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	<p align="center">Minutes of Berwickshire Housing Association Limited Board of Directors Tuesday, 26 November 2024, at 17:30 Hybrid meeting – in person and via video conference</p>	
<p>PRESENT</p>	<p>IN ATTENDANCE</p>	
<p>In person Hugh Carr (Chair)</p>	<p>In person Michelle Meldrum (MM), Chief Executive (CE) Richard Hukin (RH), Executive Director – Business Support (EDBS) Joanna Voisey (JV) Director of Assets and Sustainability (DOAS) Evie Copland (EC), Director of Customer and Communities (DOCC) Nikki Allman (Minute Taker), Executive Assistant</p>	
<p>Via Teams Paul Matthews Andrea Beavon (left at 18:45) Karen Featherstone John Urwin Claire McMillan (left at 19:12) Anneka Gill Viv Cockburn Calum Boag Clair Elliott Jim McDevitt (joined at 18:40)</p>	<p>Via Teams</p>	
<p>PARA</p>		<p>ACTION</p>
	<p>1. Apologies for Absence & Declarations of Interest</p>	<p>Noting</p>
<p>1</p>	<p>Apologies were received from John Campbell.</p>	
	<p>2. Declarations of Interest</p>	<p>Noting</p>
<p>2</p>	<p>None.</p>	
	<p>3. Minutes of meetings held on the 24th September 2024 and Matters Arising</p>	<p>Approval</p>
<p>3</p>	<p>The Board approved the minutes of the meeting of the 24th September 2024 as a true record of the meeting.</p>	
<p>4</p>	<p><u>Matters Arising</u> <u>13/08/24-08</u> Board Trainee Board Programme – The CE advised this will remain as an action with a further update in February 2025.</p>	
	<p>4. Acquisition of 4 Edgar Road, Westruther</p>	<p>Approval</p>
<p>5</p>	<p>Following the previous approval by the Board to disinvest in the homes at Edgar Road, Westruther due to the extensive structural issues. The CE reported to the Board that number 4 is still occupied by the owner and following engagement with BHA is keen to seek alternative housing.</p>	

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	<p>Following an independent valuation carried out by the District Valuer Section 22 (1)(b) commercial interest and the economy. The Board are requested to discuss and agree the preferred approach to the private homeowner and approve the purchase of 4 Edgar Road, Westruther.</p> <p>The CE advised the Board, based upon the valuation it would seem reasonable to offer Section 22 (1)(b) commercial interest and the economy to enable the owner to buy a similar home in nearby areas, while enabling BHA to avoid the potential risks and costs associated with any attempts to separate the adjoining property.</p>	
6	<p>The Board discussed at length the risk & impact to the association in purchasing the property against the segregation costs. Section 22 (1)(b) commercial interest and the economy</p> <p>In terms of the current health & safety risks at the site, this continues to be monitored by BHA colleagues on a weekly basis and on a monthly basis by the appointed structural engineer.</p>	
7	<p>Section 22 (1)(b) commercial interest and the economy</p> <p>Furthermore, the Board sought clarity on the homeowner's expectations from BHA as a reasonable offer for their property. The CE advised a further meeting has been arranged next week to discuss their requirements.</p> <p>Discussions focussed on risk mitigation and value for money to the association, Section 22 (1)(b) commercial interest and the economy</p>	
8	<p>RESOLVED that the Board:</p> <p>a) Approved the purchase of 4 Edgar Road, Westruther Section 22 (1)(b) commercial interest and the economy</p>	CE/EDBS
5. Master Delivery Plan (mid-year update)		Noting
9	<p>The CE presented the updated the mid-year update for the Master Delivery plan advising the business plan is currently being reviewed</p>	

