

**CUBE HOUSING ASSOCIATION LIMITED
MANAGEMENT BOARD MEETING No. 168
AT SKYPARK, 45 FINNIESTON STREET, GLASGOW
3RD APRIL 2008, 6.00 P.M.**

Present: Gordon Scott, Chairperson
Ellen McGowan, Vice Chairperson
Michael Paton, Vice Chairperson
Bob Turnbull, Vice Chairperson
Liz Ruine, Board Member
Dougie Paton, Board Member
Susan Holms, Board Member
Lesley McInnes, Board Member
Stephen Smith, Board Member
Jackie Barnes, Board Member
Frank Macfadden, Board Member
Bill Steen, Board Member
Alan Ferguson, Board Member
Rena Ross, Board Member

14 Members present: 88%

In attendance: Lynn McCulloch, Chief Executive
Willie Croft, Head of Regeneration Services
Andrew Hashmi, Head of Finance and Corporate Services
Kate Miller, Executive Officer (minutes)

Not present: David Birkmyre, Board Member

		ACTION
1.	APOLOGIES	
	Apologies were received from Jean Pringle. Gordon Scott had indicated that he would arrive late and Michael Paton chaired the meeting until he arrived. Michael Paton welcomed members to the first meeting of the governing body with its new title of Management Board.	KM
2.	DECLARATIONS OF INTEREST	
	There were no declarations of interest received from the members.	
	The Vice Chairperson had agreed to consider 2 urgent items before the notified business, recorded here as items 2.1 and 2.2.	
2.1	TENANT PARTICIPATION REVIEW, Presentation by Tenant Participation Advisory Service (TPAS) for noting	
	The Chief Executive advised that this commission had recently been awarded to TPAS and the TPAS Chief Executive, Lesley Baird, had been invited to make a presentation to the Board on how they proposed to work with Cube, as the Board had previously requested. Lesley Baird outlined her organisation's approach to the task, the timetable and the range of ways tenants can get their views heard on tenant participation. A question and answer session took place and Alan Ferguson felt it was important that any questions tenants are asked are focused and definite boundaries are set. He felt timing was important e.g. issuing surveys and newsletters should be co-ordinated in conjunction with Cube to avoid duplication. Lesley Baird was able to confirm that these issues will be accommodated in the project approach.	

	The Management Board noted the information from TPAS on undertaking the tenant participation review and the timetable for reporting back to the Board with their recommendations and action plan.	
	The Chairperson, Gordon Scott joined the meeting at 6.15pm and took over in the Chair.	
2.2	CONFIDENTIAL STAFFING REPORT	
	The minute of this report and decision is confidential.	
3	MINUTES OF PREVIOUS MEETING	
3.1	Management Committee Meeting No. 167, 6 th March 2008. The minutes were approved as a true record of the meeting. Proposed: Alan Ferguson Seconded: Bill Steen Signed: Gordon Scott.	KM
4.	MATTERS ARISING	
	There were no matters arising.	
5.	AREA COMMITTEE AND COMMITTEE MINUTES	
	The following minutes were noted by the Board: (i) Broomhill Area Committee Meeting No. 74, 28.01.08 (ii) Dumbarton Area Committee Meeting No. 85, 12.02.08 (iii) Wyndford Area Committee Meeting No. 112, 26.11.07 and No. 113, 04.02.08 It was also noted that these minutes would in future be reported to the Housing & Customer Services Committee.	
6.	MATTERS ARISING	
	Item (ii) Minutes of the Dumbarton Area Committee Meeting No. 85 – Liz Ruine drew attention to the area committee’s view that the allocation of funds should be reviewed, as they had a larger land area to consider than some of the other committees. She also highlighted that the area committee did not agree to change meetings to bi-monthly or to rotating staff attendance at meetings. The Chief Executive offered to provide staff to discuss these issues with area committee members at separate meetings and this was accepted.	LMCC
7.	GOVERNANCE	
7.1	New Management Board Structure	
	The Chief Executive referred to the three parts of the report and talked in particular about the inclusion of a new special board meeting during the annual open day to follow the AGM; the consultative process used to identify members to be appointed to the new Committees and the opportunity to agree future meeting arrangements. The Management Board approved:	

