

## Board of Management Minutes

### **Date of Meeting: 15 February 2021**

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**KINGDOM HOUSING ASSOCIATION (KHA) LIMITED  
MINUTES OF THE BOARD OF MANAGEMENT MEETING**

**HELD ON MONDAY 15 FEBRUARY 2021  
AT 5.30 PM  
VIA VIDEO CONFERENCING**

<b>PRESENT:</b>	Tom Barr	Laurie Naumann
	Laura Brotherton	Charles Oliver
	Freya Lees (Chair)	David Redpath
	Linda Leslie	Stephen Swan
	Graeme Mackay	Guy Thomson
	Loretta Mordi	Carol Watson

<b>IN ATTENDANCE:</b>	Bill Banks	Ken Tudhope
	Calum Kippen	Alan Simpson

Freya welcomed everyone and thanked Ken for his pre Board briefing session on the Budget and Kingdom's Financial position. Questions received prior to the meeting are incorporated into the minutes.

**1. APOLOGIES**

None.

**2. DECLARATION OF INTEREST**

Freya highlighted that Board members may have an association or working relationship with other organisations that work in partnership with Kingdom and whilst this may not be a direct conflict of interest the relationship should be declared as a standard declaration. It was noted that if Board members are in doubt about what to declare speak to Bill or Calum.

The Board reviewed and approved the proposed treatments below;

**Agenda Item 8, Chief Executive Report, - Board Directors of KSC**

The Board **noted** that Linda Leslie is a Board member of KSC. It was agreed that Linda could remain at the meeting while this item is being presented, however will not participate in any decision taken.

**Agenda item 8, Chief Executive Report - Board of Directors of KI**

The Board **noted** that Loretta Mordi is a Board member of KI. It was agreed that Loretta could remain at the meeting while this item is being presented, however will not participate in any decision taken.

**ACTION BY**

**Board  
Members**

### **Agenda Item 9a - Confidential Items**

The Board agreed that all staff apart from Bill Banks will be excused from the meeting whilst this item is being presented.

### **Agenda Item 9b - Confidential Items**

The Board agreed that all staff including Bill Banks will be excused from the meeting whilst this item is being presented.

#### **3. TO APPROVE THE MINUTES OF THE BOARD OF MANAGEMENT MEETING HELD ON 18 JANUARY 2021**

The minutes were **approved** by Graeme and seconded by Guy.

#### **4. MATTERS ARISING FROM THE MINUTES OF THE MEETING HELD ON 18 JANUARY 2021**

The Board **noted** that all items are concluded or covered in the papers.

#### **5. TO RECEIVE THE MINUTES OF THE SUB COMMITTEE MEETINGS SINCE THE LAST BOARD MEETING**

Bill advised that the Policy Sub Committee met on the 9th February and the policies have been updated with the suggested amendments and circulated to the Board via email prior to this meeting.

#### **Risk Management Policy (Group Policy)**

The policy was **approved** with the minor suggested amendments from the Policy Sub Committee incorporated;

- Section 2, bullet point 5 is to be changed from "Effectively allocate and use resources for risk treatment" to "Effectively allocate and use resources to ensure risk controls are met"
- In the following paragraph change "affect" to "effect"
- In section 4 first bullet point, to extend the word "safety" to "health, safety and wellbeing"

The additional amendment was suggested to define the Board's role. The following was agreed to be added;

*As part of the Governance and Management of the Organisation the Board have an overall strategic risk management role. The Board will;*

- *review and agree strategic and business critical risks.*
- *set our risk appetite and targets.*
- *ensure the SMT implements the agreed control measures for managing risk.*

#### **Rent, Services and Occupancy Charges Policy**

Following discussion the policy was **approved** pending an additional section being added to further broaden the definition of occupancy charges.

Calum

Mathew

Matthew

## **Decant Policy**

The policy was **approved** pending an additional section being added on regeneration.

Matthew

## **Domestic Abuse Policy (New)**

The policy was **approved** with this minor amendment from the Policy Sub Committee incorporated as follows;

- Move the short paragraph currently after the definition to sit before it which states " Domestic abuse can happen between those aged 16 or over who are or have been partners regardless of their gender or sexuality."

The full name of Fife violence against women partnership should be used with the acronym FVAWP following.

The Board agreed that in future, all Board members across the Kingdom Group of companies should receive all draft policies at the same time as the Policy Sub Committee. Each Board member should then provide any feedback to their representative on the Policy Sub Committee. This should avoid the need for policies with revisions to be put back to companies that had already approved them.

Calum

It was agreed non material changes did not need to be put back to companies for approval, only when material changes were made.

## **6. FINANCE REPORT**

### **Section A: Items for Specific Approval**

#### **1.1 – KHA Budget for 2021 / 22**

Ken presented the report.

Prior to the meeting, Ken was asked why are we looking at 40 year projections when we have always used 30 years previously. Ken responded that the Brixx model we use was actually set up for a 40 year period although 30 years is more common in the sector. It was done this way to pick up additional planned maintenance cycles for lender purposes to avoid a cliff edge scenario with component replacements particularly those with 20-year lives.

The Board discussed voids and bad debt assumptions compared to the previous year figures; they felt the appropriate levels were in the Budget. The Board asked if any assumption was being made on any future Furlough income as part of the Budget and Ken advised no provision has been made, any additional Furlough payment after April would be a surplus on employment costs.

Ken

Ken advised there were two additional late amendments to be made to the Budget after it had been issued. They were;

- Shared Ownership changes would be an additional £32k
- Covid cleaning of communal areas would be an additional £28k

This would add an additional £60k to the draft Budget operation cost.

