



MINUTES OF BRIDGEWATER HOUSING ASSOCIATION

BOARD MEETING

Venue: Hybrid

Date: 26th October 2022

Time: 5.30pm

Present:

Alastair Morris (Chair), John Paterson (Vice Chair), Frank Bradley (Board Member), Denise Love (Board Member) and Suzanne Austin (Board Member).

In attendance:

Andy Thomson (Chief Executive), Scott Currie (Head of Corporate Services), Steven Ferrie (Head of Property Services) and Andy McLean (IT Support Officer) hosting Zoom meeting

| Item | Details | Action |
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| 1. | Welcome and Chairs remarks | |
| | The Chair welcomed everyone to the meeting and confirmed that members had received their papers on time. | |
| 2. | Presentation – Tenant Satisfaction Survey Report – Research Resource – For Approval | |
| | <p>Lorna Shaw of Research Resource attended the meeting to present a report highlighting the key aspects of the tenant satisfaction report.</p> <p>Lorna provided details of the survey methodology and response rates before presenting the individual ARC question outcomes; results were very positive and seemed to “buck the trend” of other surveys that have been undertaken in the sector recently where in general, results have worsened. All BHA’s results were above the Scottish Average and have improved from the 2019 survey results.</p> <p>A Board member asked whether further analysis could be undertaken on the rent affordability question by breaking this down for those in receipt and not in receipt of benefit and whether part or full benefit. Lorna noted that those on full HB/UC’s responses were not considered for this response however, she will happily provide further analysis for the Board.</p> <p>A Board member also note that the responses to the participation questions were of interest and will give the Association food for thought going forward when considering involving tenants in decision making.</p> <p>There being no further questions CEO thanked Lorna for attending the meeting.</p> <p>Board noted that they were pleased with the outcome of the survey results and noted that an action plan would be developed for any arrears of improvement required. This action plan would be provided to sub-committee on a regular basis yet to be determined.</p> | |
| 2.1 | Members APPROVED the content of the report as PROPOSED by Alastair Morris and SECONDED by Denise Love. | |
| 3. | Apologies | |
| 3.1 | Apologies were received from Aileen Naismith and Heather Stirling | |
| 3.2 | <p>██████████ is still on a 3 month Leave of Absence.</p> <p>There is a membership application to be considered at item 13.</p> | |

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| 4. | Declarations of Interest | |
| | Members were invited to declare any interest in any of the items on the agenda, in terms of the Association's published policy. | |
| 4.1 | There were no declarations made by those present. | |
| 5. | Minute of the Board Meeting held on 28th September 2022. | |
| | Members were invited to consider the minute of the meeting held on 28 th September 2022 | |
| 5.1 | Members approved the minutes as a correct record of the meeting as PROPOSED by Suzanne Austin and SECONDED by John Paterson. | |
| MATTERS ARISING | | |
| 6. | Matters Arising/Outstanding Actions | |
| | Members were invited to consider a report by the Chief Executive updating progress on various outstanding items arising from previous Board meetings. This included: - <ul style="list-style-type: none"> • Governance review from meeting of 25th May 2022. • Board recruitment and Office Accommodation from meeting of 29th June 2022. • Notifiable events from meeting of 22 August 2022. • Bank mandates, Assurance statement, Board meeting structure, staff engagement survey and absence management from meeting of 22nd September. | |
| 6.1 | Members NOTED the information contained within the report. | |
| 7. | Minutes of the Scrutiny Sub-committee Meeting held on 27th July 2022. | |
| 7.1 | Members approved the minutes as a correct record of the meeting as PROPOSED by John Paterson and SECONDED by Frank Bradley. | |
| 8. | Minutes of the Audit Sub-Committee Meeting held on 10th August 2022. | |
| 8.1 | Members approved the minutes as a correct record of the meeting as PROPOSED by Denise Love and SECONDED by Suzanne Austin. | |
| MATTERS FOR APPROVAL | | |
| 9. | Governance – Board and Sub-Committee Remits | |
| | Members invited to consider the report provided by the Chief Executive, the purpose of which was to present Board and Sub-Committee remits and a revised Scheme of Delegation policy, following discussions with the Leadership Team and Board. The revised remits follow the Board's decision to review the number of meetings as approved at September's meeting. A member noted that factoring was not given sufficient priority within the Housing and Property Services Sub-Committee remit and suggested that more emphasis should be put on factoring as this is significant part of the Association's business. It was also suggested that considering this the sub-committee be renamed Housing, Land and Property Sub-Committee. Board members agreed to these amendments. | |
| 9.1 | Members APPROVED the Board Remit/Terms of Reference – as PROPOSED by Suzanne Austin and SECONDED by Alastair Morris. | |

