

FYNE HOMES LTD

**Minute of Management Committee
Held by StarLeaf Video Conferencing on
Wednesday 9th March 2022 at 4pm**

Present: - P Lingard M Lang
J McMillan (Chair) L McCabe
T Harrison P Wallace
D Herriot

In Attendance: - C Renfrew, Chief Executive
J McAllister, Technical Service Director
T Robertson, Housing Services Director
S Cole, Business Services Director
J MacCallum, Technical Services Manager
M Thomson, Corporate Manager, Minute Taker
E MacCallum, Receptionist
A Jones, Observer

Apologies: - K Findlay, R Henshelwood, S MacLeod

The Chair welcomed A Jones to the meeting who was attending as an observer.

1. Apologies for Absence

Apologies were intimated as above.

2. Declarations of Interest

A Jones declared an interest in agenda no 22 Application for Management Committee Membership.

3. AOCB pre-notifications

(i) *Lease to Education Department - Campbeltown*

At this point, the Chair made reference to the sad passing of former Committee member Hamish Kirk on 7th February. Hamish served for 9 years on Committee and 7 years with Fyne Futures and Fyne Initiatives and was also involved in various organisations within the community. He will be much missed and our thoughts are with his family.

4. Coronavirus Responses

(i) *General update*

The Senior Management Team (SMT) continue to meet weekly to assess and manage the ongoing situation.

Now that restrictions are being relaxed, a further consultation has been undertaken with staff regarding their preferences and concerns in returning to the office. This has been strongly caveated with the fact that any decision taken will always be in line with the business need and that just because they indicated a preference for a certain working pattern that may not always be possible. SMT and line managers will discuss with their staff and a return the office will be planned and phased in. At this time, it is not proposed to re-open to offices to the public, in particular the Rothesay Office which requires some remodelling to the reception area which had been deferred due to Covid.

(ii) *SHR Quarterly Covid Return to 31st December 2021.*

A copy of the report was attached for information purposes and the contents noted.

5. Minute of Management Committee Meeting held 26th January 2022

On a proposal from M Lang, seconded by P Lingard the minute was accepted as a true and accurate record of the proceedings.

i) Matters arising not covered in the agenda

There were no matters arising not included in the agenda.

ii) Rolling Action Points

The updated rolling action points were circulated for information and noted by Committee.

With regards to action 23, the Business Services Director commented updated prices will be sought for carpeting sound proofing.

Work is underway on action 27 with contact having been made with the other RSLs to establish the different process they have in place with regards to recharges, absorbed costs and at what stage they decide to write off charges and outstanding rents. This will be brought to the next meeting.

A comment was also made that it would be useful to have an indication of the levels or write offs within similar sized RSLs.

6. Quarterly Performance Reports to 31st December 2021

The report was previously circulated for information purposes and the Committee noted the contents of the report. There were no queries raised and staff were thanked for pulling the detailed information together.

7. Technical Services Reports

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:

- *Cairndow – 6 Units*

It is anticipated that the final completion certificate will be with the Scottish Government prior to 31st March.

- *Inveraray*

From the detailed report it was noted that legal agreements are in the process of being drawn up between us and Inveraray Estate. The report detailed a potential issue regarding ownership of the access road and we intend to upgrade it to an adoptable standard for the benefit of all current and future users. However, if we take title to the land for the access road and add it to the title burdens that would restrict the use of the road by others until such times as it was adopted. The main risk associated with upgrading the road and allowing others to use it prior to adoption relates to any damage to the road between completion and adoption by the Council. To mitigate this risk the Estate has agreed to signing a Minute of Agreement acknowledging the terms of use of the road which will include a payment provision existing in perpetuity that will be triggered by any road user instigating development accessed via the road.

It was noted that due to the protracted legal agreements, site acquisition will not be completed by 31st March 2022 and the Scottish Government has been notified.

- *Lochgilphead
Wallace Way*

As previously reported to Committee a 4-bed, 7 person detached property was planned for this site. However, the Technical Services Director commented that the report was written prior to meeting with Scottish Government on 3rd March and they are not comfortable that the increased costs offer value for money at this time. There will be no site acquisition this financial year and the development will not be progressed at this time. This will be reported back to MacLeod Construction.

- *Baddens Park/Riverside Drive (3 semi-detached blocks, 6x 3 bed 5person)*

A tender price reflecting a work cost of £160k per unit has been negotiated with MacLeod Construction. Although higher than previous phases in the area it reflects tender prices being received for similar projects in the current market. A site acquisition application has been submitted which includes a buy back provision to return the site to MacLeod Construction for the price paid should planning permission and development stage funding is not secured.

