

**Dunbritton Housing Association Ltd.
Minutes of Meeting of Management Board
held at 6.00 pm on Wednesday 17 May 2023
in the Boardroom and via Zoom**

Present: S. MacQuire (SMacQ) Chair; E. McCurdy (EM) Vice-Chair; A. Tuach (AT); A. Cameron (AC); S. Aitken (SA); I. Davie (ID); S. Humphreys (SH); J. Smillie (JS); F. Clark (FC); B. Mochan (BM).

In attendance: A. Murphy (AM) Chief Executive Officer; H. Maitz (HM) Finance Manager; P. Sweeney (PS) Asset Manager; R. Murray (RM) Housing Services Manager; D. Wilson (DW) Corporate Services Manager; Fettes McDonald (FMD) Finance Consultant.

<p>1. Welcome, Apologies and Declarations of Interest</p> <p>SMacQ welcomed everyone to the meeting and welcomed BM to his first Board Meeting.</p> <p>Apologies were received from: C. Chalk (CC); G. Mulvaney (GMu) and C. Samain (CS).</p> <p>No Declarations of Interest were made.</p>	<p>ACTION BY</p>
<p>2. Minutes of Previous Meeting</p> <p>The minutes of the meeting of 19 April 2023 were proposed as a true record by EM and seconded by SA.</p>	
<p>3. Minutes of Options Appraisal Meeting</p> <p>The minutes of the meeting of 2 March 2023 were proposed as a true record by AT and seconded by EM.</p>	
<p>4. Matters Arising</p> <p style="text-align: center;">Matters arising from the meeting held on 19 April 2023</p> <p>Page 1 – National Lottery Fund. AM confirmed that HM and the finance team are processing payments this week to the respective foodbanks, RM and the Housing Services team are currently identifying tenants with whom to distribute the remaining funds.</p> <p>Page 1 – Common Good Fund. AM advised that the Common Good Fund working group met to finalise a procedure for the Fund and further information will come to the Board as soon as possible.</p> <p>*CONFIDENTIAL INFORMATION REDACTED FOR PUBLICATION*</p>	

<p>Page 5 – AOCB. AM advised that the next Board Away Day will be Saturday 7 October 2023 with the venue still to be confirmed. AM stressed that he would like as many Board Members as possible to attend as the focus of the day will be on the strategic direction of the Association.</p> <p style="text-align: center;">Matters arising from the meeting held on 02 March 2023</p> <p>*CONFIDENTIAL INFORMATION REDACTED FOR PUBLICATION*</p>	
<p>5. Chief Executive Officer</p> <p>a) <u>Governance report</u></p> <p>AM presented the Board with the report which was noted.</p> <p>AM advised that while there is a lot of information in the report, he hoped that it kept the Board informed on Governance matters with the main regulatory bodies. In addition, he intimated there were no major concerns to report in terms of complaint handling.</p> <p>The Board noted the report.</p> <p>b) <u>KPI report</u></p> <p>AM confirmed that the report shows that our outcomes, in comparison to our targets, have been very positive.</p> <p>The Board noted the report.</p> <p>c) <u>IMP</u></p> <p>AM outlined how the departmental IMP's support and are aligned with the Association's Strategic Objectives.</p> <p>He explained that each IMP defines specific targets, key tasks, and objectives for each department within agreed timeframes; he conducts regular reviews with each manager to check progress against the targets identified.</p> <p>The Board approved the IMP reports for each department and noted the outcomes.</p>	
<p>6. Finance</p> <p>a) <u>Owners Factoring Survey Report</u></p> <p>HM presented the Board with the Owners Factoring survey results. HM confirmed that the satisfaction level has gone down to 44% with a 17% return of surveys.</p>	

<p>AM expressed his disappointment with the survey results, considering the time and effort that has been put in by staff over the past 12 months.</p> <p>The Board noted the report.</p> <p>b) <u>5 Year Projections</u></p> <p>FMD took the Board through the Five-Year Financial Projections report advising of the main assumptions and projected outturns.</p> <p>FMD reassured the Board that based on the projections no issues are expected with regard to covenant compliance.</p> <p>*CONFIDENTIAL INFORMATION REDACTED FOR PUBLICATION*</p> <p>The Board approved this report and the return in order that submission is made to the SHR within the prescribed timetable.</p>	
<p>7. Corporate Services & Governance</p> <p>a) <u>Member Applications/Cancellations</u></p> <p>DW confirmed that there have 4 new applications and no cancellations, should these 4 applicants be accepted, the membership will increase to 89.</p> <p>The Board approved the 4 applications.</p> <p>b) <u>FOI and GDPR Update</u></p> <p>DW updated the Board on the number and nature of data access and FOI requests that we have received. DW assured the Board that we have in place an efficient procedure for dealing with such requests within statutory time limits.</p> <p>The Board noted the report.</p> <p>c) <u>Monthly Meeting Planner</u></p> <p>DW presented the Board with the new proposed Monthly Meeting Planner. DW confirmed that he linked in with other housing associations along with Linda Ewart (consultant) to ensure there are no recurrent items that we have not covered.</p> <p>The Board approved the planner.</p> <p>d) <u>Cyber Essential Certification</u></p>	

<p>DW advised that we were successful in receiving Cyber Essential Certification.</p> <p>The Board noted the report.</p> <p>e) <u>Housing Software</u></p> <p>DW confirmed that the procurement for the Housing Software has now been accepted, therefore we have been able to award HomeMaster with the contract. DW also confirmed that we will now slowly start the process of changing our system over.</p> <p>DW advised that a Board paper will be presented to the Board with further information.</p> <p>The Board noted the update.</p>	
<p>8. Asset Management</p> <p>a) <u>Increasing Reactive Repair Costs</u></p> <p>PS presented the report to the Board to show the continuous trend throughout the financial year 2022-2023 of increasing costs in reactive maintenance.</p> <p>The Board noted the report.</p>	
<p>9. Housing Services</p> <p>a) <u>Write Off Report</u></p> <p>RM presented the Write Off Report and asked the Board to approve this.</p> <p>The report issued was approved.</p> <p>b) <u>Rapid Rehousing Transitional Plan 2023/24</u></p> <p>*CONFIDENTIAL INFORMATION REDACTED FOR PUBLICATION*</p> <p>The report issued was approved.</p> <p>c) <u>Housing Services Presentation</u></p> <p>RM gave a presentation in relation to the Housing Services department.</p> <p>He highlighted that the arrears were at the lowest that they have been, standing at 0.97%. RM advised that overall, the performance has been very positive.</p> <p>*CONFIDENTIAL INFORMATION REDACTED FOR PUBLICATION*</p>	

<p>RM updated the Board with the details of the key areas of focus that the Housing Services department will be working on in the coming year.</p> <p>SMacQ suggested that we have a more proactive approach in promoting the hard work that we carry out throughout the Association in terms of funding etc. through advertisements in the likes of SFHA, etc.</p> <p>AT asked if the minute from the Scrutiny Panel meetings can be distributed to the Board, RM agreed that all future minutes will be presented to the Board.</p> <p>The presentation was noted.</p>	
<p>10. New Policies</p> <p>a) <u>Subletting Policy</u></p> <p>*CONFIDENTIAL INFORMATION REDACTED FOR PUBLICATION*</p> <p>The Subletting Policy was approved subject to changes.</p>	
<p>11. A.O.C.B</p> <p>There was no other A.O.B.C.</p>	
<p>12. Date of next meeting – Wednesday 21 June 2023</p>	