



CUNNINGHAME HOUSING ASSOCIATION LTD

Minutes of Board of Management Meeting

Held on Thursday 20th June 2019 at 2.15 pm

Held at Quayside Offices, Marina Quay, Dock Road, Ardrossan, KA22 8DA

Present	In Attendance
Janet Strang (Chair) Fay Schlesiger Brian McCabe William Gibson John Kelly Brenda Johnstone John Nisbet Cllr Jimmy Miller	Frank Sweeney, Group Chief Executive Steven Good, Executive Director of Housing & Property Services Elaine Nimmo, Minute Secretary

PRIORITY RED – SECTION 1 – STANDING ORDER ITEM AND GOVERNANCE ITEMS		ACTION
1.	<p>Apologies Apologies were received from June Fenelon, John McLaren, Drew Hall, Lesley Keenan, Liam Loudon, Cameron Crawford and Cllr Douglas Reid.</p>	
2.	<p>Chairperson's Remarks Welcome all to the meeting.</p> <p>The Chair noted there are confidential items on the Agenda and read out the following confidentiality statement:</p> <p>In compliance with the Regulatory Code of Governance and Committee Members Code of Conduct all items detailed in this notice as being Confidential and associated papers are strictly confidential and should not be discussed with any external party either prior to or after said meeting by any Member of the Board of Management.</p> <p>In terms of good governance all members should note that when the director/officers are giving/ presenting their report that there will be no interruptions to allow them to finish their reports. Questions can be asked after the presentation.</p> <p>The Chair asked all Board Members to ensure their mobile phone devices are switched off.</p>	
3.	<p>Declaration of Interest John Nisbet declared an interest with regard to the Customer Satisfaction Survey Results as he is a member of the Tenants Scrutiny Group. The declaration of interest was noted.</p> <p>Staff members attending the meeting declared an interest with regard to item 9 CHA's Making Our Communities Better Fund. All staff members will be asked to leave the meeting and take no part in the discussion with regard to awarding funding given that CHA staff are involved with some of the local groups seeking funding.</p>	

CUNNINGHAME HOUSING ASSOCIATION LTD

Minutes of Board of Management Meeting

Held on Thursday 20th June 2019 at 2.15 pm

Held at Quayside Offices, Marina Quay, Dock Road, Ardrossan, KA22 8DA



PRIORITY RED – SECTION 1 – STANDING ORDER ITEM AND GOVERNANCE ITEMS		ACTION
4.	Requirement of the Writing (Scotland) Act 1995 None.	
5.	Items Carried Forward from Board of Management Meeting on 25 th April 2019	
	<p>Item 16 Customer Satisfaction Survey Results</p> <p>The Executive Director of Housing & Property Services gave a presentation on the Customer Satisfaction Survey results. The Association carries out a wide-ranging customer satisfaction survey every 2 years to learn from our customers experiences and views on the services we provide in order that we can continuously improve our services and tailor our service offering. The survey also allows the Association to submit customer satisfaction information in a standard form as part of our Annual Return on the Charter (ARC).</p> <p>The Board discussed the key points in detail as follows:</p> <ul style="list-style-type: none"> The majority of respondents that have moved into their home in the last year were very or fairly satisfied with all aspects of the moving in process. However, ratings have declined significantly in relation to the length of time it took to get your home (68%, down from 90% in 2016). It was agreed this may be due to reasons outwith the Associations controls eg utility companies. A further question should be considered for the next satisfaction survey to ascertain the reasons and if the Association could assist ie forward to Citrus for help with utility companies. The majority of respondents (70%) said they have no awareness of improvements planned for their home. The Scrutiny Group will look at the planned maintenance programme and consider how to publicise the work to tenants. The Executive Director of Housing & Property Services confirmed that this lack of awareness will be taken on board by staff and better use will be made of social media, newsletters and website. The Scrutiny Panel are currently developing an action plan based on the survey with the overall aim of improving satisfaction levels across all subject areas and will attend the 8th August 2019 Board of Management to present. <p>After the Board noted the contents of the bi-annual customer satisfaction survey and acknowledged the overall satisfaction and level of positive results.</p>	<p>Ex Dir of HPS</p> <p>Ex Dir of HPS</p> <p>Ex Dir of HPS</p>
	<p>Item 21 SHR Corporate Plan 2019-2022</p> <p>The Group Chief Executive gave a PowerPoint presentation on the Scottish Housing Regulator's Corporate Plan.</p> <p>Self Assurance on achieving full compliance with their Governance and Financial Standards is a high priority for SHR and a toolkit is being developed at present with the SFHA which should be available by the end of September 2019 to assist RSL's to be able to demonstrate full compliance with the SHR Governance and Financial Standards. However, the Board are aware the Association is currently</p>	

