

# Approved Minute

**Remote Zoom Board of Management Meeting held on 11<sup>th</sup> February 2021 at 6.30pm**

***Due to the Coronavirus public health crisis and government advice the Board meeting was conducted remotely using Zoom.***

The following members participated remotely:

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| Mark Griffiths (Chair) | Margaret Vass   | Lorna Cameron |
| Fiona Boath            | Fionn Stevenson | Anne Law      |
| Theresa Elliot         | Susan Macmillan | Martin Earl   |

Staff & others in attendance: Donna Birrell (Chief Executive Officer – CEO)  
 Kirsty Brown (Deputy Chief Executive/Director of Finance and Corporate Services – DCEO/DFCS)  
 Fiona Maguire (Asset & Development Manager – ADM)  
 Susan Mackay (Corporate Services Officer (CSO) and Minute Taker)

Ewan MacDonald, Gregor Cameron Consultants Ltd, (Item 3 only) - EM

| Item |   | Action |
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| 1.   | <p><b>Apologies and Conduct of Meeting</b></p> <p>The Chair welcomed all to the meeting and thanked Ewan MacDonald for attending and representing Gregor Cameron Consultants for item 3 on the Agenda.</p> <p>Apologies had been received from Malcolm Begg, Linda Anderson and Cordelia Guidery who is on a leave of absence.</p>  |        |
| 2.   | <p><b>Declarations of Interest</b></p> <p>Interest was declared by Susan Macmillan for Agenda Item 12 and Mark Griffiths declared an interest in Item 3.3. It was <b>agreed</b> neither were material and members would not be required to leave the meeting during discussions. Staff members declared interest at Agenda Item 11.4 and would be requested to leave the meeting during discussion.</p> | 3.     |

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|     | Staff members also declared interest at Agenda Item 14 CEO Report regarding EVH Wages Ballot.   |     |
| 3.  | <p><b>Development Reports (EM)</b></p> <p>EM began by giving a brief update on the other current sites:</p> <p>Claish Farm, Callander: Initial Phase will be released before end of March. It is expected to fall short of the original 14 units, but this will be confirmed next week at the progress meeting due to take place on 16<sup>th</sup> February.</p> <p><i>Balmaha</i>: work was progressing on the funding package. An issue had arisen with the funding package for the ELLCT units who experienced a shortfall in funding and had asked Scottish Government to increase grant share.</p>  |     |
| 3.1 | <p><b>Development Exception Reports: Lampson Road, Killearn (Ewan MacDonald)</b></p> <p>There has been delay in the planning permission decision from Stirling Council. Stirling Council has now been contacted using FOI to request a copy of the letter of objection submitted by a resident of Killearn and neighbouring property to the site.</p> <p>EM advised that a pre roost assessment was being carried out on Friday 12<sup>th</sup> February to establish potential roosts in the existing trees overhanging the site boundary. The ecologist will require to return to site once hibernation has ended to monitor the bat activity on the site. This will likely take place in April/May. A Member queried the inadequacy of the first bat survey to meet Stirling Council conditions and whether RSHA should be taking this further with the consultant. The Association's ADM explained that the survey had been carried out in accordance with guidelines and it was the planning condition itself that was unusual as this had been set by elected members and not planning officers. A brief discussion ensued, and it was agreed that in order not to delay the planning process further, RSHA would lodge an official complaint with the council once planning had been gained.</p> <p>EM reported further clarity had had to be sought from the Stirling Council Biodiversity Officer regarding the wording which called for "all trees surrounding the site". Their Biodiversity Officer has confirmed that this should be interpreted as all trees that overhang the site and a few extras to be included in the survey.</p> | CEO |
| 3.2 | <p><b>Development Exception Report: Croftamie (Ewan MacDonald)</b></p> <p>Members noted the content of the report and <b>approved</b>:</p> <ul style="list-style-type: none"> <li>• the procurement of an Engineer, Principal Designer and Cost Consultant</li> <li>• the use of the balance of the Scottish Government Croftamie Pre Contract grant of £45,673 to progress to detailed design stage; and</li> <li>• a Design &amp; Build form of contract to be used as recommended.</li> </ul>  |     |