Manse Brae area office/Whitegates primary school

Architects have been appointed to undertake feasibility and capacity studies for both these sites, Engineer services to carry out site investigation works are also being procured.

Whitegates would require a flood risk assessment and a consultant has already been appointed to take this forward and will work closely with the architect. It is anticipated that proposals on the level of capacity each site can hold will be available for the next meeting.

- *Dunoon*

Architects have been appointed to assess the development capacity of two Council owned sites. As the sites are currently tenanted a desktop exercise will be carried out.

A committee member commented that he was still not happy about drains going under properties on the proposed site at Riverside Drive, Lochgilphead.

ii) Capital Investment Report

The Capital Investment report was previously circulated and duly noted.

Bute

It was highlighted that due to supply issues the window replacement at Foley Park will not commence this year, however it is hoped for the window delivery in March which will enable a material spend from the 2021/22 budget

Cowal

The central heating, kitchen replacement/rewire at Johnstone Terrace had been temporarily paused to prioritise the smoke alarm replacement contract and contractors are now back on site and the contract will be completed this financial year.

Mid-Argyll

Central heating, rewire and kitchen replacement have now re-commenced at Columba Court, will be completed within this financial year.

Committee noted that proposal for 2022/23 Capital Investment will be presented to the April meeting.

ii) Upper Academy

From a verbal report by the Technical Services Director, it was noted that Turnberry Consultants have been appointed by HIE to undertake the Masterplan exercise for the upper and lower academy sites and a first brief is awaited.

A query was raised as to whether there has been any change in relation to Historic Scotland's listing of the lower building. It was reported that the Council is in discussion with Historic Environment Scotland regarding de-listing, but no outcome is known at this time.

iv) Asset Management Update

As part of the asset management update, a list is being drawn up of properties we would like to both purchase and dispose of. The disposals particularly relate to multi-tenure properties where it can prove difficult for us to carry our works or properties requiring significant investment. If we cannot get the agreement of factored owners, this potentially results in properties not achieving SHQS/ESSH¹ standards.

Committee noted we have recently disposed of a property at 138 Victoria Road in Dunoon which would struggle to meet ESSH.

A property at flat 1/3, 37 Tom-A-Mhoid Road has been identified for potential purchase as it is the only owner occupier flat in the block and is currently leased to the homeless department. The property is being viewed on Friday to assess works required to bring it up to SHQS/ESSH standards. The homeless department would be keen to continue to lease it should Fyne Homes secure a purchase. Funding may be available from the Scottish Government under the Individual Open Market Purchase Statement where it can be demonstrated there is a significant housing need.

v) Ballochgoy Roofs

Over a period of time there have been numerous complaints from both tenants and owner occupiers regarding water ingress from the zinc roofs. Local contractors have been carrying out temporary repairs as best they could, however they are not zinc roof

¹ Scottish Housing Quality/Energy Efficiency Standard for Social Housing

specialists. The position has now become untenable, and we commissioned specialist company, HL Metals to carry out a roof survey.

The previously circulated report by the Technical Services Director outlined the properties affected and the main issues affecting the roofs and the options available to Fyne Homes to address the problems. The detailed technical report from HL Metals was also circulated for Committee Members' information. Some of the roofs had previously been replaced due to noise issues caused by the seams of the roof not being installed as per industry standard. Sixteen properties (8 blocks) are affected of which 4 are owner occupiers.

The issues were summed up by the Technical Services Manager as follows:

- Concealed gutters at each block not installed at sufficient depths to allow for the industry standard 200mm upstand resulting in the gutters being overpowered during heavy rain.
- Incorrect flashing detail at junctions between zinc and brick walls
- Zinc sheets being incorrectly terminated causing the ends of the sheets to split and allow water penetration

The issues have also been reported to the Fyne Initiatives Board and the owners involved request that consideration is given to their claim that as the roofs appear to have had incorrect detailing and substandard workmanship, responsibility for repairs should not lie with them.

In the course of discussions there was a general feeling that the owners should not be liable for remedial works, and we should also explore the possibility of recourse to the original architect, however this should not detract from the works being carried out as soon as possible.

The report identified two options which were discussed by Committee. Both would involve significant works and it was agreed that Option 2 is costed. This involves removing existing roof coverings, using new timber to build up the roof profiles to all sufficient depths to the gutter and replacement with a new zinc roof covering.

