



**Meeting: EMERGENCY COMMITTEE MEETING**

**Date & Time: Tuesday 31 March 2020 at 3:00pm**

**Venue: By Conference Call**

**Present:** David Gordon (Chair)  
George Young (Vice Chair)  
Ronnie Dumma (Board Member)

**In Attendance:** Fraser Kelly (Chief Executive/Company Secretary) (CEO)  
Gregor Booth (Operations Director) (OD)  
Reuben Basak (Finance Manager) (FM)  
June Wilson (Executive Assistant) (EA) (Minute Secretary)

The Company Secretary confirmed the meeting of the Emergency Committee had been convened in compliance with the Waverley Housing Scheme of Delegation and following guidance contained in the COVID-19 Practical Governance Advice Note issued by SFHA on Monday 26<sup>th</sup> March 2020.

All Board Members had approved the establishment of an Emergency Committee with effect from Monday 30<sup>th</sup> March 2020 for a period not exceeding three calendar months as per provided for within the Scheme of Delegation. This allows the Emergency Committee to implement approvals during this time. If circumstances improve within the 3 months it was agreed that the Emergency Committee would cease to operate and the full Board would resume responsibility.

All Board Members had approved the membership of the Committee to comprise the Chair, Vice Chair and including Ronnie Dumma. As such the Emergency Committee meeting of Tuesday 31<sup>st</sup> March was quorate.

The SFHA, COVID-19 Practical Governance Advice Note also provides guidance on convening virtual meetings. The meeting of the Waverley Housing Emergency Committee was held via Microsoft Teams Video-conferencing function.

All Board Members will continue to receive Board Papers prior to meetings of the Emergency Committee and will have the opportunity to raise questions on anything contained in the Papers. These queries and responses will be circulated prior to the Emergency Committee meetings and will be referred to at the meetings. Several members had submitted queries and comments in relation to this meeting.

**1. Apologies**

There were no apologies received.

**2. Declarations of Interest**

There were no declarations of interest submitted.

**3. Dev Session & Minutes of Previous Meetings – 25 February 2020**

The File Note of the Development Session was approved.

The Minutes of the Meeting held on Tuesday 25 February 2020 were approved and would be signed by the Chair and Company Secretary as being an accurate record of the meeting.

Matters Arising – none.

#### **4. Board Action Point Tracker**

The Board Members noted the Action Point Tracker.

#### **5. Business Continuity**

The CEO updated the Board Members with the continuity of business:

##### Financial:

###### Short Term

- All invoices paid up to April.
- March salaries done – systems in place for future salaries to be paid.
- Monthly and weekly Direct Debits completed.
- Paypal carried out on a daily basis.
- Rents being paid though loss of jobs for some tenants and other tenants being placed on furlough will have an ongoing effect.
- Arrears being worked on by Housing Services Team.

###### Longer Term

- Systems being put in place for Finance Assistants to work at home – computers being set up for them at home with printers being purchased so invoices and cashbook can be processed.

Finance Manager has a telephone conference meeting with Barclays on 3.4.20 but does not foresee any problems.

##### Legislative:

- Emergency COVID19 Legislation re evictions, gas safety checks etc. likely to be approved by the end of the week.
- Homelessness – pressure growing on SBC to find both temporary and permanent accommodation – Housing Services Manager dealing with this, awaiting clarification of numbers, household types required.

##### Regulatory:

- CEO & Business Support Manager in process of compiling information together to submit to SHR regarding
  - Staff deployment and office closure
  - Tenant safety and security;

- Repairs only being carried out for emergencies. There has been a decline in calls regarding repairs though it is likely that Tenants will get back in touch regarding the non-emergency repairs in due course.
- Some Planned Maintenance targets will not be met though targets are very close to those set.

#### Staffing:

- 20.3.20 – Staff with underlying health issues were instructed to work from home.
- 24.3.20 – All staff were instructed to work from home.
- Potential furloughing of staff to be considered.
- Childcare and dependent caring issues to be further considered.
- IT Team have implemented remote access working, purchasing of required licences and completed server updates at great speed.
- Standby Tradespersons are still carrying out emergency repairs.

Office security – Insurance Company have been in touch with Finance Manager regarding procedures to be put in place if the building is going to be permanently empty. WH building is not in this situation as the Business Support Manager is collecting mail daily and Finance Manger will be attending once a week to pay invoices etc. Finance Manager will liaise with the Insurance Company with regard to this.

#### Tenant Impacts

- Tenants have been in touch regarding relaxations in payment of rent due to:
  - Loss of jobs
  - Being placed on furlough (only receiving 80% of wages)
- Evictions previously lined up, have not been implemented.
- Cases seeking eviction at various stages of the legal process (approx. 20), have been put on hold.
- Publishing information for tenants on website and updates as and when received/required.
- Phone calls were made to tenants with non-emergency repairs and advised that lines would be suspended prior to office closing.

