

Readers may note that some information within these documents have been omitted / redacted.

Some information has been omitted / redacted as disclosure may prejudice the commercial interests of Irvine Housing Association trading as Riverside Scotland.

We recognise that the commercial sensitivity of information may decline over time and the harm arising from disclosure may be outweighed by the public interest in openness and transparency. We commit to review the redaction of any such information from time to time.

Some information has been redacted as it contains personal data which identifies an individual. Disclosure of this information would place Irvine Housing Association t/a Riverside Scotland in breach of the Data Protection Act 2018.

261st Board Meeting of Irvine Housing Association Ltd:
Tuesday 25 June 2024 at 5.30 p.m.
At 44-46 Bank Street, Irvine, KA12 0LP and via MS Teams

AGENDA

		Data Class
1.	Apologies for Absence	
2.	Declarations of Interest	
3.	Previous Minutes – Minutes of the 260 th Board Meeting held on Thursday 23 May 2024.	Public
4.	Matters Arising	
5.	Substantive Business:	
5.1	Verbal Update on Audit & Risk Committee Meeting	
5.2	Draft Financial Statements 2023/24	Confidential
5.3	Membership Applications	Public
5.4	Succession Planning – AGM Board Elections	Public
5.5	People Plan	Confidential
5.6	Operational Performance Report	Public
5.7	Financial Performance Report	Confidential
5.8	MD Report	Confidential
6.	Minutes/Updates:	
	a) Unconfirmed Group Customer Experience Committee Minutes – 25 April 2024	Confidential
	b) Group Board Core Brief – May 2024	Confidential
7.	Any Other Business	
8.	Date of Next Meeting - Wednesday 21 August 2024 at 5.30 p.m. – 262 nd Board Meeting at 44-46 Bank Street, Irvine, Ayrshire and via MS Teams	

DMcL / db
10/6/2024

5. Substantive Business

5.1. Verbal Update on Audit & Risk Committee Meeting

5.3. Membership Applications

Title: Membership Application	Date: 25 June 2023
Author: Donna Boyle	Sponsor: Diana MacLean
Action: Decision	Confidential: No
Appendices: Appendix 1 – Membership Applications	Reading Room:
Reg. Standard: 4: The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation’s purpose.	ORP ref: People at our heart
Strategic Risk ref: R6 Governance and Regulation	
Consultation: This report is not subject to consultation	

Purpose:

The purpose of this Report is for the Board to consider and approve Brett Sadler and Sophia Greene’s Membership Applications and, subject to approval of the applications, authorises the Managing Director / Secretary to enter Brett Sadler and Sophia Greene’s details in the Membership Register and issue them with a share certificate and a copy of the Rules of the Association.

Executive Summary:

Brett Sadler and Sophia Green applied to become Board Members of Riverside Scotland earlier this year. Further to recent contact, Brett and Sophia have indicated their continued interest in becoming a Board Member of the Association and have applied for Membership of the Association which, subject to approval, will ensure they are eligible to stand for election to the Board at the Annual General Meeting in September.

1. Introduction

1.1. In order to plan for expected vacancies on the Board at the Annual General Meeting this year, the Association undertook a recruitment exercise earlier this year.

1.2. [Redacted]

[Redacted]

1.4. The Board noted at the May 2024 Board Meeting that contact had and was to be made with Brett Sadler and Sophia Greene to establish continued interest in becoming a Board Member, advising that vacancies were expected at the AGM and the process for applying for Membership.

- 1.5. Brett and Sophia both confirmed their continued interest in joining the Board and were therefore invited to apply for Membership of the Association with a view to them standing for election to the Board at the AGM.
- 1.6. Brett and Sophia have submitted Membership Applications which are attached at Appendix 1 for information.
- 1.7. [REDACTED]
- 1.8. In accordance with Rule 10(a) of the Rules of the Association, applications for membership require to be considered by the Board.
- 1.9. The applications presented meet the criteria for membership and, in accordance with Rule 11, Brett and Sophia are both over 16 years of age.
- 1.10. Subject to Board's approval of the Membership Applications received, Brett and Sophia will become Members of the Association and will be eligible to stand for election to the Board at the AGM.

2 Risks

- 2.1 There is a risk that persons applying for membership of the Association are not supportive of the aims and objectives of the Association.
- 2.2 During the Board Member recruitment process, Brett and Sophia have both demonstrated that they are supportive of the aims and objectives of the Association.

