

ISLAND HOMES BOARD MEETING

Held on Saturday 13 June 2009 at 09:00am

Present:

Terry Stacy <i>Chair</i>		(TS)
Pam Cole		(PC)
Nigel Duerdoth		(ND)
Mary Goyder		(MG)
Hugh Lake		(HL)
Catherine Kyne		(CK)
Mohammed Miam		(MM)
Rumana Khair		(RK)

In Attendance: Charlin McIntosh *Minutes* (CM)

1.0	<p><u>Apologies for Absence:</u></p> <ul style="list-style-type: none"> • None 	
2.0	<p><u>Minutes of Island Homes Board Meeting held on the 8th April 2009:</u></p> <p><u>Action:</u> CM to send final copy to TS <u>Action:</u> TS to return signed copy to CM</p>	<p><u>Action</u></p> <p>CM TS</p>
3.0	<p><u>Matters Arising</u></p> <p><u>5.2 Community Investment Initiatives</u></p> <ul style="list-style-type: none"> - It was requested that all future reports concentrate on Island activities and link back to the action plan. The report should be in two sections, the business aspect and funding/entertainment and should show how effective the activities have been. 	<p>MM</p>
4.0	<p><u>Items for Decision</u></p> <p><u>4.1 E&D Action Plan</u></p> <ul style="list-style-type: none"> - The board noted that the E&D action plan would be referred to the next IH consumer panel <p><u>Comment:</u> Officers are asked to investigate how the panel can help monitor it's implication</p> <ul style="list-style-type: none"> - The board requested that the plan shows in more detail how procurement and supply contractors (consultants) will be monitored for compliancy against the plan. Concern was expressed around the organisations capacity to deliver the plan to target and asked for reassurance that timelines are achievable. - The chair was nominated as the board champion for E&D <p><u>The Board noted the report.</u></p> <p><u>4.2 Progression against Island Homes Action Plan</u></p>	<p>FM/PH</p>

	<p>- The board noted the changes made to the action plan and noted the formation of a project team to collate the evidence. The new plan has been submitted to the TSA. Progression towards targets were noted along with the key areas that have slipped. A time line was requested for the following areas.</p> <ol style="list-style-type: none"> 1. amalgamation of group policies 2. consultation with residents through forums and the TRA's on draft Procedures 3. leaseholder restructure 4. completion of resident profiling 5. the appointment of a resident friend. <p>The board asked that IH produce 2 newsletters before the end of the year and that these newsletters focus on policies to ensure that the wider resident community have the opportunity to comment and influence procedures. The Chair agreed to discuss with Fiona in CK's absence.</p> <p>- The Board agreed the following should be included in the next resident newsletter:</p> <ul style="list-style-type: none"> • A focus on the commitment to fulfilling the promise of a resident led majority Board • Successful Community Chest Grant information • Policy consultation. <p>- The board discussed how project leaders were monitored and noted that progression against targets is also reported at executive team meetings.</p> <p>- It was agreed that the boards concerns around leasehold management should be raised at the group board.</p> <p><u>Action:</u> CK to develop a menu for the next newsletter. CK to produce TSA action plan risk assessment report for next meeting.</p> <p><u>Chair Action:</u> Discuss newsletter format with Marketing. Raise Leaseholder issue with CEO and at Group Board.</p> <p>The Board noted the report.</p> <p><u>4.3 Finance Report</u></p> <p>- The board discussed the finance report at length. Concerns were expressed around the original forecasts, it was noted that the salary cost was up by 20%. The director explained that the restructure of the organisation and redundancy costs had not been included in the original forecasts.</p> <p>- PC asked for clarification on what other fixed assets make up the figure on pg 3, point 3 (under balance sheet).</p> <p><u>Increase payments for RTB</u></p> <p>- The Board discussed the strategy to double the RTB discount in order to maximise 100% of the receipt this financial year.</p> <p>- It was noted that the strategy could bring in a substantial income this financial year. The Board requested that any additional income received from sales</p>	<p>TS</p> <p>CK</p> <p>TS</p>
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		RK/MH
5.0	<p><u>ITEMS FOR REPORT & DISCUSSION</u></p> <p><u>5.1 KPI's</u></p> <ul style="list-style-type: none"> - The board discussed the KPI reports and noted that resident visits had not been split to reflect number of visits made when tenant present. - The board noted the performance on gas servicing and arrears and expressed great concern. A full report from each asset management and income collection to be presented to the next meeting giving reasons for poor performance and detailing what action has been taken to rectify the position. <p><u>Action:</u> CK to investigate performance of centralised teams on gas and arrears.</p> <p><u>Chair Action:</u> Raise Board concerns with Group CEO.</p> <p><u>5.2 Community Investment Report</u></p> <p><u>Action:</u> HL to speak to MM as a better report is requested by the Board. Refer to 3.0 Matters Arising.</p> <p>The Board noted the report.</p> <p><u>5.3 Major Works Report</u></p> <p><u>Action:</u> CM to supply appendices to Board as Officer did not attend meeting.</p> <p>The Board noted the report.</p> <p><u>5.4 Rent Setting Report</u></p> <ul style="list-style-type: none"> - Officer needs to attend and explain <p><u>Action:</u> SS to attend next meeting and produce figures in relation to service charge costs.</p> <p>The Board noted the report.</p> <p><u>5.5 Major Works Service Charge</u></p> <ul style="list-style-type: none"> - Board noted bench-marking done against people who are irrelevant and should be done against other stock transfers - CK advised that the final offer document refers to 10k cap under hardship cases only <p><u>Recommendation:</u> Officer to refer to 6.2 and review deferred payment issues.</p> <p>The Board noted the report.</p>	<p></p> <p>MB</p> <p>CK</p> <p>TS</p> <p>HL</p> <p>CM</p> <p>SS</p> <p>SS</p>

	<p><u>5.6 Asbestos Process</u></p> <p>Action: RK to speak to officers re: Asbestos Process</p> <p>The Board noted the report and attachments.</p>	<p>RK</p>
<p>6.0</p>	<p><u>ITEMS FOR INFORMATION</u></p> <p><u>6.1 Toynbee Minutes</u></p> <p>Not included.</p> <p><u>6.2 CHA Minutes</u></p> <p>The Board noted the minutes.</p> <p><u>6.3 Explanation of figures produced in previous Finance report.</u></p> <p>The Board noted the explanation of the error.</p> <p><u>6.4 High Court Judgement – VAT</u></p> <p>The Board noted the media statement.</p>	
	<p><u>7.1 Co-option of Resident Board Members</u></p> <p>The chair presented the report and members discussed the options. The appointment recommendations will be presented at Group Board in July.</p> <p>The Board noted the report.</p>	
<p>8.0</p>	<p><u>ANY OTHER BUSINESS</u></p> <ul style="list-style-type: none"> – A tabled paper was presented on the acquisition of IH land to enable the new St Luke’s development to provide gardens for its large units. Options were discussed and the board left the decision going forward to the director, it is also requested that residents on the estate are consulted. – The Board questioned why the development was to be managed by Toynbee HA when the units adjoin IH stock. The development is funded by Toynbee not IH. The Board felt that the group needs to rationalise its stock to ensure there is no cross over of services and VFM is achieved. <p>The Board agreed the decision can be taken by operational staff, but agreed in principal to the strategy.</p> <p>Next meeting: Wed 8th Sept 2009 at 4pm, location: TBC</p>	