

**Dunbritton Housing Association Ltd.
Minutes of Meeting of Management Board
held at 6.00 pm on Wednesday 29 November 2023
in the Boardroom and via Zoom**

Present: S. MacQuire (SMacQ) Chair; E. McCurdy (EM) Vice-Chair; A. Tuach (AT); A. Cameron (AC); S. Humphreys (SH); G. Mulvaney (GMu), I. Davie (ID); B. Mochan (BM)

In attendance: A. Murphy (AM) Chief Executive Officer; P. Sweeney (PS) Asset Manager; R. Murray (RM) Housing Services Manager; D. Wilson (DW) Corporate Services Manager; M. McLeod (MM) Housing Services Assistant; F. McDonald (FMD) FMD Consultants; and Michael Crowe (MC) Tenant Scrutiny Group member.

1. Welcome, Apologies and Declarations of Interest	ACTION BY
<p>SMacQ welcomed everyone to the meeting.</p> <p>Apologies were received from: H. Sorrell (HS); C. Chalk (CC); J. Smillie (JS); H. Maitz (HM); and C. Samain (CS).</p> <p>There were no declarations of interest.</p>	
<p>2. Minutes of Previous Meeting</p> <p>The minutes of the meeting of 18 October 2023 were proposed as a true record by EM and seconded by SH.</p>	
<p>3. Matters Arising</p> <p>Page 1,</p> <p>*CONFIDENTIAL INFORMATION REDACTED FOR PUBLICATION*</p> <p>SFHA Consultation Response AM has circulated this to the Board.</p> <p>Page 2 SHN Performance AM has conveyed to the staff the Board's appreciation for all their hard work.</p> <p>Page 3</p> <p>*CONFIDENTIAL INFORMATION REDACTED FOR PUBLICATION*</p> <p>Page 6.</p> <p>*CONFIDENTIAL INFORMATION REDACTED FOR PUBLICATION*</p> <p>GMu joined the meeting at this stage.</p>	

4. Housing Services

a) Housing Services Manager Presentation

RM provided his 6 monthly update on Housing Services.
The department is going through an allocations review

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He will keep the Board updated on any progress.

RM updated the Board on recent legislative changes and on the support we are providing to tenants including our energy advice service.

He confirmed the department is performing well against all key performance indicators and tenant participation activities, such as open days and meetings with tenants have been developing well.

EM asked what role the scrutiny panel would play in reviewing the rent consultation. AM advised that the panel would review the communication with tenants and how we gather responses, but they would not be involved in the decision-making process which is the Board's remit.

MC joined the meeting at this stage.

b) Tenant Scrutiny Group Presentation

The Board welcomed MC to the meeting, and he provided a presentation detailing the progress of the Scrutiny Group. He detailed that there are now 17 members, with 8 regular attendees. They look to meet quarterly, and they have carried out scrutiny exercises including recently considering the reception area.

There was a discussion about the advantages and challenges of using digital media, AM detailed that we have been in talks with the SFHA and will be looking to develop our Digital Participation Strategy with him and DW to arrange a meeting.

The Board passed on their thanks to the Scrutiny Group.

MC left the meeting at this stage.

c) Tenant Scrutiny Group minutes

The Board noted the minutes.

5. Chief Executive Officer

a) SHR Consultation Paper on Regulation of Social Housing

AM detailed that the Regulator is going through consultation with regard to the framework and regulatory standards. AM has shared the response from the SFHA. The Board agreed to endorse this response.

b) GWSF Support Panel

AM detailed that this panel has been set up to support organisations across the West that are facing challenges.

c) Governance Report

The Board noted the Governance Report.

d) KPI Report

AM detailed how we were performing in comparison to the targets set by the Board. The feedback we have received from comparative organisations suggests that results are dropping across the sector, but we will continue to monitor these. Overall, our results remain high. With regard to repair satisfaction, AM, detailed that on contacting customers, we are seeing responses that are not an accurate reflection of the repair service. PS advised that many of these responses are with regard to aspirations for investment rather than a reflection on the repair. He advised that we may consider looking at our own repair survey to ensure accuracy.

GMu asked if all organisations carry out their surveys in exactly the same way. AM advised that, whilst the questions remain the same, the delivery and formats differ across associations, for example, some only survey every three years whilst others do not use external providers.

e) Risk Register

AM reminded the Board of the Risk Register process, and the Board noted the updated register. He explained that managers will be discussing the risks associated with their own departments at the next round of team meetings.

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FMD joined the meeting at this stage.

f) Board Away Day

AM thanked everyone who attended the away day. Linda Ewart will circulate notes feeding back on the day's events and key areas. AM will be working with Linda to develop the PESTLE analysis and how we are going to meet the objectives.

The Board agreed on: the Strategic Objectives, Vision and Purpose, as were set at the away day.

<p>g) <u>Inchconnachan</u></p> <p>*CONFIDENTIAL INFORMATION REDACTED FOR PUBLICATION*</p> <p>i) Rosneath</p> <p>*CONFIDENTIAL INFORMATION REDACTED FOR PUBLICATION*</p>	
<p>6. Finance</p> <p>a) <u>Management Accounts Report</u></p> <p>FMD talked the Board through the management accounts.</p> <p>*CONFIDENTIAL INFORMATION REDACTED FOR PUBLICATION*</p> <p>FMD left the meeting at this stage</p>	
<p>7. Corporate Services & Governance</p> <p>a) <u>Membership Applications & Cancellations</u></p> <p>DW detailed that we have received an application for membership from *CONFIDENTIAL INFORMATION REDACTED FOR PUBLICATION* One member has passed away without any succession, and so their membership will end.</p> <p>In accordance with the rules, members are required to attend an AGM, at least once every five years, following this rule, 24 memberships were ended.</p> <p>The Board approved the application for membership and noted the cancellations.</p> <p>b) <u>Minutes of the Audit and Risk Committee, November</u></p> <p>The Board noted the minutes.</p> <p>c) <u>Report Confirming Code of Conducts</u></p> <p>DW detailed to the Board that all Code of Conduct forms have been signed by both the Board and staff. Where the form highlighted a potential conflict of interest, this was noted in our register, and any steps taken to mitigate this was also detailed. DW advised that all declared interests are being managed. The register has been checked and agreed upon by the Chair (acting as Treasurer).</p>	

<p>d) <u>Investors In People Award</u></p> <p>DW detailed that the Association has secured Investors In People Gold. The Board asked that their appreciation for this hard work is passed on to all staff.</p>	
<p>8. Housing Services</p> <p>a) <u>Tenant Participation Strategy</u></p> <p>RM talked the Board through the updated TP Strategy. The Board approved the strategy.</p>	
<p>9. Policies</p> <p>DW detailed that the Privacy Policy has been updated to reflect legislative changes. The policy was also agreed with the staffing working group.</p> <p>He also advised that the Lone Working Policy and Code of Conduct Staff Policy have been updated with minor changes carried out.</p> <p>All policies were agreed by the Board.</p>	
<p>10.AOCB</p> <p>There was no AOCB.</p>	