3 Next Steps

- 3.1 Subject to approval of the membership application, Brett Sadler and Sophia Greene's details will be entered into the Register of Members and they will be issued with a Share Certificate and a copy of the Rules.
- 3.2 The Governance & Company Secretarial Assistant will liaise as appropriate with Brett and Sophia regarding the process for standing for election to the Board at the Annual General Meeting in September.

5.4. Succession Planning - AGM Board Elections

Title: Succession Planning – AGM Board Elections	Date: 25 June 2024
Author: Donna Boyle [REDACTED]	Sponsor: Diana MacLean
Action: For noting	Confidential: No
Appendices: Appendix 1 – Board Member Election / Re-election Schedule	Reading Room:
Reg. Standard: Standard 6 The governing body and senior officers have the skills and knowledge they need to be effective.	ORP ref:
Strategic Risk ref: R6 Governance & Regulation	
Consultation: This report is not subject to consultation	

Purpose and Action:

This paper highlights the requirements in accordance with our Rules with regard to the Election of Board Members at our Annual General Meeting (AGM) in September this year.

The Board is asked to:

- note that 3 Board Members are required to stand down at the AGM as a third of the Board (in the absence of voluntary stand downs).
- note that Robin Hill, Steven Easton and Scott Stewart have indicated their plans to retire from the Board at the AGM.
- note that Paul Mason, who is currently filling a casual vacancy on the Board, will require to stand down from the Board at the AGM.
- note that as a co-optees, Joanne Deans-Regan and John Miller are also required to stand down from the Board at the AGM.

Executive Summary:

One third of the Board are required to stand down at the AGM together with any Board Member co-opted to the Board or who has filled a casual vacancy during the year.

Robin Hill, Steven Easton and Scott Stewart will form the third of the Board required by the Rules to stand down from the Board. Paul Mason, Joanne Deans-Regan and John Miller are also required to stand down in accordance with the Rules.

Paul, Joanne and John plan to stand for formal election to the Board at the AGM.

Subject to their approval into Membership of the Association, Brett Sadler and Sophia Greene are intending to stand for election at the AGM.

1. Introduction

- 1.1 The Association's Annual General Meeting is scheduled to take place in September this year. In accordance with Rule 39 of the Association's Rules, as part of the Election of Board Members proceedings, one third of the Board are required to stand down at the Annual General Meeting.
- 1.2 Robin Hill, Steven Easton and Scott Stewart have previously indicated their intention to retire from the Board at the AGM this year and so would constitute the third required by the Rules to stand down.

- 1.3 Board Members who have been co-opted to the Board or who have filled a casual vacancy on the Board since the previous Annual General Meeting are also required to stand down and so Paul Mason, Joanne Deans-Regan and John Miller will be required by the Rules to stand down.
- 1.4 It is intended that the Association will invite nominations to the Board at the AGM during July and the Board will then consider all nominations made at its August 2024 Board Meeting.
- 1.5 Paul, Joanne and John plan to stand for election to the Board at the AGM in September and, as Members of the Association, will receive a communication from the Association during July to complete the required election to the Board paperwork.
- 1.6 Subject to approval of the Membership Applications received from Brett Sadler and Sophia Greene, and as previously advised at Item 5.3, Brett and Sophia intend to stand for election to the Board at the AGM.

2. Risk

- 3.1 The stand downs from the Board required by the Rules, will result in there being 5 vacancies on the Board (4 who stand down plus 1 current vacancy). If there are no nominations to the Board at the AGM, this would result in the Association's Board falling below its minimum composition requirement of 8.
- 3.2 Further to the Association's recent Board recruitment exercise, there are 5 planned nominations to the Board at the AGM.
- 3.3 In the event of there being no nominations to the Board at the AGM, the Riverside Group (as parent), also has powers to appoint and dismiss to the Association's Board and could nominate Officers to serve on the Board until such times as new Board Members were recruited to fill casual vacancies on the Board.

3. Conclusion

- 4.1 There will be 5 vacancies at the Association's Annual General Meeting (AGM) in September and there are currently 5 planned nominations to the Board at the AGM.