CUNNINGHAME HOUSING ASSOCIATION LTD

Minutes of Board of Management Meeting

Held on Thursday 20th June 2019 at 2.15 pm

Held at Quayside Offices, Marina Quay, Dock Road, Ardrossan, KA22 8DA



PRIORITY RED – SECTION 1 – STANDING ORDER ITEM AND GOVERNANCE ITEMS		ACTION
5.	<p>carrying out an independent review with consultants to verify if we meet their Regulator's requirements. The consultants will present their findings to the Board at a special meeting (date to be confirmed).</p> <p>The Board noted that the SHR has been and will continue to engage with financial lenders in the social housing sector. It was noted from 2020/21 SHR will develop a programme of thematic work with a clear focus on the following priorities:</p> <ul style="list-style-type: none"> • homelessness • affordable rents • value for money • tenant & resident safety • embedding our Regulatory Framework • governance & financial health in RSLs <p>The Board queried the reference to gypsy/travellers in the plan and does the Association work in conjunction with the Local Authority. The Group Chief Executive confirmed the Association has no involvement unless they are classified as homeless in which case they may be signposted to Victoria House, our homeless persons facility. It was confirmed that the Association operates at present a common allocations policy with both North and East Ayrshire Councils, with Dumfries now beginning to also being operated.</p> <p>The Board queried working with others, including Fire & Rescue Scotland etc. The Group Chief Executive confirmed the Association works closely at an operational level with the Police and Fire departments. The Board noted that they also regularly attend tenant conferences and tenant/resident association meetings and invitations are also extended to new development official ceremonies.</p> <p>After discussion the Board noted the content of the presentation.</p>	
	<p>Item 22 SHR Risk Assessment Summary Outcomes</p> <p>The Group Chief Executive gave a PowerPoint presentation on the Scottish Housing Regulator's Assessment Summary Outcomes. The Board of Management noted the SHR Corporate Strategy and Business Plan, SHR 5 Year and 30 Year Projections and SHR Loan Portfolio will be submitted to the Scottish Housing Regulator by 30th June 2019 in line with the Associations' Engagement Plan.</p> <p>The Board noted the content of the presentation.</p>	
	<p>Item 25 CHA Car Park Update (CONFIDENTIAL)</p> <p>Confidential item discussed.</p>	
	<p>Item 27 Dumfries & Galloway Bus Tour/Closing Ceremony for Gretna</p> <p>The Group Chief Executive advised a provisional date of Tuesday 13th August</p>	

