



**Meeting: BOARD MEETING**

**Date & Time: Tuesday 30<sup>th</sup> April 2024 at 5:30pm**

**Venue: 51 North Bridge Street, Hawick / Virtual via Microsoft Teams Conference Call**

**Present:** Ronnie Duma (Chair) (RD)  
Ian Davidson (V Chair) (ID)  
Alan Brown (Board Member) (AB)  
David Gordon (Board Member) (DG)  
Billy Robson (Board Member) (BR) – by Microsoft Teams  
Christine Stewart (Board Member) (CS)  
Garyth Thomas (Board Member) (GT)  
Julie Watson (Board Member) (JW) – by Microsoft Teams

**In Attendance:** Paul Scott – (Chief Executive) (CEO)  
Carole Yallop (Operations Director) (OD)  
Lorna Notman, (Corporate Services Director) (CSD)/Company Secretary  
June Wilson (Executive Support Officer) (ESO)

The Chair welcomed everyone to the meeting.

#### **1. Apologies for Absence**

No apologies were received. Kate Christie did not attend.

#### **2. Declarations of Interest**

A Declaration of Interest was noted by Billy Robson for Item 6 - Annual Review of Approved Contractors Performance 2023-24.

#### **3. Minutes of previous Board Meeting (26.03.24)**


The Minutes of the meeting held on Tuesday 26<sup>th</sup> March 2024 were approved and will be signed by the Chair and Company Secretary as being an accurate record of the meeting.

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

The Board Members noted there were no actions to review on the Action Point Tracker.



5.	Development Report
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		<b>Report to:</b> <b>Waverley Housing Board</b> <b>30 April 2024</b>	<b>Item No:</b> <b>5</b>
<b>Title:</b>		Development Report	
<b>Date:</b>		23 April 2024	
<b>Responsible Person:</b>		Chief Executive/Operations Director	
<b>This report is for:</b>		<b>NOTING</b>	
<b>PURPOSE &amp; SUMMARY</b>			
<p>The purpose of this report is to update Board Members on various workstreams being carried out in relation to Waverley Housing's development programme.</p>			
<b>OUTCOME</b>			
<b>Approved</b>	N/A		
<b>Noted</b>	The Board Members noted the content of the report.		
<b>Subject to</b>	N/A		




6.	Annual Review of Approved Contractors Performance 2023-24
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		<b>Report to:</b> <b>Waverley Housing Board</b> <b>30 April 2024</b>	<b>Item No:</b> <b>6</b>
<b>Title:</b>		Annual Review of Approved Contractors' Performance 2023/24 – Waverley Jobs	
<b>Date:</b>		23 April 2024	
<b>Responsible Person:</b>		Property Services Manager	
<b>This report is for:</b>		<b>APPROVAL</b>	
<b>PURPOSE &amp; SUMMARY</b>			
To advise members of the current approved contractors list and their performance during 2023/24.			
<b>RECOMMENDATION</b>			
Board Members are asked to approve the removal of contractors as highlighted within this report from our list of Approved Contractors.			
<b>IMPLICATIONS</b>			
<b>Legal Requirements:</b> All necessary legal requirements have been complied with in completing this report.			
<b>Financial Implications:</b> There are no direct financial implications arising from the content in the report.			
<b>Legislative/Regulatory or Companies Act Requirements:</b> Where necessary, relevant legislation, regulatory provisions or companies act requirements are referenced in the report.			
<b>Staffing:</b> No impact on staffing			
<b>Risk Assessment:</b> This recommendation relates to the following existing risks within the Waverley Housing Risk Management Plan: 30 year planned maintenance programme unaffordable and Failure to maintain Customer Satisfaction levels in all areas of our business			
<b>Consultation</b>		N/A – information only	
<b>Equality Impact Assessment</b>		Yes	No ✓
<b>OUTCOME</b>			
<b>Approved</b>	The Board Members approved the removal of the 5 contractors from the list of Approved Contractors.		
<b>Noted</b>	N/A		
<b>Subject to</b>	N/A		
<b>APPENDICES</b>			
Appendix 1	Current Approved Contractors List		
Appendix 2	Allocation and Financial Breakdown		
Appendix 3	Quality Data – Post Inspections		