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| 3.3 | <p><b>Development Exception Report: Keltie Bridge (Ewan MacDonald)</b></p> <p>There was some feeling that the plan to build 87 houses at this site was ambitious. The location was on the outskirts of Callander and it was felt that the general avoidance of ribbon development which had been used excessively in Callander should be kept in mind for the site. It was also felt that this was a high number of units for the site and indeed for Callander as a community to support. The site was nearly a mile and a half from the centre of Callander.</p> <p>Following discussion, it was agreed that EM would note RSHA’s interest in the site but that RSHA would not be actively “push” for the development of this site. EM was asked to give feedback to developer on RSHA’s behalf.</p>  | EM  |
| 3.4 | <p><b>Development Exception Report: Kippen PH2 (Ewan MacDonald)</b></p> <p>The Board noted the delays encountered due to electricity diversion works.</p> <ul style="list-style-type: none"> <li>• The Board <b>approved</b> the proposed strategy outlined in the report to acquire the site.</li> </ul> <p>It was expected the site would be purchased towards the end of March.</p> <p><i>EM left the meeting at 7.03pm</i></p>  |     |
| 4.1 | <p><b>Health and Safety Update</b></p> <p>There were no H&amp;S updates to report.</p>  |     |
| 4.2 | <p><b>Landlord Facilities Health and Safety Update (CEO)</b></p> <p>Members noted the identification of a potential latent defect in an electric shower socket at a property in Killlearn. A full electrical survey report was awaited.</p>   | ADM |
| 5.  | <p><b>Group Minutes</b></p> <p><b>Board</b></p> <p><b>5.1 Minute of Board Meeting – 26<sup>th</sup> November 2020.</b><br/>The Minute was <b>approved</b> following a motion by Fiona Boath and seconded by Lorna Cameron.</p> <p><b>5.2 Confidential Minute of Board of Management Meeting – 26<sup>th</sup> November 2020</b><br/>The <b>Confidential</b> Minute was <b>approved</b> following a motion by Fiona Boath and seconded by Lorna Cameron.</p> <p><b>5.3 Confidential Minute of Special Board of Management Meeting - 27<sup>th</sup> January 2021.</b> The <b>Confidential</b> minute was approved following a motion by Fiona Boath and seconded by Lorna Cameron.</p> <p><b>Subsidiary</b></p> <p><b>5.4 Minute of Venachar Board of Management - 26<sup>th</sup> November 2020</b><br/>The Minute was noted.</p> <p><b>5.5 Confidential Venachar Board of Management Meeting - 26<sup>th</sup> November 2020</b> The <b>Confidential</b> Minute was noted.</p> |     |

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|     | <p><b>Working Groups</b><br/> <b>Investment:</b> None</p> <p><b>Customer Engagement, Participation and Scrutiny:</b><br/> <b>5.6 Action Note CEP&amp;S Working Group 14<sup>th</sup> January 2021</b> – The Action Note was noted. It was also noted the Strategy had been returned to TPAS for further review.</p>  |                      |
| 6.  | <p><b>Matters Arising Schedule (CEO)</b></p> <p>The Matters Arising Schedule was <b>approved</b>.</p>  |                      |
| 7.  | <p><b>Record of Electronic Approvals (CEO)</b></p> <p>Nothing to report.</p>   |                      |
| 8.  | <p><b>Group Key Risks (CEO)</b></p> <p>Members thanked the CEO for a clear update report. It was noted that following the next Government COVID-19 update the register would be updated.</p> <p>It was noted the register was a fluid document and required constant review and consideration.</p> <p>The Group Key Risk Register was <b>approved</b>.</p> <p><b><i>Business Continuity update and SHR COVID-19 Information will be emailed by the CEO to Members as previously agreed.</i></b></p>  |                      |
| 9.1 | <p><b>Group Strategic Plan and Strategic Delivery Plan Update 2021/22: First Draft (CEO)</b></p> <p>A Member commented with regard to the use of Smart Sensors and emphasis of proactive maintenance to help determine remotely whether a home is too cold/damp. A study had been carried out by Renfrew District Council and a Member would forward on contact details.</p> <p>The CEO will further amend the Group Strategic Plan with reference to accessibility of housing to allow people to remain in their homes as their needs change and addressing homelessness in our communities.</p> <p>The Board <b>approved</b> the RSG Strategic Plan Update 2021/22 First Draft and noted that it would be updated following the Group Strategic Planning session in February and would be presented for Board approval at the March Board meeting.</p> | <p>FS</p> <p>CEO</p> |
| 9.2 | <p><b>Confidential RSHA Business Plan Update 2021/22: First Draft (CEO)</b></p> <p>This matter was confidential.</p>   |                      |