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	<p>with overarching objectives, with no reports of risks impacting the association.</p> <p>The Board noted some anomalies on dates for completion which will be updated. [2]</p>	<p>EDBS/ DOCC/ DOAS</p>
10	<p>RESOLVED that the Board:</p> <p>a) Noted the mid-year update of the Master Delivery Plan and noted that any tasks allocated to the EDCE will be moved to either the DOCC or DOAS in Q3.</p>	
	6. Chief Executive Update	Noting
11	The EDBS reported on the successful recruitment campaign for the new Head of Finance and Governance with an expected start date in February 2025.	
12	The Board were reminded of the scheduled Board Strategy sessions with the first session in January 2025 focusing on Asset & Risk Appetite.	
13	<p>RESOLVED that the Board:</p> <p>a) Noted the Chief Executive Update.</p>	
	7. HIVE People Survey Results	Noting
14	The CE presented the HIVE survey results to the Board following the Colleague survey completed in May 2024. The CE reported that although some response scores had dropped from the previous year, HIVE had advised this is in line with trends from other organisations. Overall, the scores remain within the positive range and does not raise any major issues for concern. Where scores have indicated room for improvement, these areas are being further reviewed by the People & Culture Specialist.	
15	<p>RESOLVED that the Board:</p> <p>a) Noted the HIVE People Survey Report.</p>	
	8. A2D & Radio Update	Noting
16	<p>The DOAS presented an updated report on the switch from analogue to digital and Radio Teleswitch switch off outlining the potential impact on customers and service delivery.</p> <p>The DOAS advised that there are 187 customer who are likely to be affected by the change to the Radio Teleswitch switch off. Engagement with customers will begin in the coming weeks beginning with an online survey and including personalised communications and home visits, where appropriate. With BHA not owning the electricity meters BHA will be drafting a project plan to engage customers to take up smart meter offerings and ongoing discussions are taking place with other RSLs offering connected response kits.</p>	
17	<p>RESOLVED that the Board:</p> <p>a) Noted A2D & Radio Update and recommended that this be added to the operational risk register. [3]</p>	<p>DOAS</p>
	9. Strategic Risk Report	Noting

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18	The EDBS reported to the Board on the strategic risk register with oversight on the risks associated with the economic outlook.	
19	The Board requested that additional commentary on the register acknowledging; re-financing activity and the global increase of cyber-attacks. In addition, the EDBS is requested to indicate increase/decrease with arrows to focus the direction of the risk. [4]	EDBS
20	The EDBS took the opportunity to inform the Board that BHA have achieved Cyber Essentials Plus.	
21	RESOLVED that the Board: a) Discussed and noted the risk report and the management of risk is within expectations.	
10. Q2 Reports		
22	<u>Management Accounts (to September 2024)</u> The EDBS reported for the Q2 the association has made a YTD surplus of £149.8k, £252.5k adverse to a budgeted surplus of £402.2k, with the contributing areas being Reactive Repairs and management costs with significant cost pressures with Voids and repairs. Monitoring very closely for Q3 & Q4 for costs.	
23	<p>The Chair sought clarification on the planned figures for the next quarter, given that at halfway through the year the spend on components is just 16% of the full year and 21% of the YTD budget.</p> <p>The EDBS advised with repairs costs, at Q2 we are still incurring costs from the contingency contractors, which we were aware would be higher than the original contract. With the new contract arrangements still bedding in, we were expecting costs to remain higher initially. However, we are confident that with the new contract arrangements in place that we will see these stabilise. The EDBS advised it is unlikely previous years increases relating to repairs costs will continue, or that costs would reduce to historic levels in the changed economic circumstances.</p> <p>For the component replacement, we are experiencing the usual pattern of later procurement and delivery of components in the last half of the year. The EDBS assured the Board that work is ongoing with the DOAS and the wider Asset Team to plan this work which will be reviewed again in Q3 to manage the ICR covenant.</p> <p>The EDBS also advised the cost impact of purchasing 4 Edgar Road was not included in the original planned budget, however this has been further reviewed with flexibility in two projects being delayed, so it can now be accommodated.</p>	
24	The Board requested an update on the National Insurance (NI) increases. The EDBS confirmed this would impact the 2025/26 budget at a cost of £50-£60k to the association and will be reflected in the changes to the re-drafted budget presented to the Board in February 2025.	
25	<u>Treasury Management</u>	

