

**West of Scotland Housing Association  
Minutes of the Board Meeting  
Hybrid Meeting via Microsoft Teams and Camlachie Boardroom  
Wednesday 27<sup>th</sup> September 2023**

<p><b>Present:</b> Kelly Adams (Chair), Nick Farrell, Kenneth Fee, Michael Sozansky, Barbara McGarrie, Nicola Wason, Karen Merz, Alison Calder, George Kpodo</p> <p><b>In Attendance:</b> Brian Gannon (CEO), Jennifer Cairns (Director of Corporate Services), Robert Campbell (Director of Housing &amp; Community Support Services), Donna Paton (Director of Finance &amp; IT), Andrew Kubski (Director of Development &amp; Asset Management), Susan Speirs (Senior Corporate Services Assistant), Karen Fitzsimmons &amp; Andrea Paterson (Indigo House – for item 3), Ena Hutchison, Margaret Storrie, Agnes Docherty, Rose Friel (members of Scrutiny Group for item 4)</p> <p>The Chair welcomed Barbara McGarrie, Nicola Wason and Karen Merz to the Board.</p> <p><b>Apologies:</b> Paul McCandlish, Paul MacNeil, Elaine Davidson and Ann Reid.</p>	
<p><b>Disclosure of Interests</b> The staff will leave the meeting for item 16.</p>	
<p><b>1. Minutes of the Previous Meeting</b> There were a couple of corrections to the previous minutes:-</p> <p><u>Page 1 – Item 3 – Internal Audit Annual Report</u> The first sentence of the third paragraph should read “Kelly asked Gemma...”</p> <p><u>Page 4 – Business Planning Review Timescales</u> In the second paragraph the word “responsible” on the third line should be changed to “responsibility”.</p> <p>With these corrections the minutes were accepted as a true and accurate record. They were approved by Michael Sozansky and seconded by Kenneth Fee.</p>	<b>Approved</b>
<p><b>2. Matters Arising</b> There were no matters arising.</p>	
<p><b>3. Report on Charing Cross HA Transfer</b> Karen Fitzsimmons and Andrea Paterson from Indigo House joined the meeting at this point.</p>	

The CEO advised that that one of our key business objectives was to carry out a review of the outcome of the transfer of engagement. The board had agreed that it would be best if an independent consultant carried out this review. The purpose of this review would be to understand what impact the transfer had had on WSHA and also to look at what lessons could be learnt from it.

Nick Farrell asked who Indigo House were and what work they carried out. Karen Fitzsimmons introduced herself and Andrea Paterson to the board and gave the background to Indigo House and the type of work that they carried out.

Karen Fitzsimmons advised that it was commendable that the Association had undertaken an independent review following a transfer and also that it was the first Association to do an impact assessment. She advised that this had been welcomed by the Regulator.

She advised that there were three key areas the review was focussed on, which were the strategic impact, financial impact and the operational impact.

She advised that the impact of the transfer on the Association's strategic direction has been positive. The governance structure has not been negatively affected and that a former CCHA tenant has now joined the board. Overall, the reputation of the Association has been enhanced by the transfer.

With regard to the financial impact there has been a good positive initial impact. The transfer bid was based on a number of efficiencies made. It is too early to say at this time what impact this has had and that this should be looked at again in a couple of years.

With regard to the operational impact the overall performance has improved in certain areas but there has been a decline in relation to repairs but this is not necessarily due to the transfer.

Karen Fitzsimmons advised that there has been no detrimental impact on WOSHA tenants.

Kenneth Fee stated that it was a very comprehensive report but asked to what extent the report outlines the readiness to carry out another transfer.

Karen Fitzsimmons advised that having looked at all the evidence provided and having met with the board and staff that lessons could be learned from this before another transfer was carried out.

The Board noted the contents of this report.

**Noted**

The Board thanked Karen Fitzsimmons and Andrea Paterson for providing this report. They both left the meeting at this point.

**4. Scrutiny Panel Reporting**

Ena Hutchison, Margaret Storrie, Agnes Docherty and Rose Friel joined the meeting at this point.

The Customer Service & Engagement Team Leader gave a presentation on the work that the Scrutiny Panel had carried out over the past year. He advised that they have reviewed the following areas:-

- Customer Care Charter
- Damp & Mould
- Estate Management

Recommendations from all these areas will be made to the board.

The Scrutiny Group will be carrying out a review of the repairs service and also the staff performance management framework and will agree timescales for these activities at their next meeting. They will also be looking at carrying out a recruitment campaign to get more members onto the group.