4. Next Steps

- 5.1 The Governance & Company Secretarial Assistant will issue a communication to all Members of the Association in early July regarding the Election to Board nomination process.
- 5.2 The Governance & Company Secretarial Assistant will liaise as appropriate with those members planning to stand for election at the AGM regarding completion of the required paperwork.

5.6. Operational Performance Report

Title: Operational Performance Report – P2 2025	Date: 25/06/2024
Author: Heather Duff, Head of Assets & Sustainability	Sponsor: Diana MacLean, Managing Director
Action: Note	Confidential: Yes
Appendices: Appendix 1: Riverside Scotland Operational Performance P1 2025	Reading Room:
Reg. Standard: Standard 4.2 The governing body challenges and holds the senior officer to account for their performance in achieving the RSL's purpose and objectives	ORP ref: Our Riverside Way: Value - Managing our resources effectively, so that we can build more homes and deliver better services
Strategic Risk ref: R1 – Customer Experience – There are many factors which affect a customer's experience of the services we provide. Where these are within our control, we will not tolerate the risks which they pose and will act quickly to put in place plans and interventions to improve.	
Consultation: This report is not subject to consultation	

Purpose and Action:

The purpose of this report is to provide Board with an opportunity to review the Association's operational performance position as at the end of P2 2025.

Executive Summary:

The Board reviews operational performance at every meeting to ensure that services are being delivered effectively. The attached report at Appendix one covers performance for period 2 of 2025. Board is asked to note and discuss the operational performance position.

1. Introduction

Operational performance information is presented to Board at every meeting to provide an up-to-date position on service delivery. Our operational performance as at P11 2024 is attached to this report as Appendix 1. Board is asked to note and discuss current levels of performance.

2. Discussion

The key points to note from the performance analysis are:

- Overall Satisfaction has improved over the reporting period and currently sits at 73.5%. There has been new staff commenced within the Asset team and bedding in period for these staff. The transition from temporary complaints officer to permanently filled vacancy has had an impact and we will see this role support the rise in customer satisfaction over the coming periods. Satisfaction with our repairs service continues to drive our overall satisfaction rating. Overall there has been a rise in repairs satisfaction currently sitting at 76% and satisfaction with latest repair currently sitting at 71.7%. Our Head of Asset and Sustainability and our new Asset Operations Manager are continuing to develop and promote a positive relationship with our key contractors, and we have been working alongside our contractors through an internal repairs improvement plan. A key area for improvement continues to be communication with customers when follow on works are required to an emergency repair to fully complete it, or when the contractor cannot fix the repair right first time. Customers must be informed what follow on work is required and the timescales for completion of this work and kept updated throughout the process. This is being carried out by our Complaints Officer who is working to build on the positive relationship with our contractors and support the drive for improved customer journey and satisfaction.
- Listening to views has decrease over the period from 63.9% in P1 to 60.5% in P2. This figure is still within our target of 58.9% but is disappointing given the recent estate clear up,

promotion of gardening tools lending library across our communities and the recent tenancy scrutiny group activity to look at our voids process. Tenant Partner pro-active visits are in progress and customer engagement events will be carried out at the start of all planned maintenance and property investment projects during 2024/25 to ensure customers can input to work programmes and are fully informed of when the work will take place at their property. Involving customers at the outset of these projects and giving them as much choice and input as possible should help to improve the perception of our repairs and maintenance services and investment levels. Pro-active visits will reach customers who are not currently engaging with us and provides an opportunity to promote our services and encourage participation. The drop-in surgeries across our communities were not as successful as we had hoped over the last year with low uptake from our customers. Tenant Partners and Housing Managers are implementing estate walkabouts this year where they will be present on specific days and customers will be invited to participate.

