



DUNEDIN CANMORE HOUSING LIMITED

MEETING OF BOARD OF DIRECTORS

Via Videoconference

on Thursday 13 August 2020 at 17.00

Present: Mary Mulligan, Jill Cronin, Ruth Kynoch, 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) and Alex Lamb (Head of Housing)

1. Apologies of absence

There were no apologies for absence. 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 9 July 2020 and Matters Arising

Decided: The Board approved the minute of 9 July 2020.

4. Mobilisation of services update

The Board received an update on our staged approach to the remobilisation of business operations over the coming months. Specific updates were provided on: the resumption of letting activity; income collection; environmental maintenance services, in particular stair cleaning; repairs; and gas safety.

The Board discussed the current void levels and the level relatively to what we would ordinarily expect. It was explained a backlog had developed due to the pandemic, with give ups having been unable to be relet. It was further explained the give ups were as we would expect in the ordinary course of business such as transfers to new builds.

The Board sought an update on the staff response to our remobilisation and home working more widely. It was explained that staff have been very keen to return and have responded positively to home working, which we expect to be reflected in our future operating model.

The Board discussed our approach to income collection, in particular the likelihood of recovering arrears. It was explained that we will continue to

support tenants as far as possible but where there is an unwillingness to pay this remains a challenge.

The Board discussed our contingency planning for a second wave or reapplication of restrictions, including at more local levels. It was confirmed we were planning for this and would revert to the previous stage in of our remobilisation framework. The Board reiterated the importance of clear communication to tenants, particularly where service levels are changing.

Decided: The Board noted contents of the report and that a further update would be provided at the next meeting in October.

5. Anti-social behaviour update (presentation only)

The Board received detailed update on: our approach and model for Anti-Social Behaviour (“ASB”); our wider Community Improvement Partnership and Group Protection activity; delivery of our ASB service and incident data during the period of lockdown; and learning from the recent lockdown period.

The Board discussed the overall levels of ASB, the number of incidents which were recurrences, the prevalence of incidents by property type and the privacy impact of the potential app. It was confirmed that flatted accommodation is more likely to experience noise related incidents but that we have been supporting customers address this such as through better noise suppression via flooring. It was confirmed a full Data Protection Impact Assessment would be carried out as part of any App development.

Decided: The Board noted the contents of the presentation.

6. Homelessness update (presentation only)

The Board received a detailed update on: our response to homelessness across Group; the Scottish context; Homelessness and Rough Sleeping Action Group (HARSAG); homeless direction and policy; our own contribution in DCH; and the impact of Covid-19 for letting and services.

The Board reiterated their strong support for continuing our contribution to alleviating homelessness. The Board discussed the complexity and challenges associated with homelessness and the potential impact on waiting lists.

Decided: The Board noted the contents of the presentation.

7. Approach to tenant satisfaction survey

The Board considered the proposed approach to our satisfaction survey, recognising that our last survey required by the SHR triennially, was carried out last year. It was explained our current survey figures would therefore be reported in next year's Annual Return on the Charter also.

Decided: The Board

- 1) agreed the proposed approach to gathering customer feedback for 2020/21; and**
- 2) agreed that the 2019/20 formal ARC survey results will be reported in the 2020/21 returns to the Scottish Housing regulator, as is permitted within regulatory guidance.**

8. Development update

The Board received an update on the impact of the pandemic on our development programme and the current position with programme.

The Board considered the update on progress within Westcraigs and our utilisation of demand analysis, including homelessness, overall in considering the types and size of properties we develop. The Board further discussed the value of open space on our developments, which has been emphasised during the pandemic and will be a consideration should we see a wider shift to home working.

Decided: The Board noted the content of the report.

9. A) 2019/20 financial statements

The Board received a summary of our 2019/20 financial statements, including specific updates on the key adjustments from the year end management accounts.

The Board disused the pension valuation adjustment and sought an update on the key drivers. It was explained that a key element was a change in the actuarial assumption regarding life expectancy.

Decided: The Board

- 1) approved the 2019/20 financial statements**
- 2) confirmed the preparation of the financial statements using the going concern basis;**
- 3) delegated authority to the Chair and Group Director of Finance to approve any non-material changes to the accounts; and**
- 4) approved the letter of representation from the auditors, and noted the related letter of comfort from the Chief Executive.**

9. B) Annual internal audit report and assurance statement 2019/20

The Board received the annual internal audit report and assurance statement, following assurance work completed and reported during financial year 2019/20.

Decided: The Board noted the contents of the report along with the overall Annual Internal Audit opinion.

10. Finance report

The Board were provided with an overview of the management accounts for the period to 30 June 2020.

The Board considered financial performance for the period, in particular the impact of the development programme delays and grant recognition for completed sites.

Decided: The Board noted the Finance report for the period to 30 June 2020.

11. 2020 SHR Five Year Financial Projections

The Board received an update on our financial projections. The Board discussed the impact of investment and development activity having been delayed due to the pandemic for our future year projections and the associated reprofiling.

Decided: The Board

- 1) noted the update on the financial projections, including the impact of the actual results for 2019/20 as reported in the Statutory Accounts; and**
- 2) approved the summary sheet and accompanying financial data and projections at Appendix 1 and authorised these to be submitted to the Scottish Housing Regulator**

12. Governance update

The Board received an update on a range of governance related matters, particularly the arrangements for the upcoming AGM and the Barony Transfer of Engagements.

Decided: The Board:

- 1) Agreed to call the Annual General Meeting for 17 September 2020 at 18.30 to be held virtually via Zoom;**
- 2) Agreed to recommend Bryan Pitbladdo and Anne McGovern for re-appointment and Alastair Murray and Helen Howden for appointment at the AGM, subject to Parent approval;**
- 3) Noted George Cunningham's retirement from the AGM and his exemplary service during his tenure;**
- 4) Noted the confirmation from the Secretary that Articles 62-67 have been followed;**
- 5) Noted the progress with the Barony ToE.**

13. AOCB

There was no other competent business.