



**Meeting: BOARD MEETING**

**Date & Time: Tuesday 28 January 2020 at 5:30pm**

**Venue: 51 North Bridge Street, Hawick**

**Present:** David Gordon (Chair)  
George Young (Vice Chair)  
Ronnie Dumma (RD)  
Eileen Frame (EF)  
Billy Robson (BR)  
Ray Sneddon (RS)  
Rita Stenhouse (RSt)  
Christine Stewart (CS)  
Garyth Thomas (GT)

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

Fraser updated Board Members re going paperless / receiving documents electronically.

Individual devices checked by WH IT staff for compatibility with hosting One Drive Software.

Options include for Board Members to use:

- their own personal device or
- have a device provided by Waverley Housing
- Their personal email address or
- Be provided with a WH email address

It was agreed that Board Members would receive the information through their own personal email address.

Information received through the email will provide a link to the documents which can only be accessed by a password. On a Board Member leaving the committee this password would be changed.

Any training required will be provided.

**Actions:**

- **Devices will be purchased to replace incompatible personal devices.**
- **At the February Development Session, all Devices will be set up with required software.**
- **Training to be provided during February, March and April Board meetings.**
- **Board Members to make contact with the EA for training outside these dates.**

**1. Apologies**

No apologies were received.

**2. Declarations of Interest**

There were declarations of interest submitted in respect to Item 6 – Rent and Service Charge increases from 6 April 2020 from Christine Stewart and Ray Sneddon.

**3. Minutes of Previous Meetings – 3<sup>rd</sup> December 2019**

The Minutes of the Meeting held on Tuesday 3<sup>rd</sup> December 2019 were approved and signed by the Chair and Company Secretary as being an accurate record of the meeting.

Matters Arising – None

It was highlighted that APT of 3.12.12, Point 7, although completed the information had not been received by the Board Members. The OD circulated the programme at this meeting.

Upper Langlee Regeneration Project			
<ul style="list-style-type: none"><li>Project 1 – External Refurbishment Programme</li></ul>	Following the approval of the appointment of Everwarm to undertake the external refurbishment to 68 properties in UL clarification of the contract programme to be sought.	OD	<b>Complete.</b>

**4. Board Action Point Tracker**

The Board Members were asked to note the Action Point Tracker.


AP1 - CEO confirmed ongoing engagement with the Scottish Housing Regulator on the fit with WH's Asset Management Strategy. Most recent contact Tuesday 28<sup>th</sup> January 2020.

It was noted that demolition of properties is considered by the SHR as a notifiable event and the CEO will continue to pursue how the Regulator wishes this to be reported.

Board Members noted the update and the Action Point Tracker presented.

**5. Upper Langlee**

The following reports in respect of Upper Langlee were presented to the Board Members.

		<b>Report to:</b> <b>Waverley Housing Board</b> <b>28 January 2020</b>	<b>Item No:</b> <b>5(a)</b>
<b>Title:</b>		Upper Langlee - Update	
<b>Date:</b>		20 January 2020	
<b>Responsible Person:</b>		Operations Director	
<b>This report is for:</b>		<b>APPROVAL</b>	
<b>PURPOSE &amp; SUMMARY</b>			
To provide Board Members with an update on various actions being taken to progress items relating to our estate regeneration plans for Upper Langlee.			
<b>RECOMMENDATION</b>			
Boards Members are requested to authorise the inclusion of the block of flats at 50-60 Hawthorn Road Galashiels in the programme for demolition once the four owner occupied flats in this block have been purchased by Waverley Housing and to authorise the use of Ark Consultancy and Thomson Gray to undertake an assessment and evaluation of the detailed planning application prior to its submission to Scottish Borders Council.			
<b>IMPLICATIONS</b>			
<b>Resource implications</b>	<b>Financial:</b> Costs of implementing the report recommendations can be met within budgets set for the current financial year.		
	<b>Staffing:</b> Existing staff will continue to undertake most of the work items relating to the estate regeneration supported by consultants/professional services as and when appropriate.		
	<b>Other:</b> None		
<b>Risk Assessment</b>	See Risk Table		
<b>Consultation</b>	Relevant staff have been consulted.		
<b>Impact on other Policies &amp; Strategies</b>	Asset Management Strategy Financial Plan		
<b>External Impact</b>	None		
<b>Equality &amp; Diversity</b>	None		
<b>Companies Act Requirements</b>	None		
<b>OUTCOME</b>			
<b>Approved</b>	<ol style="list-style-type: none"> <li>Board Members approved the demolition of the block of flats at 50-60 Hawthorn Road, Galashiels.</li> <li>Board Members agreed to wait for the Employers Agent to be appointed to undertake a financial evaluation and assessment of the detailed planning application before it is submitted to SBC.</li> </ol>		
<b>Noted</b>	N/A		
<b>Subject to</b>	N/A		