- Satisfaction with latest repair declined in P1 and has risen in P2. Upon analysis and through discussions with our customers who have expressed their dissatisfaction it became evident that a high % of customers were not dissatisfied with their latest repair but had another enquiries outstanding and used the contact as an opportunity to raise this. Our Head of Assets and Sustainability is working alongside Head of CSC and our new Head of Housing and Communities to further scrutinise this feedback and work collaboratively to ensure our customers enquiries are heard and actioned to improve the overall customer journey. Our Asset Operations Manager will continue to meet frequently with our key contractors and discuss all dissatisfied customers and complaints in detail directly with the contractor.
- P2 shows very low turnover at 0.7% which represents 18 tenancy ends, we are however sitting with 17 voids so far in P3 (7 of these are tenant deaths which are unavoidable) therefore P3 could see quite an increase in our turnover figure however this is still in line with last year's figure which was 1.72% at the end of Q1. The Tenant Partner's continue to carry out their annual tenancy visits to try and intervene as early as possible if a tenancy is at risk.
- One tenancy ended by abandonment – [REDACTED]
[REDACTED]
[REDACTED]
- Arrears performance at P2 is 4.43% against our end of year target of 5.03%. Income Collection and Tenant Partner teams continue to work together to manage arrears cases supported by the Affordability Officer.
- Average void re-let days are 42 days. Tenant Partners are completing pre end of tenancy visits to establish property condition, process reactive repairs during the notice period and identify any rechargeable repairs that tenants should fix before they leave. The Asset and Housing Teams meet every week to monitor the progress of every void property, and weekly discussions also takes place with the contractor. We continue to experience meter issues which can delay works from starting and we are still experiencing more challenging void properties in the Dumfries area. We are exploring the option of a scheme where tenants who leave their properties clean and tidy are offered a cash incentive, which has been successful for other organisations.

3. Next Steps

Board is asked to note the operational performance position as at P2 2025, attached to this report as Appendix 1.

Riverside Scotland: Operational KPIs (Board)

Period 2 2024/25 – 29 April – 26 May 2024

Riverside Scotland: Operational KPIs - Board...

