



DUNEDIN CANMORE HOUSING LIMITED

MEETING OF BOARD OF DIRECTORS

**New Mart Road, Edinburgh
At 17.00 on 11 November 2021**

Present: Mary Mulligan (Chair), Mark Keane, Helen Howden, Bryan Pitbladdo, Jack Cadell, Ruth Kynoch, Jane Menzies, Anne McGovern and Alastair Murray.

In Attendance: Steven Henderson (Group Director of Finance), Hazel Young (Managing Director, Dunedin Canmore), Stephen Wright (Deputy Group Company Secretary), Alex Lamb (Head of Housing), Morgan Kingston (Finance Manager) and (in part) Elspeth Lang (Development Manager) and Helen Berry (Head of Assurance).

1. Apologies of absence

Apologies for absence were received from Jill Cronin. The Chair declared a quorum was present.

2. Declarations of Interest

The Board noted the standing declarations of interest. No new declarations of interest were made.

3. Minute of Meeting held on 23 September 2021 and Matters Arising

Decided: The Board approved the minute of 23 September 2021.

4. Tenant consultation feedback

The Board was provided with an update on the consultation with tenants on our proposed new operating and engagement model.

The Board considered the responses to the consultation questions and that: (i) 95% of the tenants who responded supported plans to introduce new ways of working and delivering services to benefit tenants and communities and (ii) 92% believed the planned new way of engagement would make it more open and accessible for tenants to get involved and have their say. The Board welcomed the response and the support for the new model. The Board also reiterated its support for the recruitment of 200 tenants to be involved in our customer engagement activities.

Decided: The Board

- 1) noted the outcome of the consultation on our new operating and engagement models; and
- 2) In light of the views expressed by tenants, agreed that we should proceed with implementation of the proposals including:
 - Implementing the new Customer First Centre from 1 December 2021;
 - Commencing the recruitment of 200 tenants to be involved in our engagement activity; and
 - Incorporating £2.1m into the business plan for customer priorities.

5. New build mid-year review

The Board received a detailed report on the current status of our new build programme, including:

- 93 unit completions in 2020/21 at Greendykes (16), Lang Loan (7), Beaverbank (41), Morrison Crescent (19), South Gilmerton (10) and in the current financial year Newmills Phase 2 (12).
- 230 units under construction at South Gilmerton (42), The Wisp 3C (35), Newmills Phase 2 (15), Longniddry (10), Roslin Phase 1 (38), Penicuik Nursery East (57) and Rowanbank (33).
- 445 units due on site at Roslin Phase 2 (38), Lanark Road (12) Wallyford Area 7 (60), Macmerry (35) and West Craigs Plots 4/5 (300).

The Board welcomed the update and the commitment to building new homes for the benefit of those in housing need.

The Board reviewed the update on material supply and delivery which was being impacted by Brexit and factors linked to the ongoing Covid pandemic. It was agreed that this should continue to be closely monitored by officers.

The Board discussed the environmental and sustainability impact of our development activity including the move towards gas free developments by 2024. The Board also discussed the reduction in parking provision that was proposed by the planning authorities at some of our developments and the need to monitor and manage any resulting impact on demand.

Decided: The Board noted the report.

6. a) 2022 RSL rent setting

The Board received and considered a report on the proposed rent setting for 2022/23 which included:

- the range of 2022/23 rent and general service charge increases for consultation;
- how we intend to consult tenants on the proposals; and
- a mid-year update on the financial projections and key financial indicators.

The Board discussed the report, financial pressures facing our tenants and the affordability assessments that had been modelled using the proposed rent options. The Board also discussed comparability and noted that our proposed increase was favourable to a number of other landlords. The Board also noted how the partnership with Wheatley had helped us to achieve lower overhead costs per unit and access more competitively priced borrowing.