7.	Annual Review of Gas Servicing Contract 2023-24
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		Report to: Waverley Housing Board 30 April 2024	Item No: 7
Title:		Annual Review of Gas Servicing Contract Performance for 2023/24	
Date:		23 April 2024	
Responsible Person:		Property Services Manager	
This report is for:		NOTING	
PURPOSE & SUMMARY			
To advise Board Members of the performance of the current gas servicing contract 2023/24. Dalex were reprocured in April 2023 for 3 years with an option of extending 1 + 1 years			
OUTCOME			
Approved	N/A		
Noted	The Board Members noted the report.		
Subject to	N/A		
APPENDICES			
Appendix 1	Quality Data – Post Inspections		
Appendix 2	Complaints Analysis		




8.	SHQS - Abeyances, Exemptions & Fails
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		<b>Report to:</b> <b>Waverley Housing Board</b> <b>30 April 2024</b>	<b>Item No:</b> <b>8</b>
<b>Title:</b>		Scottish Housing Quality Standard (SHQS) – Abeyances, Exemptions and SHQS Fail Report	
<b>Date:</b>		23 April 2024	
<b>Responsible Person:</b>		Operations Director	
<b>This report is for:</b>		<b>NOTING</b>	
<b>PURPOSE &amp; SUMMARY</b>			
To provide Board Members with an update on the current status of properties that do not meet the Scottish Housing Quality Standard (SHQS).			
<b>OUTCOME</b>			
<b>Approved</b>	N/A		
<b>Noted</b>	The Board Members noted the report.		
<b>Subject to</b>	N/A		
<b>APPENDICES</b>			
Appendix 1	Abeyances as at 31 March 2024		
Appendix 2	Exemptions as at 31 March 2024		
Appendix 3	SHQS Fails as at 31 March 2024		




9.	SHR Engagement Plan 2024-25
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		<b>Report to:</b> <b>Waverley Housing Board</b> <b>30 April 2024</b>	<b>Item No:</b> <b>9</b>
<b>Title:</b>		SHR Engagement Plan 2024/25	
<b>Date:</b>		18 April 2024	
<b>Responsible Person:</b>		Chief Executive	
<b>This report is for:</b>		<b>NOTING</b>	
<b>PURPOSE &amp; SUMMARY</b>			
<p>The Purpose of the report is to update the Board of Waverley Housing on the recently published SHR Engagement Plan for 2024/25.</p> <p>The Board is asked to note the content of the report.</p>			
<b>OUTCOME</b>			
<b>Approved</b>	N/A		
<b>Noted</b>	The Board Members noted the report.		
<b>Subject to</b>	N/A		
<b>APPENDICES</b>			
<b>Appendix 1</b>	Waverley Housing Engagement Plan 2024/25		



## 10. Waverley Governance Framework

	<b>Report to:</b> <b>Waverley Housing Board</b> <b>30 April 2024</b>	<b>Item No:</b> <b>10</b>
<b>Title:</b>	Waverley Governance Framework	
<b>Date:</b>	19 April 2024	
<b>Responsible Person:</b>	Chief Executive	
<b>This report is for:</b>	<b>DISCUSSION &amp; NOTING</b>	
<b>PURPOSE &amp; SUMMARY</b>		
The Purpose of the report is to discuss with the Board of Waverley Housing on a revised approach to the Company's Governance Framework.		
The Board is asked to discuss and note the content of the report.		
<b>OUTCOME</b>		
<b>Approved</b>	N/A	
<b>Noted</b>	The Board Members noted the report.	
<b>Subject to</b>	N/A	
<b>APPENDICES</b>		
Appendix 1	SHR New Regulatory Framework – Letter for Landlords	
Appendix 2	Governance Related Policies – Example Only	
Appendix 3	Evidence Bank – Example Only	

## 11. Performance Reports

The Board Members noted the Performance Reports for March 2024 and the Annual Reports from April 2023 – March 2024.

Performance Reports for March 2024

CEO reported that in general the KPI report was a positive report for the year and there are things in place to ensure the repairs and gas KPI's reach their full potential for the next year. Hopefully where the sickness KPI has been for the last year, that this is finally behind WH going forward.

He asked the Board Members to note that 3 risk scores have been amended in March 2024.

- UL Demolition & Newbuild Programme rescored from Possible & Critical(75) to Unlikely & Critical (50).
- Failure to maintain full Board Complement rescored from Unlikely & Significant (32) to Possible & Significant (48).
- Succession Planning rescored from Certain & Moderate (45) to Possible & Moderate (27).



OD reported that overall the performance has been good and referring to the planned maintenance report informed the Board that although there had been an overspend on the contingency the overall costs were managed by using underspends from other areas. The forecast of installation of new kitchens & bathrooms was met.

CSD reported that the finances were better than the anticipated outcome. Planned maintenance costs were higher because of EESSH but there were savings in salaries, which accounts for quite a bit of the variance. There were no alarm bells.