#### Owners Impacts


- Grounds maintenance service has been suspended until Contractors can get back to work.
- Expectation of complaints regarding long grass and full year charges when only part-year maintenance carried out.

Hawick paper has made an approach re rent holidays. The 4 RSL's acting as the Borders Housing Network has compiled a joint response stating Hawick RSL's are not planning a rent holiday. For WH services and support through the Welfare Benefits Advisor and Tenant Support Worker are available to all tenants. Press Release will be sent round for Board Members information.

#### **Action:**

- **Press Response to be issued to Board Members for information.**

<b>6.</b>	<b>Upper Langlee - Update</b>
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	<b>Report to:</b> <b>Waverley Housing Board</b> <b>31 March 2020</b>	<b>Item No:</b> <b>6</b>
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<b>Title:</b>	Upper Langlee - Update
<b>Date:</b>	25 March 2020
<b>Responsible Person:</b>	Operations Director
<b>This report is for:</b>	<b>NOTING</b>

<b>PURPOSE &amp; SUMMARY</b>
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To provide Board Members with an update on various matters relating to our estate regeneration plans for Upper Langlee.

The Board Members are asked to note the contents of the report.

<b>OUTCOME</b>
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<b>Approved</b>	N/A
<b>Noted</b>	The Emergency Committee Members noted the report.
<b>Subject to</b>	N/A

<b>7.</b>	<b>Annual Budget</b>
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	<b>Report to:</b> <b>Waverley Housing Board</b> <b>31 March 2020</b>	<b>Item No:</b> <span style="font-size: 2em;"><b>7</b></span>
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<b>Title:</b>	Annual Budget 2020/2021
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<b>Date:</b>	18 March 2020
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<b>Responsible Person:</b>	Finance Manager
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<b>This report is for:</b>	<b>APPROVAL</b>
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<b>PURPOSE &amp; SUMMARY</b>
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To consider the Annual Budget for the forthcoming financial year.

<b>RECOMMENDATION</b>
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The Board is asked to consider and approve the Annual Budget for 2020/2021 which was presented to the AICC at their meeting on 23 March 2020 and recommended for approval.

<b>IMPLICATIONS</b>
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<b>Resource implications</b>	<b>Financial:</b> Yes
	<b>Staffing:</b> None
	<b>Other:</b> None

<b>Risk Assessment</b>	Low
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<b>Consultation</b>	N/A
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<b>Impact on other Policies &amp; Strategies</b>	Financial Plan Business Plan Asset Management Strategy
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<b>External Impact</b>	N/A
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<b>Equality &amp; Diversity</b>	N/A
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<b>Companies Act Requirements</b>	N/A
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<b>OUTCOME</b>
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<b>Approved</b>	The Emergency Committee Members approved the Annual Budget for 2020/2021.
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<b>Noted</b>	N/A
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<b>Subject to</b>	N/A
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<b>APPENDICES</b>
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Appendix 1	2020/2021 Draft Revenue Budget and Cash Flow
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<b>8.</b>	<b>Financial Plan 2020</b>
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	<b>Report to:</b> <b>Waverley Housing Board</b> <b>31 March 2020</b>	<b>Item No:</b> <b>8</b>
<b>Title:</b>	Financial Plan 2020	
<b>Date:</b>	18 March 2020	
<b>Responsible Person:</b>	Finance Manager	
<b>This report is for:</b>	<b>APPROVAL</b>	
<b>PURPOSE &amp; SUMMARY</b>		
<p>The company's long term financial plans and forecasts are set out in the Financial Plan. The Financial Plan has been reviewed and takes into consideration the current Business Plan and the Draft Budget for 2020/2021.</p> <p>The members of the Board are asked to consider the Financial Plan.</p>		
<b>RECOMMENDATION</b>		
<p>Members of the Board are asked to consider and approve the Financial Plan 2020 which was presented to the AICC at their meeting on 23 March 2020 and recommended for approval.</p>		
<b>IMPLICATIONS</b>		
<b>Resource implications</b>	<b>Financial:</b> Yes	
	<b>Staffing:</b> None	
	<b>Other:</b> None	
<b>Risk Assessment</b>	Low	
<b>Consultation</b>	N/A	
<b>Impact on other Policies &amp; Strategies</b>	N/A	
<b>External Impact</b>	N/A	
<b>Equality &amp; Diversity</b>	N/A	
<b>Companies Act Requirements</b>	N/A	
<b>OUTCOME</b>		
<b>Approved</b>	<b>Emergency Committee Members approved the Financial Plan for 2020.</b>	
<b>Noted</b>	N/A	
<b>Subject to</b>	Financial Plan to be updated to reflect the stock numbers as at 31.3.20 and narrative on the current coronavirus situation.	
<b>APPENDICES</b>		
<b>Appendix 1</b>	Financial Plan 2020	

9.

