

**FYNE HOMES LTD**

**Minute of Management Committee Meeting  
held at 11 Victoria Street, Rothesay  
and by video conference with Campbeltown  
on Wednesday 11<sup>th</sup> March 2020 at 5.30pm**

| <b><u>Present:-</u></b> | <b><u>Rothesay</u></b>                                | <b><u>Campbeltown</u></b>    |
|-------------------------|---|------------------------------|
|                         | K Findlay<br>T Harrison<br>D Herriot<br>R Henshelwood | J McMillan (Chair)<br>M Lang |

**In Attendance**

L Haemmerle, Human Resources Director  
J McAlister, Technical Services Director  
C Renfrew, Chief Executive Officer  
T Robertson, Housing Services Director  
M Thomson, Corporate Manager (Minute Taker)  
E McCallum, Receptionist (Observer)

**Apologies:**

H Kirk, P Lingard, S MacLeod, T McKay (Leave of Absence) L Scoullar, P Wallace, D Wilkinson and S Cole, Business Services Director

**1. Apologies for Absence**

Apologies were intimated as above.

**2. Declarations of Interest**

There were no declarations of interest made.

**3. AOCB pre-notifications**

The following items were intimated and accepted for discussion

- (a) Data Protection Officer Service – Renewal*
- (b) ButeFest sponsorship request*
- (c) Coronavirus*

**4. Minute of Management Committee Meeting of 29<sup>th</sup> January 2020**

It was noted that on *page 3148* Castlehill Properties, the resolution referred to 26 Columshill St and should read Castlehill St. With this amendment, on a proposal by D Herriot, seconded by J McMillan the minute was unanimously accepted as a true and accurate record of the proceedings.

**(a) *Matters Arising***

There were no matters arising.

**(b) Rolling Action Points**

The updated list of rolling action points from previous meetings was circulated for information. Action Nos 18, 22 and 25 were closed and updates were duly noted. On action 25, Committee agreed to leave the Entitlements Payment and Benefits policy as it was because a review is being undertaken this year by the SFHA. Actions 23 and 24 with regard to boardroom improvements are ongoing with costs having been sought for carpeting.

**5. Performance Reports to 31<sup>st</sup> December 2019**

The reports were previously circulated for information purposes. The reports were duly noted.

The Housing Services Director commented that with regard to void performance at the end of December we are sitting at 27 against a target of 28 days. However, it was noted that the void level is likely to increase in the current period and we are forecasting 29 days, just outwith the target.

**6. Technical Services Reports**

**(a) Development Report**

The content of the report was noted and some points were highlighted by the Technical Services Director as follows:

*Tighnabruaich*

It was noted that a further extension of time has been submitted due to poor weather conditions, which will delay completion until mid-June.

*Cairndow*

The development went on site on 25<sup>th</sup> February. A programme of works is awaited and it is expected off site this financial year.

At this point the Technical Services Director reported that she had attended at SHF Scrutiny Review along with other RSLs in the area where the level of funding per unit was being discussed (currently £12k). Various suggestions were made for consideration by the SHF including the option to seek additional fund for infrastructure costs on challenging sites and allowing funding for amalgamations of hard to let stock and not just for new builds.

**(b) Capital Investment Report 2019-2020**

From a previously circulated report, Committee noted the capital works which are currently in progress.

All works in Mid Argyll and Kintyre are complete and works on 20 of the 23 properties in Cowal have been completed. Work continues on the amalgamation of the former chip shop at Russell Street/High Street and it is anticipated it will ready to lease to Carr Gomm at the beginning of April.

Contractors have been advised of capital investment works for the next financial year. There was slight slippage in the budget has which has enabled works on two voids at Craig Ghlas to be brought forward from the next financial year.

**7. Housing Management Report**

**(a) *Department Update***

A detailed report by the Housing 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 duly noted:

***Home Argyll  
Allocations Policy***

Following on from an objection to the wording in relation to access to children raised at the last meeting, this was reported to the steering group, however the wording has been slightly revised from the report to “Evidence of access, for example: birth certificate, letter from child’s other parent or lawyer”

Committee also noted that the Domestic Abuse Section had been revised to clarify different scenarios where we didn’t give maximum points. Advice was taken from Argyll and Bute Women’s Aid and the policy was further consulted on.

***Resolution***

*Committee agreed to the revised wording in the appropriate sections of the previously approved policy.*

At this point the Chair indicated in P Wallace’s absence that he wished to publicly thank the Housing Director for her work in addressing his objection and that a satisfactory resolution was achieved.

