

**Minute of meeting of River Clyde Homes' Board
held in the Board Room at Clyde View, 22 Pottery Street, Greenock on
Tuesday 25th February 2020 at 5.30pm**

	Name	Designation
Present	Jillian Moffat (JM) Marilyn Beveridge (MB) Graeme Brooks (GB) Chris Curley (CC) Jenny Speck (JS) Gillian McLees (GMcL) Tom Ferrier (TF)	Board Member (Chair) Board Member Board Member Board Member Board Member Board Member Board Member
Apologies	Antony Smith (AS) John Quinn (JQ) Jenny Speck (JS) Christopher Morgan (CM)	Board Member Board Member Board Member HFS Board Member
Others in Attendance	Kevin Scarlett (KS) Sandra McLeod (SMcL) Richard Turnock (RT) Mark Robson (MR) Anne Ross (AR) Jon Grant (JG) Richard Orr (RO) Maureen Gimby (MG) Aileen Metcalfe (AM) Carrie Jennings (CJ)	CEO Executive Director Executive Director Managing Director (HFS) Minute Taker Head of Customer Experience Senior Project Manager Head of Corporate Services Head of Finance & Legal Services Health & Safety Manager

Sederunt, welcome introduction and apologies

JM welcomed all and sederunt as outlined above.

Declarations of Interest

There were no declarations of interest.

Minute of Board Meeting held 29th - 30th November 2019

The Board: Approved the minute as a true record.

Confidential Minute of Meeting held 29th – 30th November 2019

The Board: Approved the minute as a true record.

Action Tracker

Board

Action 1 – The Board was provided with an update and advised that recommendations

will be presented in due course.

Audit & Risk Committee

Action 1 – This action is now complete.

Action 2 – This action will be completed by 13th March 2020.

Social Landlord Operations Committee

Action 1 – This action is on track to be completed within identified timescales.

Action 2 – This action is on track to be completed within identified timescales.

Action 3 – This action is on track to be completed within identified timescales.

3.3 Critical Incident Review (Confidential Item)

Contained in the Confidential Minute

4.1 Strategic Risk (Confidential Item)

Contained in the Confidential Minute

4.2 Rent & Charges 2020/21

4.2.1 The Board was informed of the proposed increases for this year and were advised that this was the first time that customers had been offered 3 options for the rent increase. It was highlighted to the Board that many votes received were for the options of 3.0% increase or higher. Taking this feedback into account, together with other intelligence regarding sector norms and our aspiration to move to CPI increases only when we achieve VFM, the proposal is to increase rents by 3.0%. It was highlighted that this increase still meets our rent affordability tests using the Housemark Rent Affordability Tool.

4.2.2 A discussion followed around how the consultation was carried out and the number of customers consulted. The Board advised that customers still appear to have difficulty understanding what they get for their money and some feel there is inequality in what they receive. The numerous ways in which customers were consulted and the ways in which the information is shared with customers was discussed further, with the Board being advised that the SHR had previously commented on RCH's proactive approach.

4.2.3 The Board requested additional clearer customer communications about the actual service standards and what we offer. It was agreed that a communication strategy for this should be put in place.

4.2.4 The Board was advised that we can demonstrate what VFM savings we have made to date, and this will be articulated for the next Board meeting in high level detail.

4.2.5 The Board enquired as to what is added for our customers by increasing rents by 3.0% and they were informed that the consultation cards provided examples of

what additional works would be carried out with this additional income, eg new central heating systems. A discussion followed around an increase not only being about adding extra value but giving stability and this being difficult to sell to customers year on year.

4.2.6 The Board was informed that there were several ways feedback is gathered regarding customer satisfaction. Within the STAR survey a specific question asks, 'Do you believe your rent offers VFM?' and in the last two surveys this percentage has increased.

4.2.7 The Board raised the issue about the small number of customers attending the AGM, a discussion then took place regarding what might encourage better attendance. The Board was informed that the new rent and charges will be added to the website and customers' will see the specific changes to their rent and charges on their individual rent and charges increase letter, which will be posted imminently.

The Board:

- **Noted the various consultation activities in respect of the proposed rent and service charge increases.**
- **Approved the proposed annual increase of 3.0% which is in line with the sector, which will apply to; rents, heating charges, together with charges for garages, covered parking, ground sites and allotments.**
- **Approved the increases in respect of services which are charged at a level that recovers the cost of delivery. These services include; wardens, multi-story caretakers and tenement service provision**

4.3 Factoring Fee 2020/21

4.3.1 The Board was given an overview of the information supporting the proposed charges which have been calculated to take account of the varying service requirements of the four different property types. A discussion then took place in relation to communications to customers and the information that should be provided.

4.3.2 Further discussion took place in respect of cost recovery and the Board was advised that RCH can outline clearly how costs are determined. The Board was also assured that they will be issued with information to allow them to respond to queries in relation to this matter.

The Board:

- **Considered the content of the paper on management fees and the appropriate levels of charges.**
- **Requested a further report prior to granting approval for the management fees for 20/21 Financial Year.**

4.4 Pension Review (Confidential Item)

Contained in the Confidential Minute.

4.5 Asset Strategy Programme & Broomhill Update (Confidential Item)

Contained in the Confidential Minute.

5.1 Sale of Land to Inverclyde Council (Confidential Item)

Contained in the Confidential Minute

6.1 HFS Contractual Agreements

6.1.1 The Board was advised that the Intra Group Agreement and SLA's will be reviewed as the business develops to ensure that it can operate effectively and as required.

6.1.2 A discussion then took place in relation to operational information which will be published online for customers to access.

The Board:

- **Noted the contents of the Service Level Agreements (SLAs), with particular reference to the Repairs and Maintenance (R&M) SLA.**
- **Approved the SLAs as proposed**
- **Is updated on the overall status of the Intra-group Agreement (IA).**

7.1 Minute and Confidential Minute of Audit & Risk Committee 21st January 2020

7.1.1 The Board was informed of the A&R Committee's agreement and actioning of revised delegated authorities in relation to procurement matters.

The Board:

- **Noted the content of the minute to be approved at the next Committee meeting**

7.2 Minute and Confidential Minute of Remuneration & Nominations Committee 21st January 2020

7.2.1 The Board was advised of the R&N Committee's approval of the group policies, revised RCH Group recognition, consultation and negotiation arrangements.

The Board:

- **Noted the content of the minute to be approved at the next Committee meeting**

7.3 Minute and Confidential Minute of Social Landlord & Operations Committee 28th January 2020

7.3.1 The Board was informed of the SLO Committee's approval of the policies as seen in the SLOC minute and were advised the Committee had received an update on Universal Credit.

The Board:

- **Noted the content of the minute to be approved at the next Committee**

meeting

7.4 CEO Update (Confidential Item)

Contained in Confidential Minute

7.5 Gifts & Hospitality Register

7.5.1 Signed by Chair and CEO following viewing by Board.

AOB

RT raised a procedural action that is required ahead of the next Board meeting and advised that approval will be requested by email and ratification sought at the next Board meeting.

Date of next meetings

RCH Group Board meeting: 31st March 2020

Committee meetings:

- **A&R Committee 21st April 2020**
- **R&N Committee 21st April 2020**
- **SLO Committee 28th April 2020**