Resolution

Committee agreed that:

- Option 2 is tendered and costs reported back to Committee for a decision, by email if required should it fall out with the meeting schedule*
- The owner occupiers should not be liable for the cost of repairs*
- An insurance backed warranty and guarantee by the FTMRC² is taken out for works undertaken*

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. Some key points are highlighted below:

Home Argyll and Housing General *Applications and Allocations*

Current active applications on the waiting list stand at 3,262 as of the 28th February of these 2,254 have housing need points. Homeless figures continue to remain high in some areas. However, a few initiatives are being considered to try and tackle them, one is a trial

² Federation of Traditional Metal Roofing Contractors

which will initially be undertaken in the Oban area to let two-bedroom properties to single homeless. This could help with tenancy sustainment as quite often they may enter into relationships and have a family. The other is the Housing First initiative which sees people with a range of needs having a whole support package put in place. Plans have been drawn up and agreed with the RSL and it just remains to be rolled out.

POST MEETING NOTE: In regard to the Housing First Initiative being rolled out, agreement from ACHA is still awaited at this time.

Void and Arrears

Arrears continue to remain low at 0.5%. Void times remain high with although they have dropped slight from 60 days average and 1.85% to 59 days and 1.75%. Contractor turnaround times remain challenging, and we continue to do what we can to manage this.

Welfare Reform

The report highlighted benefit changes and success stories relating to benefit and energy claims.

The Tenancy Support Officer along with other members of the housing team are undertaking quite a lot of advocacy work where they are supporting tenants to liaise with other partners/parties to get the best outcomes for them. This is likely to be an area of work we will continue with going forward.

Tenant Participation

Rent policy consultation was recently undertaken and the revised policy and consultation report are presented to this meeting under a separate agenda item.

A Covid Response survey was undertaken with tenants to determine how they felt we had managed our response to covid and our communications with them. The key outcome was that over 83% were happy with the service we had provided. Other questions were asked as preferred communication method, office hours and online services and the responses will be considered for future service delivery.

A query was raised as to the impact of energy /cost of living rises for our tenants and the implications for the association. The Technical Services Director commented that as well as currently providing assistance to our tenants to ensure they secure all benefits and funding they are entitled too; we are also looking to schedule some road shows to provide energy and benefits advice.

P Wallace joined the meeting at this point 5pm.

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

- Current Committee members have been uploaded to YEAR and the plan is to allow members to have access to their training, appraisal records etc in the future.
- Some Committee review sessions were undertaken last week with Stuart Eglington and a report will be provided in due course once they are all completed.

- Total Mobile system is working well, and another module has been purchased to compliment what is already in place.
- Work is progressing in relation to the recommendations from the Cyber Security Audit and the Cyber Essentials GAP report
- Tenant portal is now ready to trial and a pilot group will be set up in consultation with our Tenant Participation Officer.
- Tenders for external Auditors closed on 25th February. Five were invited and 3 returned. MacDonald Cameron assisted with the procurement exercise and also independently pointed the quality and pricing elements. Interviews will be held on Friday. As this is a notifiable event, it will be reported to the SHR after the interviews are completed.
- 30-year projections being worked on with FMD
- Tendering for 2022/23 insurance renewal
- 3 yearly re-valuations for Santander and Clydesdale required and being worked on with JLL

It was noted that the schedule of policy reviews referred to in the report was not available and will be submitted to the April meeting.

(b) Finance***(i) Proposed Write Offs***

From the previously circulated report, Committee agreed to the recommendation to write off a total figure of £50,625.41 made up of £10,649.44 of rent and court costs and £39,975.07 of factoring and recharge costs. This is a reduction on last year's figure although still a significant amount. The Housing Director and Technical Services Manager meet monthly to review figures for recharges to ensure they are reasonable.

It was noted that even when debt is written off the Housing Team continue to pursue where they can if the individual is eventually traced, or they apply for re-housing.

A query was raised as to whether this figure was within budget, and it was noted that it was £625.41 over. The Business Services Director explained that the auditors carry out a calculation annual for bad debt provision which is included in the revenue account and the balance sheet.

A suggestion was made that it would be useful to know how this compares against other RSLs and the Business Services Director comments that this will be incorporated into the outstanding action no 27.

Resolution

Committee agreed to the recommendation to write off a total figure of £50,625.41 as detailed above.

10. Human Resources Report

A report prepared by the HR Director was previously circulated for Committee's information and noted.

The Gardener /handyperson post is now live for Campbeltown with a closing date of 28th March and interviews scheduled for 5th April.

It was noted that following the CEO recruitment exercise, Iona MacPhail was verbally offered and has accepted the post with a start date of 4th April. Follow up documentation has been sent and arrangements are being made for induction.

Sickness remains generally low and it was noted that one of the long terms absentees has now returned to work full time following a phased return. With regard to the other long-term absence this is being managed in accordance with terms and conditions and policy

11. Policy Reviews/Deferrals

A previously circulated report provided detail on the various policies for approval or deferral.