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	The EDBS reported to the Board that the treasury operations are in line with the approved policy and reported no significant treasury events.	
26	<p><u>Governance</u> The EDBS presented the report seeking approval by the Board to the appointment of Paul Wilson to the BHA Enterprise Board. With the Board representative for BHA Enterprise stepping down in March 2025, Clair Elliot confirmed her interest in taking the role as the BHA-E representative on behalf of the main BHA the Board.</p> <p><u>Update on Notifiable Events Reported to SHR :</u> (Ref 31111) - Reported issue to the Health & Safety Executive regarding the safety valves on the pressurised systems. The DOAS advised that contact has been made with HSE for an update on the case with a view to closing the notifiable event with SHR.</p> <p>(Ref 30852) – Applin Cross dis-investment. SHR advised this will remain open until all current residents are re-housed and purchases completed.</p>	
27	<p><u>Customer Report</u> <i>Jim McDevitt joined at 18:40</i> The DOCC presented the report and invited questions.</p>	
28	<p><u>Asset and Repairs Report</u> <i>Andrea Beavon left the meeting at 18:45</i> The DOAS reported on both the Compliance Action Plan and Remedial Actions for Q2. The Planned Programme is progressing with the kitchen & bathroom and window & door contracts, along with the roofing contract.</p> <p>Spend on the Planned Programme continues to be monitored with the significant budget being allocated to the purchases of the properties at Applin Cross, Westruther and the associated demolition costs. Along with repairs spends higher than forecast in Q2 some projects may be put back should repairs overspend continue.</p>	
29	The Board sought feedback on the current situation on the Heat Network Regulations and what preparations have been put in place by the Association. The DOAS advised that she would look into this and provide reports to Board in due course.	
30	The Board requested further information even though void targets have reduced from 43.36 to 30.46 days in Q2, this is still a long stretch from the target of 15 days. The DOAS advised that this has been a good start, more pro-active activity with in-situ customers for pre-termination inspections should start to further impact positively on the target.	
31	The Board requested details of the impact of the significant reduction in the adaptations budget allocation. The DOAS confirmed given significantly less budget we will not be able to meet the all the needs of the current waiting list. At present some works are being re-routed through the Planned Maintenance budgets while ensuring we take a	

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	customer focussed approach significant costs will need to be met to fulfil customers critical and substantial requirements.	
32	<p><u>Customer Voice</u></p> <p>The DOCC presented the report highlighting key activities including the rent consultation activity and the scrutiny activity, along with the positive rent consultation engagement from customers.</p> <p>The Board requested that it would be advantageous if the themes are identified within the complaint's aspect of the report. [5]</p>	DOCC
33	<p>RESOLVED that the Board:</p> <ul style="list-style-type: none"> a) Approved the appointment of Paul Wilson to the BHA Enterprise Board. b) Approved for Clair Elliott at the BHA Board representative for BHA Enterprise. c) Noted the Q2 Reports. 	
11. Health & Safety Report		Noting
34	<p>The EDBS presented to the bi-annual report to the Board highlighting the key areas that require improvement.</p> <p>The DOAS clarified the Damp & Mould statistics, with 209 reported cases (which does not necessarily indicate there is damp & mould). 205 are classed as 'low severity' with a total 169 have been completed, 4 cases have been classed as 'medium'</p>	
35	<p>RESOLVED that the Board:</p> <ul style="list-style-type: none"> a) Noted the Health & Safety Report with recommendations to highlight commercial properties compliance checks within the report. [6] 	DOAS
12. Commercial Leases		Noting
36	The EDBS reported to the Board on the three commercial leases following an internal review which has highlighted the lack of planned investment in the properties. The EDBS confirmed to the Board a stock condition review will be commissioned on the commercial properties to obtain any investment requirements. This may result in the Board to consider the options to continue to own and lease commercial properties.	
37	The EDBS confirmed that there is a varied time on leases, apart from the Nursery which is a 5-year lease, with the other properties currently having 'rolling' leases. The Board were advised that TC Young are currently reviewing the lease documents to ensure all compliance activities are accounted within the legal paperwork.	
38	<p>RESOLVED that the Board:</p> <ul style="list-style-type: none"> a) Noted the Commercial Leases report. 	
13. Write off Report		
39	The DOCC reported that a full review of current and former accounts is presently underway therefore no write offs are noted at Q2 and a full review will be brought to Board on 4 th February 2025.	
40	<p>RESOLVED that the Board:</p> <ul style="list-style-type: none"> a) Noted the Write off report. 	

