

MINUTE OF THE BOARD MEETING

26 October 2022

Present: R Hutton (Chair from agenda item 3)

A Clark; I Crawford; A Groat; N Hicks; C Jayne; G Kitchener; W Raeburn;
P Rowsby; A Scott

C Ironside (Secretary)

In attendance: A Hay; A Fraser
George Fyvie; Erin Slater; Brian McMurray (*MEAL Board Members*)

Apologies: none

The meeting was held virtually via Zoom

ACTION

C Ironside introduced C Beckley, Data Protection Officer, who carried out a short information/ training session with Board members.

C Ironside thanked C Beckley for her presentation.

C Beckley left the meeting at 18:10

As this was the first meeting of the Board held since the Annual General Meeting held on 7 September 2022, C Ironside took the Chair for items 1 to 3 of the agenda.

C Ironside introduced A Fraser (Housing Manager) who was in attendance.

1 Apologies for Absence

No apologies were received.

2 Declarations of Interest

N Hicks – Board member and treasurer of The Action Group, and member of SHAPS Pensions Employers Committee

R Hutton – Employee of Port of Leith Housing Association.

G Kitchener – tenant of the Association

A Scott – Employer uses the services of TSG, one of the Association's suppliers

C Jayne – Employee of City of Edinburgh Council

3 Election of Office Bearers

Nominations for and Election of Chair

C Ironside sought nominations for the position of Chair. R Hutton was nominated by N Hicks, seconded by A Scott. There being no other nominations, R Hutton was duly elected Chair.

R Hutton took the Chair.

Nominations for and Election of Vice Chair

R Hutton sought nominations for the position of Vice Chair. I Crawford was nominated by A Clark, seconded by R Hutton. There being no other nominations, I Crawford was duly elected Vice chair.

Appointments to Audit Committee

The following members were appointed to the Audit Committee: N Hicks; A Clark; W Raeburn; R Hutton

Appointment to MEAL Board

The following members were appointed to the MEAL Board: G Kitchener; C Jayne

4 Risk Management Issues / Health & Safety Issues / Notifiable Events / GDPR

Notifiable Event Ref 30186

C Ironside advised members that as the office was now open to the public we were able to close the outstanding notifiable event with SHR.

GDPR Breaches

C Ironside advised members that 2 data breaches have occurred since the last meeting.

- A neighbouring owner was incorrectly notified about a shared fence repair. No personal data was included in the correspondence. The matter was discussed with the Association's Data Protection Officer (DPO), the breach was recorded and an apology issued.

C Ironside confirmed that the DPO will be carrying out further training with all staff on 9 November 2022 and staff will be reminded of the importance of ensuring correspondence and emails are sent to the intended recipient.

- When the most recent invoices were issued to owners, one customer received her own invoice and that of her neighbour. She contacted us immediately and agreed to destroy the invoice immediately. Again, the matter was discussed with

our DPO who agreed that the matter did not represent a high risk and was therefore not reportable to the Information Commissioner's Office.

C Ironside advised members that the invoices were issued through a third party mailing company due to the office being closed. On the advice of the DPO we have made them aware of the breach and confirmed that we may decide not to use their services in future, should a similar breach occur.

C Ironside informed Board members that CB would be training staff next month and would undertake a site walkabout, through the office, to consider any issues or concerns.

In response to a question from R Hutton, C Ironside confirmed that the Association followed due process and both parties were notified of the situation.

N Hicks enquired if Association has policy on duty of candor. C Ironside undertook to review and respond.

5 Minutes of the Board meeting held on 31 August 2022

The minutes of the meeting held on 31 August 2022 were approved as a true record, proposed by P Rowsby and seconded by G Kitchener.

C Ironside clarified the term section 75 in response to members question.

6 Matters Arising

None.

7 Board Actions from August 2022 Meeting

C Ironside noted the item for update on Tenancy Sustainment Policy would be delayed to January 2023 to allow information from internal audit currently under progress to be considered. Members noted the report.

