

**Minute of meeting of River Clyde Homes' Board
held via Microsoft Teams on Tuesday 2nd February 2021 at 5.30pm**

	Name	Designation
Present	Jillian Moffat (JM) Marilyn Beveridge (MB) Graeme Brooks (GB) Chris Curley (CC) Jenny Speck (JS) Tom Ferrier (TF) John Quinn (JQ) (from item 4.1) Christopher Morgan (CM) Gillian McLees (GMcL) Charles Thompson (CT)	Board Member (Chair) Board Member Board Member Board Member Board Member Board Member Board Member Board Member Board Member Board Member
Others in Attendance	Richard Turnock (RT) John Wright (JW) Sandra McLeod (SMcL) Mark Robson (MR) Aileen Metcalfe (AM) (up to conclusion of item 4.1) Richard Orr (item 4.2 only) Paul Milligan (PM) (Observer) Laura Gillespie (LG) (Observer) Siobhan O'Kane (SO)	CEO Executive Director Group Services Executive Director Customer Experience Managing Director Home Fix Scotland Head of Finance and Legal Senior Factoring Manager Scottish Housing Regulator Scottish Housing Regulator Minute Taker

1. Sederunt, welcome introduction and apologies

JM welcomed all and sederunt as outlined above.

2. Declarations of Interest

2.1 The Board noted the declarations of interest made by JM and CM related to their positions on the subsidiary company Board.

2.2 JM also noted a declaration of interest in respect of item 4.5 and JW noted declarations of interest in respect of items 4.4 and 4.5. The Board also confirmed their previous approval via email that both JM and JW could remain in attendance at the meeting during these items and that MB would assume the role of Chair for item 4.5.

2.3 TF noted a declaration of interest in respect of item 5.1.

3.1 Minute and Confidential Minute of Board Meeting held 27th November 2020

The Board:

- **Approved the minutes as a true record.**

3.2 Action Tracker

The Board noted the actions on the trackers for the Board and Sub-Committees and was advised that all actions with the exception of those affected by the current pandemic are progressing in line with the identified completion dates.

4.1 Rent and Charges 2021/22

4.1.1 The Board was asked to consider the proposed annual rent increase which was consulted on with customers in line with the approved consultation range agreed by the Board in November 2020.

4.1.2 The Board was directed to Appendix B containing more detail regarding the consultation process and the relatively high response rate achieved. It was noted that 58% of responses were in favour of an increase of 1.9% or higher with 42% voting for the increase of 1.7% and that our proposal to increase by 1.9% is in line with the responses received from customers. The Board commended the response rate and noted the plan to explore alternative communication options going forward with a view to increasing this number further.

4.1.3 The Board was also directed to the sector comparison information contained within the report.

4.1.4 Both Board members who submitted questions in advance of the meeting confirmed satisfaction with the responses received.

4.1.5 A discussion took place regarding the aspiration to move to a CPI plus 1 rent increase and confirmation was given that whilst this continues to be the aim, this target was set prior to having all of the information available to us regarding our assets and some of the challenges we face.

JQ joined the meeting.

4.1.6 A discussion then took place regarding the recommendation to increase rents by 1.9% and it was noted by some that whilst this is in line with the consultation outcome, consideration should be given to implementing the lower increase of 1.7% as it should be as low as possible for our customers in the current circumstances.

4.1.7 There was much deliberation by Board members in relation to the rent increase with some noting the consultation outcome and attributing it in part perhaps to the acknowledgement and appreciation by customers of the additional welfare and support role undertaken by RCH towards its customers in the past year. Others noted the fluid situation that we and our customers are in as a result of the pandemic and whilst the Board agreed the consultation proposals in November, the Board should be mindful that the situation for many of our customers may have changed since then. Affordability was also discussed by the Board and assurances were given that this has been considered in advance of the proposals consulted upon as per the details contained within the report, however, this will achieve a greater focus during our rent restructure proposals.

4.1.8 A number of Board members also noted our VFM targets and assurance was given of our focus and approach to VFM and the confidence on our ability to achieve our target. The Board noted that this should be achieved in a variety of ways and that there should be a continued focus on achieving the VFM targets

4.1.9 The Board continued to discuss the prospect of a 1.7% or 1.9% increase and following a vote at the meeting for the options presented, the Board agreed that it would be satisfied with a 1.8% increase as this takes cognisance of our operational requirements whilst increasing the rents by as little as possible for our customers.

The Board:

- **Noted the various consultation activities in respect of the proposed rent and service charge increases.**
- **Approved an annual increase of 1.8% which will apply to rents, heating charges, together with charges for garages, covered parking, ground sites and allotments.**
- **Approved the increases in respect of other services which are charged at a level that recovers the cost of delivery. These services include; wardens, multi-story caretakers and tenement service provision. (Factoring fees will be discussed as part of another agenda item).**
- **Noted the potential changes to the timetable of future Rent and Service charge consultations.**

4.2 Factoring Fee 2021/22

4.2.1 The Board was asked to consider the proposed increase to the annual management fee and was reminded of the consultation process undertaken. Assurance was given that this fee is calculated on a whole cost recovery basis and that all repairs or investment works exceeding £5,000 including VAT may be charged a 10% administration fee to cover additional management costs.

4.2.2 A discussion took place in relation to the opportunity to improve communications to customers and also to residents who live in RCH estates and it was noted that RCH should continue to drive this as good communication can be valuable and extremely effective.

The Board:

- **Approved the proposed Management Fee for 21/22 as a 1.7% increase.**
- **Considered the updated fee schedule for Administration Costs and Interest Charges as outlined on the Factoring Policy; and approved the recommended update to Fees.**
- **Noted that the Board will receive an update on the Factoring Health Check in the May Board meeting to discuss progress and service delivery.**

4.3 Pensions Review Update (Confidential Item)

Contained in the Confidential Minute.

4.4 Governance Matters

4.4.1 The Board was reminded that appointment of Company Secretary is a matter entirely for the Board and that the current Company Secretary holds this position by virtue of his previous role within the organisation.

4.4.2 In respect of the Training and Development Plan, the Board was advised that this is primarily informed by the discussions from the Board annual appraisal meetings and also takes account of the areas of improvement identified during the Annual Assurance Compliance Review. Confirmation was given that this plan is fluid and can be added to throughout the year and that RCH will endeavour to deliver the plan as conveniently for Board members as possible.

The Board:

- **Approved the appointment of Executive Director of Group Services, John Wright to replace Chief Executive, Richard Turnock as Company Secretary;**
- **Approved the RCH Group Board Training and Development Plan 2021 attached at appendix 1.**

4.5 Board Recruitment (Confidential Item)

Contained in the Confidential Minute.

5.1 CEO Update (Confidential Item)

Contained in the Confidential Minute.

5.2 Draft Minute and Confidential Minute of Audit and Risk Committee Meeting on 15th December 2020

The Board:

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

5.3 Draft Minute and Confidential Minute of HFS Board Meeting on 8th December 2020

5.3.1 The Board was advised of the recent Living Wage Accreditation awarded to HFS and was reminded that the meeting on 8th December was attended by the two newly appointed Board members.

The Board:

- **Noted the content of the minutes to be approved at the next HFS Board meeting.**

5.3 Draft note of Remuneration and Nomination Committee decision

The Board:

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

AOB

The Board thanked PM and LG for their attendance. PM commented on the involved and interesting meeting and noted that he is always impressed with the commitment of volunteer Board members and their dedication to the customers. He confirmed that he will provide more detailed feedback to RT in due course.

Date of next meetings