**Report to:**  
**Waverley Housing Board**  
**28 January 2020**

**Item No:**  
**5(b)**

<b>Title:</b>	Use of Ark Consultancy
<b>Date:</b>	20 January 2020
<b>Responsible Person:</b>	Operations Director
<b>This report is for:</b>	<b>APPROVAL</b>
<b>PURPOSE &amp; SUMMARY</b>	
To provide Board Members with an update on our use of Ark Consultancy and to outline options for our continued use of a Consultant to support Waverley staff with our estate regeneration plans for Upper Langlee.	
<b>RECOMMENDATION</b>	
Board Members are requested to note the contents of the report and agree to continue to use Ark Consultancy to provide support as outlined in paragraph 2.3 of the report subject to an annual review of their performance being undertaken.	
<b>IMPLICATIONS</b>	
<b>Resource implications</b>	<b>Financial:</b> Estimated costs of securing this consultancy support are provided for within our Financial Plan.
	<b>Staffing:</b> Our staff will continue to coordinate various work items related to our estate regeneration plans with consultancy support when appropriate.
	<b>Other:</b> None
<b>Risk Assessment</b>	See paragraph 5 and Risk Table included within the Report.
<b>Consultation</b>	Relevant staff have been consulted.
<b>Impact on other Policies &amp; Strategies</b>	Financial Plan
<b>External Impact</b>	None
<b>Equality &amp; Diversity</b>	None
<b>Companies Act Requirements</b>	None
<b>OUTCOME</b>	
<b>Approved</b>	<b>Board Members approved the continued use of Ark Consultancy to provide support as detailed in paragraph 2.3 subject to an annual review of their performance being undertaken.</b>
<b>Noted</b>	N/A
<b>Subject to</b>	N/A

<b>6.</b>	<b>Rent and Service Charge Increases from 6 April 2020</b>
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	<b>Report to:</b> <b>Waverley Housing Board</b> <b>28 January 2020</b>	<b>Item No:</b> <b>6</b>
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<b>Title:</b>	Rent and Service Charge Increases from 6 April 2020
<b>Date:</b>	16 January 2020
<b>Responsible Person:</b>	Operations Director
<b>This report is for:</b>	<b>APPROVAL</b>

<b>PURPOSE &amp; SUMMARY</b>
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To update Board Members on the recent rent and service charge increase consultation and to seek agreement on the level of rent and service charge increases to apply for the 2020/21 financial year.

<b>RECOMMENDATION</b>
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The Board is requested to approve the various rent and service charge increases from 1 April 2020 as detailed in the report.

<b>IMPLICATIONS</b>
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<b>Resource implications</b>	<b>Financial:</b> The level of rent and service charge increases should allow Waverley to meet its forecast expenditure for the 2020/21 financial year. <b>Staffing:</b> None <b>Other:</b> None
<b>Risk Assessment</b>	See paragraph 5.1 of the report
<b>Consultation</b>	All tenants have been consulted about the rent and service charge increase proposals and the results of this exercise are attached at Appendix One.
<b>Impact on other Policies &amp; Strategies</b>	Financial Plan Rent Setting Policy Community Engagement Strategy
<b>External Impact</b>	None
<b>Equality &amp; Diversity</b>	None
<b>Companies Act Requirements</b>	None


<b>APPENDICES</b>
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Appendix One	Rent and Service Charge Increase Consultation Summary
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<b>OUTCOME</b>
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<b>Approved</b>	<b>Board Members approved the proposed rent and service charge increases from 6 April 2020.</b>
<b>Noted</b>	N/A
<b>Subject to</b>	N/A

<b>7.</b>	<b>Planned Maintenance Programme 2020/21</b>
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	<b>Report to:</b> <b>Waverley Housing Board</b> <b>28 January 2020</b>	<b>Item No:</b> <span style="font-size: 2em;"><b>7</b></span>
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<b>Title:</b>	Planned Maintenance Programme 2020/21
<b>Date:</b>	14 January 2020
<b>Responsible Person:</b>	Property Services Manager
<b>This report is for:</b>	<b>APPROVAL</b>

<b>PURPOSE &amp; SUMMARY</b>
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To advise Board Members on the proposed planned maintenance programme for the 2020/21 financial year.

