

**FERGUSLIE PARK HOUSING ASSOCIATION
MINUTES OF MANAGEMENT BOARD MEETING
Held on 23 February 2022 at 5pm
via Hybrid**

1. Welcome, Sederunt & Apologies

Present:

Howard Dales	Vice Chair
Helen Glassford	Board Member (<i>via zoom</i>)
Laurie Kefalas	Board Member (<i>via zoom</i>)
Jim Strang	Board Member (<i>in person</i>)
Sipho Bazaya	Board Member (<i>via zoom</i>)

In Attendance:

Catrina Miller	Group Chief Executive (<i>in person</i>)
Ivor McCauley	Head of Operations (<i>in person</i>)
Cindy McNeil	Governance & Corporate Services Manager (<i>via zoom</i>)
Teresa Gallagher	Minute Secretary (<i>in person</i>)

Apologies: Andy Wilson, Ian Williams, Gary Russel, Louise McNicol

Absent: None

Leave of Absence: None

Vice Chairperson Howard Dales welcomed everyone to the meeting and explained he would chair the meeting in the absence of Ian Williams.

2. Declarations of Interest

2.1 None

3. Minutes of previous meeting 26 January 2022

The resolution was proposed by Howard Dales and seconded by Helen Glassford

Resolution; *the minutes 26 January 2022 were approved as a true and accurate reflection of the proceedings.*

4. Matters Arising

There were no matters arising that would not be covered in the agenda

5. Minute of the Staffing Sub-Committee held on 21 January 2022

- 5.1 The Group Chief Executive Officer (GCE) gave a verbal update on the staffing meeting and explained the subcommittee meeting schedule had now resumed.

***Resolution;** the Management Board noted the minute of the Staffing Sub-committee meeting held on 21 January 2022.*

6. Minute of the Group Audit & Risk meeting held on 2 February 2022

- 6.1 The Vice Chair explained the minute was accurate but his title should be changed from acting chair to chair.

***Resolution;** the Management Board noted the Group Audit & Risk minute held on 2 February 2022.*

7. Minute of the NTC Executive Committee held on 31 January 2022

- 7.1 Members noted a business planning day has been scheduled for 21 March in the Tannahill Centre. Members of the Executive Committee had asked to have a tour of the centre and look at what services/events are being held.

***Resolution;** The Management Board noted the minute of the NTC Executive Committee held on 31 January 2022.*

8. Management Accounts to 31 December 2021

- 8.1 The Finance & Corporate Services Manager (FCSM) screenshared the Management Accounts up to 31 December 2021.
- 8.2 She took members through the main issues as contained within her covering report.
- 8.3 In particular she highlighted the surplus made in the period compared to the budget, resulting in a favourable variance and explained this is mainly due to the Communities Recover Grant received in the period which was not

- budget for, and, also planned and cyclical maintenance being less than in the budget for the 9 months.
- 8.4 Rental income to date is £2,729,577 resulting in a favourable variance of £21,417. As with service charges receivable also having a favourable variance of £858.
 - 8.5 Void losses are sitting at 0.3% compared to a budget set at 1%.
 - 8.6 The FCSM explained the bulk uplift service is over budget and this service is currently being reviewed by the operations staff.
 - 8.7 Rent arrears have increased since the end of the last financial years by £9,028. Members asked about the process housing services carry out to engage with tenants regarding paying their rent. It was agreed face to face / telephone conversations taking place as early as possible helps to combat tenants falling into arrears.
 - 8.8 Members commented the legal fees were below budget in this period and were informed this was due to less court action being taken in the period. It was agreed at our next business planning day we would have rent arrears and our approach on the agenda for discussion with the view to look at how we approach rent collection and money advice.
 - 8.9 The GCE discussed the benchmarking results and highlighted these do not present a true reflection given we were not operating as normal due to the pandemic.
 - 8.10 Members queried the variance in void losses and noted this was due to having less voids in the period.

The resolution was proposed by Sipho Bazaya and seconded by Helen Glassford.

Resolution; *The Management Board approved the Management Accounts to 31 December 2021.*

9. Final Budget 2022-23

- 9.1 The (FCSM) screenshared the Final Budget for 2022-23 and highlighted the changes made since the draft budget was presented in December 2021.
- 9.2 Members noted the rent increase consultation was finalised and the Board had agreed on a 3.5% rent increase which was 1% less than in the draft budget. This decision would affect the income in the 30-year projections as the rent increase is below inflation and has been for the past 3 years.
- 9.3 Members noted the decrease in rental income and voids by £35,204 as a result of the 3.5% rent increase for 2022/23.
- 9.4 Members were satisfied at the changes highlighted in the final budget covering report and the Vice Chair explained at our meeting in December we had covered all other aspects of the report.

- 9.5 The Board thanked the FCSM for her report and explained the information and presentation of all of the financial reports make the process of understanding our financial process and position very straightforward.

