

**West of Scotland Housing Association
Minutes of the Board Meeting
Hybrid Meeting via Microsoft Teams and Camlachie Boardroom
Wednesday 30th October 2024**

<p>Present (In Person): Kelly Adams (Chair), Michael Sozansky, Ann Reid, Karen Merz, Graeme Middleton, Morag Kilbride, James Reid, Lynsey Hamilton</p> <p>Present (Online): Kenneth Fee</p> <p>In Attendance (In person): Brian Gannon (CEO), Jennifer Cairns (Director of Corporate Services), Andrew Kubski (Director of Development & Asset Management), Robert Campbell (Director of Housing & Community Services), Valerie Wilson (Director of Finance), Susan Speirs (Senior Customer Services Assistant), Elizabeth Matthews (Observing)</p> <p>In Attendance (Online): Lorna Shaw (Research Resource – until item 3)</p> <p>Apologies: Elaine Davidson, Jim Williamson, George Kpodo, Paul MacNeil</p> <p>The Chair advised that Elizabeth Matthews, a tenant from Ayrshire, was attending the meeting as an observer.</p> <p>The Chair advised that two new members had to be formally appointed to the Board. James Reid and Lynsey Hamilton were asked to leave the meeting at this point.</p> <p>The Board approved the appointment of James Reid and Lynsey Hamilton.</p> <p>James and Lynsey returned to the meeting.</p>	
<p>Disclosure of Interests Graeme Middleton declared an interest in respect of an item in the Board Brief.</p>	
<p>1. Minutes of the Previous Meeting The minutes of the meeting of 25th September 2024 were approved as a true and accurate record. They were proposed by Michael Sozansky and seconded by Ann Reid.</p>	Approved
<p>2. Matters Arising The Board noted the matters arising.</p>	Noted
<p>3. Tenant Satisfaction Survey 2024 The CEO presented this report.</p>	

He explained that Registered Social Landlords are required to carry out a Tenant Satisfaction Survey at least every three years and the results of the survey are reported in the ARC to the Scottish Housing Regulator. A survey had been carried out in 2023 by The Knowledge Partnership but there had been a significant drop in tenant satisfaction in this survey. He advised that in January of this year the Board had agreed to undertake another survey using our previous research firm, Research Resource, to establish if the drop in satisfaction was due to using another company or was due to a drop in tenant satisfaction. He advised that the results from this survey are excellent and that Lorna Shaw from Research Resource would give the Board an overview of the survey results.

Lorna Shaw explained to the Board that 900 tenant survey had been carried out, 873 were social rented tenants and 27 were MMR tenants. A small number of phone interviews had been carried out but the majority were done face to face. These surveys had been carried out between July and September and were spread across the Association's stock to collate data that is robust and accurate.

She advised that overall, the satisfaction level was 91.2% which is higher than the Scottish Housing Average of 86.5%. The most common theme was dissatisfaction with repairs, and this was normally with the time taken to complete a repair. Tenants who had expressed dissatisfaction would be followed up.

Levels of satisfaction in keeping tenants informed, opportunities to participate, quality of home, contribution to management of the neighbourhood, value for money were all higher than the Scottish Housing Average.

Michael Sozansky stated that overall, the survey was very good.

Kelly Adams asked if we know why there is quite a variation across different areas regarding dissatisfaction with repairs.

The Director of Development & Asset Management advised that the main themes seemed to be with communication, satisfaction with repairs and time taken to complete repair. He advised that there should be no specific reason for the differing responses from different locational areas as it is the same contractor that is being used.

Kenneth Fee thanked Lorna for her presentation. He advised that it was very clear and gave a great degree of reassurance and was also very robust.

Kelly Adams asked if the findings with regard to damp and mould are in line with the work that we have been doing.

The Director of Development & Asset Management advised that we do not have anything like the number of cases that the survey suggests compared to those that have been reported and are on the system for action. He advised that we don't close off a case until the tenant is satisfied. It was noted that we will follow up with cases where tenants have given permission for Research Resource to pass on their details to WSHA.

Graeme Middleton asked if the spread of different preferences for communication creates challenges for the Association.

The Director of Corporate Services advised that it is a challenge, and we are currently reviewing our Communication Strategy and this will go to the Board in January. Currently approximately 400 tenants still received Westworld and other communication by post.

Kelly Adams asked if the 27 MMR tenants were in the 16-34 age bracket.

Lorna Shaw advised that the MMR tenants were not included in the age based analysis. The CEO noted that the Board Brief contained a breakdown of MMR tenants by age group.

Michael Sozansky commented that the levels of satisfaction under Value for Money were higher than pre-covid and that this was a phenomenal outcome.

The CEO advised that all areas of dissatisfaction would be looked at by the Leadership Team and an action plan drawn up.

The Board thanked Lorna for her presentation.

Lorna Shaw left the meeting at this point.

The Board noted the outcome of our latest annual tenant satisfaction survey and approved using these latest results from Research Resource for our next ARC return.

Action

Noted & Approved

4. Signing Off Assurance Statement

The Director of Corporate Services presented this report.

She gave a background to the Assurance Statement. She advised that the Board is required to submit an Annual Assurance Statement to the Scottish Housing Regulator which states that the

Association complies with the SHR Regulatory requirements and standards and has to be submitted by 31st October. A short life working group made up of Board members and senior officers was set up and they have been reviewing compliance over the last six months. The group submitted their findings to the Board at the September meeting for them to discuss.

