

**MINUTES OF THE BOARD OF MANAGEMENT MEETING OF
MID-WALES HOUSING ASSOCIATION HELD AT TY CANOL HOUSE,
NEWTOWN ON WEDNESDAY, 22ND MARCH 2017**

- Present:** Mr. Peter Swanson (Deputy Chair), Mr. Richard Martin, Mrs. Morag Bailey, Mr. Daniel Lewis, Mr. Tony Bowron, Ms. Elenor Bonner-Evans, Mr. Vic Brown, Ms. Liz Jenkins and Dr. Olivia Morris.
- Observer:** Mrs. Pamela Smith.
- Officers:** Mr. Charles Brotherton (Director of Finance and Company Secretary), Mr. Aidan Ackerman (Director of Customer Services) and Mrs. Janet Price (Governance Officer – minute taker).

The Deputy Chair welcomed everyone to the meeting. He advised Members that Mrs. Anna Orton, the Director of Care & Repair in Powys, was currently on long-term sickness absence and sent best wishes to her for a speedy recovery. He reminded Members that Mrs. Jill Ladbrook had resigned from the Board at the end of January and paid tribute to her five years' service with the Association.

1. APOLOGIES	ACTION
Apologies were received from Mr. David Evans (Chair), Mr. Ray Dowling, Mr. Nick Hoskins, