

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.

262nd Board Meeting of Irvine Housing Association Ltd:
Wednesday 21 August 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 261st Board Meeting held on Tuesday 25 June 2024.	Public
4.	Matters Arising	
5.	Substantive Business:	
5.1	Board Member Nominations	Public
5.2	Corporate Plan Update	Internal
5.3	Annual Assurance Statement – Deep Dive Results	Internal
5.4	Chair’s Action Procedure	Confidential
5.5	Rule 67 Statement by the Secretary	Public
5.6	MD Appraisal	Confidential
5.7	Asbestos Audit Update	Confidential
5.8	Repairs & Maintenance Service Update	Confidential
5.9	Quarterly Performance Report	Public
5.10	Financial Performance Report	Confidential
5.11	MD Report	Confidential
6.	Minutes/Updates: <ul style="list-style-type: none"> a) Unconfirmed Audit & Risk Committee Minutes – 24 June 2024 b) Unconfirmed Group Customer Experience Committee Minutes – 27 June 2024 	Confidential Confidential
7.	Any Other Business	
8.	Date of Next Meeting - Wednesday 18 September 2024: 5.30 p.m. – Annual General Meeting 6.30 p.m. – Special Board Meeting at Fullarton Connexions Community Centre, Church Street, Irvine, KA12 8PE	

5.1. Board Member Nominations

Title: Board Member Nominations	Date: 21 August 2024
Author: Donna Boyle [REDACTED]	Sponsor: Diana MacLean
Action: For approval	Confidential: No
Appendices: Appendix 1 - Board Election Forms	Reading Room:
Reg. Standard: Standard 6 The governing body and senior officers have the skills and knowledge they need to be effective.	ORP ref: People at our heart
Strategic Risk ref: R6 Governance and Regulation	
Consultation: This report is not subject to consultation	

Purpose and Action:

The purpose of this paper is the Board to consider the proposed nominations to the Board prior to the annual general meeting.

The Board is asked to consider and agree the proposed nominations of John Miller, Joanne Deans-Regan, Brett Sadler and Sophia Greene to the Board.

Executive Summary:

The formal election of Board Members takes place at the annual general meeting (AGM) in September every year. Board nominations were invited from the membership in July to allow Board consideration of any proposed nominations prior to the AGM. Nomination paperwork has been submitted for John Miller and Joanne Deans-Regan, who previously served on the Board as co-optees. Nomination paperwork has also been submitted by Brett Sadler and Sophia Greene.

1. Introduction

- 1.1 In accordance with the Association's Rules, the formal election of Board Members takes place at the Annual General Meeting in September every year.
- 1.2 A third of our Board and any Board Member who has been co-opted or has filled a casual vacancy, require to retire at the Annual General Meeting.
- 1.3 Provided retiring Board Members have not been in office for more than 9 years or had their appointment extended by Board resolution, they are eligible for re-election without nomination.

2. Discussion

- 2.1 There is currently 1 vacancy on the Association's Board.
- 2.2 A letter was issued to all members of the Association during July advising on the process for standing for election to the Board and the associated deadlines for the submission of paperwork to allow Board consideration prior to the AGM.
- 2.3 Completed Election to Board forms, duly nominated and seconded, and Statement by Nominee forms have been received for John Miller, Joanne Deans-Regan, Brett Sadler and Sophia Greene.
- 2.4 The Association's Rule 38(b) states that "Co-opted persons may not stand for election, nor be elected as one of the Association's officers of the Board."

- 2.5 John Miller and Joanne Deans-Regan resigned as a Board co-optees on 23 and 22 July 2024 respectively.
- 2.4 Two further election to Board forms have been received from Brett Sadler and Sophia Greene.
- 2.5 As advised at the previous Board Meeting, a third of the Board are required to stand down at the AGM. Robin Hill, Scott Stewart and Steven Easton intend to stand down at the AGM, and do not plan to stand for re-election to the Board.
- 2.6 Paul Mason also requires to stand down at the AGM, given he is currently filling a casual vacancy on the Board. Paul will be standing for re-election to the Board and has submitted the required re-election paperwork.
- 2.6 The number of vacancies at the AGM will therefore be as follows:

Current vacancies:	1
Vacancies created by those standing down:	4
Total vacancies:	5

- 2.7 Subject to the Board's consideration of the proposed nominations to the Board, the number of persons standing for election / re-election are as follows:

Board members standing for re-election:	1
Members standing for election:	4
Total candidates for election / re-election:	5

3. Conclusion

- 4.1 Given the total number of candidates standing for re-election / election will not exceed the number vacancies at the AGM, a vote will not be required on this matter at the meeting.

4. Next Steps

- 5.1 The formal notice for the annual general meeting will be issued to all Members in early September.
- 5.2 Information included with the formal notice will provide details on the individuals standing for election / re-election at the AGM and also confirm that, given the numbers standing do not exceed the number of vacancies at the AGM, a vote on this matter will not be required at the meeting.

5.5. Rule 67 Statement by the Secretary

Title: Rule 67 Statement by the Secretary	Date: 21 August 2024
Author: Donna Boyle [REDACTED]	Sponsor: Diana MacLean
Action: For noting	Confidential: No
Appendices: Appendix 1 - Extract Rules (62-67)	Reading Room:
Reg. Standard: Standard 1 The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.	ORP ref: People at our heart
Strategic Risk ref: R6 Governance and Regulation	
Consultation: This report is not subject to consultation	

Purpose and Action:

The purpose of this paper is for the Board to receive assurance from the Company Secretary, by way of the Company Secretary's formal statement that, in accordance with Rule 67, Rules 62 to 66 are being complied with.

It is recommended that the Board note the Company Secretary's formal statement in relation to Rule 67.

Executive Summary:

In accordance with Rule 67, the Company Secretary requires to confirm in writing to the Board on an annual basis, prior to the annual general meeting, that the requirements of Rules 62 to 66 have been complied with. This paper contains the Secretary's formal statement in this regard.

1. Introduction

1.1 Rule 67 of the Association states:

"At the last meeting of the Board before the annual general meeting the Secretary shall to the extent within his / her knowledge confirm in writing to the Board that all the requirements of Rules 62 to 66 have been complied with or if they have not been complied with the Secretary shall report in writing to the Board the reasons for such non-compliance. The confirmation or report required by this rule shall be recorded in the minutes of the meeting."

1.2 A copy of Rules 62 to 67 is attached at Appendix 1 for information.

2. Statement by the Secretary

2.1 I, Diana MacLean, being the Secretary of Riverside Scotland, hereby confirm, under the terms of the Association's Rule 67 that, to the best of my knowledge, the requirements of Rules 62 to 66 have been complied with.

Signed: [REDACTED]
D [REDACTED] (MT+1)

Date: Aug 13, 2024

Extract from the Rules of Irvine Housing Association Ltd

MINUTES, SEAL, REGISTERS AND BOOKS

62. Minutes of every general meeting and of every meeting of the Board and any committee of the Board shall be kept and such minutes shall be read at the next of such meetings respectively and signed by the chair of the meeting at which they are so read and all minutes so signed shall be conclusive evidence that the minutes are a true record of the proceedings at the relevant meeting.
63. The Association shall execute deeds and documents in accordance with the provisions of the Requirements of Writing (Scotland) Act 1995 and record the execution in the register. The use of a common seal is not required. The Association may have a seal which the Secretary must keep in a secure place unless the Board decides that someone else should look after it. The seal must only be used if the Board decides this. When the seal is used, the deed or document must be signed by the Secretary or a Board Member or another person duly authorised to subscribe the deed or document on the Association's behalf and recorded in the register.
64. The Association shall keep as its registered office:
- (a) a register of members in which shall be entered the following particulars:
 - (i) the names and addresses of the ordinary members and Parent Member;
 - (ii) a statement of the Ordinary Shares and Parent Share held by members and the amount paid therefor;
 - (iii) a statement of other property in the Association whether in loans or loan stock held by each member;
 - (iv) the date when each person was entered into the register as a member and the date at which any person ceased to be a member; and
 - (v) the names and addresses of the officers of the Association with the offices held by them respectively, and the dates on which they assumed and vacated once;
 - (b) a duplicate register of members in which shall be entered all the particulars in the original register of members other than those mentioned in rules 64(a)(ii) and 64(a)(iii); and the inclusion or omission of the name of any person from the original register of members shall, in the absence of evidence to the contrary, be conclusive that such person is or is not a member of the Association;
 - (c) a register of loan stock and of the holders thereof; and

- (d) a register in which shall be entered particulars of all loans and charges on land of the Association.
65. The registered name of the Association shall be kept painted or affixed in a conspicuous position in letters easily legible on the outside of every office or place in which the business of the Association is carried on, and the registered name of the Association shall be engraved in legible characters on its seal (if any) and shall be mentioned in legible characters in all business letters of the Association, notices, advertisements and other official publications of the Association and in all bills of exchange, promissory notes, endorsements, cheques and orders for money or goods, purporting to be signed by or on behalf of the Association and in all bills, invoices, receipts and letters of credit of the Association.
66. All books of account, registers, securities and documents of the Association shall be kept at the registered office or such other place and in such manner and with such provision for their security as the Board shall from time to time determines to be secure.
67. At the last meeting of the Board before the annual general meeting the Secretary shall to the extent within his / her knowledge confirm in writing to the Board that all the requirements of rules 62 to 66 have been complied with or if they have not been complied with the Secretary shall report in writing to the Board the reasons for such non-compliance. The confirmation or report required by this rule shall be recorded in the minutes of the meeting.

5.9. Quarterly Performance Report

Title: Quarterly Performance Report – Q1 2024	Date: 23/07/2024
Author: Jonathan Hulme [REDACTED]	Sponsor: Diana MacLean
Action: Note	Confidential: No
Appendices: Appendix 1: Riverside Scotland Board KPIs Q1 2024/25	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: R6 Governance and Regulation	
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 key performance indicators (KPIs) covering quarter one of 2024/25. The data is set out in Appendix 1 of this report.

Executive Summary:

The Board reviews the operational KPIs on a quarterly basis to ensure that performance is being managed effectively. The attached report at Appendix 1 covers performance for the period 1st April to 30th June 2024. It is recommended that Board discuss and note the contents of the Quarterly Performance Report.

1. Introduction

Progress against our operational key performance indicators (KPIs) is reported to Board on a quarterly basis. Appendix 1 to this report sets out our performance position against each of our KPIs including distance from target, and direction of travel as at the end of June 2024.

2. Key Points

The key points to note from the performance analysis are:

The satisfaction scores for Q1 are mixed.

- Overall Satisfaction was 72% last quarter but has dropped 4.1% to 67.9% in Q1.
- Satisfaction with the Quality of Home has dropped from 83.3% to 77.6%. However, this quarter's figure exceeds last year's target and is close to our new and improved target of 80%.

Despite the slight decrease in our satisfaction indicators this quarter, we have seen improvement in all of them compared to this time last year.

- Opportunities to Participate has increased from 58.9% this time last year to 65.9%
- Satisfaction with the repairs and maintenance service increased 9.2% from 55.5% to 64.7%.

- Length of time to complete emergency repairs has continued to improve as we are now at 2.99 hours for Q1 compared to 4.84 hours in Q4.
- The average length of time for non-emergency repairs has shown a slight drop in performance from 13.94 days in Q4 to 16.35 days. Notably, both indicators have improved from this time last year.
- We have also continued to do well with the percentage of reactive repairs completed right first time with the Q1 total reaching 86.22% - just shy of our target of 87% for this year.
- Our financial indicators are doing well again this quarter. At this time last year, the percentage of rent due lost through empty homes was 0.81% whereas for Q1 this year we are reporting 0.59%.
- The total amount of rent collected has also remained steadily above 100%, hitting 101.7%.
- Tenancy sustainment is high 95.8% of tenancies sustained for more than a year up from 91.3% at the end of 23/24.
- Average time taken to re-let is 38.3 days, 6 days higher than our performance at the end of 2023/24 and 13 days over target. In Q1 we have looked at how our voids and re-lets are being monitored and identified that improved record keeping is required to identify what the delays are and what action is being taken to resolve. We can see a trend of meter issues causing delays and this is a mixture of waiting for a meter to be fitted by the utility company, meter re-sets, waiting for cards and keys via post and delays with staff topping up meters. We also identified asbestos surveys delaying void works from starting. Going forward housing and asset staff are required to record delays with dates and a descriptive narrative and decide on next actions required, the Housing Manager will review monthly to identify voids or re-lets where we are close to or over our target days and will instruct or take next actions required. Housing and Asset Manager will be meeting monthly to discuss any improvements required by staff, contractor or third party agency and will take this forward to enable continued improvement and accountability for improved performance.

Further points to note – changes made to spreadsheet:

- We are not reporting the average repair cost per void to meet lettable standard and the average length of time taken to carry out void works. This is due to the dashboard showing incorrect data and we are working with the BI team to fix this.
- A decision has been made to report two indicators quarterly which were previously only annual. These are the number of households currently waiting for adaptations to home and the average time to complete adaptations.

3. Satisfaction Surveys

Satisfaction is currently measured and reported on a three-month basis. Due to the small sample sizes we do not believe this provides robust confidence levels. We are therefore recommending that we use a 12 month basis going forwards. Further detail on this is included within the MD report.

4. Next Steps

Board is asked to note the content of the operational performance position as at Q1 2024/25.

	Major difference/decline (over 5% or relative measure)
	Minimal difference/decline (within 5% or relative measure)
	Represents better performance/improvement

Sub Area	Board	Audit & Risk	SMT	Leadership Team	Indicator Ref	Indicator Description	Owner	2023/24 Result	2024/25 Target	Frequency	Quarter Performance Q1 2024/25	Quarter Performance Q2 2024/25	Quarter Performance Q3 2024/25	Quarter Performance Q4 2024/25	Measured Against Last Quarter (RAG see key above)	Measured Against Same Quarter from Last Year	Target ON TRACK NEARING (10%) OFF (<10%)	
Organisational	x				Org	Stock numbers	Managing Director	2498	2500	Quarterly	2498						2500	
People	x	x			C1	Staff numbers (FTE) Staff turnover	Head Of Finance & Business Support Services	Staff Number = 35.81 Turnover = 12.84%	No target	Quarterly	Staff Number = 34.81 Turnover = 11.49%							
Satisfaction	x		x	x	1	Percentage of tenants satisfied with the overall service provided by their landlord.	Head of Housing and Communities	68.4%	73%	Quarterly	67.9%						73%	
Communication	x		x	x	2	Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions	Head of Housing and Communities	74.1%	75%	Quarterly	76.5%						75%	
Participation	x		x	x	5	Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes	Head of Housing and Communities	64.6%	70%	Quarterly	65.9%						70%	
Quality of Housing	x		x	x	7	Percentage of existing tenants satisfied with the quality of their home.	Asset Operations Manager	79.4%	80%	Quarterly	77.6%						80%	
Repairs, Maintenance and Improvement	x		x	x	8	Average length of time taken to complete emergency repairs.	Asset Operations Manager	4.74 hours	4 hours (H&S) 12 hours emergency	Quarterly	2.99						4 hours (H&S) 12 hours emergency	
	x		x	x	9	Average length of time taken to complete non-emergency repairs	Asset Operations Manager	13.08 days	Urgent 5 days Routine 15 days	Quarterly	16.35						Urgent 5 days Routine 15 days	
	x		x	x	Local	% of repairs appointments kept	Asset Operations Manager	65.3%	80%	Quarterly	61.27%						80%	
	x		x	x	10	Percentage of reactive repairs carried out in the last year completed right first time.	Asset Operations Manager	83.3%	87%	Quarterly	86.22%						87%	
	x		x	x	11	The number of times in the reporting year that you did not meet your statutory obligation to complete a gas safety check within 12 months of a gas appliance being fitted or its last check	Asset Operations Manager	100.0%	0 (100%)	Quarterly	99.96%						0 (100%)	
	x		x	x	Local	Safe Electrical Systems - Percentage of properties with valid EICR (Electrical Installation Condition Report) certificates	Asset Operations Manager	99.4%	100%	Quarterly	99.71%						100%	
	x				Local	The percentage of Fire Risk Assessments in communal areas that are in place	Asset Operations Manager	100.0%	100%	Quarterly	100.00%						100%	
	x				Local	The number of overdue Fire Risk Assessment Actions	Asset Operations Manager	0	0	Quarterly	0						0	
	x				Local	The percentage of up to date communal asbestos surveys	Asset Operations Manager	100%	100%	Quarterly	100%						100%	
	x				Local	The percentage of up to date Legionella Risk Assessments in place	Asset Operations Manager	100%	100%	Quarterly	100%						100%	
Estate Management and ASB	x		x	x	12	Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	Asset Operations Manager	75.0%	85%	Quarterly	64.7%						85%	
	x				3 & 4	The % of all complaints responded to in full at Stage 1 and the % of all complaints responded to in full at Stage 2. The average time in working days for a full response at Stage 1 and the average time in working days for a full response at Stage 2.	Asset Operations Manager	94.76% at Stage 1 95.24% at Stage 2	100% at Stage 1 100% at Stage 2	Quarterly	75% at Stage 1 100% at Stage 2							100% at Stage 1 100% at Stage 2
	x		x					8.63 days at Stage 1 13.22 days at Stage 2	5 days at Stage 1 20 days at Stage 2		4.63 days at Stage 1 23.10 days at Stage 2							5 Days at Stage 1 20 Days at Stage 2
	x																	
Housing Options	x		x	x	13	Percentage of tenants satisfied with the management of neighbourhood they live in	Head of Housing and Communities	60.7%	75%	Quarterly	62.4%						75%	
	x		x	x	19	Number of households currently waiting for adaptations to home.	Asset Operations Manager	36	No target	Quarterly	Unavailable this quarter							

	Major difference/decline (over 5% or relative measure)
	Minimal difference/decline (within 5% or relative measure)
	Represents better performance/improvement

Sub Area	Board	Audit & Risk	SMT	Leadership Team	Indicator Ref	Indicator Description	Owner	2023/24 Result	2024/25 Target	Frequency	Quarter Performance Q1 2024/25	Quarter Performance Q2 2024/25	Quarter Performance Q3 2024/25	Quarter Performance Q4 2024/25	Measured Against Last Quarter (RAG see key above)	Measured Against Same Quarter from Last Year	Target ON TRACK NEARING (10%) OFF (<10%)
	x		x	x	20	Total cost of adaptations completed in the year (£) by source of funding	Asset Operations Manager	£117,717	No target	Annual							
	x		x	x	21	The average time to complete adaptations.	Asset Operations Manager	36.17 days	90 Days	Quarterly	Unavailable this quarter						90 Days
	x		x	x	23	Homelessness (RSLs only) – the percentage of referrals under Section 5 that result in an offer, and the percentage of those offers that result in a let	Housing Services Manager	38.92% 98.46%	No target	Quarterly	39.13% 77.77%						
	x		x	x	30	Average length of time taken to re-let properties in the last year	Asset And Compliance Manager / Housing Services Manager / Voids & Lettings Co-ordinator	32.3 days	25 days	Quarterly	38.3 days						25 Days
Tenancy Sustainment	x		x	x	16	Percentage of new tenancies sustained for more than a year (by source of let measured annually)	Housing Services Manager	91.3%	90%	Quarterly	95.8%						90%
Rents & Service Charges	x		x	x	C5	Rent Increase.	Managing Director	7%	No target	Annual							
	x		x	x	C7	Amount and percentage of former tenant rent arrears written off at the year end.	Head of Housing and Communities	13.78%	No target	Annual							
	x		x	x	18	Percentage of rent due lost through properties being empty during the quarter	Head of Housing and Communities	0.62%	0.70%	Quarterly	0.59%						0.70%
	x		x	x	26	The total amount of rent collected in the reporting year to date as a percentage of the total amount of rent due to be collected in the reporting year to date (1st April 2023 to date)	Head of Housing and Communities	99.72%	No target	Quarterly	101.70%						
	x		x	x	27	Gross rent arrears (all tenants) as a percentage of rent due in the last year (12 month rolling)	Head of Housing and Communities	4.88%	5.03%	Quarterly	4.39%						5.03%
Value For Money	x		x	x	25	Percentage of tenants who feel that the rent for their property represents good value for money	Head of Housing and Communities	65.6%	75%	Quarterly	61.2%						75%
	x		x	x	29	Percentage of factored owners satisfied with the factoring service they receive.	Head of Housing and Communities	39.5%	60% at next survey	Three Yearly	N/A	N/A	N/A	N/A			60% at next survey
Health & Safety	x	x	x	x	Local	RIDDOR incidents (Reporting of Injuries, Diseases and Dangerous Occurrences)	Head of Housing and Communities	0	No target	Quarterly	0						

8. Date of Next Meetings - Wednesday 18
September 2024: 5.30 p.m. Annual
General Meeting and 6.30 p.m. Special
Board Meeting at Fullarton Connexions
Community Centre, Church Street, Irvine,
KA12 8PE