	<p>i) the programme of Board Meetings for 2008/09 as in the report; ii) the appointment of Board Members to new Committees as in the report, and; iii) appointed Vice Chairs/Committee Convenors (as below)</p> <p>Housing and Customer Services Convenor: Ellen McGowan Proposed: Alan Ferguson Seconded: Liz Ruine</p> <p>Audit and General Purposes Convenor: Michael Paton Proposed: Susan Holms Seconded: Bill Steen</p> <p>Finance and Regeneration Convenor: Bob Turnbull Proposed: Stephen Smith Seconded: Jackie Barnes</p>	
7.2	Approved Signatories from 1st April 2008	
	<p>The Chief Executive explained the background to the authorised signatories list and that her report was proposing a new method of recording and providing specimen signatures which would fit better with a 2 monthly Board meeting cycle.</p> <p>The Management Board approved:</p> <p>i) the reported list of authorised signatories to be effective from 1st April to 29th August 2008, and; ii) the use of this list to validate any individual lists requested in other formats by any bodies entitled to request these</p>	LMCC
7.3	Monthly Performance Reports	
	<p>These covered performance in February 2008. The Chief Executive congratulated the Board on their 88% attendance rate for February 2008 and confirmed the reduction in sickness absence was as anticipated after the return of long-term sick staff. She also covered the Housing Services reports and highlighted that the gross rent arrears figure was above target. She explained that this would be reduced by the write-off exercise at item 8.4. The Head of Regeneration covered his team's performance and highlighted the improvement in gas servicing and referred to a related item at 9.1 on the agenda.</p> <p>The Head of Finance presented the monthly accounts and explained cash at bank and in hand were above expected levels and that this was due to some delays in the investment programme, creditor payments due for completed investment projects, and cash received at the year end. He explained the reactive maintenance budget would be over budget as reported during the year and he highlighted the tight one month timescale to put expenditure through the accounts by the year end. This would be given priority to show Cube has been spending and not unnecessarily retaining funds.</p> <p>Bob Turnbull enquired if cash in hand was automatically transferred to high interest accounts and also said that cash in hand should still be spent wisely. The Head of Finance confirmed automatic high interest accounts are in place as agreed in the Treasury Management policy and that any expenditure</p>	

	<p>would only be as already approved by the Board.</p> <p>Stephen Smith asked that underspend is highlighted as being 'allocated' and that tenants are told of the reasons for the delay in spending. The Head of Finance and Corporate agreed this would be included in the next newsletter.</p> <p>The Chief Executive also referred members to the revised reporting format attached to the report, which is a condensed version of the monthly key performance indicators for use from April 2008, including reporting on complaints and fixed penalties.</p> <p>After discussion, the Management Board noted the information detailed in the monthly performance reports and agreed to the revised report on monthly performance indicators from April 2008.</p>	<p>AH</p>
7.4	<p>Milton Community Homes: Agendas 23.01.08, 20.02.08, 16.04.08 and Minute 23.01.08</p>	
	<p>The Board noted the business at Milton Community Homes.</p>	
8.	<p>HOUSING</p>	
8.1	<p>Partnership with GCSS; Service Level Agreement</p>	
	<p>The Head of Finance and Corporate Services confirmed that this proposal was in line with the authority the Management Board had previously agreed to delegate to the working group, which was to negotiate the final agreement, for recommendation, as now presented to the Board.</p> <p>Discussion took place on the most recent changes to the document and that it was appropriate for the charitable status of both GCSS and Cube. Bob Turnbull highlighted that the signature page should 'run on' from and be on the same page as the text itself. Frank Macfadden suggested the document should be signed at a formal signing celebration. The Chief Executive confirmed that this could be incorporated into a planned event in June.</p> <p>The Board noted the content of the report and agreed the document incorporating final amendments should be signed at the ceremony planned for June 2008.</p>	<p>AH</p>
8.2	<p>Eviction Reports (i), (ii), (iii)</p>	
	<p>Eviction Report (i) The Chief Executive presented the report (i), highlighting the high level of arrears in this case and the lack of response from the tenant.</p> <p>After questions and answers, the Board agreed that the Decree for Repossession be implemented.</p> <p>Eviction Reports (ii) and (iii) The Chief Executive informed the Board there were two further eviction reports for tabling. The Board felt that tabling reports involving evictions should be avoided where possible and instead referred reports (ii) and (iii) to the Housing & Customer Services Committee on 30th April for decisions.</p>	<p>LMCC</p>
8.3	<p>Transfer of Sheltered Housing – delay request by Glasgow City Council</p>	