Resolution; *The Management Board unanimously approved the Final Budget for the year 2022/23.*

10. 30 Year Financial Projections

- 10.1 The FCSM screenshared the 30-year projections and explained once approved, these figures will inform the Scottish Housing Regulators five-year projections return.
- 10.2 These projections are based on the annual budget for 2022/23 and members noted the assumptions are very similar to those of last year apart from voids decreasing from 1% to .075% and bad debts from 3% to 2%.
- 10.3 Year 1 in the projections include a proportion of the planned maintenance that had not been carried out in 2020/21 due to lockdown period and uncomplete in 2021/22. The Association was granted a two-year covenant relaxation in respect of this spenditure.
- 10.4 Members initiated various factors influencing figures in the 30-year projections should be discussed at our business planning away day.
- 10.5 The FCSM explained all covenants are met in the 30-year projections and our current bank loan would finish in year 14.

The resolution was proposed by Jim Strang and seconded by Helen Glassford.

Resolution; *The Management Board approved the updated 30-year projections and noted the five-year projections return would be submitted to the SHR by the end of May 2022.*

11. Contractor Updates

- 11.1 The HoO presented his report to update the Board on the position of our contractor L&D Services who were appointed on a 3-year contract for the kitchen, bathroom and boiler installations programme. Members noted we were very near the end of the current programme of works with 12 kitchens outstanding. He sought approval to issue a quick quote on public contract Scotland to seek a contractor to complete the outstanding works on the 12 properties.
- 11.2 The HoO also sought approval from the Board to extend repairs and maintenance contracts by another 12 months as listed in the covering report
- 11.3 Members noted contractor performance continues to be monitored and managed

- 11.4 Members were asked to approve the addition to the list of contractors by issuing contracts as required for services of less value requiring one of works for roofing, painting and plastering.

The resolution was proposed by Helen Glassford and seconded by Laurie Kefalas.

Resolution; The Management Board;

- i) The issue of a quick quote for the completion of the remaining kitchens for the year 1 programme of works;*
- ii) The 12-month extension of appointments for the repairs and maintenance contracts; and;*
- iii) The issue of a tender to supplement the repairs and maintenance contracts as and when required.*

12. Write off Report

- 12.1 The HoO presented this report on behalf of the housing services manager to seek approval to write off former tenant arrears and explained it is our policy to seek write offs bi-annual after all avenues have been exhausted to trace former tenants
- 12.2 Members commented the former tenant arrears table was informative and clarifies requirements for the write offs.

The resolution was proposed by Helen Glassford and seconded by Laurie Kefalas.

Resolution; The Management Board approved to write off the former tenant rent arrears of £2,840.79 and the former tenant rent credit of £803.72 as detailed in the covering report.

13. Group Chief Executives Report

- 13.1 The GCE took members through the various issues as contained within the covering report and explained staff had now returned to the office on a blended working basis and it was agreed at the senior management team meeting today that the office would re-open partially next week, every day at reduced hours. This would entail enough staff from each department working in the office therefore being available for our customers.
- 13.2 Members discussed potential issues that may arise with the new blended approach and initiated the Association should take time and work through this so the process can be as smooth as possible.
- 13.3 The GCE explained our monthly staff meeting was held in person in the office this morning and a clear out of the office was undertaken in preparation for the office being painted and decorated. Members asked after staff welfare and were informed all staff seemed to be happy to be back working and meeting in person again

- 13.4 There has been no update from EVH on the salary negotiations and they are due to meet with the union at the beginning of March.
- 13.5 Members noted the audit and risk subcommittee approved the internal audit plan and that our I.T systems, financial controls as well as our follow up audit recommendations
- 13.6 The GCE explained she had submitted the Covid 19 quarterly return for the period October to December 2021 and there was nothing out of the ordinary to highlight to members.
- 13.7 The Association is developing a strategy on how we carry out our equalities monitoring and reporting. A further update on this will be brought to the Board at their meeting in March
- 13.8 Members queried the planned risk register training and were informed we are seeking a consultant to deliver this to the Board.

The resolution was proposed by Howard Dales and seconded by Laurie Kefalas.

Resolution; The Management Board;

- iv) Noted the staff update;*
- v) Noted the current office arrangements in place for staff and visitors;*
- vi) Noted the content of the latest briefing from EVH;*
- vii) Noted that the Audit & Risk Sub-committee approved the Associations internal audit plan for 2022/23*
- viii) Approved the content of the Covid 19 Quarterly return to the SHR*
- ix) Noted that both GSWF and SFHA have issued further information with regards to the collection of Equalities Monitoring Information and that a report will shortly be coming to the board for consideration*

14. AOCB

- 14.1 Members briefly discussed the outcome of the special meeting held on 19 February and the GCE explained the minute would go to the next Board meeting but would circulate the minute to the Board in advance of that meeting for their information.

The Chair expressed his thanks to the Board and staff.

The meeting ended at 18:30pm

Date of next meeting;

Wednesday 31 March 2022 at 5pm

I certify that the above minute has been approved as a true and accurate reflection of the proceedings:

Signed (Chair)

Date.....

DRAFT