



included when discussing rent setting, the Standing Orders Policy will be updated to reflect this.

*ii) Rollings Actions Points*

Action 2324-29 will be covered later in the agenda and can now be closed off.

**5. Performance Reports to 31<sup>st</sup> December 2023**

The Corporate Manager highlighted that the Tenant Satisfaction report has been added back into the performance report. A section has been added to the complaints report, reporting on unacceptable actions.

A Committee member queried why the repair response times were not meeting the targets, the Technical services Director replied that it is due to contractor resources and the TSO<sup>1</sup> for each area have monthly meetings with the contractors and highlight the outstanding work.

The Committee noted the significant financial gains detailed in report 15 and passed their thanks onto the staff for their hard work in achieving this.

**Resolution**

*The Committee noted the contents of the performance reports to the 31<sup>st</sup> December 2023.*

**6. Potential Stock Update**

This agenda item is subject to a confidential minute.

**7. Technical Services Update**

*i) Development Report*

A detailed report by the Technical Services Director was previously circulated to bring Committee up to date with progress in various areas. Some points were highlighted as follows and the remainder of the report was noted.

- *Inveraray (16 units)*

Following feedback from the proposed site layout pre-application submission, the layout was updated and resubmitted for comment. The resulting comments include a new requirement for a Noise Impact Assessment (NIA) due to the proximity to the BEAR Scotland (road maintenance and management company) yard. Fyne Homes have appointed a noise consultant to address these requirements and has begun discussions with BEAR Scotland. The planning application will be submitted with the NIA and proposals for landscaping to boundaries to follow.

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<sup>1</sup> Technical Services Officer

- *Baddens, Riverside Drive (6units)*

A site start was achieved on 4<sup>th</sup> September 2023, works are progressing and completion is expected by July 2024.

- *Argyll and Bute Sites*

A potential site has been identified in the Lochgilphead area, which is in the local plan as a housing allocation area (HAL) for eighty units. SSE have advised that an electrical substation will not be required, the Committee noted the quote cost per unit which was detailed in the report.

- *Rothesay Academy Upper Site*

The draft Masterplan for the site has been submitted to Argyll & Bute Council to support their pre-planning application, feedback is still awaited.

- *Ballochgoy*

Work is progressing to develop the design; regular meetings are taking place to maintain momentum and the planning application is expected to be submitted in early March.

- *Baddens Phase 10*

MacLeod Construction has offered Fyne Homes the opportunity to acquire land at Baddens Phase 10 to facilitate a further phase of development of family homes. A detailed design drawing is being worked up to enable a detailed planning application submission to follow the site acquisition later in 2024.

- *Potential Development Dunoon*

From the previously circulated report the Committee noted the update of the potential development site.

### **Resolution**

*The Committee noted the contents of the development report.*

*ii) Capital Investment Report*

From a previously circulated report the Committee noted the contents of the capital investment contracts.

*iii) Asset Management Update*

It was reported that progress is being made on the buyback properties in Dunoon, which would give Fyne Homes full ownership. The Home Report is awaited and the Scottish Government and Argyll & Bute Council have been advised.

*iv) Fyne Heat Update*

From a previously circulated report the Technical Services Director noted some of the work carried out by the dedicated Energy Advisor and highlighted the increase in assistance being requested by tenants during the current energy & cost of living crisis.

*v) Void Maintenance Times Report*

The Technical Services Manager presented a report to Committee on void times. The report included the void process, the average number of void days over a six-year period, the issues incurred which result in void delays and actions set out for going forward. Pictorial examples were also shown to highlight the condition of some properties when a void inspection takes place, the Housing Director talked through these examples and provided the Committee with background to each of the examples.

The Committee noted the issues faced with the energy providers and it was suggested that this could be raised at the Chairs meeting to gauge how other Associations deal with this and if we could work together to find a solution. A suggestion was made to utilise the Energy Advisor to contact the energy providers.

The Committee noted their thanks to the Technical Services Manager for compiling the report, which they found useful and insightful. Going forward a report on void maintenance will be presented to Committee on a bi-annual basis.

## **8. Housing Management Report**

A report was previously circulated to update Committee on the progress of various issues or activities within the Housing Service Team.