<b>RECOMMENDATION</b>
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Board Members are asked to approve the draft planned maintenance programme for the 2020/21 financial year.

<b>IMPLICATIONS</b>
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<b>Resource implications</b>	<b>Financial:</b> The financial implications are set out in Paragraph 4.1 of the report. <b>Staffing:</b> Existing staff will undertake all works relating to the setting up, monitoring and management of the planned maintenance programme.
<b>Risk Assessment</b>	See Table at end of report.
<b>Consultation</b>	Relevant staff have been consulted
<b>Impact on other Policies &amp; Strategies</b>	Asset Management Strategy Financial Plan Planned Maintenance Policy
<b>External Impact</b>	An ongoing and resourced planned maintenance programme will assist in keeping our housing stock and common areas in good condition.
<b>Equality &amp; Diversity</b>	None
<b>Companies Act Requirements</b>	None


<b>APPENDICES</b>
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Appendix 1	Draft Planned Maintenance Programme 2020-21
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<b>OUTCOME</b>
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<b>Approved</b>	<b>Board Members approved the draft planned maintenance programme for 2020/21.</b>
<b>Noted</b>	N/A
<b>Subject to</b>	N/A

<b>8.</b>	<b>Cyclical Maintenance Programme 2020/21</b>
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	<b>Report to:</b> <b>Waverley Housing Board</b> <b>28 January 2020</b>	<b>Item No:</b> <b>8</b>
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<b>Title:</b>	Cyclical Maintenance Programme 2020/21
<b>Date:</b>	14 January 2020
<b>Responsible Person:</b>	Property Services Manager
<b>This report is for:</b>	<b>APPROVAL</b>

<b>PURPOSE &amp; SUMMARY</b>
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To advise Board Members of proposals for the delivery of the cyclical maintenance programme during the 2020/21 financial year.

<b>RECOMMENDATION</b>
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Board Members are asked to approve the draft cyclical maintenance programme for the 2020/21 financial year.

<b>IMPLICATIONS</b>
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<b>Resource implications</b>	<p><b>Financial:</b> The financial implications are set out in Paragraph 4.1 of the report.</p> <p><b>Staffing:</b> Existing staff will undertake all works relating to the setting up, monitoring and management of the cyclical maintenance programme.</p>
<b>Risk Assessment</b>	See Table at end of report.
<b>Consultation</b>	Relevant staff have been consulted
<b>Impact on other Policies &amp; Strategies</b>	Asset Management Strategy Financial Plan Cyclical Maintenance Policy An ongoing and resourced cyclical maintenance programme will assist in keeping our housing stock and common areas in good condition.
<b>External Impact</b>	None
<b>Equality &amp; Diversity</b>	None
<b>Companies Act Requirements</b>	None


<b>APPENDICES</b>
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Appendix 1	Draft Cyclical Maintenance Programme 2020-21
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<b>OUTCOME</b>
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<b>Approved</b>	<b>Board Members approved the cyclical maintenance programme for 2020/21.</b>
<b>Noted</b>	N/A
<b>Subject to</b>	N/A

9.	<b>Arrears Management – Mobysoft Software Package</b>
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	<b>Report to:</b> <b>Waverley Housing Board</b> <b>28 January 2020</b>	<b>Item No:</b> <b>9</b>
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<b>Title:</b>	Arrears Management – Mobysoft Software Package
<b>Date:</b>	9 January 2020
<b>Responsible Person:</b>	Operations Director
<b>This report is for:</b>	<b>APPROVAL</b>

<b>PURPOSE &amp; SUMMARY</b>
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To provide Board Members with an update on our use of the Mobysoft software package and the impact this has had on our arrears management.

<b>RECOMMENDATION</b>
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Board Members are requested to note the continued benefits provided through the use of the Mobysoft software package and to agree to its ongoing purchase for future years.