8 Minutes of Sub Committee or Subsidiary Meetings

8(i) Draft Minute of the MEAL Meeting held 22 September 2022

Noted. In response to question from A Clark on whether MEAL rent increase would be affected by rent freeze legislation, C Ironside clarified that the rent legislation also applied to Mid Market leases, and would not know until mid January if the freeze date was being extended. R Hutton enquired if we could raise rents for new tenants, C Ironside agreed that could happen but not the very small turnover of Mid Market properties.

8(ii) Draft Minute of the Audit Committee Meeting held 12 October 2022

N Hicks updated the members that post meeting, K Miller had contacted Azets to check the recommended length of time for the office depreciation. It had been confirmed that it was 50 years and not 25 years as previously intimated.

P Rowsby raised that the date of the minute was incorrect.

KM

9 Matters for Approval / Decision

9(i) Mid-Year Budget Review and Finance Update

The Members approved the proposed amendments to the Budget 2022/23 and noted the finance updates. Proposed by N Hicks, seconded by W Raeburn.

10 Matters for Information

10(i) Mid-Year Strategic Plan Update

The members noted the content and approved of the new reporting format. C Ironside noted that a colour key would be added to the appendix.

10(ii) KPIs Quarter 2

W Raeburn questioned the targets and if they were unrealistic and that they should be changed to be more achievable. A Hay confirmed that a review of the targets was due to take place in January 2023.

AH/CH

Members noted the report.

10(iii) Complaints Monitoring Quarter 2

P Rowsby asked about the number of Property Service complaints and whether they were all down to the contractor's performance. A Hay explained that there were issues from both how the contractor was performing and also how the Association had handled certain cases. The Property Services team were reviewing its handling of complaints and taking steps to improve internal communication.

A Groat asked if we publicized how the Association learnt from complaints. C Ironside explained that we often used "You said, We Did" articles in the Newsletter.

Members noted the Report.

10(iv) Staffing Report

P Rowsby asked to feedback the Boards appreciation to the staff about the low levels of sickness.

CI

Members noted the report.

10(v) Planned and Cyclical Maintenance Programme Quarter 2

W Raeburn asked whether the Association was going to achieve its planned expenditure, noting that it appeared low for this point in the year. A Hay confirmed that at the September review both planned expenditure (appendix 2) and the full maintenance expenditure (appendix 1) were projecting to be achieved, noting that the information presented in the appendices explained the breakdown of contracts and current estimated outturns.

(Post meeting note: AH emailed WR to clarify the position re the planned expenditure and confirmed that we had reviewed each contract at the 30 September 2022, and were expecting to achieve the spend, with the outturns shown in the appendices.)

A Groat asked if photographs were taken to show the new kitchen's and bathrooms once they had been completed. A Hay stated that this has happened in previous years and the team would look to repeat this.

Members noted the report.

10(vi) Insurance Procurement

R Hutton requested that the arrangements for the panel meeting on 27 January 2023 to be finalized.

KM

Members noted the report.

10(vii) Chair Review

Chair left the meeting (19:10)

C Ironside confirmed that the Chair feedback would be reviewed by C Ironside and the Vice Chair and key points discussed with the Chair.

Members noted the report.

Chair returned (19:15)

10(viii) SMT Report

C Ironside updated the members about the ongoing situation regarding the Scottish Government's Emergency legislation on the rent freeze and its implications.

Standing orders were suspended at 7.27

P Rowsby commented that he liked the "what 3 things" exercise undertaken by all staff during the move to New Mart Place. Also commenting favorably on C Ironside involvement in the short life working group on rent freeze legislation.

Members noted the report.

11 Any Other Competent Business

R Hutton highlighted that the note of the meeting from the Board session in June 2022 was now saved on Govenda.

**12 Date and time of next meeting: Wednesday 30 November at 5.30 p.m.
Board Strategy session Friday 25 November at 2.00 pm**

The meeting closed at: 19:30