



DUNEDIN CANMORE HOUSING LIMITED

MEETING OF BOARD OF DIRECTORS

Via Videoconference

on Thursday 9 July 2020 at 17.00

Present: Mary Mulligan, Jill Cronin, Anne McGovern and Bryan Pitbladdo.

In Attendance: Anthony Alison (Director of Governance) , Elaine Melrose (Group Director of Resources), Hazel Young (Managing Director, Dunedin Canmore), Morgan Kingston (Finance Manager), Alex Lamb (Head of Housing) and Professor Graeme Roy (Fraser of Allander Institute – item 4 only)

1. Apologies of absence

Apologies were received from Ruth Kynoch. It was noted that non-attending members had all received the papers and given the opportunity to provide feedback on the papers.

2. Declarations of Interest

The Board noted the standing declarations of interest.

3. Minute of Meeting held on 27 May 2020 and Matters Arising

Decided: The Board approved the minute of 27 May 2020.

4. Strategy refresh

The Board received a presentation from Professor Graeme Roy on the economic impact of Covid 19, including: the channels of impact and duration; the potential shapes of the economic recovery and associated impacts such as the uneven impact on different segments and regions of the labour market, particularly on lower paying sectors; and how our existing strategy stands, with the key areas of focus remaining valid but the delivery and timing likely to require refinement.

The Board discussed the potential future shape and changes in the economy, particularly the increasing digitisation , implications for the types of jobs available and potential impact on inequality.

The Board further discussed the challenges the pandemic may introduce or heighten. It was explained that our overall group strategic outcomes remained valid, but that the delivery of the outcomes will involve some additional challenges as well as emerging new opportunities, including supporting the delivery of national policy objectives.

The Board received feedback on the initial themes identified as areas of refinement for our strategies, including the timing and where we could enhance our focus. The Board discussed the areas identified and noted these would be considered in more detail for our business at our strategy workshops.

Decided: The Board agreed the approach to strategy development set out in the report.

5. Business update

The Board received an update on current activity within the business, in particular arrears, staff engagement, gas safety and compliance activity.

The Board discussed how we monitor stock condition and our approach to sample testing. The cyclical approach to testing as part of our stock condition surveys was set out and it was confirmed any emerging issues are also assessed to identify any underlying issues.

The Board discussed voids, including the level being leased to the Local Authority and where any give ups are being rehoused. It was explained that the voids were mainly pre lockdown voids rather than arising for give ups, however vacant homes arising currently are primarily due to deaths.

Decided: The Board noted the contents of the report.

6. Remobilisation of services

The Board received an update on our planned staged approach to the remobilisation of business operations over the coming months. A specific update was provided on the mobilisation of a visiting team of Housing Officers and the introduction of an element of face to face doorstep engagement on anti-social behaviour.

It was confirmed our grass cutting has resumed and that this has been well received by tenants. It was further explained that we continue to review our close cleaning with regards to the extent to and when it can recommence and that will be surveying our tenants for their views on receiving investment work.

The Board further discussed our close cleaning service, the public perception of what is permitted to be delivered and feedback from tenants on their views on the service recommencing.

The Board sought an update on whether the necessarily fettered service model was leading to any increase in complaints. It was confirmed we have seen a fall in complaints. It was further explained that customer contact via the Customer Service Centre has identified that tenant expectations are shifting as the Scottish Government eases restrictions.

The Board sought an update on the returning staff's view on being back out in our communities. It was explained that as we engaged staff and considered their personal circumstances before creating the Visiting Team there were no specific concerns raised.

The Board discussed the potential implications of a second wave or local lockdown and how we would engage staff and tenants under such circumstances. It was recognised that communication would be critical under these circumstances and reiterated that maintaining our Personal Protective Equipment supply chains is also an essential preparation for this. It was also explained that we have a lockdown service model established which could be re-enacted if necessary.

Decided: The Board:

- 1) noted the approach set out in this report; and**
- 2) noted that a further update on our service models will be provided to the next meeting in August**

7. Fire Safety

The Board received an update on: the national picture and the how the Scottish Fire & Rescue Service have redesigned their services to reflect and take account of the COVID-19 pandemic; measures we have introduced to ensure fire safety and customer well-being continues to be of paramount importance during the post Covid 19 lock down period; and year end performance for fire safety remedial work.

The Board discussed our ongoing activity and reiterated the importance of understanding the work of our partners, such as Local Authorities and their approach to bulk uplifts.

Decided: The Board:

- 1) noted the information provided within the report that evidences the measures we have introduced to reflect national policy changes and ensure fire safety and customer well-being continues to be of paramount importance during the COVID-19 pandemic; and**
- 2) the update on our end of year performance for fire safety remedial work**

8. Health and Safety update

The Board received a summary on the wide range of Health and Safety activity being undertaken to protect and support our staff and customers as well as meet our compliance requirements.

The Board recognised the dynamic, evolving nature of health and safety at this time and the way our approach is flexing to respond to this.

Decided: The Board noted the contents of the report

9. A) Finance report

The Board received a summary of financial performance for the year to date, explanation of the variances and a further summary of the annual Loan Portfolio Return to the Scottish Housing Regulator.

The Board discussed the implications of our development activity on our current and projected financial performance. It was agreed an update on this be provided at the next meeting.

Decided: The Board:

1) noted the finance report

2) approved the SHR Loan Portfolio Submission as at March 2020.

9. B) Business Plan Financial Projections Reforecast

The Board received an update on the expected impact of COVID-19 on our financial projections and key financial ratios. The key areas of revisions, including the rent assumptions and the necessary reprofiling of repairs and capital investment were set out in further detail.

The Board strongly supported the downward revision of the rent uplift assumption and sought confirmation this would not impact existing investment plans. It was confirmed this was the case.

The Board further discussed our inflation assumptions and the implications for the financial projections if the level is lower than our assumption. It was noted this would be considered as part of our annual review of the projections.

10. Governance update

The Board received an update on proposals to hold the Annual General Meeting virtually and the progress with the Barony Transfer of Engagement.

Decided: The Board:

1) Noted the General Meetings will be held virtually; and

2) Resolved "*That this meeting of the Board of Dunedin Canmore Housing Limited ("DCH") hereby resolves to receive and accept the transfer of the whole of the stock, property and other assets and all engagements of Barony Housing Association Limited ("BHA") in consideration of DCH issuing to each member of BHA paid up shares equal to the amount standing to the credit of each member in the share ledgers of BHA on the date when the transfer of engagements becomes effective.*"

11. AOCB

There was no other competent business.