	<p>The Chief Executive presented the report and explained that although Glasgow City Council had identified three providers for Cube's sheltered services, they had approached Cube to ask for an extension to the transfer from 31st March to 31st May 2008 on the basis that the new providers would be unable to put their services in place on the agreed date. She advised the Board that as the transfer date was before the Board meeting of 3rd April 2008, the Chairperson had agreed to an extension in the interests of the sheltered housing tenants and in accordance with his delegated authority.</p> <p>She spoke of her concern at the impact the delay would have on Cube and in particular the uncertainty for staff, and referred the Board to the tabled copy letter from Glasgow City Council offering an apology for the delay.</p> <p>Frank Macfadden queried whether the number of new providers would affect the quality of service, and the Chief Executive advised that the Council had decided to appoint providers on a geographic basis within the city, leading to Cube's three sheltered complexes having different housing support providers. It was the Council's responsibility to appoint providers, so Cube had no influence on the selection and liaison with three providers would be more complex for Cube than with one. However, she advised that the Board could be reassured that all the providers had met the Council's requirements for services to the tenants.</p> <p>The Board:</p> <ol style="list-style-type: none"> 1. noted the new providers identified for the Sheltered Housing; 2. homologated the decision to agree to a further delay in handover of the services to the 31st May 2008, and 3. noted the written apology and thanks from the Council which acknowledged that it has not been able to comply with the contractual notice period and assured the Board that it would strive over the next few weeks to facilitate an early exit in relation to Cube's management of the housing support service to the joint satisfaction of Cube and the Council.. 	
8.4	<p>Former Tenant Arrears and Credits, Account details for irrecoverable write-offs for 2007/2008 for homologation</p>	
	<p>The Chief Executive presented the report and explained it included a breakdown of individual tenancies which should be treated as confidential. She confirmed the Board had previously given approval to write off the total debt and that this report requested formal approval of the amounts which had been written off in individual accounts. She also highlighted a minor adjustment, in line with the authority delegated to her, which increased the former tenant credits. Bob Turnbull suggested that authority could be delegated to staff for writing off small debts. There was also a suggestion to improve the descriptors used to explain why some credits should be written off.</p> <p>The Board homologated the write off adjustments for 2007/8 to individual rent accounts amounting to:</p> <ol style="list-style-type: none"> i) Rent arrears of £71,729.35 and ii) Non refundable credits of £26,984.97, totalling a net write off adjustment of £44,744.38, and iii) decided that proposals to amend the write off policy with delegated 	LMCC

	authority for small debt write offs should be considered and recommended by the Regeneration & Finance Committee...	
9	REGENERATION	
9.1	Gas Safety Policy	
	<p>The Head of Regeneration introduced the report and referred to his comments made at item 7.3 regarding gas servicing performance. He emphasised the proposed changes to the policy would support Cube in meeting it's legal obligation to carry out annual gas servicing.</p> <p>There was a discussion on the practicalities of the three visit access timescale and the charge of £50 for no access. After clarification on these points, the Board agreed to implement the recommended changes to the Gas Safety Policy on the proviso that:</p> <ul style="list-style-type: none"> amended wording to the policy to make clearer the three visit timescale and the incurred £50 charge (page 88, point 6 paragraph 2) be brought back to a future meeting for approval. 	WC
9.2	Wider Role (Glasgow) Funding Plan	
	<p>The Head of Regeneration presented the report explaining that although the request for a submission was unexpected, staff had been able to meet the request by the deadline of 31st March. He spoke of the projects outlined in the plan, which included initiatives not only in Wyndford, but the whole Maryhill area.</p> <p>Alan Ferguson enquired on the progress of the Tenancy Sustainment Initiative, involving Unity Enterprise. The Head of Regeneration advised that this was meeting its objectives and confirmed the information was in the regular Regeneration performance reports but that these would now be dealt with by the Regeneration & Finance Committee.</p> <p>The Management Board approved the content of the Wider Action Funding Plan for the Glasgow area as set out in the document and agreed its submission to Communities Scotland.</p>	WC
9.3	Granting of Wayleave at Moraine Avenue, Knightswood to British Telecom	
	<p>The Head of Regeneration confirmed the wayleave agreement was a standard type of arrangement and drew attention to page 2 of the document explaining rights and responsibilities. He confirmed BT required access to install their apparatus as it would provide essential telephone links for residents in this new development. He advised the Board the apparatus would be the property of BT and would not involve maintenance by Cube. The Board asked that the correct postal address be highlighted to British Telecom for their records.</p> <p>The Board approved the signing of the Wayleave Agreement by the Regeneration (Development) Manager in favour of BT, in order for the infrastructure for telephone lines to be provided at new Cube properties at Moraine Avenue.</p>	WC
9.4	SHQS & Energy Efficiency – temporary Regeneration Manager post	

