

**Minute of meeting of River Clyde Homes' Board  
held via Microsoft Teams on Tuesday 8<sup>th</sup> February 2022 at 5.30pm**

	<b>Name</b>	<b>Designation</b>
<b>Present</b>	Jillian Moffat (JM) Chris Curley (CC) Gillian McLees (GMcL) Tom Ferrier (TF) John Quinn (JQ) Christopher Morgan (CM) Robert Speir (RS) Charles Thompson (CT)	Board Member (Chair) Board Member Board Member Board Member Board Member Board Member Board Member Board Member
<b>Apologies</b>	Ellis Barilli (EB) Heike Noack (HN) Chris McEleny (CMcE)	Board Member Board Member Board Member
<b>Others in Attendance</b>	Richard Turnock (RT) John Wright (JW)  Sandra McLeod (SMcL)  Derek Ferguson (DF) Steven Duffy (SD) (up to conclusion of item 5.1 only) Jon Grant (JG) (Item 5.2 only) Aileen Metcalfe (AM) (item 5.3 only)  Richard Orr (RO) (item 6.1 only)  Siobhan O'Kane (SO)	CEO Executive Director Group Services Executive Director Customer Services Managing Director (HFS) Head of Finance and IT  Head of Customer Services Head of Business Change and Compliance Senior Regeneration Manager (Factoring) 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 CC declared an interest during discussions at item 7.1. Details regarding this declaration are contained within the minutes for this agenda item.

### **3.1 Minute and Confidential Minute of meeting held on 28<sup>th</sup> September 2021**

**The Board:**

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

### **3.2 Confidential Minute of meeting held on 9<sup>th</sup> November 2021**

#### **The Board:**

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

### **3.3 Action Tracker**

#### Board

Action 1 – This action is ongoing and should remain on the tracker.

Action 2 – This action has been completed and Committee will be asked to remove it from the tracker.

Action 3 – This action has been completed and Committee will be asked to remove it from the tracker.

#### Audit & Risk

Action 1 – This action has been completed and Committee will be asked to remove it from the tracker.

Action 2 – This action has been completed and Committee will be asked to remove it from the tracker.

Action 3 – This action has been completed and Committee will be asked to remove it from the tracker.

Action 4 – This action has been completed and Committee will be asked to remove it from the tracker.

Action 5 – This action will be addressed at the next meeting of the Committee.

Action 6 – This action will be addressed at the next meeting of the Committee.

#### Social Landlord Operations Committee

Action 1 – This action will be addressed at the next meeting of the Committee.

Action 2 – This action will be addressed at the next meeting of the Committee.

### **3.4 Remuneration & Nominations Committee 14<sup>th</sup> September 2021**

3.4.1 Members of the Committee in attendance at the Board meeting approved these minutes as a true record.

### **4.1 Audit & Risk Committee 19<sup>th</sup> October 2021 and 14<sup>th</sup> December 2021**

#### **The Board:**

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

### **4.2 Social Landlord Operations Committee 26<sup>th</sup> October 2021 and 14<sup>th</sup> December 2021**

#### **The Board:**

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

meeting.

#### **4.3 HFS 2<sup>nd</sup> November 2021**

##### **The Board:**

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

#### **5.1 Rent and Service Charges 2022/23**

5.1.1 The Board were given a presentation to supplement the report provided. The presentation focussed on the background to the approach taken by RCH for rent and services charges; the proposals and consultation process; customer feedback; sector insight; recommendations; and a summary of the proposed changes.

5.1.2 Confirmation was given that the response to the consultation was the highest in the history of RCH with over 1600 responses received and that a vast majority were supportive of our proposals. The figure presented to the Board for consideration is 0.2 percentage points lower than the lowest figure consulted upon and, in doing this, we have taken into consideration peer intelligence and the current exceptional CPI position (RCH use the CPI figure in October for the rent and service charges consultation).

5.1.3 The Board sought assurance that the proposal was affordable and confirmation was given that this will be achievable following a budget review and also additional identified VFM efficiencies. It is important for us to do what we can to support our customers particularly during high times of inflation.

5.1.4 A discussion then took place in relation to customer affordability and the Board was assured that the Financial Wellbeing Team are pro-active in engaging with vulnerable customers and that there are close links with colleagues in Inverclyde Council.

##### **The Board:**

- **Noted the various consultation activities in respect of the proposed rent and service charge increases.**
- **Approved the proposed annual increase of 3.8%, 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, tenement service provision and factoring fees.**
- **Noted the potential future Rent and Service charge consultations.**

#### **5.2 Asset Strategy – Kelburn Terrace (Confidential Item)**

Contained in the Confidential Minute.

#### **5.3 RCH Group Health and Safety Policy**

5.3.1 This report was presented to the Board. The Board requested for greater clarity to be included within the policy regarding the responsibility of the Board for Health and Safety across the Group. The Board was advised that the Policy will be refined further in light of the feedback received and will be circulated for approval.

#### **5.4 General Membership Application (Confidential Item)**

Contained in the Confidential Minute.

#### **5.5 Customer Senate Investigation**

5.5.1 The Board was presented with the Customer Senate report and it was noted that the investigation was undertaken entirely remotely.

5.5.2 The Board commended the Customer Senate for their efforts to review this service area and was happy to approve the recommendations made. The Board was advised that an action plan to implement the recommendations will be made and presented to the SLOC for monitoring.

#### **The Board:**

- **Considered the Customer Senate report and approved the recommendations made.**

#### **6.1 Strategic Acquisitions (Confidential Item)**

Contained in the Confidential Minute.

#### **7.1 CEO Update (Confidential Item)**

Contained in the Confidential Minute.

#### **8. AOB**

There was no other business.

#### **9. Board Discussion – Review of Meeting**

Board only discussion.

#### **Date of next meetings**