### *Application and Allocations*

Current active applications on the waiting list stand at 3382 as of the 27<sup>th</sup> February 2024 of these 2296 have housing need points.

### *Voids and Arrears*

Voids at the end of Q3 were sitting at 41 days excluding exemptions which is above the target of 28 days.

Gross combined arrears are 1.75% at the end of Q3 against a target of 2.5%.

### *Welfare Reform*

The previously circulated report highlighted some success examples and the number of new cases each month. The Housing Director reported that the welfare service financial gains for Q3 so far were £54,413 and year to date £525,031 of financial gains has been awarded to tenants.

The Committee noted their thanks to M Allan and the wider team for all their work achieving this fantastic support to tenants.

### *Tenant Participation*

The Dolly Parton Imagination Library partnership has been launched and to date 39 children has signed up, promotion for this initiative will continue.

Work continues with DYW<sup>2</sup> and will attend career days in Tarbert and Campbeltown in the upcoming months.

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<sup>2</sup> Developing The Young Workforce

Tenant Participation Engagement meetings are planned for March across all areas, these will be held on a Saturday following previous feedback from tenants that events being held during working hours excludes some tenants from being able to attend.

#### *Schedule 7*

An allocation offer has been made to an employee of the Fyne Group, detailed in the previously circulated report. The Committee were satisfied that the Associations policy and procedures have been complied with and the application was approved.

#### **Resolution**

*The Committee noted the contents of the housing report and approved the Schedule 7.*

#### **POST MEETING NOTE**

**The applicant detailed in the Schedule 7 no longer requires to be rehoused, the offer of tenancy was not accepted.**

#### **9. Business Services Reports**

A report was previously circulated by the Business Services Director for Committee's information and was noted. Some points were highlighted as below:

##### **(a) General**

##### **(i) Department update**

- Regular meetings with the DPO continue since the last meeting there has been one new request.
- Work has commenced on the annual review process for Committee and this will be discussed further in the agenda.
- The SHR has published their new regulatory framework which will be effective from 1<sup>st</sup> April 2024, the Corporate Manager will work with the Senior Team to ensure compliance.
- Work is continuing with the new website and is anticipated to be live by the beginning of April. The link to the new website will be circulated after the meeting for Committee to view and give feedback on.
- The life cycle of IT equipment is under review as part of the cyber security recommendations. Staff will be moved to laptop based; this will be delivered in a phased approach over the next few years.
- The main network review is underway and some quotes have been received.
- Fyne Homes quarterly accounts to 31<sup>st</sup> December 2023 are being worked on and were submitted to lenders/auditors on 26<sup>th</sup> January 2024.
- Discussions are ongoing with lenders to review the covenants.
- Subsidiary Quarterly Accounts to 31<sup>st</sup> December 2023 are complete and were presented to the various Board meetings on 29<sup>th</sup> February 2024 along with the 2024-25 budgets.
- Rent & Service Charge actual increase letters were issued at the end of February following Committee approval, further detailed work is required on the service charges.

The Business Services Director reported that work has commenced on the 2024-25 Insurance renewal, the Committee were taken through the renewal quote and how this compared to last year. Quotes from the current provider and an alternative quote from another insurer were discussed in detail. It was highlighted that the alternative insurer had increased the excess on fire claims and we would be tied with them for a further 3 years, this would mean that time passed for going out to tender would exceed 10 years. The Committee agreed that 10 years was too long not to have gone out to tender.

### **Resolution**

*After further detailed discussions the Committee agreed to go with JLL reinstatement figures and accept the quote from Current Providers and to go out to tender later this year.*

### **(b) Finance**

#### **(i) Proposed Write Offs**

From a previously circulated prepared by the Business Services Director and Income Team Leader, Committee's approval was sought to write off the outstanding rent, repairs recharges, court costs and factoring debt, the total figure was detailed in the report. It was highlighted that although these balances were seeking approval for write off Committee were assured that should any of these former tenants return for re-housing the debt will be pursued.

### **Resolution**

*After further detailed discussion the Committee agreed to write off the debt for the sum detailed in the report.*

## **10. Human Resources Report**

A report prepared by the HR Director was previously circulated for Committee's information. some of the key points were highlighted below.