Decided: The Board

- 1) Agreed the proposed range of rent and service charge increase options for consultation with tenants, excluding ex Barony stock, as follows: 1.9%, 2.4% and 2.9%:**
- 2) Agreed that ex Barony stock are consulted on a 2% rent and service charge increase in line with the ballot commitment; and**
- 3) Approved the approach to rent consultation set out in this report and note that the results of consultation will be presented to the Board in February 2022 to enable final rent decisions to be made.**

b) Benefits uptake campaign (presentation)

The Board received a presentation providing information about the range of benefits that some of our tenants are entitled to and how we can assist them to access these. The Board was also provided with an overview of the tools and partnerships we have in place to raise awareness of the different types of benefits that may be available to support out tenants. In addition, the Board was updated on the Wheatley Works employability programme and provided with case studies showing how some customers had benefitted from this.

Decided: The Board noted the presentation.

7. Repairs update and policy review

The Board received a report on the repairs service and plans for its development.

The Board considered the report and the increased levels of demand for repairs that had been experienced as 'lockdown' had eased. It was also noted that materials supply issues and Covid-19 continue to have an impact on the service. The Board discussed the additional resources that had been directed to managing repairs during this period of high demand and importance of maintaining this until demand returned to a more stable level.

The Board considered and welcomed the new repairs and maintenance policy framework, including the enhanced use of information technology and real-time updates that would be provided to customers so that they could track progress and provide instant feedback.

Decided: The Board

- 1) noted this update; and**
- 2) approved our Repairs & Maintenance Policy Framework.**

8. Independent review of our pandemic response

The Board received and welcomed a report from Campbell Tickell on Wheatley Group's response to the pandemic. In particular, the Board welcomed the support provided to tenants, particularly through food parcels and support with energy costs.

Decided: The Board noted the report.

9. 2021 Group Annual Assurance Statement

The Board was provided with the Group-wide Annual Assurance Statement which had been approved for submission to the Scottish Housing Regulator. The Board considered the report and received assurance that we were materially compliant with:

- All relevant regulatory requirements set out in Chapter 3 of the SHR's Regulatory Framework;
- All relevant standard in the Scottish Social Housing Charter; and
- Taking into account the guidance and restrictions relating to Covid 19 pandemic over the course of the reporting period, all relevant legislative duties.

The Board was also provided with an update on plans to implement a new approach to the collection of equalities information.

Decided: The Board noted the 2021 Group Annual Assurance Statement.

10. Performance Report Quarter 2 2021/22

The Board received an update on delivering the targets in the performance framework and strategic projects for 2021/22 as of the end of quarter 2, dashboards with the measures for the five themes, a summary of progress delivering the strategic projects and a mid-year update on the Wheatley Solutions Business Excellence Framework performance measures.

The Board discussed our contribution to reducing homelessness and how we had achieved 72.9% relevant lets to homeless applicants (year to date) against a target of 50%.

Decided: The Board noted the report.

11. Finance report

The Board scrutinised the financial information for the period to 30 September 2021, including the latest 2021/22 forecast. The Board noted the statutory surplus of £276k for the period to 30 September and that this was unfavourable to budget with the key driver for this being recognition of grant income given that no new build units had completed during the year to date.

Decided: The Board noted the management accounts for the period to 30 September 2021.

12. Corporate risk register

The Board received and reviewed the revised corporate risk register.

Decided: The Board reviewed and approved the revised Corporate Risk Register.

13. Assurance update

The Board received an update on the results of Internal Audit work completed in Quarter 1 and Quarter 2 2021/22. The Board welcomed the report and in particular the confirmation that there were no significant issues arising during these reviews that required to be highlighted.

Decided: The Board noted the report.

14. AOCB

No other business

I certify that the above minute has been approved as a true and accurate reflection of the proceedings.

Signed: _____
Chair

Actions

No	Action	Lead	Status / due
Item 6 (Nov 2021)	Review of partnership with Wheatley and tenant commitments	HY	Summer/autumn 2022