The Director of Corporate Services advised that a draft Assurance Statement was issued to the Board prior to this meeting. Tenant and resident safety have also been included in the statement. The draft Governance Improvement Plan, which outlines the areas of continued improvement which have been identified, was also issued prior to the meeting and there have been no changes to this.

The Board approved the Assurance Statement and also the Governance Improvement Plan. The Statement was signed by the Chair. The Director of Corporate Services will upload this to the SHR portal tonight.

Approved

5. Write Off Report

The Director of Housing & Community Services presented this report.

He explained that there are processes in place to recover outstanding debts from tenants or refund credit balances to former tenants. The write-offs are normally done twice a year. This report covers the period from 1 April 2024 to 30 September 2024. The write-off policy dictates the reasons why the balances are written off. The Director of Housing & Community Services explained that the write off policy was written three years ago and it is proposed that some amendments are made to this policy. The Director of Housing advised that the threshold for smaller debts be increased from £100 to £500. He also outlined some changes to the write off reasons which he explained to the Board.

The Board approved the following recommendations:-

1. Approved the write off of four former tenant rent arrears where the arrears exceed £2,000 to a total value of £13,353.82.
2. Noted the write offs for 90 former tenant rent arrears accounts less than £2,000 to the value of £29,980.35.
3. Approved the write offs for one former tenant rent credit greater than -£2,000 to the value of -£3,787.39.
4. Noted the write offs for 32 former tenant rent credits less than -£2,000 to the value of £9,198.22.
5. Noted the write offs of the former tenant debts (other than rent) less than £2,000 to the value of £1,023.60.

**Approved
& Noted**

<p>6. Noted the write offs of one former tenant credit (other than rent), less than -£2,000 to the value of -£21.70.</p> <p>7. Approved an amendment to the Write Off Policy to increase the write off limit for smaller debts from £100 to £500.</p> <p>8. Approved the amendments/additional write off reasons.</p>	
<p>6. Intragroup Agreements and Review of Group Scheme of Delegation</p> <p>The Director of Corporate Services presented this report.</p> <p>As part of the review of the Group Scheme of Delegation our solicitor, TC Young, had suggested that Intragroup Agreements should be drawn up for both Westscot Living and Willowacre Trust to sit alongside their constitutions. These agreements outline the responsibilities of the parent company and what responsibilities are delegated to both the subsidiaries. The agreements reflect what we currently have in place.</p> <p>The Group Scheme of Delegation has been revised to show where authority lies within each group. The majority of the updates to the scheme are with Westscot Living.</p> <p>Each intragroup agreement and the Scheme of Delegation will be presented to the relevant Board meetings.</p> <p>Kelly Adams advised that she was happy that we had used a lawyer to draft these agreements.</p> <p>Kelly Adams asked if the staff had been taken out in the Westscot Living Agreement. The Director of Corporate Services advised that we don't employ staff in Westscot Living.</p> <p>The Board approved the Intragroup Agreements for Willowacre Trust and Westscot Living and also approved the revised Group Scheme of Delegation.</p>	<p>Approved</p>
<p>7. Medical Adaptations Policy</p> <p>The Director of Development & Asset Management presented this report.</p> <p>He explained that this policy will provide a consistent approach to the administration, delivery and recording of medical adaptations for staff and tenants. The Director of Development & Asset Management advised that TAG had looked at this policy but had no suggested changes to it. He also explained that the funding for medical adaptations comes from Glasgow City Council and the</p>	

<p>Scottish Government. He also advised that due to funding reductions and the rise in the number of referrals the grant that we received for this year does not cover all of these referrals and also the backlog from last year.</p> <p>Graeme Middleton asked how many requests we receive for medical adaptations in a year.</p> <p>The Director of Development & Asset Management advised that we now receive around 250 applications per annum which is a significant increase of close to 50% from previous years</p> <p>Kelly Adams asked if we need to make changes to the budget to reflect this.</p> <p>The Director of Development & Asset Management advised that we would work with tenants and colleagues in Housing to minimise the impact if there is no money available for adaptations. The CEO noted that we can also offer transfers to more suitable accommodation as an option where funding isn't available.</p> <p>The Board approved the Medical Adaptations Policy.</p>	<p>Approved</p>
<p>8. Board Brief</p> <p>The Director of Finance gave a background to the option to tax for the two retail units which are part of the Dalmarnock Station development.</p> <p>The Board approved the option to tax for the two retail units.</p> <p>A new member has been recruited for the Willowacre Trust Board. The Board approved the appointment of Scott Aitken.</p> <p>The Board noted the rest of the report.</p>	<p>Approved</p> <p>Approved</p> <p>Noted</p>
<p>9. Asset Management Strategy Update</p> <p>The Director of Development & Asset Management presented this report.</p> <p>He advised that the report provides an update on the progress of the delivery of the Asset Management Strategy.</p> <p>There are currently 17 actions. 9 are in progress, 4 have been completed and 4 are not due to start yet.</p> <p>The Board noted this report.</p>	<p>Noted</p>

<p>10. Resolutions The Board noted this report.</p>	<p>Noted</p>
<p>11. Notifiable Events The Board noted this report.</p>	<p>Noted</p>
<p>12. Group Information The Board noted the following:-</p> <p>DAMSC minutes of 30.08.24 Staff Consultation Group Meeting notes of 05.09.24 TAG minutes of 26.09.24</p>	<p>Noted</p>
<p>AOCB The Board wished Andrew Kubski well in his new job.</p>	
<p>Review of Meeting It was agreed that the meeting had gone well.</p> <p>The meeting closed at 7.00 pm.</p>	
<p>Date of next meeting – 27th November 2024</p>	