CUNNINGHAME HOUSING ASSOCIATION LTD

Minutes of Board of Management Meeting

Held on Thursday 20th June 2019 at 2.15 pm

Held at Quayside Offices, Marina Quay, Dock Road, Ardrossan, KA22 8DA



PRIORITY RED – SECTION 1 – STANDING ORDER ITEM AND GOVERNANCE ITEMS		ACTION																																																						
	2019 has been provided by the Ministers Private Office. When confirmation is received further details will be provided.	CEO																																																						
5.	<p>Item 28 Fuel Poverty Teams – North Ayrshire, East Ayrshire & Dumfries & Galloway</p> <p>The Group Chief Executive confirmed he and CHA staff met with Scottish Government officials and that Scottish Government staff are now progressing investing in our communities funding applications for the three CHA Fuel Poverty Teams with results of the applications being received by late September 2019. Further updates will be provided to the Board of Management.</p>																																																							
6.	<p>Adoption of Minutes and Business Arising from Same</p> <table border="1"> <tr> <td>Meeting</td><td>Proposed</td><td>Seconded</td></tr> <tr> <td>Board of Management Meeting 25th April 2019</td><td>Fay Schlesiger</td><td>John Nisbet</td></tr> <tr> <td colspan="3">Matters Arising: None.</td></tr> </table> <table border="1"> <tr> <td>Meeting</td><td>Proposed</td><td>Seconded</td></tr> <tr> <td>Special Board of Management Meeting Confidential – 30th May 2019</td><td>John Nisbet</td><td>Brian McCabe</td></tr> <tr> <td colspan="3">Matters Arising: None.</td></tr> </table> <table border="1"> <tr> <td>Meeting</td><td>Proposed</td><td>Seconded</td></tr> <tr> <td>Governance Review Day Confidential – 15th May 2019</td><td>Brenda Johnstone</td><td>John Kelly</td></tr> <tr> <td colspan="3">Matters Arising: None.</td></tr> </table> <table border="1"> <tr> <td>Meeting</td><td>Proposed</td><td>Seconded</td></tr> <tr> <td>Risk Review Day Confidential – 21st May 2019</td><td>Brian McCabe</td><td>John Nisbet</td></tr> <tr> <td colspan="3">Matters Arising: Confidential item see confidential minute.</td></tr> </table> <table border="1"> <tr> <td>Meeting</td><td>Proposed</td><td>Seconded</td></tr> <tr> <td>Housing & Property Services Sub Committee 30th May 2019</td><td>John Kelly</td><td>John Nisbet</td></tr> <tr> <td colspan="3">Matters Arising: None.</td></tr> </table> <table border="1"> <tr> <td>Meeting</td><td>Proposed</td><td>Seconded</td></tr> <tr> <td>Development Services Sub Committee Confidential – 1st May 2019</td><td>Brenda Johnstone</td><td>John Kelly</td></tr> <tr> <td colspan="3">Matters Arising: The Group Chief Executive gave a brief update on Windermere Road, Annan.</td></tr> </table>	Meeting	Proposed	Seconded	Board of Management Meeting 25 th April 2019	Fay Schlesiger	John Nisbet	Matters Arising: None.			Meeting	Proposed	Seconded	Special Board of Management Meeting Confidential – 30 th May 2019	John Nisbet	Brian McCabe	Matters Arising: None.			Meeting	Proposed	Seconded	Governance Review Day Confidential – 15 th May 2019	Brenda Johnstone	John Kelly	Matters Arising: None.			Meeting	Proposed	Seconded	Risk Review Day Confidential – 21 st May 2019	Brian McCabe	John Nisbet	Matters Arising: Confidential item see confidential minute.			Meeting	Proposed	Seconded	Housing & Property Services Sub Committee 30 th May 2019	John Kelly	John Nisbet	Matters Arising: None.			Meeting	Proposed	Seconded	Development Services Sub Committee Confidential – 1 st May 2019	Brenda Johnstone	John Kelly	Matters Arising: The Group Chief Executive gave a brief update on Windermere Road, Annan.			
Meeting	Proposed	Seconded																																																						
Board of Management Meeting 25 th April 2019	Fay Schlesiger	John Nisbet																																																						
Matters Arising: None.																																																								
Meeting	Proposed	Seconded																																																						
Special Board of Management Meeting Confidential – 30 th May 2019	John Nisbet	Brian McCabe																																																						
Matters Arising: None.																																																								
Meeting	Proposed	Seconded																																																						
Governance Review Day Confidential – 15 th May 2019	Brenda Johnstone	John Kelly																																																						
Matters Arising: None.																																																								
Meeting	Proposed	Seconded																																																						
Risk Review Day Confidential – 21 st May 2019	Brian McCabe	John Nisbet																																																						
Matters Arising: Confidential item see confidential minute.																																																								
Meeting	Proposed	Seconded																																																						
Housing & Property Services Sub Committee 30 th May 2019	John Kelly	John Nisbet																																																						
Matters Arising: None.																																																								
Meeting	Proposed	Seconded																																																						
Development Services Sub Committee Confidential – 1 st May 2019	Brenda Johnstone	John Kelly																																																						
Matters Arising: The Group Chief Executive gave a brief update on Windermere Road, Annan.																																																								

CUNNINGHAME HOUSING ASSOCIATION LTD

Minutes of Board of Management Meeting

Held on Thursday 20th June 2019 at 2.15 pm

Held at Quayside Offices, Marina Quay, Dock Road, Ardrossan, KA22 8DA



PRIORITY RED – SECTION 1 – STANDING ORDER ITEM AND GOVERNANCE ITEMS		ACTION
7.	Risk Management and Review (CONFIDENTIAL ITEM) Confidential item discussed.	
8.	Scheme of Delegation (CONFIDENTIAL) Confidential item discussed.	
8a.	Gas Service and Maintenance Contract (CONFIDENTIAL) Confidential item discussed.	
9.	CHA's Making Our Communities Better Place Fund (CONFIDENTIAL) Confidential item discussed.	
10.	CHA's Making Our Communities Better Place Fund (D&G) (CONFIDENTIAL) Confidential item discussed.	
11.	Secretary's Report (CONFIDENTIAL) See confidential minute.	
12.	Subsidiary Company Report (CONFIDENTIAL) See confidential minute.	
13.	EVH Report to Board Members (CONFIDENTIAL) See confidential minute.	
14.	Health and Safety The Chief Executive advised the Board that the Health & Safety Sub Committee meet on Wednesday 13 th March 2019. The Board of Management noted the content of the minutes.	
15.	<p>Policies for Ratification</p> <p>The Group Chief Executive advised the Board the undernoted policy was presented and accepted by the Housing & Property Services Sub Committee held on 28th March 2019.</p> <ul style="list-style-type: none"> - NAHR – Common Allocation Policy – PSH001 <p>The Group Chief Executive asked if there were any questions. No questions were received on the amended policy. The Board of Management accepted the amended policy.</p> <p>The Group Chief Executive advised the Board the undernoted policy was presented and accepted by the Housing & Property Services Sub Committee held on 28th March 2019.</p> <ul style="list-style-type: none"> - Tenant Participation Policy – CE0004 - Asbestos Policy – CE0045 	