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	14. Policies for Renewal	
41	The DOAS provided the Board with an overview of the new proposed Fire Policy, which was drafted with the assistance of Housing Compliance Scotland following identification as part of the Compliance Action Plan.	
42	RESOLVED that the Board: a) Approved the new proposed Fire Safety, Policy with clarity on page 6 referring to the interlinked smoke detection and carbon monoxide. [7] <i>Claire McMillan left the meeting at 19:12</i>	DOAS
	15. Subsidiary Board Minutes	Approval
43	The Board noted the following : 1) BHA Enterprise Board Meeting (8 th August 2024)	
	16. BHA Committee Minutes	Homologation
44	The Board homologated the following : 1) Risk & Assurance Committee (15 th October 2024) 2) Operations Committee (29 th October 2024)	
	17. Board Development Committee	
45	The Chair presented the report following Board agreement to establish the Committee to oversee the Board's skills mix, training and recruitment. It is proposed the committee will comprise of 4 Board Members led by the Chair with key tasks to oversee the review process, to ensure development and training plan is effectively delivered and form part of the interview panel for new board members.	
46	RESOLVED that the Board: a) Approved the remit for the Board Development Committee and proposal for the membership for the year up to the 2025 AGM. b) Approved Jim McDevitt, Carolyn Wood and Claire McMillan with Hugh Carr as Chair for the Committee. c) Approved the recommended facilitator to support the activity – Alison Smith, Allpark Consultants.	
	18. Any other competent Business	
47	The Chair took the opportunity thank the Viv Cockburn (Vice-Chair) for her eight years and to Paul Matthews for his 6 ½ years' service and dedication to the BHA Board and wished them all the best in the future.	
	Date of next meeting: 4 th February 2025 at 17:30	
The meeting closed at 19:27		
Signed: (Chair) Date:		

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BHA BOARD ACTION LOG

Item	DETAILS	RESPONSIBILITY	TARGET COMPLETION	STATUS
13/02/24-08	Item 9 – Risk Management Framework: Refresh on risk appetite at the January Board Strategy Day.	EDBS	31/01/24	To be provided in January 2025
21/05/24-13	Item 12 – Strategic Risk Report: Clarify risk appetite ratings associated with SR-2	EDBS	October 2024	To be provided at Risk & Assurance in October 2024
21/05/24-14	Item 12 – Strategic Risk Report: (see also action - 13/02/24-08) arrange risk management training	EDBS	October 2024	In progress - External support required for Risk Session to the Board
13/08/24-07	Item 10 – Management Services Agreement : Examine all BHA resources associated with agreements to ensure they are correctly re-charged.	EDBS	November-24	In Progress - work has yet to be completed on this and propose to bring back to Board Meeting in November
13/08/24-08	Item 12.4 – Q1 Report Governance : Research potential Board Traineeships with other RSLs.	CE	November-24	In Progress
24/09/24-04	Item 9 – Policies for Renewal – Provide revised Financial Regulations Policy to Board with amendments to section 8.	EDBS	February-25	
15/10/24-02	ACTION CARRIED OVER FROM R&A IN OCTOBER - Item 1 – Rent Consultation Proposal – fuller analysis is brought to Board in February on whether there is a direct correlation between rent level charged and perceived VFM.	DOCC	February - 25	
26/11/24-01	Item 4 – Acquisition of 4 Edgar Road, Westruther : Start negotiations with homeowner and clarify situation on home insurance	CE	December-24	CE met with homeowner on 4.12.24. and discussed purchase of their home in line with Board discussions. They will consider the offer and consult with family and respond with their position by end December 2024.
26/11/24-02	Item 5 – Master Delivery Plan (mid-year update) : Amend date anomalies for completion.	EDBS/ DOCC	04/02/25	
26/11/24-03	Item 8 – A2D & Radio Update: Add A2D & Radio update to operational risk register.	DOAS	28/01/25	

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Item	DETAILS	RESPONSIBILITY	TARGET COMPLETION	STATUS
26/11/24-04	Item 9 – Strategic Risk Report : Add additional requested risks ; updates on refinancing and global increase of cyber-attacks and include increase/decrease with arrows to focus the direction of the risks.	EDBS	04/02/25	
26/11/24-05	Item 10 – Q2 Reports : Include themes within complaints section of Customer Report.	DOCC	04/02/25	
26/11/24-06	Item 11 – Health & Safety Report : Highlight commercial properties compliance checks within the report	DOAS	May-25	
24/11/24-07	Item 14 – Policies for Renewal : Circulate new Fire Policy upon clarity on page 6 (Interlinked Smoke Detection and carbon monoxide)	DOAS	ASAP	
	Action completion overdue			
	Action ongoing and date not due			
	Action complete			