<b>IMPLICATIONS</b>
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<b>Resource implications</b>	<b>Financial:</b> There is budget provision in place for the continued use of the Mobysoft software package.
	<b>Staffing:</b> The package has reduced the amount of time that housing staff need to spend on monitoring individual arrears cases allowing them to focus only on those cases requiring intervention.
	<b>Other:</b> None
<b>Risk Assessment</b>	See Paragraph 5
<b>Consultation</b>	Relevant staff have been consulted.
<b>Impact on other Policies &amp; Strategies</b>	Financial Plan Arrears Policy ICT Strategy Business Plan
<b>External Impact</b>	None
<b>Equality &amp; Diversity</b>	None
<b>Companies Act Requirements</b>	None

<b>OUTCOME</b>
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<b>Approved</b>	<b>Board Members approved the ongoing purchase of the Mobysoft arrears management package for future years.</b>
<b>Noted</b>	N/A
<b>Subject to</b>	N/A



**10. AICC Terms of Reference – Scrutiny Role**

		<b>Report to:</b> <b>Waverley Housing Board</b> <b>28 January 2020</b>	<b>Item No:</b> <b>10</b>
<b>Title:</b>		AICC Terms of Reference – Scrutiny Role	
<b>Date:</b>		16 December 2019	
<b>Responsible Person:</b>		Chief Executive	
<b>This report is for:</b>		<b>APPROVAL</b>	
<b>PURPOSE &amp; SUMMARY</b>			
The purpose of the report is to seek the approval of the Waverley Housing Board to extend the Terms of Reference for the Audit and Internal Control Committee.			
<b>RECOMMENDATION</b>			
The Board is asked to approved extending the Terms of Reference for the Audit and Internal Control Committee, to include a post decision scrutiny role in the implementation of the Upper Langlee regeneration programme and as set out in Paragraph 3.1 of the report.			
<b>IMPLICATIONS</b>			
<b>Resource implications</b>	<b>Financial:</b> There are no direct financial implications associated with the recommendation to extend the role of the AICC		
	<b>Staffing:</b> None		
	<b>Other:</b> None		
<b>Risk Assessment</b>	The role of the AICC includes keeping under review the effectiveness of the company’s internal controls and risk management systems. Extending the role of the AICC to include scrutiny of decisions taken, in respect of Upper Langlee, will improve risk management and planning.		
<b>Consultation</b>	N/A		
<b>Impact on other Policies &amp; Strategies</b>	None		
<b>External Impact</b>	None		
<b>Equality &amp; Diversity</b>	None		
<b>Companies Act Requirements</b>	None		
<b>OUTCOME</b>			
<b>Approved</b>	<b>Board Members approved the extension of the Terms of Reference for the AICC.</b>		
<b>Noted</b>	N/A		
<b>Subject to</b>	N/A		

<b>11.</b>	<b>Review of Policies</b>
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	<b>Report to:</b> <b>Waverley Housing Board</b> <b>28 January 2020</b>	<b>Item No:</b> <b>11</b>
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<b>TITLE</b>	
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<b>Title:</b>	Review of Policies
<b>Date:</b>	16 January 2020
<b>Responsible Persons:</b>	Chief Executive
<b>This report is for:</b>	<b>APPROVAL</b>

<b>TITLE</b>	
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<b>TITLE</b>	<b>DOCUMENT REVIEW</b>
Environmental Policy Statement	The Environmental Policy was updated in June 2019 to take in to account the proposed amendments to the 2018 Climate Change Scotland Bill. This further review ensures the policy review period is maintained rather than as a result of a notifiable change.
Board Membership and Recruitment Policy	The Board Membership and Recruitment Policy has been changed to reflect compliance set out in the Annual Assurance Statement. The Policy has been updated to recognise the commitment by Waverley Housing to achieving an equitable balance of diversity on the Board.
Whistleblowing Policy	The Waverley Housing Whistleblowing Policy is substantially unchanged. Protect was formerly known as Public Concern at Work.

