

FYNE HOMES LTD

**Minute of Management Committee  
Held by StarLeaf Video Conferencing on  
Wednesday 26<sup>th</sup> January 2022 at 4pm**

**Present:** -           K Findlay                    S McLeod  
                          P Lingard                   M Lang  
                          J McMillan                L McCabe  
                          R Henshelwood         T Harrison  
                          D Herriot                 P Wallace

**In Attendance:** -   C Renfrew, Chief Executive  
                              J McAllister, Technical Service Director  
                              T Robertson, Housing Services Director  
                              S Cole, Business Services Director  
                              M Thomson, Corporate Manager  
                              E MacCallum, Minute Taker

**Apologies:** -        L Haemmerle, R Kennedy-Boyle

The Chair welcomed A Jones to the meeting who was attending as an observer.

**1.    Apologises for Absence**

Apologises were intimated as above.

**2.    Declarations of Interest**

P Lingard and M Lang declared an interest under agenda item no 8(b)(i) Rent Consultation Responses.

**3.    AOCB pre-notifications**

(i)    *Argyll and Bute Council Levelling Up Funding Bid.*

**4.    Coronavirus Responses**

(i)    *General update*

The Senior Management Team (SMT) continue to meet weekly to assess and manage the ongoing situation. As the Scottish Government announced yesterday that working from home was no longer the default position a strategy is being worked out to increase the number of people attending the office. A hybrid approach to working is being considered at first to allow the gradual return of office-based working, it is likely to be a few more months before the office opens back up to the public.

**5. Minute of Management Committee Meeting held 24<sup>th</sup> November 2021**

It was noted that on *page 3298* a spelling mistake was identified and on *page 3306* under Notifiable Events the last sentence should read "received from SHR". With these amendments, on a proposal from S McLeod, seconded by B Henshelwood the minute was accepted as a true and accurate record of the proceedings.

***i) Matters arising not covered in the agenda***

There were no matters arising not included in the agenda.

***ii) Rolling Action Points***

The updated list of rolling action points from previous meetings was circulated for information. Actions 23 and 24 regarding boardroom improvements have been deferred due to Covid restrictions. Action 27 relating to comparisons on write off figures will be revisited by the Business Services Director and the Housing Services Director and report to the March meeting. Action 2122-02 regarding the Committee review report this has been updated with input from the Corporate Manager with some points completed and others ongoing. The Technical Services Director will cover Action 2022-05 (Asset Management Report) in the department update later in the agenda. Action 2122-06 regarding the Business Continuity Plan this has still to be rolled out to staff as it has been deferred due to Covid restrictions.

**6. Technical Services Reports**

***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:

- *Cairndow – 6 Units*

Project achieved completion on 19<sup>th</sup> May 2021 and the 12 months defects period is ongoing.

- *Inveraray*

Initial cost information was received from the developer, which was exceptionally high, the Technical Services Director went back to them for a revised cost and this will be put forward to the Scottish Government for discussion and consideration for obtaining funding. TC Young have prepared the Heads of Terms and has been passed to the contractor for comment.

- *Lochgilphead*

Two sites within McLeod's ownership in Lochgilphead have been proposed for potential development. The Association has received tender prices. Due to the high level of costs provided further negotiation will be required before submitting a funding submission to the Scottish Government for consideration.

Architects have been procured and appointed to undertake feasibility and capacity studies for both the potential development sites owned by Argyll and Bute Council in Lochgilphead. A meeting will be scheduled to discuss development options for the

sites in addition to this input from a Flood Risk consultant will be sought due to the location of one of the sites.

- *Dunoon*

Fyne Homes has reached agreement with Argyll and Bute Council over two potential sites to develop. The appointment of a consultant can now be made to undertake a feasibility and capacity study on these sites.

***ii) Capital Investment Report***

*Bute*

The window replacement contract at Columshill Street, Hillhouse Road and Gowanfield Place is progressing well. The same contract at Foley Park will not take place this financial year, however windows for the contract have been bought and are anticipated to be delivered by March and will be stored in the shipping containers at Colbeck.

*Cowal*

The central heating, kitchen replacement/rewire at Johnstone Terrace has been temporarily paused to prioritise the smoke alarm replacement contract as the new legislation becomes effective from February 2022.

*Mid-Argyll*

The kitchen rewires and central heating replacement work at Creag Ghlas are complete, works have now commenced at Columba Court, these will be completed within this financial year.

*Kintyre*

Works at the Cruden type houses are now all complete. Planning is taking place to determine what works will take place next financial year.

***ii) Upper Academy***

Following initial meetings with Argyll and Bute Council and HIE to discuss the upper and lower sites, HIE will be funding a masterplan exercise to incorporate the plans for the lower site and what can be delivered. Consultants have been appointed to carry this out and the Technical Services Director is scheduled to meet with them next week on site to look at both the upper and lower sites. The upper Academy site is now cleared and is in the SHIP<sup>1</sup> for going forward, some type of social housing will need to be delivered due to the funding received from the Scottish Government Grant.