Resolution

Committee approved the undernoted policies

- (i) C.01 Membership Policy*
- (ii) C.17 Notifiable Events Policy*
- (iii) C.38 Aggression and Violence at Work Policy*
- (iv) H.27 Rental Policy*
- (v) M.07 Gas Safety and Carbon Monoxide Policy*

With regards to the Notifiable Event Policy, refresher training is being arranged for staff and committee to raise awareness of the various types of incidents which constitute a notifiable event.

Action

Refresher training on notifiable events to be arranged for senior staff and committee

12. Secretary's Report

From the previously circulated report Committee agreed to cancel the undernoted shares for members who were either deceased, moved out with the area, had mail returned or requested no further correspondence.

Resolution

Membership Cancellations were approved for Shares Nos 659,737,805,810,842 and 872

Taking into account the cancellations, the active membership is 93. Membership is still actively promoted upon tenancy sign up and is also included in the quarterly newsletter with regard to tenant participation.

13. Committee Training

Some training opportunities were highlighted to members with regards to Policy and Governance for Committee members and the Role of Committee in Delivering Good Governance. Information will be circulated for expressions of interest.

Action

Corporate Manager to circulate details on the available sessions.

14. Notifiable Events

CEO Appointment- Ref 22571

Following on from the Special Management Committee meeting on 24th February when Committee appointed a new CEO following a recruitment process facilitated by EVH, the appointment was also notified via the SHR portal as a notifiable event on 7th March. Advice had been sought from them prior to this date to establish if a separate event was required or whether it formed part of the original notification about C Renfrew's forthcoming retirement and our recruitment plans. As no update had been received from the SHR it was decided to record the event separately. This has since been acknowledged and we currently await to see if they require any further information.

Fire at Flat 0/2, 129 Edward St Dunoon -15th January 2022- Ref 22557

The Technical Services Admin Manager contacted the SHR on 24th February seeking guidance regarding our potentially being unable to meet the anniversary access date for the gas safety check due to the keys not being released as the fire investigation report was not complete. During discussions on the incident, it was highlighted that there had been a fatality in the fire and the SHR intimated that this should have been notified to them as a Notifiable Event.

An email was immediately circulated that day to advise Committee of the incident and the actions taken and a notifiable event recorded on the SHR portal. As at the date of this meeting there had been no further contact from the SHR.

15. Ratification of Fyne Futures Board Appointment

The Board ratified the decision of Fyne Futures Board at their meeting on 17th February to appoint Lindy Sharpe as a Board Member.

16. Whistleblowing – SHR Factsheet for Staff and Committee

17. Whistleblowing – SHR Factsheet – How they deal with concerns raised

The above was circulated to Committee for their information and duly noted.

18. Minute of Staffing Committee Meeting 27th January 2022

19. Minute of Management Team Meeting 1st February 2022

20. Minute of Fyne Energy Board Meeting 17th February 2022

21. Minute of Fyne Initiatives Board Meeting 17th February 2022

The above minutes were circulated for information and duly noted.

In relation to the Minute of Staffing Committee Meeting 27th January 2022, on a proposal from P Lingard seconded by J McMillan the minute was unanimously accepted as a true and accurate record of proceedings.

22. Application for Management Committee Membership

A Jones left the meeting at this point whilst Committee considered his application.

Mr Jones has attended two meetings as an observer, he has a background in senior management in the third sector has a keen interest in prevention of homelessness, green energy and community initiatives. He also served with a housing co-operative involved in small scale development. He has had informal discussions with the CEO and the Housing Director both of whom were happy to support his application.

Resolution

Committee agreed that A Jones is co-opted to the Committee until the AGM at which time he will have to formally stand for election.

23. A.O.C.B

- (i) *Lease to Education Department in Campbeltown*

The Housing Services Director reported that an approach had been received from the ABC Education Department to see if we could assist in identifying a 2-bedroom property for an interim Head Teacher for Campbeltown for 18 months.

Attracting people and fulfilling key positions in the area is difficult due to the lack of suitable accommodation and both the Housing Director and the Technical Services Director were supportive of identifying a suitable property when it arises, giving due consideration to the existing waiting list. Any lease would be managed directly by the Council.

Resolution

Committee agreed to the recommendation that a sensitive let is made to the Council when a suitable property becomes available, giving due consideration to the existing waiting list.

21. Date of Next Meeting

At this point, it was highlighted that this would be C Renfrew's last Management Committee Meeting before his retirement at the end of March. On behalf of Committee, the Chair thanked him for his commitment and the fantastic work he has done for Fyne Homes and its predecessors over almost 40 years' service. A presentation will be arranged for a later date.

There was no further business and the meeting was closed at 17.35 pm.

The next Management Committee meeting is scheduled for **Wednesday 20th April 2022.**

Chair.....

Date.....