#### Quarterly/Annual Report

It was noted in the Letting Information Report that there were considerable higher bids than there would have been in previous years. This is due to the demand of social housing and there being fewer properties to let.

It was asked how the dis-satisfaction on Relet Standards is collated. This is done through visits, the dis-satisfaction can be due to size of rooms on taking up tenancy and putting their furniture in discover it is not as big as they thought it was, décor, and sometimes there is a high tenant expectation. Each dis-satisfaction is treated as a complaint. At the moment voids are generally decorated before tenants take up tenancy therefore they are not receiving a décor pack and this has seen a fall in dis-satisfaction.

What constitutes an untidy garden? People's opinion and tenant interpretation all play a part in this.

The CEO enquired if the amount of information sent out with this report is useful in helping them make strategic decisions. Majority of this information can be given through the ARC report that the Board receive and for example would an exception report in relation to the Asbestos report suffice. These reports take a considerable amount of time to pull together therefore a review of how this information is provided to the Board will be carried out and a report on how they can be reported on in the future will be presented to the Board.

The Chair noted that the KPI report was a positive report, congratulations to everyone for the work over the year.

### **12. Chair's Items**

Chair will be attending a CIH Roadshow on 23<sup>rd</sup> May at Eildon, if anyone wants to go they can sign up for it too.

### **13. Chief Executive's Items**

CEO reported that he is continuing to meet with staff, has met with 4 Board Members so far and is finding the meetings positive and useful of understanding individuals roles and getting to know them. He is also getting feedback on ideas for the future.

He attended the BHN CEO meeting, they catch up quarterly and found this to be positive meeting and looks forward to some future partnership working.

Board Member recruitment – national adverts in place at the moment, if required, further advertising will be done locally and open recruitment drives will be put in place. Looking to update the Board members bios on the web with a bit more information on why they have joined a Board and what they get from it.



A Tenant Satisfaction Survey (TSS) will be carried out in the near future, looking for feedback from tenants including asking them how they want to be contacted, receive information, how services can be improved etc. This survey will be carried out by an external company who have experience in this line of work. This will not impact on this year's ARC return. It is likely that the current trial in place for the Friday afternoon early finish will be extended to allow this information to be gathered. Further details will be provided to the board prior to the trial's expiry in June 2024.

It was enquired how the other CEO's are. Overall all feeling the same, aware of the pressures and challenged that the present climate brings and how it is impacting their RSL.

A final query from a Board Member was do WH still carry out stock condition surveys. WH carry out stock condition surveys on 20% of their stock annually.

#### **14. Minutes of Committee Meetings**

None.

#### **15. Conferences, External Meetings and Training**

SFHA's forthcoming events: link provided in Agenda should any Board Member wish to attend any of the forthcoming training sessions or conferences. If interested let ESO know.

#### **16. Equality Impact Assessment**

During discussion of the foregoing agenda items there were no Equality Impact Assessments identified.

#### **17. Risk Assessment**

During discussion of the foregoing agenda items there were no new risks identified.

#### **18. Communication to Stakeholders**

During discussion of the foregoing agenda there was there was no items identified to be reported to the Stakeholders.

#### **19. Notifiable Events**

During discussion of the foregoing agenda items there were no items to be reported to the SHR.

#### **20. Entitlements, Payments & Benefits Policy**

During discussion of the foregoing agenda items there were no items to be recorded in relation to the Entitlements, Payments and Benefits Policy.

#### **21. Lending Facility with Barclays Bank/UTB**

During discussion of the foregoing agenda items there were no items to be reported to Barclays



or UTB Bank.

<b>22.</b>	<b>For Information</b>
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The following items were distributed to Board members for information only:

- SHARE – upcoming training sessions via email on 10.04.24.

AOCB – A Board Member had enquired about the recent article in the local paper regarding one of WH Tenant's complaints re pest infestation.

The tenant had been contacting SBC and Environmental Health rather as WH. WH have made contact with the tenant and the issue is being dealt with, pest control has been in attendance and will be returning again this week to assess the situation. The property is still habitable and as such the tenant is satisfied to remain in the property whilst works are undertaken. If further substantive work is required, the tenant can be decanted to allow for this to happen. WH staff are supporting the Tenant through this situation. It was acknowledged that the article did not contain information on the support and remedial action being taken by Waverley staff.

<b>23.</b>	<b>Date of Next Meetings</b>
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**Strategy Day - Tuesday 21<sup>st</sup> May 2024 – 9.30am – 12.30pm**

**Board Meeting - Tuesday 28<sup>th</sup> May 2024 – 5:30pm**