***iv) Asset Management Review***

The Scottish Government has provided some HAG<sup>2</sup> figures although more are still awaited. In relation to buying properties back, Argyll and Bute Council are producing a guide called the Individual Open Market Purchases Statement. Current guidance states that we cannot approach an owner to buy their property, however if the owner approaches us and we can demonstrate there is a significant housing need, based on

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<sup>1</sup> Strategic Housing Investment Programme

<sup>2</sup> Housing Association Grant

the statement, funding can potentially be obtained from the Scottish Government for acquisition.

**v) Tighnabruaich Land**

Following discussions with Argyll and Bute Council a land valuation was carried out on an area of ground adjacent to our Kyles Court site entrance. The valuation obtained was significantly higher than anticipated and the Technical Services Director asked for the Committee's thoughts on purchasing the ground and recommended that the Association does not proceed with the purchase as it doesn't offer value for money. Concerns have previously been raised over the future use of the area and the Technical Service Director along with the Housing Director will manage this by strict estate management controls and monitoring the situation.

**Resolution**

*After further discussions, the Committee agreed with the above recommendation to not to purchase the ground. This item will now come off the agenda.*

**7. Housing Management Report**

A report was previously circulated to update Committee on the progress of various issues or activities within the Housing Service Team. Some key points are highlighted below:

**Home Argyll and Housing General**

*Applications and Allocations*

Current active applications on the waiting list stand at 3176 as of the 13<sup>th</sup> January 2022 of these 2163 have housing need points. Homeless figures continue to remain high in some areas.

*Void and Arrears*

Arrears continue to remain low at 0.5% at Quarter 3.

Void times continue to remain high with 60 days average and 1.85% at the end of Quarter 3, recharges continue to be a focus with total cumulative recharges outstanding at the time of reporting remaining around £130k.

*Welfare Reform*

Proactive calling continues to tenants regarding the Warm Home Discount Schemes. Over £1000 of vouchers have been issued for the Energy Hardship Fund within the first 3 days of the scheme being available.

*Tenant Participation*

The Covid Response Survey was sent out to tenants at the end of November, the closing date has been extended by 1 week to take into account the delay in mail. The data is being compiled and a final report on the Association's performance during the pandemic will be available in February.

The Developing Young Workers (DYW) partnership continues with Rothesay Academy. The Tenant Participation Officer and one of our former Modern Apprentices attended a business breakfast at the Bank of Ideas hosted by Rothesay Academy. In attendance were other local businesses that are looking at the Modern Apprentice

programme, experiences were shared by our former Modern Apprentice on her involvement in taking part in the programme and were gratefully received by the attendees.

**8. Business Services Reports**

**(a) General**

A report was previously circulated by the Business Services Director for Committee's information and was noted. Some points were highlighted as below:

*i) Department update*

- Corporate Manager is continuing work on policies in line with the schedule. The Schedule of Policy reviews for the next financial year is being prepared for consultation with department heads and will be presented to the March meeting.
- Work is progressing with the YEAR team on requirements and screen design to incorporate Committee Members details/documentation onto the system.
- IT are continuing with the Office 365 and Windows 10 rollout
- Total Mobile is now live and has been running for a few months, some snagging has been identified however positive feedback from the Technical Services Department has been received.
- The IT cyber security audit is now finalised and some areas were identified to be addressed in order to get Cyber Essentials accreditation. An action plan will be put together.
- Following the trialling of the contactless sign in at reception, this is now in permanent use and has replaced the paper sign in sheets.
- Fyne Homes quarterly accounts are completed and submitted to the lenders/auditors
- Fyne Energy and Fyne Initiatives accounts are completed, work is ongoing with Fyne Futures. All accounts will be presented to respective Board meetings alongside the 2022-23 budgets at the February meeting.
- Will be going out to tender for External Auditors.
- The internal audits carried out throughout the year were approved and finalised at the Audit Committee meeting on the 15<sup>th</sup> December 2021. Another meeting will be scheduled to approve the Duty of Care Audit and to review the 2022/23 Audits.
- All LIBOR loans have now been transferred to SONIA or Base Rate. The refinancing of the Bank of Scotland loan is now completed.

P Wallace left the meeting at this point – 5pm

*(i) Schedule of Meeting Dates April 2022-March 2023*

A report by the Corporate Manager was previously circulated for information.

A member of the Committee commented that due to the disruptive last few years it might be sensible to have the strategy day brought forward, it was suggested to postpone bringing it forward until we are able to conduct a face-to-face meeting.

**Resolution**

*Committee approved the schedule of meeting dates for the next financial year.*

**(b) Finance**

*(i) Rent Consultation Responses*

As previously indicated P Lingard and M Lang declared an interest and it was agreed that they could remain in the meeting.

Following on from the 1562 consultation letters sent out at the end of November, 1 written objection to the increase was received due to affordability. The Business Services Director received 9 emails and calls querying affordability and the new structure, all of which were responded to and any issues raised have been dealt with.