The Board **approved** the KHA budget for 2021/22 subject to the above amendments being incorporated.

### 1.2 – KI Budget for 2021 /22

The Board **approved** the KI budget for 2021/22.

Ken

### 1.3 – KSC Budget for 2021 / 22

The Board **approved** the KSC budget for 2021/22.

Ken

## Section B: Highlighted Items

### 2.1 – Quarter 3 Management Accounts

The Board **noted** the management accounts for the 9 months to 31 December 2020

## Section C: Matters for Update and Information

### 3.1 – KSC & KI

The Board **noted** the subsidiary companies' management accounts for the 9 months to 31 December 2020.

## 7. ASSET MANAGEMENT REPORT

### Section B – Highlighted Items

#### 2.1 – Tenant Scrutiny Panel Report

Alan presented the Tenant Scrutiny panel report, the Board discussed and acknowledged the work of the Panel in producing the report.

It was agreed that the Management Team will draft a response to the Panel's recommendations for consideration by the Board at the next Board meeting. A meeting can then be arranged between the Board and Panel to discuss the findings and the recommendations.

Bill

Matthew/  
Alan

The rest of the Asset Management update was **noted** following discussion about potential flood improvements at Freuchie Mill.

Alan also confirmed that we plan to double up on planned maintenance next year rather than miss a year or extend the programme out by a year.

All other items in the Asset Management report were **noted**.

## 8. CHIEF EXECUTIVES REPORT

Bill talked through the report.

## Section A – Items for Specific Approval and Consideration / Discussion

### 2.1 - Delegated Authority and Reserved Powers

The Board **noted** the following approvals, under the delegated authority to the Chief Executive/and or Executive Management Team, are highlighted;

- The recruitment of a temporary Admin Officer in the Asset Management team for 12 months.
- Wayleave or servitude to EPS Electricity Limited at Fraser Ave - Phase 2
- Alliance Transfer Model to Ore Valley HA of 27 properties at Hugh Place, Lochgelly.

Calum

### 2.2 - Electronic Decisions and Decisions through Delegated Authority

The Board **noted** that there was none.

### 2.3 – Furlough / Job Retention Scheme

The Board **noted** and **ratified** the furlough arrangements as provided in the update.

### 2.4 - Group Board Members and Management Strategy Study Day

The Board **agreed** the note as an accurate record.

### 2.5 - Annual Health & Safety Statement and Report

The Annual Health & Safety Report was reviewed and **noted**

The Health & Safety Statement was considered and **approved** . The statement will be signed by the Chair and Chief Executive, using electronic signatures .

Bill

### 2.6 - Financial Assistance Fund

The Board **approved** that any underspend in the 2020/21 fund is carried forward to further supplement the 2021/22 fund.

Ken

### 2.7 - NHT Properties at Crail and Coalsnaughton

The Board **approved** that the properties sold through this process to KHA can be leased from KHA to KI and approved delegated authority to the Chief Executive to agree to the final lease agreement.

Bill

### 2.8 - Kingdom Group Board Member Recruitment

The Board **noted** the above update and agreed the Chair, Vice Chair and Chief Executive progress the process to identify and select potential KHA Board members to fill the identified skills gaps, and invite any potential Board members to a future meeting, in an observer capacity.

Bill

## **2.9 - Membership Application**

The Board **approved** \*(Name removed)\* as a member of KHA.

**Calum**

## **Section B - Highlighted items, including areas for noting**

### **3.5 Board Member Focus Groups**

The Board discussed the timings of these meetings and asked for a survey to be undertaken with the Board members to agree on the best time with the majority of Board members.

**Lesley**

It was also **agreed** that future meetings were arranged in advance covering the financial year.

**Lesley**

All other matters in section B were noted.

## **Section C - Items for Update / Information**

All items in Section C were noted.

## **Section D – Quarterly updates**

### **5.2 - KPIs as at the end of quarter 3, 2020/21**

The KPI position was noted .

### **5.4 - Assurance Mapping (Strategic Objectives)**

The update was noted.

### **5.5 - Quarterly Complaints Report (Review Complaint & Closure Reasons)**

Prior to the meeting a Board member asked 2 complaints were resolved out of time, why was that – what can be done to ensure all complaints are dealt with within the required timescale. Bill provided the response that normally we manage to resolve our complaints within the SPSO timeframes, however unfortunately this quarter we had some complaints that were out of time. These were all down to staff errors in responding within the agreed timescales, which was partly due to competing workload priorities.

To try and minimise this failure in the future, all staff that are assigned complaints have recently undertaken a refresher training session on complaints handling and regular spot checks are carried out by our compliance officer to ensure departments are responding within agreed timescales and lessons are learned from complaints. Our Managers and Senior Officers group regularly review compliant timescales and closure reasons to ensure the majority of our complaints are responded to in time and organisational trends are identified to help improve performance. Resolving complaints within the agreed timescale is an area where

we continually emphasise the importance to staff and managers will take a more active role in ensuring the procedures are properly applied to meet the timescales.

The Board **noted** the update.

### **Section E – Corporate Governance Report**

The Board noted section E

9. **Minute removed due to the confidential nature or commercially sensitive content.**

10. **ANY OTHER BUSINESS**

The Board congratulated Bill and the Kingdom staff team on the recent awards at the CIH awards ceremony.

11. **DATE OF NEXT MEETING**

**Monday 15 March 2021**

**5.00 pm** – Virtual Pre Board Briefing Session – An overview of the Development Programme by Scott Kirkpatrick.

**5.30 pm** – KHA Board of Management Meeting

Signed (Chair)

Signed (Secretary)