

FYNE HOMES LTD**Minute of Management Committee Meeting
Held at 11 Victoria Street, Rothesay and by Teams VC on
Wednesday 24th January 2024 at 4pm**

Present:

S MacLeod	T Harrison
J McMillan	R Henshelwood
M Lang (Teams)	D Herriot
A Jones (Teams)	D Philand (Teams)
P Wallace	P Cartwright

In Attendance:

I MacPhail, Chief Executive
 J McAlister, Technical Services Director
 S Cole, Business Services Director
 T Robertson, Housing Services Director
 L Haemmerle, HR Director
 E MacCallum, Corporate Manager, Minute Taker
 F Ewing, Directors Admin Assistant
 K Nicolson, Housing Officer

Apologies: J Thomson (post meeting apology)

The Chair began the meeting by welcoming staff member K Nicolson, who is attending as an observer.

1. Apologies for Absence

Apologies were intimated as above.

2. Declaration of Interest

R Henshelwood declared an interest in agenda item 05(iv)(a), it was proposed that this item would be taken at the end of the meeting, R Henshelwood would remain in the meeting until this time. M Lang declared an interest in agenda item 07(b)(ii), it was agreed that M Lang could stay in the meeting, whoever could not vote or speak on the matter.

3. AOCB Pre Notifications

There was one pre notification.

4. Minutes of Management Committee Meeting and Confidential Minute held on 22nd November 2023

On a proposal from J McMillan, seconded by D Herriot the minute from the 22nd of November 2023 were accepted as a true and accurate record of the proceedings. A small error was highlighted on the confidential minute on page 3522 with that

amendment to be made on a proposal from T Harrison seconded by J McMillan the confidential minute was accepted as a true and accurate record of proceedings.

i) Matters arising not covered in the agenda.

There were no matters arising not included in the agenda.

ii) Rollings Actions Points

There were no outstanding actions.

5. 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)*

The proposed site layout was submitted to the Argyll & Bute Council planning department in a pre-application submission, feedback has been received and the layout has been updated and is currently under consideration by the Estate and the Roads Department. Once agreed the formal planning application will be submitted.

- *Baddens, Riverside Drive (6units)*

A site start was achieved on 4th 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. It is anticipated that an electrical substation will be required to serve the development. A budget quote and outline design are being obtained from SSE.

- *Rothesay Academy Upper Site*

A site visit took place on the 18th January with MAST Architects, staff and committee were also in attendance. Following the site visit, MAST Architects presented the draft masterplan to the attendees.

- *Ballochgoy*

Work is progressing to develop the design, with the intention of submitting a detailed planning application by the end of January 2024.

- *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. The previously circulated report outlined the proposal and it was noted that the contractual arrangement mirrors that used at Baddens Phase 9.

16.15 – P Wallace entered the meeting at this point

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 property 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) Factoring

a) Update on additional report from Technical Services Manager

This item is subject to a confidential minute.

b) Application To First Tier Tribunal – Factoring Complaint

The Technical Services Director updated Committee on a complaint that has been received from an owner. It was explained this this owner is subject to the unacceptable actions policy and the complaint has been ongoing for numerous years. Committee noted that the complaint hasn't progressed to first tier tribunal yet, however there is potential that it could.

v) 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. This will be a standing agenda item going forward.

The Committee asked the Technical Services Director to relay their thanks to K Hilton for all her hard work in supporting tenants.

Resolution

The Committee noted the contents of the Technical Services Reports.

6. 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 3358 as of the 12th January 2024 of these 2259 have housing need points.

It was noted that the Home Argyll Allocations Policy changes which were previously reported to Committee have now come into effect. The Housing Director reported that there have been a few initial teething issues with the process, which is to be expected.

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 1.62% at the end of Q3 against a target of 2.5%

A Committee member queried the reason for the increase in void turnaround times. It was explained that there are a variety of contributing factors such as the poor condition the property was left in, contractor resources, hard to let and availability of utility companies. The Housing Director and Technical Services Director will provide Committee with a case study for the next meeting, showing the condition of properties and statistical information.

ACTION

The Housing Director and Technical Service Director to provide a void case study at the next meeting including statistical information.

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 £74,610 were £168.4K and year to date £427,780K 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.

Christmas events took place across all areas, including cinema vouchers, classic Christmas film screening and supporting school Christmas parties.

Resolution

The Committee noted the contents of the housing report.

8. 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 have been no new requests.
- Bi-Annual DSE self-assessment reviews were undertaken and are currently being reviewed and actions being followed up as necessary.
- A review of the Mobi-care lone working system is underway and various lone working options are being considered.
- Work is continuing with the website refresh incorporating the new logos. A training session for members of the web group took place on the 15th November and 19th December.
- The Docuware install is ongoing.

- Report writing training for staff took place on 16th & 17th January and specific follow up training is being considered.
- Fyne Homes quarterly accounts to 31st December 2023 are being worked on and will be submitted by the end of January 2024
- Discussions are ongoing with lenders to review the covenants.
- Due to the Finance Officer's maternity leave the Business Services Director has taken back some of the workload and H Leitch has taken on additional tasks. F Zavaroni is assisting finance in the mornings.
- The Sustainability internal audit overall assessment achieved limited assurance and the Rent Setting and Collection audit achieved substantial assurance. Tenancy Sustainment & Debt Management audit is being carried out this week.
- Work is ongoing with the pensions review and salary sacrifice.

The Business Services Director noted that J McBride from Azets Auditors, has been promoted and will no longer be the main contact for Fyne Homes. The Committee asked for their thanks to be passed along for all his work and support over the years.

