there was anything that could be done to reduce the arrear levels. [REDACTED]

[REDACTED]

The Board approved the write off of former tenant debt [REDACTED].

## 9. Chief Executive's Update Report

The Board considered and noted the report, noting in particular:

- Item 2, the detail of the decisions made under delegated powers in respect of the communal maintenance contract of [REDACTED] and the procurement exemption for the communal decoration [REDACTED]
- Item 3 – Housing to 2040 – It is likely this route map will be progressed and a detailed report will be brought back to the Board at a future meeting.
- Item 4 - "If not now, when" – The Board was reminded of the report produced by the Social Renewable Advisory Board (SRAB) which had been reported to the Board's February meeting. The Board noted this will be removed from the Statement of Outstanding business and updates provided as appropriate.
- Item 6 – Delegated Authority – The renewal process for the Association's insurance policies, due for renewal on 30 June 2021, is being progressed [REDACTED] [REDACTED]. As the proposal had not been available to present to the Board today, approval was being sought for the Senior Management Team (SMT) to be given delegated authority to complete the insurance renewal

process on the basis of the risk areas and policy changes provided. A report on insurance renewals would be brought back to the next scheduled meeting on 30 June. The Board approved the request and granted delegated authority to the SMT.

## **10. Corporate Document Review**

The Board considered the covering report which detailed the changes made to the policies noted under Items 10.1 – 10.5. All of the documents had been made available to members in the Board Portal and had been considered by them.

Items 10.1 – 10.3 had been revised following updated guidance from the Scottish Federation of Housing Associations (SFHA). The SFHA had input from the Scottish Housing Regulator (SHR) who confirmed all three met the required regulatory standards.

### **10.1 Code of Conduct for Governing Body Members**

Having considered the report and noted the changes, the Board approved the document as presented. Members would shortly be asked to sign the updated Code of Conduct via DocuSign.

### **10.2 Code of Conduct for Staff**

Having considered the report and noted the changes, the Board approved the document as presented.

### **10.3 Entitlements, Payments and Benefits Policy V1.4**

Having considered the report and noted the changes, the Board approved the document as presented.

### **10.4 Social Media Policy V3**

Having considered the report and noted the changes, the Board approved the document as presented. Members were informed the Association's Support Services staff monitor Facebook and the website 7 days a week.

### **10.5 Customer Care Policy V3**

Having considered the report and noted the changes, the Board approved the document as presented. The information on the front cover of the Customer Care Policy had not been completed and this would be rectified.

## **11. Annual Return on the Charter 2020 – 2021 Presentation**

The Board noted the presentation by the Director of Housing on the key performance indicators contained in the Annual Return on the Charter which had been available to members in the Board Portal.

The question was raised as to the Association's and the SHR's main areas of concern for the year ahead. In terms of the Association, this would be re-let times and

customer satisfaction. Both would be key areas of focus for the Association. The SHR considers all areas of performance but in terms of the Association would continue to focus on arrears and re-let times.

There was brief discussion on the abandonment process and the proposed changes to the way in which this year's tenant satisfaction survey would be carried out which would be the subject of discussion at the SMT's next meeting on 3 June.

Taking on board the impact of the pandemic, members were pleased with the performance reported in the return and happy with the explanations provided in the presentation as to why performance in some areas appeared to be less than reported the previous year. The Chair, on behalf of the Board, asked that their appreciation of the work that had been done during the year be conveyed to staff.

The Board approved the Annual Return on the Charter as presented and further approved its onward submission to the SHR by the submission deadline of 31 May 2021.

**12. Draft Minute – Board of Management – Langstane Property Limited – 28 April 2021**

The Board had considered and noted the Minute which had been available to members in the Board Portal.

**13. Draft Minute – Health and Safety Working Group – 28 April 2021**

The Director of Asset Management provided a brief summary of the key points of the discussion. Following her response to the questions raised in respect of Items 3.3, 5.2 and 8, the Board noted the Minute which had been available to members in the Board Portal.

Discussion ensued on the policy changes, and possible changes to terms and conditions which may be required to accommodate agile working. In addition the Board discussed the health and safety requirements and timescales for a return to the office for staff and a return to face to face meetings for the Board. In respect of the Board, the Chief Executive advised the timing of this would be informed by the ability to hold hybrid meetings.

[REDACTED]

*Ian Jamieson left the meeting.*

There followed some discussion on the information the Association had in respect of the proportion of staff who have been vaccinated and whether any staff had refused a

vaccine. The Board was informed the Association did not hold this information but is confident strict hygiene and health and safety guidance is in place to ensure the safety of staff and any of the Association's vulnerable tenants who would come in contact with staff. The Director of Housing reported that all of the Langstane Housing Support Team had been vaccinated.

#### **14. Covid-19 Update**

The Board noted the report which now, as agreed, only reported a summary of the impact of Covid-19 on services not reported elsewhere. The Chief Executive advised reporting on Covid-19 is now submitted to the Scottish Housing Regulator on a quarterly rather than monthly basis. Following brief discussion the Board agreed Board reports on Covid-19 should also be presented quarterly.

#### **15. AOCB**

[REDACTED]

[REDACTED]

*G Urquhart left the meeting during the course of the discussions*

Summary of Discussions at Resource Committee held on 25 May 2021

A Stevenson provided the Board with a detailed summary of the discussions held at the Resource Committee the previous day. Particular focus was given to the progress of the DLO expansion and the staffing structure review. [REDACTED]

The recommendations of Gravitare HR's report were read in full.

The Board noted the verbal report provided would be supplemented with a condensed version of the report presented to the Resource Committee (this would provide the headlines only and not the full report) along with organograms showing the current and the proposed future structure. [REDACTED]

The Board approved progressing Phase 1 of the staffing structure review.

#### **16. Date of Next Meeting**

30 June 2021.

This Minute has been edited to remove commercially sensitive or confidential discussions