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| <p>9.2</p> <p>9.3</p> <p>9.4</p> <p>9.4</p> | <p>Members APPROVED the Finance and Corporate Services Sub-Committee Remit – as PROPOSED by Alastair Morris and SECONDED by Denise Love.</p> <p>Members APPROVED the Housing, Land and Property Services Sub-Committee Remit subject to amendments noted – as PROPOSED by Alastair Morris and SECONDED by Denise Love. It was also agreed that the title of the Sub-Committee be changed to Housing, Land & Property Services Sub-Committee.</p> <p>Members APPROVED the Scheme of Delegation – as PROPOSED by Suzanne Austin and SECONDED by Alastair Morris.</p> <p>Board members volunteered to join the Sub-committees as follows: -</p> <ul style="list-style-type: none"> • Finance and Corporate Services – Denise Love, Suzanne Austin, and Frank Bradley. • Housing and Property Services – Alastair Morris, John Paterson, and Suzanne Austin <p>The Chief Executive will speak to Board members not present regarding filling the remaining places to ensure quorate numbers.</p> | |
| <p>10.</p> | <p>Policy Review Schedule</p> | |
| | <p>Members were invited to consider the report by the Chief Executive, the purpose of which was to provide the Board with an opportunity to discuss the current policy review schedule and proposals for dealing with policy reviews some of which are overdue or are due in the next year.</p> <p>The CEO noted that this is something we will review and provide to Board for consideration annually at the first Board meeting following the AGM.</p> | |
| <p>10.1</p> <p>10.1</p> <p>10.3</p> | <p>Members NOTED the information contained within the report from the Chief Executive.</p> <p>Members AGREED the proposals for reviewing the noted policies and provided delegated authority to the appropriate Sub-committee or Leadership Team to carry out each policy review.</p> <p>Members APPROVED that the policy schedule is agreed annually to determine the appropriate delegated authority to review individual policies as PROPOSED by John Paterson and SECONDED by Alastair Morris.</p> | |
| <p>11.</p> | <p>Reactive Repairs Contract Termination/Notifiable Event (tabled)</p> | |
| | <p>Members were invited to consider the report provided by the Head of Property Services, the purpose of which was to update the Board in relation to a notice of termination received from Consilium Contracting Services in respect of the reactive repairs contract.</p> <p>HoPS noted that Consilium Contracting Services were awarded Bridgewater's reactive repairs contract on 8th July 2022 following a quality versus price competitive procurement, after the termination of the MPS Housing contract. In the short space of time from the contract commencing on the 2nd of August 2022, there had been noted performance issues raised with Consilium where contractual KPI targets were not being met and Bridgewater requested improvement. In addition to lack of performance, Consilium consistently challenged the Association on contractually agreed Schedule of Rates (SOR's) for works being carried out. The Head of Property Services (HoPS) challenged Consilium regarding agreed SOR's and performance, which was met with a response of request to mutually terminate the contract by Consilium, due to the contract not working for either party.</p> <p>The CEO noted that there was no real recourse for legal action as the contract had not been signed and that this would also constitute a Notifiable Event to the regulator. He had already had correspondence with the regulator on this matter and a formal Notifiable Event would be logged following the Board meeting.</p> <p>Board were asked to approve the mutual termination and to approve a temporary arrangement for emergency repairs provision for a period of six months whilst re-procurement options are considered. Board will be kept advised of progress.</p> | |