**Resolution**

*After further discussion, the Committee approved the rent increase for 2022-23 of 3.6%, which was proposed in November. Committee noted that there will be no increase to Service Charges.*

*(ii) Updated Cashflow 2021-22*

A report by the Business Services Director was previously circulated for information purposes detailing the likely cashflow of the Association from 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022. The Committee noted the contents of the report.

**9. Risk Register Update**

Following on from the Business Continuity Audit it was recommended that the review of the register isn't compelled to wait until the strategy day to be re-evaluated, the last review with Committee being 2019. The Senior Management Team (SMT) will review on a quarterly basis and feedback to the Committee. It was noted that Committee's input was always welcome. The register was reviewed by the SMT at the December Meeting and Item 4 (loss of IT) and 12 (the impact of Cyber-attacks) were re-pointed and a new risk, Pandemic or further Covid outbreak, was added to the register and scored.

**10. Human Resources Report**

A report prepared by the HR Director was previously circulated for Committee's information and noted.

General recruitment continues to be suspended due to the continued Covid-19 restrictions. A second round of recruitment for the CEO position has begun with a closing date for applications on 31<sup>st</sup> January.

Staffing Committee previously agreed to continue with the suspension of the performance pay element until March 2022, the process will be re-launched for 2022-23 year starting in April.

The IT Manager reached 20 years' service with the Association earlier in the month.

**11. Policy Reviews/Deferrals**

A previously circulated report provided detail on the various policies for approval or deferral.

**Resolution**

*Committee approved the undernoted policies*

- (i) C.11 Smoke Free policy
- (ii) C.23 Customer Service Standards Policy (new)
- (iii) HR.21 Flexible Working Policy
- (iv) HR.29 Working from Home Policy
- (v) M.02 Management of Asbestos in Properties
- (vi) M.14 Water Systems Management Policy
- (vii) M.15 Fires Safety Policy (new)

*Committee noted that the undernote policies have been deferred to a later date*

- (i) HR.07 Computer and Email use Policy
- (ii) HR.22 Communications Tools Policy
- (iii) HR.24 Call Recording Policy

**12. Committee Training**

Training will be further addressed although some Committee Members have taken up external opportunities throughout the year. Consideration will be given to organising inhouse sessions for key areas of work.

**13. Notifiable Events**

Earlier on in the year there had been two notifiable events, CEO retirement and cyber-attack, which were reported to the Scottish Housing Regulator (SHR). All the information and documentation requested has been uploaded onto the portal. No further notification or direct contact has been received from SHR to date.

- 14. Minute of Fyne Energy Board Meeting 18<sup>th</sup> November 2021**
- 15. Minute of Fyne Initiatives Board Meeting 18<sup>th</sup> November 2021**
- 16. Minute of Fyne Futures Board Meeting 18<sup>th</sup> November 2021**
- 17. Minute of Management Team Meeting 8<sup>th</sup> December 2021**
- 18. Minute of Special Management Committee Meeting 15<sup>th</sup> December 2021**
- 19. Minute of Audit Committee Meeting 15<sup>th</sup> December 2021**

The above minutes were circulated for information and duly noted.

In relation to the minute of the Special Management Meeting 15<sup>th</sup> December 2021 on a proposal from P Lingard seconded by K Findlay and the Audit Committee Meeting 15<sup>th</sup> December 2021 on a proposal from T Harrison seconded by K Findlay the minute was unanimously accepted as a true and accurate record of proceedings to be signed by the Chair.

20. A.O.C.B

(i) *Argyll and Bute Council Levelling Up Fund Bid*

Argyll and Bute are set to benefit from the Levelling Up Fund, funding will stimulate growth in the area and help deliver community projects. For Rothesay, one of the main elements of the project would be restoring and finding a new purpose for the former Royal Hotel. The Technical Services Director was invited to attend a meeting with Argyll and Bute Council, Hansons and their architect regarding the Council's bid to the fund. The main focus of the meeting was to discuss The Royal Hotel and its future use and it was asked if any consideration would be given to having some form of social housing there and if there would be a demand for it. The Technical Services Director gave the Associations experience with house sales and extra amenity housing. It was highlighted that the Levelling Up Fund was a matched fund which would mean careful consideration would need to be given to ensure it wouldn't impact any funding received from the Scottish Government if we were to get involved. The Technical Services Director sought the views of the Committee on what involvement the Association should have, if any. A Committee member commented that we should continue to be involved in discussions however to hold off with committing until there is more clarity around the plans and how the funding will work.

**Resolution**

*After further detailed discussion, the Committee recommended that the Association should remain in discussions and obtain more information before a decision is made.*

S McLeod left the meeting at this point – 17.40pm

There was no further business and the meeting was closed at 17.45pm

21. Date of Next Meeting

The next Management Committee meeting is scheduled for **Wednesday 9<sup>th</sup> March 2022**

Chair.....

Date.....