***Old Courthouse***

It was noted that an application has been approved for No 19 and an offer is pending. With regards to the sale of No 16 which was withdrawn, it was noted that there will be recharges for legal fees for this transaction.

***Welfare Reform***

The report highlighted various changes coming into effect along with a timetable for the introduction of further benefits devolved to the Scottish Government effective from April this year.

The Housing Officer in Campbeltown continues to support the Tenancy Support Officer in the processing of Community Care Grants with a number of successful claims.

***Tenant Participation***

Committee noted the various initiatives planned and undertaken.

West Coast Motors has agreed to trial a limited bus service for Argyll Court residents which will be monitored and removed if not used.

The 3 yearly satisfaction survey was carried out face to face in Jan/Feb by MI Housing Services Ltd and the Housing Director was delighted to report an increase in all charter indicator questions ranging from 2% to 31%. It was pleasing to note a significant increase in "opportunities to participate" from 67% to 98% and is a reflection of the increased work in tenant participation and digital marketing of events and opportunities.

A copy of the headline summary was previously circulated to Committee for their information and since the report was written the full report has been received and will be circulated.

***ACTION***

***Housing Director to arrange to circulate the satisfaction survey result report.***

***Castlehill Street Properties***

The properties are currently under major works with a rewiring contract being undertaken, however there is no interest in the properties and they are currently sitting as decants on our records.

**8. Business Services Reports*****(a) Department update***

A report by the Business Services Director was previously circulated for Committee's information and duly noted. In her absence some points were highlighted as follows by the Corporate Manager:

- There have been a few FOI/EIR requests since introduction of legislation in November. These have been handled by ILS our data protection officer.
- Data Retention Policy and advice has now been received and following approval will be distributed to staff for implementation within their department. It was noted that dependent on the volume of information to be destroyed consideration may need to be given to external secure destruction which is unbudgeted.
- The Complaints policy will be reviewed during this year to implement changes by the SPSO<sup>1</sup> which are effective from next April
- Rule change requires to be presented to this year's AGM and options will be reported to Committee prior to presentation to the AGM
- Testing and evaluation continue with the Tenant Portal
- Roll out of phone system to area offices is still problematic with network issues.
- The Invoice Management Group is documenting the existing processes which would be required as they proceed to the next next stage of the project
- Budgets presented to FI and FE, however FF delayed due to decisions requiring to be made within the company with budgetary implications
- Interim audit carried out 24<sup>th</sup>-26<sup>th</sup> February
- External and internal audit services to be tendered
- 30 year projections being worked on prior to tenders for £6m Private Finance being sought.

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<sup>1</sup> Scottish Public Services Office

***(b) Finance Reports***

*(i) Proposed Write Offs*

From the previously circulated report, Committee agreed to the recommendation to write off a total figure of £53,972.54 made up of £23,788.88 of rent and court costs and £30,193.66 of factoring and recharge costs. This is a reduction of £9k 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 how this compared with other RSLs and it was explained that this was difficult to assess due to contractor costs in our area and what other RSLs class as rechargeable. The Housing Director and Business Services Director will bring some comparisons to the next meeting.

***Resolution***

*Committee agreed to the recommendation to write off a total figure of £53,972.54 as detailed above.*

***Action***

***Comparisons on write off figures to be brought to next meeting.***

**9. Human Resources Report**

A report prepared by the HR Director was previously circulated for Committee's information and duly noted. Some points were highlighted as follows:

Following the selection process for Housing Officer in Campbeltown, none of the applicants met the required criteria. Other options are being considered for presentation to Staffing Committee in due course. K Johnston retires at the end of this month and in the interim, additional hours may be considered for L Anderson.

**10. Policy Reviews**

A report by the Corporate Manager provided detail on the various policies for approval/deferral or amendment. A Copy of the Schedule of Policy Reviews for 2020/21 was also circulated for information.

Upon approval of the Data Retention and Disposal Policy each department will take steps to commence a review the data they currently hold and destroy in line with the policy.

The report also detailed an amendment to the leave policy and procedure and Statement of Terms Conditions as recommended by Staffing Committee.