## Barclays Bank – Amendment to Loan Facility Agreement

		<b>Report to:</b> <b>Waverley Housing Board</b> <b>31 March 2020</b>	<b>Item No:</b> <b>9</b>
<b>Title:</b>	Barclays Bank – Amendment to Loan Facility Agreement		
<b>Date:</b>	13 March 2020		
<b>Responsible Person:</b>	Finance Manager		
<b>This report is for:</b>	<b>APPROVAL</b>		
<b>PURPOSE &amp; SUMMARY</b>			
Barclays have requested an amendment to the Loan Facility Agreement following the dissolution of Waverley Works Limited on 6 August 2019.			
<b>RECOMMENDATION</b>			
The Board is requested to consider and authorise the execution of the attached Amending Agreement from Barclays.			
<b>IMPLICATIONS</b>			
<b>Resource implications</b>	<b>Financial:</b> None		
	<b>Staffing:</b> None		
	<b>Other:</b> None		
<b>Risk Assessment</b>	Low		
<b>Consultation</b>	N/A		
<b>Impact on other Policies &amp; Strategies</b>	None		
<b>External Impact</b>	N/A		
<b>Equality &amp; Diversity</b>	N/A		
<b>Companies Act Requirements</b>	N/A		
<b>OUTCOME</b>			
<b>Approved</b>	The Emergency Committee Members approved the Amendment to the Loan Facility Agreement with Barclays.		
<b>Noted</b>	N/A		
<b>Subject to</b>	N/A		
<b>APPENDICES</b>			
Appendix 1	Barclays Bank – Amending Agreement		


10.

## Review of Former Tenant Debt – Bad Debt Write Off

		<b>Report to:</b> <b>Waverley Housing Board</b> <b>31 March 2020</b>	<b>Item No:</b> <b>10</b>
<b>Title:</b>	Review of Former Tenant Debt – Bad Debt Write-off		
<b>Date:</b>	5 March 2020		
<b>Responsible Person:</b>	Finance Manager		
<b>This report is for:</b>	<b>APPROVAL</b>		
<b>PURPOSE &amp; SUMMARY</b>			
<p>A review of former tenant debt has taken place with a number of those debts, with a value of over £1,000, being highlighted as unable to be recovered.</p> <p>We have been using a firm who specialises in the collection of former tenant debt. However, in these instances we have been advised that recovery will not be possible.</p>			
<b>RECOMMENDATION</b>			
<p>The Board is requested to consider the attached list (see Appendix 1) and approve their write off in the financial accounts.</p> <p>A record of the debt remains in our Housing Management System should the debtor be located at a future date.</p>			
<b>IMPLICATIONS</b>			
<b>Resource implications</b>	<b>Financial:</b> Loss of income (budget in place)		
	<b>Staffing:</b> None		
	<b>Other:</b> None		
<b>Risk Assessment</b>	Medium		
<b>Consultation</b>	None Required		
<b>Impact on other Policies &amp; Strategies</b>	N/A		
<b>External Impact</b>	N/A		
<b>Equality &amp; Diversity</b>	Taken into account		
<b>Companies Act Requirements</b>	N/A		
<b>OUTCOME</b>			
<b>Approved</b>	The Emergency Committee Members approved the bad debt write off.		
<b>Noted</b>	N/A		
<b>Subject to</b>	N/A		
<b>APPENDICES</b>			
Appendix 1	Former Tenant - Proposed Bad Debt Write-off		




**11. Review of Policies, Plans & Strategies**

	<b>Report to:</b> <b>Waverley Housing Board</b> <b>31 March 2020</b>	<b>Item No:</b> <b>11</b>
<b>Title:</b>	Review of Policies, Plans & Strategies	
<b>Date:</b>	18 March 2020	
<b>Responsible Person:</b>	Operations Director	
<b>This report is for:</b>	<b>APPROVAL</b>	
<b>TITLE</b>	<b>GUIDELINE &amp; STRATEGY REVIEW</b>	
Community Engagement Annual Review 2019/20 & 2020/21 Action Plan	The Community Engagement Annual Review 2019/20 details the actions taken to complete various community engagement activities in 2019/20 whilst the Action Plan for 2020/21 details the proposed actions to be undertaken next financial year.	
Anti Social Behaviour Policy	The Anti-Social Behaviour Policy now contains greater detail on the preventative work carried out by staff to avoid anti-social behaviour complaints arising in the first place. Greater detail is given on the circumstances in which a Short Scottish Secure Tenancy Agreement would be issued and reference made to the information sharing protocols amongst organisations involved in dealing with anti-social behaviour.	
Mutual Exchange Policy	Minor changes have been made to the mutual exchange policy with greater detail provided on arrangements for applicants to submit appeals regarding a decision on a mutual exchange application.	
Purchase of Property Policy	The requirement to submit an annual report on property purchases to the Board contained in the Purchase of Property Policy has been removed given that all property purchases are approved in advance by the Board.	
Sale of Land Policy	Only minor changes e.g. changing references to estates to feu areas are being made to the Sale of Land Policy.	
Tenancy Sustainment Strategy	No significant changes made to the Tenancy Sustainment Strategy but it has been updated to reflect the staffing support that we can now provide to help tenants sustain their tenancy. Reference to how our tenancy sustainment work relates to the Scottish Social Housing Charter outcomes has also been added.	