Karen Merz asked how any people were in the group and how often do they meet. The Customer Service & Engagement Team Leader advised that there are currently 10 members of the group but that there is no limit as to how many can be in it. The group meet on a monthly basis.

The Board noted the annual report and the reports on damp and mould and estate management.

The Board recommended that management provide a response to the scrutiny group on the recommendations made in their report. A report will go to the October Board meeting.

**Noted**

**Action**

**5. Preparation of Assurance Statement**

The Director of Corporate Services explained to the new members of the Board that all Housing Associations are required to prepare an annual assurance statement for the Regulator. This statement provides assurances that WSHA are complying with the regulatory standards set down by the Regulator.

The Director of Corporate Services advised that a short life working group was set up and they have looked at the standards and requirements in respect of compliance and have provided the board with compliance with these standards. The SLWG also looked at the areas of improvement and the Director of Corporate Services outlined these.



<p>Michael Sozansky asked what the term tacit relocation means and the Director of Housing &amp; Community Services provided an explanation. Michael also asked whether 8.2 of the policy needed additional clarification on what would constitute “the most appropriate option”. The Director of Housing &amp; Community Services agreed to add some examples to help clarify the position.</p> <p>The Board approved the amended Leasing Policy subject to any changes being made following consultation with TAG and the Tenant Scrutiny Group.</p>	<p><b>Action</b></p> <p><b>Approved</b></p>
<p><b>7. Review of Repairs &amp; Maintenance Policy</b></p> <p>The Director of Development &amp; Asset Management outlined the keys changes to this policy. He advised that the changes included making specific provision for MMR properties, including a 20 day repair category for complex or multi-trade jobs and also textual changes to reflect SHR asset management guidance.</p> <p>Under section 3.4 Michael Sozansky asked what a major repair was. The Director of Development &amp; Asset Management advised that this could be a job that was unplanned and could also need multi-trades to do the work.</p> <p>The Board approved the Repairs &amp; Maintenance Policy.</p>	<p><b>Approved</b></p>
<p><b>8. Review of Compliance Policies</b></p> <p><b><u>Electrical Safety Policy</u></b></p> <p>The Director of Development &amp; Asset Management outlined the key changes to this policy. He also advised that since drafting he and the Director of Housing &amp; Community Services discussed and agreed drafting improvements on PAT/FAT regimes.</p> <p>The Board approved this policy and inclusion of minor amendments as discussed.</p> <p><b><u>Fire Safety Policy</u></b></p> <p>The Director of Development &amp; Asset Management outlined the keys changes to this policy.</p> <p>The Board approved this policy.</p>	<p><b>Approved</b></p> <p><b>Approved</b></p>
<p><b>9. Board Brief</b></p> <p>The Director of Corporate Services advised that a new Staff Consultation Group has been set up. The terms of reference for this group was included with the papers. The next meeting of the group will be held next week.</p>	<p><b>Noted</b></p>

The board noted the brief report.	
<p><b>10. Annual Strategy Report</b></p> <p>The Director of Corporate Services advised that this report gives the board an update on where we are with the different strategies that have been approved.</p> <p>Under the Development Strategy DISC should be changed to DAMSC.</p> <p>The Board noted the contents of this report.</p>	<b>Noted</b>
<p><b>11. People &amp; Culture Strategy Update</b></p> <p>The Director of Corporate Services advised that this strategy was approved by the board in January 2023. She provided an update on where we are with the strategy and the action plan. She advised the Board that the action plan for next year would be developed by the Staff Consultation Group and this would include actions from the Staff Engagement Survey this year.</p>	<b>Noted</b>
<p><b>12. Resolutions</b></p> <p>The Board noted the contents of this report.</p>	<b>Noted</b>
<p><b>13. Notifiable Events</b></p> <p>The Board noted the contents of this report.</p>	<b>Noted</b>
<p><b>14. Group Information</b></p> <p>The board noted these reports.</p>	<b>Noted</b>
<p><b>15. AOCB</b></p> <p>The CEO advised that he had received a letter from the Housing Minister. The letter advised that there would be no rent control for social landlords and that this would only apply to the private sector.</p>	
<p><b>Review of Meeting</b></p> <p>The Board agreed that the meeting has gone very well.</p>	
<p><b>16. EVH Salaries Consultation</b></p> <p>This matter is confidential.</p>	
<b>Date of next meeting - 25<sup>th</sup> October 2023</b>	