***Resolution:***

*(a) Committee approved the undernoted policies:*

*(i) C.22 Data Retention and Disposal Policy*

(b) *Committee approved the recommendation to amend HR.06 Leave Policy, HRP6 Leave Procedure and Section A 10.4 of the Statement of Terms and Conditions of Employment to reflect that PAID leave for emergency time off for dependents for up to 3 occasions of 1day per occasion on a 52 week rolling basis is implemented from 1<sup>st</sup> April 2020.*

(c) *Committee noted the Policy Review Schedule for 2020/21*

## **11. Secretary's Report**

From the previously circulated report Committee agreed the following:

### ***Resolution***

(a) *Membership Applications Nos 889 and 890 were approved*

(b) *Membership Cancellations were approved for Shares Nos 11, 442, 521, 786, 846, 874, 875 and 881*

Taking into account the two new applications and the cancellations the active membership is 105. Membership is still actively promoted upon tenancy sign up.

## **12. Committee Training**

### *RIHAF*

K Findlay gave a brief update on her attendance at the meeting at the end of January and indicated they were looking for any suggestions from members for the conference later this year. The Study tour this year will be Berwick based. The meeting scheduled for May has been cancelled due to Coronavirus implications.

### *Chairs Conference*

J McMillan reported that he found his attendance useful and gleaned a lot of information about the housing movement in Scotland as well as FOI, the SHR views on the Assurance Statement and chiring skills. It was also a valuable opportunity to speak with other organisations.

### *Housing Annual Conference*

The conference is scheduled for 19<sup>th</sup>/20<sup>th</sup> May at the Radisson Blue in Glasgow and a programme will be circulated for expressions of interest when available.

### **Action**

**Housing Annual Conference information to be circulated when programme available**

### *Complaints Conference*

The Housing Director and Corporate Manager attend the SPSO Conference in February which provided a good overview of the changes coming in the revised policy.

## **13. Risk Register**

Following on from the Strategy Day in November facilitated by Scott Moncrieff, the updated Risk Register was presented to Audit Committee in February and to this meeting

for information purposes. The Register is reviewed quarterly by the Management Team and any required changes reported to Management Committee.

It was noted that it should be updated to reflect the current Coronavirus pandemic.

**Action**

**Risk Register to be updated to reflect Coronavirus and measures put in place.**

- 14. **Minute of Health and Safety Committee Meeting 29<sup>th</sup> January 2020**
- 15. **Minute of Staffing Committee Meeting 30<sup>th</sup> January 2020**
- 16. **Minute of Management Team Meeting 4<sup>th</sup> February 2020**
- 17. **Minute of Audit Committee Meeting 28<sup>th</sup> February 2020**

The above minutes were circulated for information purposes and duly noted. With regards to agenda no17 Audit Committee Minute, on a proposal from T Harrison seconded by K Findlay the minute was unanimously accepted as a true and accurate record of the proceedings.

**18. AOCB**

*(a) Data Protection Officer Service – Renewal*

The current contract expired at the end of February and the CEO presented 3 options for consideration i.e. 12, 18 or 36 months.

Following discussion Committee agreed to the following:

**Resolution**

*The Board agreed to renew the contract for an 18 month period from 1<sup>st</sup> March at a cost of £625+VAT per month.*

*(b) ButeFest request for sponsorship /donation*

A letter from the Secretary of ButeFest (SCIO 49961) was previously circulated for Committee's attention.

Some initial concern was expressed about how our tenants would benefit from this, however following further discussion it was agreed to make a donation on the basis of the reference they made in the letter about their Volunteer Development and Recognition Programme and the pre-festival workshops they plan to run for volunteers, many of whom are unemployed. It was felt that this aspect fitted in well with the Fyne Group's aims of supporting the community and supporting volunteers to develop their skills.

**Resolution**

*Committee agreed to make a donation of £500 to ButeFest.*

It was also highlighted that the funding pot for donations has been at £1000 for some time and guidance will be sought from T C Young with regards to potentially increasing this figure.

**Action**

**T C Young to be contacted for guidance on whether the figure allocated to donations can be increased**

*(c) Coronavirus*

Committee noted that the Management Team, Health and Safety Administrator and IT Manager have been meeting to discuss contingency planning.

Notification has been circulated to staff to be more vigilant with regards to hygiene and cleaning practices and the need to self-isolate if they feel unwell.

Opportunities for working from home are being considered in conjunction with IT for available equipment. Going forward consideration may be given closing offices and restricting unnecessary travel/meetings. The Group will continue to meet on a Monday weekly and updates and plans will be put in place and communicated to staff taking into account government/health advice.

Prior to closing the meeting the Chair reminded members to complete and return the survey on meetings times by 20<sup>th</sup> March.

There being no further business the meeting was closed at **6.45pm**.

**19. Date of Next Meeting**

The next Management Committee meeting is scheduled for **Wednesday 22<sup>nd</sup> April 2020**.

Chair.....  
*(Chair)*

Date.....