

**CALEDONIA HOUSING ASSOCIATION LTD**  
**MINUTES OF MANAGEMENT BOARD MEETING – 31 JANUARY 2017 – WEBSITE VERSION**

**IN ATTENDANCE**

Board Members:	David Grant Penny Coburn Martin Harkness Alan Nairn Veronica Lynch	Chair Vice Chair	Alex McDougall Ian Gray Elaine O'Brien Helen Archibald Lindsay Darroch	
CHA Staff:	Julie Cosgrove Ron Hunter Garry Savage	Chief Executive Finance Director Business Services Director	Tim Calderbank Andrew Kilpatrick Jenny Dalton	Operations Director Asset Management Director Executive Officer (Minutes)
Apologies:	Lorna McCurrach (Special Leave of Absence)			

BUSINESS ITEM	ISSUE	DISCUSSIONS AND DECISIONS
<b>Declaration of Interest</b>		Ian Gray and Elaine O'Brien declared an interest in relation to the Rent and Service Charge Setting Policy and rent increase consultation proposals to be considered at Agenda Item 10/17. It was <b>NOTED</b> that whilst Ian and Elaine could remain in the meeting when rent increase proposals were discussed and comment on any issues raised they could not vote should any decision be required.
<b>Minutes of the Management Board Meeting held on Tuesday 13 December 2016</b>		Veronica Lynch advised that her apologies for this meeting had not been noted. It was agreed that the minutes of this meeting were a true and accurate record and they were <b>APPROVED</b> by the meeting subject to this amendment being made. The minutes were duly adopted and the Executive Officer would arrange for them to be signed by the Chair.
<b>Matters Arising</b>		There were no matters arising that were not dealt with elsewhere on the Agenda.
<b>Draft Minutes of the Audit Committee Meeting and Corporate Risk Map: 11 January 2017</b>		The Board <b>NOTED</b> the draft minutes and <b>APPROVED</b> the Audit Committee's recommendation that Item 12 – Failure to Plan for Changes in Legislation Relating to the National Minimum Wage and Sleepover Shift Allowance and Item 13 – Continued Membership of the SFHA Pension Scheme should be removed from the Corporate Risk Map for the reasons outlined in the draft minutes. It was <b>NOTED</b> however that Item 12 could be returned to the Risk Map once the outcome of the ongoing court case was known.
<b>Business Plan 2017-22 – Strategy Proposals</b>		The Business Services Director referred to the Group Business Strategy Away Day held in November 2016 when the Executive Management Team was tasked with developing a new "vision" for the Group along with the strategic objectives that would underpin this vision. Following detailed consideration of the feedback from the planning day and discussion with the Operation Managers within the Group, the

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		<p>EMT had developed a proposed new vision of “Homes and services that make life better”. The EMT felt that this vision would align the work of the Group’s three Associations; reflect the views and aspirations of our tenants and motivate and engage the staff team. Following discussion, Board members endorsed the proposed new vision statement, commending its simplicity and clarity.</p> <p>EMT members then outlined the three key strategic projects proposed for the Group arising from the vision and linked to the Group’s existing strategic objectives as follows:</p> <p><u>Transforming Customer Services</u> The Operations Director explained the proposals to optimise self-service options for tenants allowing them to access a range of services when they want. This would be underpinned by mobile technology to allow greater flexible working practices for staff.</p> <p><u>Providing 1000 New Homes in 5 Years</u> The Asset Management Director explained the aim to provide 750 new social rented and shared equity homes in the Group’s existing areas of operations and to look to provide a further 250 alternative tenure homes in new and existing areas. The Group would also seek to move towards a “zero energy” standard for its new homes and would consider what digital technology could be built into new homes to support the transformation of customer services outlined previously.</p> <p><u>Delivering Sustainable Services</u> The initial aim of this project will be to ensure that housing support related and other ancillary services are financially and commercially viable. Where services are found to be commercially viable consideration will be being given to expanding the customer base of these services in forthcoming years.</p> <p>The Chief Executive advised that the proposed vision and key strategic projects would form the core elements of the Group’s Business Plan over 2017-22. An outline timeline with annual milestones was being drafted for each of the proposed projects and would be used for monitoring and reporting purposes.</p> <p>The Board members <b>APPROVED</b> the proposed vision and the key strategic priority projects.</p>
<p><b>Rent and Service Charge Setting Policy and Rent Increase Consultation Proposals 2017/18</b></p>		<p>The Operations Director explained that the Rent and Service Charge Setting Policy is reviewed annually. The Policy had been reviewed by Caledonia Tenants Scrutiny Panel at its meetings in November and December 2016 when it was concluded that the Policy did not require alteration. A consultation exercise with the wider tenant base had then commenced on this basis, with an initial article being published in the winter edition of the Tenants newsletter. Response to this exercise had been extremely disappointing with only two responses being received out of 3600 tenants who had been sent a copy of the newsletter. A further electronic consultation exercise was then undertaken with those tenants who had provided an email address to Caledonia. The response to this exercise was significantly better with 306 responses received out of 980 issued. A number of positive and negative observations were made and were summarised in the report. Overall, the feedback received from the response showed that there was significant support for the current policy and Caledonia’s approach to rent increases. The Board then <b>APPROVED</b> the Group Rent and Service Charge Setting Policy.</p>

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		The Operations Director also advised on the background to the rent review consultation and the proposal to consult on the basis of a rent increase of 2%. The Board's approval to proceed on this basis would be sought when considering the budget proposals for 2017/18 next on the Agenda.
<b>Budget for the Five Year Period to 31 March 2022</b>		The Finance Director presented the budget notes and detailed draft five year budget for the period 2017-22 and advised that the finalised budget would be presented to the Management Board in February for approval.  Following consideration of the draft budget, Board members <b>APPROVED</b> a rent consultation with tenants based on a 2% rent increase.
<b>Draft Minutes of Bellsmyre and Cordale October Management Committee Meetings</b>		The draft minutes were <b>NOTED</b> .
<b>Any Other Business</b>		The Chair advised that he and Vice Chair had recently met with Kirsty Anderson of the Scottish Housing Regulator (SHR) who had confirmed that the Regulator was pleased with the management controls in place at Caledonia and its' undertakings with both Bellsmyre and Cordale. The Chair further advised that Kirsty Anderson had asked to attend a full Board meeting and would be invited to the April meeting.
<b>Date of Next Meeting</b>		It was <b>NOTED</b> that the next Management Board meeting would be held on Tuesday 28 February 2017 in the Association's Dundee Office.