<b>APPENDICES</b>	
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Appendix 1	Environmental Policy Statement
Appendix 2	Board Membership and Recruitment Policy
Appendix 3	Whistleblowing Policy

<b>OUTCOME</b>	
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<b>Approved</b>	<b>Board Members approved the above documents.</b>
<b>Noted</b>	N/A
<b>Subject to</b>	N/A

<b>12.</b>	<b>Learning Outcomes from Tenant Repairs</b>
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**Report to:**  
**Waverley Housing Board**  
**28 January 2020**

**Item No:**  
**12**

<b>Title:</b>	Learning Outcomes from Tenant Repairs
<b>Date:</b>	6 January 2020
<b>Responsible Person:</b>	Chief Executive
<b>This report is for:</b>	<b>NOTING</b>


**PURPOSE & SUMMARY**

The purpose of this report is to provide Board Members with an update on the learning outcomes arising from a recent repairs experience, which was deemed unsatisfactory by a Waverley Housing tenant, and worthy of an approach to both the press and a local elected member.

**OUTCOME**

<b>Approved</b>	N/A
<b>Noted</b>	Board Members noted the report.
<b>Subject to</b>	N/A


<b>13.</b>	<b>Performance Reports – Monthly November 2019, December 2019 and Quarterly October – December 2019</b>
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	<b>Report to:</b> <b>Waverley Housing Board</b> <b>28 January 2020</b>	<b>Item No:</b> <b>13</b>
<b>Title:</b>	Performance Reports	
<b>Date:</b>	16 January 2020	
<b>Responsible Person:</b>	Chief Executive	
<b>This Report is for:</b>	<b>NOTING</b>	
<b>PURPOSE OF REPORT</b>		
The purpose of these reports is to update Board Members of the monthly (November and December 2019) and quarterly (October-December 2019) operational performance.		
<b>RECOMMENDATION</b>		
The Board Members are asked to note the content of the report.		
<b>APPENDICES</b>		
Appendix 1	Monthly Performance Reports (November 2019)	
Appendix 2	Monthly Performance Reports (December 2019)	
Appendix 3	Quarterly Performance Reports (Oct-Dec 2019)	
<b>OUTCOME</b>		
<b>Approved</b>	N/A	
<b>Noted</b>	Board Members noted the Performance Reports.	
<b>Subject to</b>	N/A	

<b>14.</b>	<b>Chair's items</b>
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The Chair will be meeting up with the other Chairs of the Scottish Borders RSLs on Wednesday 19<sup>th</sup> February. If any Board Members have any queries they would like him to take forward for this meeting, let him know.

<b>15.</b>	<b>Chief Executive Items</b>
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	<b>Report to:</b> <b>Waverley Housing Board</b> <b>28 January 2020</b>	<b>Item No:</b> <b>15</b>
<b>Title:</b>	Chief Executive's Items	
<b>Date:</b>	20 January 2020	
<b>Responsible Person:</b>	Chief Executive	
<b>This report is for:</b>	<b>NOTING</b>	
<b>PURPOSE OF REPORT</b>		
<p>Members are asked to note the contents of this report which includes notes on the following:</p> <ol style="list-style-type: none"> <li>1. Employee Satisfaction Survey 2020;</li> <li>2. Carbon Neutral Scotland – 31<sup>st</sup> January 2020;</li> <li>3. Housing to 2040 Consultation;</li> <li>4. 51 North Bridge Street - reception area improvements.</li> </ol>		
<b>OUTCOME</b>		
<b>Approved</b>	N/A	
<b>Noted</b>	Board members noted the CEO's report.	
<b>Subject to</b>	N/A	

<b>16.</b>	<b>Minutes of Committee Meetings</b>
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None.

<b>17</b>	<b>Equality Impact Assessment</b>
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During discussion of the foregoing agenda items no equality issues were identified.

<b>18</b>	<b>Risk Assessment</b>
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During discussion of the foregoing agenda items no new risk assessments were identified.

<b>19.</b>	<b>Communications to Stakeholders</b>
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During discussion of the foregoing agenda item(s) it was noted that communication to stakeholders was identified of:

- Rent and Service Charge increases.

<b>20</b>	<b>Notifiable Events</b>
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During discussion of the foregoing agenda items no notifiable events to the SHR were identified.

<b>21.</b>	<b>For Information</b>
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These items were circulated for information purposes only, and are not for discussion:

- LAWmail – November 2019 via email 2.12.19
- LAWmail – December 2019 via email 3.1.20
- Expenses Reminder – sent via email on 15.1.20

<b>22</b>	<b>Date of Next Meeting</b>
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Development Session – Tuesday 25<sup>th</sup> February 2020 @ 3:00pm  
Board Meeting – Tuesday 25<sup>th</sup> February 2020 @ 5:30pm