(ii) Public Holidays 2024/25

From a previously circulated report the Committee noted the general and public holidays for 2024/25 in line with the Terms and Condition of Service. The Corporate Manager highlighted that the day of the subsidiary meetings have been moved.

POST MEETING NOTE

The January 2025 Staffing Committee meeting has been rescheduled to Thursday 30th January 2025.

Resolution

The Committee noted the contents of the report.

(b) Finance

(i) 2023-24 Projected Cashflow

From a previously circulated report the Business Services Director reported the likely cashflow from 1st April 2023 to 31st March 2024, this incorporates the Revenue Budget, Capital Budget, and Development Programme for the year.

The Business Services Director highlighted that the figures to December 2023 agree with the monthly bank reconciliations, the Committee noted the opening and closing bank balances for the year and that cashflow shows a positive bank balance throughout the whole of 2023-24.

Resolution

The Committee noted the likely cashflow of the Association from 1st April 2023 to 31st March 2024.

(ii) 2024-25 Rent Consultation

Following approval from the Management Committee at the November 2023 meeting, tenants were consulted on the proposed 5% rent increase for 2024-25, including re-introducing the phasing in exercise and a 5% increase on garden maintenance service

charges. It was noted that 1580 letters were sent out and 129 were returned, the responses were previously circulated to Committee. Any comments from the consultation regarding affordability, housing or repairs issues have been passed to the relevant departments.

Resolution

After further detailed discussions the Committee agreed to a 5% rent increase and phasing in exercise and a 5% increase on garden maintenance service charge effective from 1st April 2024.

(iii) 2024-25 Insurance Renewals & Tender Update

The Business Services Director explained that following approval last year to postpone going out to tender for insurance due to the volatile market, there has been no improvement in the market this year and it remains volatile. An external company has been consulted with to carry out a health check, the recommendation received was to stay with the current insurer for a further year. It was noted that several insurance companies are moving away from social housing, however there are some that joined the market. The Business Services Director sought the Committee's approval to continue to engage with the company to provide support throughout the whole tender process.

Resolution

After further detailed discussion the Committee agreed for the Business Services Director to engage with the external company for support through the tender process and noted the cost of £6,500 + VAT.

8. 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, Q3 PDRs are underway and are all now carried out on-line via the YEAR¹ system.

The workforce plan will be reviewed at the Staffing Committee meeting in January along with the succession plan for senior staff.

Short term sickness remains low and there has been one instance of Covid related absence, it was noted that this is now treated the same as any other absence.

All employees were enrolled into the new defined contribution scheme effective from 1st January 2024.

Resolution

The Committee noted the contents of the report.

¹ Your Employee Admin Record

9. 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

The post of Head of Horticulture and Training has been filled, with E Sparks starting at the beginning of November. 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 10th November, the outcome is still awaited.

Glenbarr Community Group

The Glenbarr community have appointed a new resident board member, going forward the Board will look to co-opt other skills.

Following a survey to the local community, 34 households have expressed an interest in help to insulate their homes through Argyll & Bute HEEPS ABS² scheme. It was noted that the "Brew & Blether" events are continuing.

Fyne Homes

Payment for the financial year 2022-23 will be made within the next few months, this differs from the deadline of 31st 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.

10. Committee Update

(i) Committee Review Action Plan Update

From a previously circulated plan the Committee noted the progress of the actions.

(ii) Committee Appraisals

The Corporate Manager explained that consideration needs to be given for this year's Committee appraisals. Following last year's review feedback was sought on Committee's view on the process.

Several members thought that the current process was more complex than needed, it was felt that a lighter approach could be given to long standing members and a full review to be carried out for newer members. The Corporate Manager will follow this up.

11. Policy Review/Deferrals

Resolution

(a) Committee approved the undernote policies:

² Home Energy Efficiency Programme for Scotland: Area Based Schemes.

- (i) C.03 Standing Orders Policy
- (ii) C.25 Complaints Policy & Procedures
- (iii) C.13 Unacceptable Actions & Behaviours Policy
- (iv) H.36 Hard to Let Policy
- (v) HR.01 Disciplinary Policy
- (vi) HR.02 Grievance Policy

A Committee Member queried some of the wording contained within the H.11 Domestic Abuse Policy for tenants, this will be revised and will be presented at the next meeting for approval.

(b) Committee deferred the undernote policies:

- (i) M.05 Rechargeable Repairs

12. Notifiable Events

Ref No: 310523

There was no further update to report currently.

13. Potential Stock Update

The CEO updated Committee with the progress and discussions that have taken place since the last meeting.

- 14. **Minute of Management Team Meeting 14th November 2023**
- 15. **Minute of Fyne Energy Board Meeting 30th November 2023**
- 16. **Minute of Fyne Initiatives Board Meeting 30th November 2023**
- 17. **Minute of Fyne Futures Board Meeting 30th November 2023**

The above minutes were circulated for information and noted.

18. AOCB

- (i) *SSEN Pylon Lines*

The CEO explained that SSEN³ are the body who manage the new pylon lines within Argyll & Bute. There are currently no planning gains on these projects, however SSEN have employed someone to complete a housing strategy. Planning gains are ways in which local authorities can secure additional public benefits and seek to capture some of the uplift in land value which is generated by the granting of planning permission. The Committee was made aware that Fyne Homes could benefit and Committee will be kept up to date as things progress.

17.46 - R Henshelwood left the meeting at this point.

³ Scottish & Southern Electricity Networks

Agenda item 06(iv) was discussed and is subject to a confidential minute.

22. Date of Next Meeting: Wednesday 6th March 2024

With there being no further business, the meeting closed at 17.55pm

Signed.....

Date.....