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| 9.3  | <b>Confidential Venachar Business Plan and Budget 2021/22: First Draft (CEO)</b><br>This matter was confidential.  |     |
| 10.1 | <b>Confidential Updated Financial Forecast 2020/21 (DFCS/DCEO)</b><br>This matter was confidential.  |     |
| 10.2 | <b>Commercially Confidential Potential SO Buyback for Mid-Market Rent (DFCS/DCEO)</b><br>This matter was confidential.   |     |
| 11.1 | <b>Governance</b><br><b>Ethical Conduct and Notifiable Events/Annual Assurance Status</b><br><b>Notifiable Events:</b><br><br>(i) <b>Confidential HR Matter:</b> this matter was confidential.<br><br>(ii) <b>Business Continuity and Service Update: Lockdown Restrictions:</b> this matter remained open.<br><br>(iii) <b>Disposal of Land at Balmaha to ELLCT:</b> this matter was now considered “closed” by the SHR.  |     |
| 11.2 | <b>Office Bearers’ Decisions (ADM)</b><br><br>(i) <b>Addition of Stewart Joinery to the Approved List of Contractors:</b> this had been necessary due to the recent retirement of one company and the lack of capacity of another provider.<br><br>(ii) <b>Lampson Road submission of Building Warrant:</b> A Member queried RSHA’s position regarding the fitting of fire suppression into our homes? The ADM confirmed that this was not yet part of Building regulations but would be required for new Building Warrant applications after the 1 <sup>st</sup> March 2021. A discussion took place and it was <b>agreed</b> that RSHA should fit such equipment to our current builds for the additional safety it offered to our tenants. This was considered “best practice”. The ADM confirmed that there were no plans or requirements to retro fit such equipment to homes.<br><br>The building warrant has already been submitted for Lampson Rd however, this does not preclude the addition of fire suppression into the contract and could be covered by an amendment to warrant. The ADM will ask the Design Team to consider the implications of designing a fire suppression system into the scheme, e.g whether it can be mains fed or requires storage tanks, quantify the additional cost and bring this back to the board for subsequent approval. It was noted that the additional cost would be met in part by the HAG funding. | ADM |
| 11.3 | <b>Schedule of Delegation (CEO)</b>  |     |

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|      | The updated Schedule of Delegation was <b>approved</b> . It was noted this document was held under constant review.  |  |
| 11.4 | <b>Confidential HR Report</b><br><br>This matter was confidential.   |  |
| 11.5 | <b>Recommendations from Committee:</b> None  |  |
| 11.6 | <b>New Member Applications (CSO)</b><br>There were none.   |  |
| 12.  | <p><b>Operations: Stock Condition Survey (ADM)</b></p> <p>The report had been received from Brown and Wallace.</p> <p>Members raised a few queries as follows around the report:</p> <ul style="list-style-type: none"> <li>• Properties from last six years not looked at: the ADM explained that this was due to such properties being recently out of defects or just completed and that the earliest component renewals for these schemes were at 10 (smoke/CO2 &amp; heat detectors)- 15years (kitchens/gas boilers/fans etc). These homes will be included in the next stock condition survey in 2025.</li> <li>• Sometimes there were observations made by Brown and Wallace but no recommendations made?</li> <li>• Where black mould had been found, it appeared an assumption had been made e.g. "tenant lifestyle" was to blame, however best practice shows that this should warrant more investigation and focus on the design and whether improvements can be made to avoid. A Member commented that "tenant lifestyle" should be addressed by design.</li> </ul> <p>had any of these repairs issues been reported to staff? The ADM reported that approx. 20% of the reactive repairs list staff were already aware of and in some cases had already been attended to. There had also been a focus in the north area last year for gutter cleaning. The ADM reported that the percentage of internal inspections had increased from 15% to 20% this year.</p> <p>The ADM proposed to use Rural Matters to raise awareness and provide further information to tenants about causes of dampness and condensation.</p> <p>A Member commented that the report mirrored findings in the Tenant Satisfaction Survey.</p> <p>The Asset Team relies on Housing Officer estate management visits and inspections to report areas of concern externally. This needs to be improved. The CEO reported that the appointment of a new COW/Building Inspector in March will assist the property team in this regard.</p> <p>The ADM noted the issue raised with the guttering to the rear of Springbank Road development.</p> | <p>ADM</p> <p>Housing Services Team</p> <p>ADM</p> |