Riverside Scotland 261st Board Meeting

Rent Evictions

0

Repairs Completed in Time

90.3%

Total Repairs: 1374

Gas Compliance

99.88%

Expired: 3

Tenancy Turnover

0.7%

Tenancies Ended: 18

Tenancy Sustainability

1

Evictions (any reason) and abandonments

Refusals

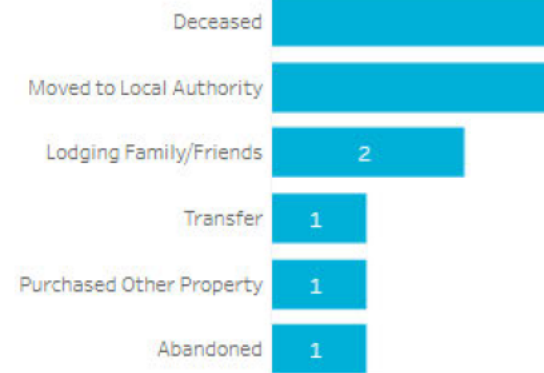
8.33%

24 offers with 2 refusals

Average Relet Days Week by Week



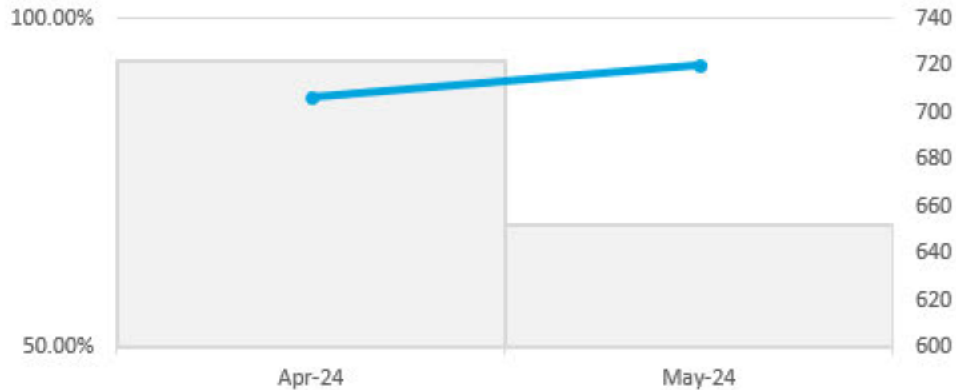
All Ended Tenancies



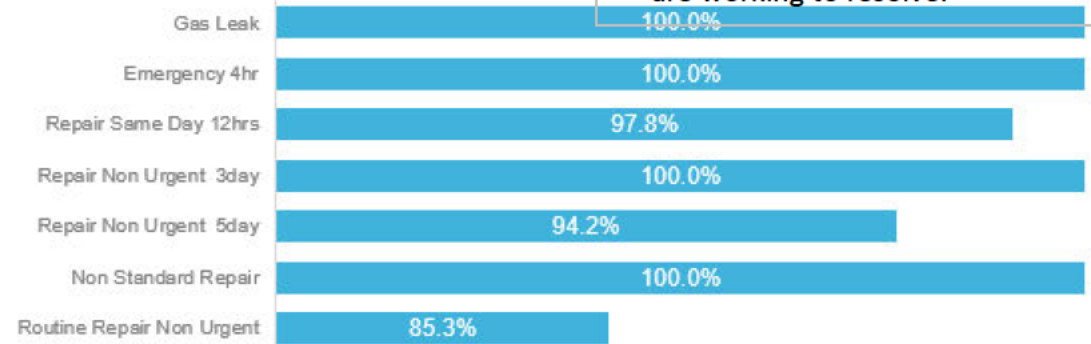
Commentary:

- Average re-let days are currently 42 days, joint working continues with Housing and Assets to improve performance
- Repairs completed on time has seen a steady rise over the last few months. Frequent communication with key contractors has supported this and will continue to drive this figure up.
- Gas compliance shows 3no properties expired, however this is due to an ongoing issue with promaster that the Asset and Business Support team are working to resolve.

Repairs Completed in Time vs Volume of Repairs



Repairs Completed in Time by Priority



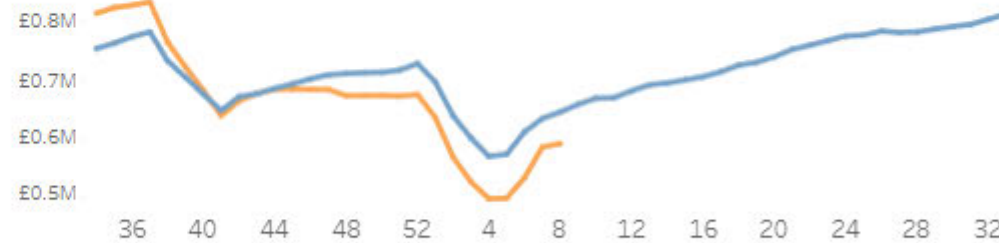
Currently Showing: **Irvine A**

Commentary

Current Arrears
£0.59M
 £13.35M (4.43%)

Arrears 4 Week Average **This Year** vs **Last Year** and **FY 24/25 Target**

The latest week is fixed at the centre of the chart



Arrears performance at P2 is 4.43% against our end of year target of 5.04%. Joint working continues with the Income Collection Officers and Tenant Partners to contact tenant's, provide advice and support where needed and establish reasonable payment plans to reduce debt owing.

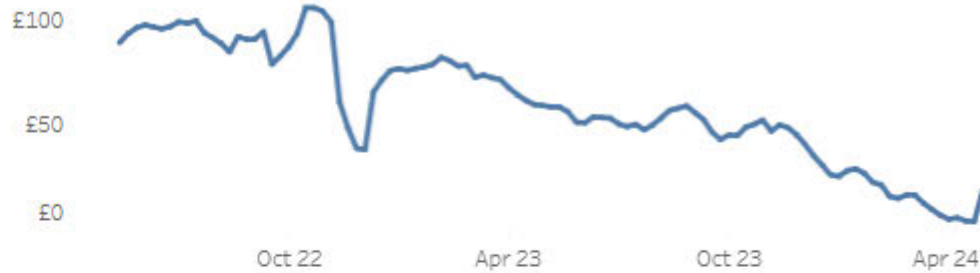
Year Movement Per Unit

+£18

Moved to Former: **£0.04M**

Yearly Movement Per Unit

(Arrears Per Unit - Arrears Per Unit 1 Year Ago) + Arrears Moved to Former in Year per Unit



Commentary

Arrears per unit remains low and is much improved from previous years. More focused arrears recovery and joint working with Tenant Partners is positively influencing performance.

Empty Homes Rent Loss

0.58%

£9,651 / £1.67M

Empty Homes Rent Loss Weekly

The Rent Loss for each individual week



Commentary

Empty homes rent loss continues to be a key focus for the team. Joint housing and asset meetings are ongoing to monitor and minimise void periods.

Social Housing Customer Satisfaction Performance Review Meeting...

