



BUSINESS ITEM	ISSUE	DISCUSSIONS AND DECISIONS
		<p>through the Customer Satisfaction Surveys carried out earlier in the year. The key priorities that had been identified for the Group were:</p> <ul style="list-style-type: none"> <li>• Service Provision</li> <li>• Quality of home and environment</li> <li>• Customer service</li> <li>• Value for money and rents</li> <li>• Communication</li> </ul> <p>The Board <b>APPROVED</b> the Group Customer Service Strategy.</p>
<p><b>Entitlements, Payments and Benefits Policy</b></p>		<p>The Business Services Director advised that the Association's solicitors had now provided their views on Section 4 of the policy and had concluded that it was unlikely that it would meet the requirements of the Scottish Housing Regulator's Regulatory Framework. They suggested that all proposed transactions by staff and governing body members with the Groups' contractors or suppliers should involve prior reporting. They did however suggest that the suggested threshold for including contractors and suppliers on the list was too low and that consideration be given to increasing this. It was therefore the intention to reconsider this section and re-submit the policy for approval to the January 2016 Board meeting.</p> <p>The Treasurer advised that the SFHA had replied to Cordale's letter regarding how the policy would be reviewed at the end of the one year trial period however their reply only reiterated that it would be reviewed and made no reference as to how it would be undertaken.</p>
<p><b>Void Property Management</b></p>		<p>The Board <b>APPROVED</b> the Void Property Management Policy after clarification had been given on the following points:</p> <ul style="list-style-type: none"> <li>• Whether there was a legal requirement to install hard wired fire alarms/CO<sup>2</sup> detectors as in the private sector</li> <li>• Whether the first point in the Service Standards list applied to existing or new tenants</li> </ul>
<p><b>Date of Next Meeting</b></p>		<p>It was <b>NOTED</b> that the next Management Board meeting would be held on Tuesday 26 January 2016 in the Association's Dundee Office.</p>