	<p>The Chief Executive presented the report explaining that although she had delegated authority for temporary appointments, she felt it was appropriate to get Board approval for this post as it would be funded from the investment programme. She summarised the proposed job description, which would go to the Audit & General Purposes Committee for approval. She answered questions and confirmed the figure quoted in the report included all costs and was not only the salary for the post. She highlighted that the post is expected both to pay for itself and contribute extra funding for the investment programme by the funds/grants brought in.</p> <p>Gordon Scott asked if Cube would benefit in using a consultant for this role, and the Head of Regeneration advised that this would be his second choice if an integrated member of staff could not be recruited. This would not only be more cost effective, but would be more likely to provide a full time person. The Head of Regeneration also explained the variety and extent of grants available, and the post-holder would be expected to access these.</p> <p>The Management Board approved:</p> <ul style="list-style-type: none"> i) a temporary one year post of Regeneration (Energy Efficiency) Manager to source alternative methods and funds to meet the SHQS for system built stock and to integrate these into Cube's investment programmes and policies, and; ii) funding for this post, or alternatively a consultancy project, from the Investment Programme, up to £45k including all on-costs. 	LMCC
9.5	The SFHA's Response to "Better Value for HAG"	
	<p>The Chief Executive explained the document was compiled by the Scottish Federation of Housing Associations in response to the Scottish Government's consultation on Better Value from Housing Association Grant. Bob Turnbull queried if the document would be understood by the Scottish Government to reflect the views of SFHA's members including Cube, and the Chief Executive confirmed this was the case. She said that it was consistent with the Board's comments when Alan Ferguson had led the recent discussion on the "Firm Foundations" consultation document.</p> <p>The Management Committee noted the SFHA response to Scottish Government on Better Value from Housing Association Grant.</p>	
10	FINANCE AND CORPORATE	
10.1	Insurance Renewal	
	<p>The Head of Finance and Corporate presented the report and explained the Association's insurances were due for renewal on 28th April 2008. He said the Board would recall that Towergate were appointed for only one year to allow notices to be placed in the European Journal, and that three responses had been received to the OJEU notice. As premium terms were not expected until towards the end of the month, and to avoid any break in cover, he was seeking delegated authority to accept the lowest tender and appoint an insurer for a long term contract. He would, however, be able to analyse the tenders and report the amounts to the Regeneration & Finance Committee by the end of April.</p> <p>After discussion, the Board agreed to give delegated authority to the Head of</p>	AH

	Finance and Corporate Services to accept the lowest tender for a long term (3 year) contract.	
10.2	Consumer Credit Licence Application	
	<p>The Head of Finance and Corporate presented the report and explained the Regulator had issued recent advice to housing associations which highlighted that Cube would need a Consumer Credit Licence if they were to legally sell properties under the shared equity scheme e.g. Auchenback at Barrhead.</p> <p>He referred the Board to the copy licence application form and pointed out the questions that the Board and staff needed to provide information on. He explained that some questions were highly personal; however he assured members that all information would be confidential. Members were asked to contact the head of Finance and Corporate directly with the relevant information.</p> <p>The Board agreed :</p> <ol style="list-style-type: none"> 1. that individual members would provide the Head of Finance with the relevant details to complete the application and 2. to give delegated authority to the Head of Finance to complete and submit the application on behalf of the association 	AH
11	GENERAL CORRESPONDENCE	
11.1	None.	
12.	ANY OTHER BUSINESS	
12.1	These were dealt with as items 2.1 and 2.2 at the start of the meeting.	
13.	DATE AND TIME OF NEXT MEETING	
	The next meeting will be held on Thursday 5 th June 2008 at 6.00 p.m.	

The above minutes were read and agreed as a true record of the meeting.

Signed..... Date.....