Riverside Scotland 261st Board Meeting
 Currently Showing: Scotland
 Rolling 3 Month Measures

Report Date

May 2024

Region

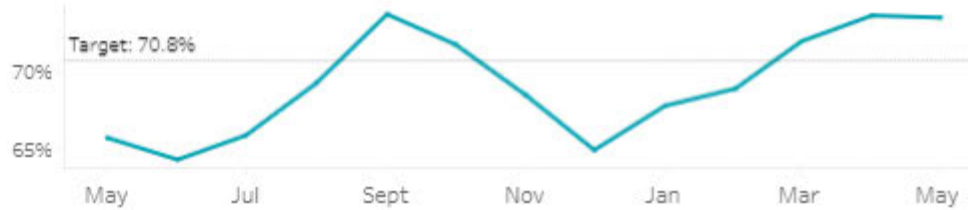
Scotland



Overall Satisfaction

73.5%

Responses: 49



Commentary

- Overall satisfaction continues to rise across the 3 month rolling figure. Driven by repair satisfaction and better communication with our customers.

Listening to Views

60.5%

Responses: 43



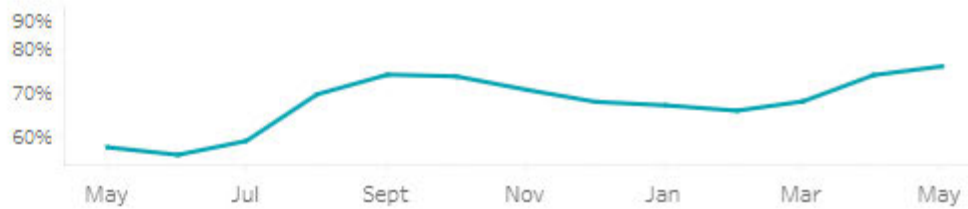
Commentary

- The % satisfaction figure for listening to tenant views and acting on them dropped by 3.4% to 60.5%. This figure will be closely monitored by the staff team and comments from customers analysed

Repairs

76.0%

Responses: 50



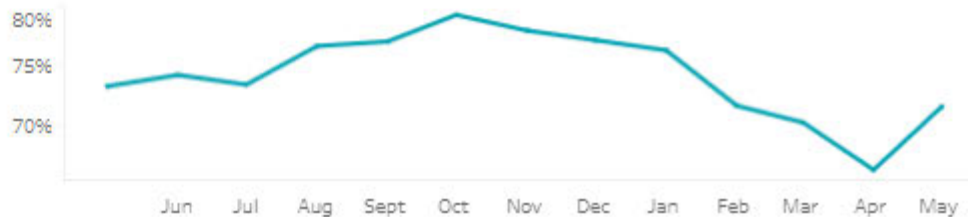
Commentary

- We have seen a progressive rise in repairs satisfaction over recent months. Better working relationships with contractors and closer contract management has supported this. Our new Asset Operations Manager will continue to implement this and our repairs improvement plan.

Latest Repair

71.7%

Responses: 113



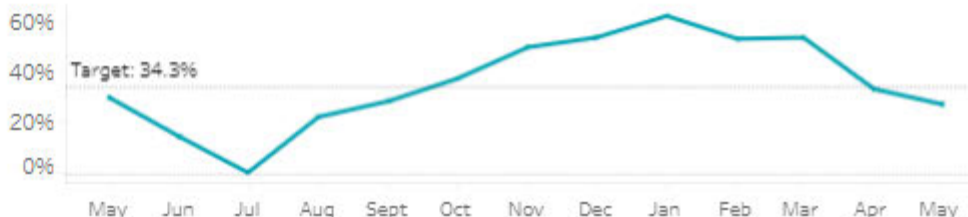
Commentary

- Satisfaction with latest repair dipped in April and rose again in May, with a high overall percentage in comparison to P2 2024. Each customer is being contacted to analyse and obtain further feedback. We are continuing to monitor dissatisfaction case by case with our key contractors to drive this figure up.

Complaints Handling

27.3%

Responses: 11



Commentary

- Complaints handling overall has seen a dip, we believe this is due to the transition between temp complaints officer to filling the post. Additionally the low responses. We are working closely across the staff team to develop and implement complaint handling process' to support improvement

Caution: Low survey response volumes

8. Date of Next Meeting - Wednesday 21 August 2024 at 5.30 pm - 262nd Board Meeting at 44-46 Bank Street, Irvine, Ayrshire and via MS Teams