<b>APPENDICES</b>	
Appendix 1	Community Engagement Annual Review 2019/20 & 2020/21 Action Plan
Appendix 2	Anti Social Behaviour Policy
Appendix 3	Mutual Exchange Policy
Appendix 4	Purchase of Property Policy
Appendix 5	Sale of Land Policy
Appendix 6	Tenancy Sustainment Strategy
<b>OUTCOME</b>	
<b>Approved</b>	<b>The Emergency Committee Members approved the documents detailed above.</b>
<b>Noted</b>	N/A
<b>Subject to</b>	N/A

12.

## Staffing Structure

		<b>Report to:</b> <b>Waverley Housing Board</b> <b>31 March 2020</b>	<b>Item No:</b> <b>12</b>
<b>Title:</b>			
		Staffing Restructure	
<b>Date:</b>			
		25 March 2020	
<b>Responsible Person:</b>			
		Operations Director	
<b>This report is for:</b>			
		<b>NOTING</b>	
<b>PURPOSE &amp; SUMMARY</b>			
This report provides information about staffing restructuring arrangements resulting from the retirement of the Business Support Manager in August 2020.			
<b>OUTCOME</b>			
<b>Approved</b>	N/A		
<b>Noted</b>	The Emergency Committee Members noted the report.		
<b>Subject to</b>	N/A		

13. Performance Reports – February 2020

	<b>Report to:</b> <b>Waverley Housing Board</b> <b>31 March 2020</b>	<b>Item No:</b> <b>13</b>
<b>Title:</b>	Performance Reports	
<b>Date:</b>	20 March 2020	
<b>Responsible Person:</b>	Chief Executive	
<b>This report is for:</b>	<b>NOTING</b>	
<b>PURPOSE &amp; SUMMARY</b>		
The purpose of the report is to update Board Members of the monthly (February 2020) operational performance.  The Board Members are asked to note the content of the performance reports.		
<b>OUTCOME</b>		
<b>Approved</b>	N/A	
<b>Noted</b>	The Emergency Committee Members noted the operational performance report.	
<b>Subject to</b>	N/A	
<b>APPENDICES</b>		
Appendix 1	Monthly Performance Report – February 2020	

14. Chair's items

The Chair reported on the following items:

- CIH Conference 3-4 March  
Attendance by 4 Board members and all reported back that the Conference was useful.

15. Chief Executive Items

The Board Members were asked to note the contents of this report regarding:

- SHR ASS Letter  
CEO advised that the engagement plan/letter is to follow.

The Emergency Committee Members noted the report.

16. Minutes of Committee Meetings

The Board Members were asked to approve the AICC Minutes and contents therein with

relation to following Items

- Ratification of the Appointment of Internal Auditors
- Ratification of the Operation of Delegated Authority – Annual Report

The Committee Members approved the AICC Minutes and ratified the approval of the Appointment of Internal Auditors and the Operation of Delegated Authority Annual Report.

#### **15. Equality Impact Assessment**

During discussion of the foregoing agenda items no equality issues were identified.

#### **16. Risk Assessment**

During discussion of the foregoing agenda the following items were identified as further risks to be added to the Risk Register:

- Business Continuity
- Financial Plan Risk Assessment
- Service Delivery
- Tenant security and safety
- Staff safety
- Upper Langlee New Build – may be slippage on funding been drawn down by others may have an impact on UL

The CEO will address the above and through the Risk Register be discussed at the next Emergency Committee Meeting.

#### **17. Communications to Stakeholders**

During discussion of the foregoing agenda items the following items were identified for communication:

- Notification to Regulator regarding business continuity during COVID19 situation
- Tenants Spring Newsletter to cover present situation and business updates

#### **18. Notifiable Events**

During discussion of the foregoing agenda items no notifiable events to the SHR were identified.

#### **19. For Information**

These items were circulated for information purposes only, and are not for discussion:

- LAWmail – February 2020 – sent via email on 3.3.20

#### **20. Date of Next Meeting**

Emergency Committee Meeting – Tuesday 28<sup>th</sup> April 2020