CUNNINGHAME HOUSING ASSOCIATION LTD

Minutes of Board of Management Meeting

Held on Thursday 20th June 2019 at 2.15 pm

Held at Quayside Offices, Marina Quay, Dock Road, Ardrossan, KA22 8DA



PRIORITY RED – SECTION 1 – STANDING ORDER ITEM AND GOVERNANCE ITEMS		ACTION
15.	<p>The Group Chief Executive asked if there were any questions. No questions were received on the amended policy. The Board of Management accepted the amended policy.</p> <p>The Board of Management unanimously ratified the acceptance of all 3 policies presented.</p>	
16.	<p>Development Programme (CONFIDENTIAL)</p> <p>Confidential item discussed.</p>	

PRIORITY RED – SECTION 2 – IMPORTANT ITEMS MUST BE TAKEN		ACTION
17.	<p>Annual General Meeting 2019</p> <p>The Group Chief Executive referred to his previously circulated report and discussed same.</p> <p>Fay Schlesiger confirmed that she will after 20+ years' service retire from the Board of Management.</p> <p>The Board of Management agreed the following recommendations:</p> <ul style="list-style-type: none"> The Annual General Meeting will be held on Wednesday 28th August 2019 in the Board Room, Quayside Offices, Dock Road, Ardrossan KA22 8DA at 2.15 pm. The format of the meeting will remain similar to last year. Rule 39.2 "at least one-third of the Board Members or the nearest whole number thereto, must retire" <p>After discussion Members agreed the election/re-election process as with John Kelly (Tenant Category) standing down and to seek after re-election. After discussion Brenda Johnstone (General Category) volunteered to stand down and to seek re-election.</p> <ul style="list-style-type: none"> Rule 42.1 Co-options "will need to stand down and seek election" Board noted correction to report should read John Nisbet not Brian Nisbet. Members agreed the co-opted following members are standing down as per Rule 42.1 and to seek re-election: June Ann Fenelon (General Category) John Nisbet (General Category) Drew Hall (General Category) Brian McCabe (General Category) 	
18.	<p>Development Staffing (Structure Review) (CONFIDENTIAL)</p> <p>Confidential item discussed.</p>	

CUNNINGHAME HOUSING ASSOCIATION LTD

Minutes of Board of Management Meeting

Held on Thursday 20th June 2019 at 2.15 pm

Held at Quayside Offices, Marina Quay, Dock Road, Ardrossan, KA22 8DA



PRIORITY RED – SECTION 2 – IMPORTANT ITEMS MUST BE TAKEN		ACTION
19.	<p>Board of Management Collective & Individual Appraisals, Timetable and Format</p> <p>The Group Chief Executive referred to his previously circulated report and discussed same.</p> <p>The Board agreed a “Collective” Appraisals session with the Group CEO going over each question with members thereafter scoring same and at the end of the session all appraisal forms will be collected. This will be held on Thursday 1st August 2019 prior to the Development Sub Committee. If any members are unable to attend the “Collective” Appraisal questionnaire with a stamped addressed envelope “marked confidential”. These will be issued after the 1st August 2019 for completion.</p>	CEO

PRIORITY ORANGE – SECTION 3 – ITEMS TO BE TAKEN, TIME PERMITTING		ACTION
	None.	

PRIORITY GREEN – SECTION 4 – ITEMS FOR INFORMATION ONLY		ACTION
20.	<p>Quarterly Policy Review Progress Report February – April 2019</p> <p>Board noted the content of the report.</p>	
21.	<p>End Year Share Membership Analysis Report</p> <p>Board noted the content of the report.</p>	

The Meeting then closed at 4.30 pm.

	Signature	Date
Approved to Proceed to Chairperson for Sign-Off:		24/7/2019
Approved for Circulation By:		26/7/19
Proposed By:		
Seconded by:		