PDRs continue in line with agreements with managers, end of year review will be due at the end of March/ early April, reminders are sent out automatically to all employee through YEAR.

Equality Impact Assessment training has been sourced and will be scheduled in the upcoming months for members of staff who are involved in the policy process.

The HR Director reported that plans are underway to work in partnership with CX-Feedback to conduct the next staff survey and detailed what the process would include. The survey is planned to be implemented in March/April 2024.

### **Resolution**

*The Committee noted the contents of the report.*

## 11. Subsidiary Update Report

A report prepared by the CEO was previously circulated for Committee's information and noted. Some of the key points are highlighted below.

### *Fyne Energy*

From a previously circulated report the Committee noted the contents and the current income.

### *Gift Aid Recipients Update*

#### **Fyne Futures**

Following a successful Stage 1 application to the Regeneration Capital Grant Fund (RCGF) for potential capital funds to build a training centre at Ashfield, a Stage 2 application was submitted on the 10<sup>th</sup> November, the outcome is still awaited. A workshop is planned for March to discuss the Fyne Futures a charity in the long term and a plan if the grant application is not successful.

#### **Glenbarr Community Group**

The Glenbarr Community Development Association have completed the purchase of an are of ground in the village, a woodland and green management plan for the site is being produced. An event took place in January focussing on energy efficiency for homeowners.

#### **Fyne Homes**

Payment for the financial year 2022-23 was paid October 2023, this differs from the deadline of 31<sup>st</sup> March the other recipients face as Fyne Homes is the parent of Fyne Energy. The utilising of these funds was approved by the Committee at a previous meeting.

## 12. Policy Review/Deferrals

### Resolution

(a) Committee approved the undernote policies:

- (i) *C.12 Health & Safety at Work*
- (ii) *M.07 Gas Safety Policy*
- (iii) *HR.08 Employee Training & Development Policy*

(b) Committee deferred the undernote policies:

- (i) *M.05 Rechargeable Repairs*
- (ii) *H.23 Arrears & Prevention Policy*

(c) *Policy Timetable 2024-25*

The Committee noted the previously circulated policy timetable for 2023-24.

**13. Secretary's Report**

- (i) *Share Members to be cancelled*

**Resolution**

*Membership Cancellations were approved for Shares Nos 278,338,554, 773,802 and 885*

It was noted that taking into account the cancellations, the active membership currently stands at 79.

**14. Committee Update**

- (i) *Schedule of Annual Returns*

The Committee noted the previously circulated schedule of annual returns for the Association.

- (ii) *Committee Appraisals*

Following on from the last meeting where it was highlighted that several members felt the current process was too complex, the Corporate Manager reported that a meeting was held with SE Training and a new approach was discussed. If the Committee agree that new members with less than a year serving will have a full in-depth review carried out, long standing members will have a streamlined review.

**Resolution**

*The Committee agreed to the new approach to the appraisal process and the Corporate Manager will take this forward and get the review meetings set up.*

**15. Notifiable Events**

Ref No: 310523

There was no further update to report currently.

**16. Donation Request**

The Corporate Manager previously circulated a request which had come in from Bute Shinty Club, which is a registered charity. After discussion the Committee agreed to a £225 donation.

**17. Minute of Management Team Meeting 16<sup>th</sup> January 2024**

**18. Minute of Staffing Committee Meeting 25<sup>th</sup> January 2024**

**19. Minute of Health & Safety Meeting 25<sup>th</sup> January 2024**

**20. Minute of Fyne Futures Design Meeting 30<sup>th</sup> January 2024.**

The above minutes were circulated for information and noted. In relation to the minute of the Staffing meeting on a proposal from S McLeod seconded by J McMillan the minutes were accepted as a true and accurate record of proceedings.



21. **AOCB**

There was no AOCB.

22. **Date of Next Meeting: Wednesday 17<sup>th</sup> April 2024**

The Corporate Manager noted that the date of the next meeting falls on the Annual Return on the Charter validation that is being carried out. As staff will be occupied with this, a recommendation was made that the meeting date be moved to the following week, if it was suitable for Committee.

The Committee agreed to moving the date of the next meeting which will take place on **Wednesday 24<sup>th</sup> April 2024.**

With there being no further business, the meeting closed at 18.25pm

Signed.....

Date.....