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| 11.1 | Members NOTED the information contained within the report from the Head of Property Services. | |
| 11.2 | Members APPROVED allocation of a contingency sum of £8,000 for re-procuring the contract and other associated costs as PROPOSED by Suzanne Austin and SECONDED by Alastair Morris. | |
| 12. | Assurance Statement | |
| | Members were invited to consider the report provided by the Chief Executive, the purpose of which was to provide the Board with an opportunity to discuss the Draft Annual Assurance Statement which is to be submitted to the Scottish Housing Regulator by 31 st October 2022. The CEO noted that as discussed at the September meeting there was an additional clause noting that we had not completed the LD2 Fire Alarm upgrades to all properties, this was not considered a material area of non-compliance but an area for noting in the interests of transparency. | |
| 12.1 | Members NOTED the contents of the report. | |
| 12.2 | Members NOTED the Assurance Statement Evidence Log provided at September's meeting and determined that there were no areas of material non-compliance. | |
| 12.3 | Members APPROVED the final draft Assurance Statement and instructed the Chair to sign the statement and the Chief Executive to submit it to the Scottish Housing Regulator prior to the submission date – as PROPOSED by Denise Love and SECONDED by John Paterson. | |
| 13. | Membership Application | |
| | Members were asked to consider a Board Membership Application form provided by the Head of Corporate Services from [REDACTED] apologised that he was unable to attend the meeting to introduce himself due to unforeseen personal circumstances. Board also approved [REDACTED] Board Membership application and we will now be co-opted onto the Board and will attend future meetings in accordance with the Association's rules. | |
| 13.1 | Members APPROVED the application as PROPOSED by Alastair Morris and SECONDED by Suzanne Austin. The Chief Executive conformed that Mr Caldwell would now be invited to attend the next Board meeting, initially as an observer. | |
| 14. | Board Member Role Description | |
| | Members were asked to consider a policy provided by the Head of Corporate Services which set out the responsibilities associated with being a Board Member. This was previously issued to all Board Members by email. It is intended to be used to widely advertise for additional Board Members. | |
| 14.1 | Members APPROVED the policy as PROPOSED by John Paterson and SECONDED by Alastair Morris. | |
| MATTERS FOR CONSIDERATION, COMMENT AND NOTING | | |
| 15. | CEO Report | |
| | Members were invited to consider a report by the Chief Executive, the purpose of which was to advise the Board on a range of relevant issues currently being considered and to seek approval for matters as noted throughout the report where required. The Chief Executive outlined the main items included within the report. | |
| 15.1 | Members NOTED the information contained within the CEO's report. | |

| MATTERS FOR BRIEFING AND INFORMATION ONLY | |
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| 16. | Presentation – Review of the MyBHA Customer Portal. |
| | The Chief Executive logged in to the new portal and provided the Board with a virtual tour of the main features and functions and encouraged members to log in and try the portal themselves. Frank Bradley asked if the data in the portal was secure. The Chief Executive confirmed that a Data Protection Impact Assessment had been carried out to ensure GDPR compliance. |
| 16.1 | Members NOTED the information contained within the presentation. |
| REGULATORY ISSUES | |
| 17. | Notifiable Events |
| 17.1 | There were no new notifiable events for consideration other than the items already noted in the meeting, Warden Call system and termination by reactive repairs contractor. |
| ADMINISTRATION | |
| 18. | AOCB |
| 18.1 | There was no other competent business. |
| 19. | Issues which the Chair has agreed as urgent |
| 19.1 | There were no urgent issues for consideration. |
| 20. | Meeting concluded - 7.05pm Date of next meeting - 7th December 2023 at 5:30pm (Hybrid) |



Signed: _____ (Chair)