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|     | <p>A Member commented on the use of drones for reporting on roofing issues as being more commonly used now. It was noted that one of our current contractors does have access to this technology.</p> <p>The Board noted the content of the report.</p> <p>The Board went on to <b>approve</b> the report’s recommendations:</p> <ul style="list-style-type: none"> <li>• Agreed that the 2020/21 ARC would be updated to record SHQS failures not previously reported to the SHR. (Storage in kitchens for cubic capacity was noted.)</li> <li>• there is sufficient ‘slack’ available for the Board to approve a higher specification of heating replacements for those homes requiring upgrades during 2021/24 following receipt of the specialist M&amp;E Report in 2021/22.</li> </ul>   |                           |
| 13. | <p><b>Recommendation from Audit and Risk Committee:</b></p> <p>The following policies were <b>approved</b>:</p> <ul style="list-style-type: none"> <li>• SPSO Revised Complaints Handling Procedure (Parts 1-5)</li> <li>• Notifiable Events Policy and Protocol</li> <li>• Occupational Driving Policy</li> <li>• Website Privacy Policy</li> <li>• Website Cookie Policy</li> </ul>   |                           |
| 14. | <p><b>Chief Executive’s Report (CEO)</b></p> <p>Members noted the report in particular:</p> <ul style="list-style-type: none"> <li>• appointment of Allankpark to facilitate the Group strategy session: no issues were raised.</li> <li>• CEO End of Year Appraisal Review on 25<sup>th</sup> March 2021. Board members who wish to comment/feedback on performance are invited to do so via the Chair.</li> <li>• the SHR has advised that, in recognition of the Covid-19 situation, and the delay in production of the guidance, it would not begin assessing compliance with the new Equalities requirements from April 2021. RSLs are however expected to provide an update on progress with the Annual Assurance Statement being submitted in 2021.</li> </ul> <p>And <b>approved</b> the following:</p> <ul style="list-style-type: none"> <li>• that the IWG would carry out its own review of the group; and</li> <li>• the two-year deal being recommended by EVH to allow the Wages Ballot to be returned. The CEO will submit the Ballot by the due date.</li> </ul> | <p>Members</p> <p>CEO</p> |

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| 15. | <b>Action Tracker:</b> The Action Tracker was <b>approved</b> .  |                     |
| 16. | <p><b>Attendance at Conference/Seminar or Networking Events:</b></p> <p>A Member had attended the SFHA “Near Me” session: this looked at how the video based system appointments system used by the NHS could be adopted by Housing Associations. The RSHA Income Maximisation Officer had also attended and the Housing Services Manager had watched the video. It was <b>agreed</b> that this could be utilised by RSHA. The Member agreed to send a summary of the written by her colleague.</p> <p>Member Lorna Cameron promoted the Accessible Housing Summit on 4<sup>th</sup> March 2021 which was being hosted by Horizon Housing. Anyone interested should contact her.</p>   | <p>LC</p> <p>LC</p> |
| 17. | <p><b>Any Other Competent Business</b></p> <p>Death of Councillor Graham Lambie: news had very recently been received of the death of Councillor Graham Lambie. Graham had been the Stirling Council representative on the RSHA Board in the past and was well-known to RSHA Members and staff having attended several RSHA events and supported our work. A message of condolence would be sent to the Chief Executive of Stirling Council.</p> <p><i>Dates for Board Appraisals:</i> Members were reminded to contact the CSO to arrange date for upcoming annual appraisals.</p> <p><i>DocuSign:</i> Members were reminded to look out for emails from DocuSign requesting documents for review and signature. The current documents requiring signature were the H&amp;S Policy and the Landlord H&amp;S Policy. Members were asked to action this as quickly as possible to allow the document to be released for signing for the next person.</p> <p><i>Fiona Maguire departure:</i> The Chair gave his and the Board’s thanks to Fiona Maguire, Asset and Development Manager for whom this would be the last Board meeting before moving on to pastures new. On behalf of the Board and staff the Chair wished her all the very best in her new career and acknowledged the work she had taken forward during her time at RSHA.</p> <p><i>H&amp;S Award Claish Development site:</i> it was noted that the site had been awarded a Health and Safety award from Lovell Developers.</p> | <p>CEO</p>          |
| 18. | <b>Review/Reflections of Meeting:</b> Please email your feedback to Mark Griffiths Chair.  |                     |
| 19. | <p><b>Date of Next Meetings</b></p> <ul style="list-style-type: none"> <li>• Board Strategy Session: 26<sup>th</sup> February 2021</li> <li>• Group Briefing Session: Equality &amp; Diversity TBC</li> </ul>  |                     |



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|  | <ul style="list-style-type: none"><li>• Joint Training Session: Effective Questioning, Scrutiny and Challenge TBC</li><li>• Board Thursday, 18<sup>th</sup> March 2021 at 6.30pm</li></ul> |  |
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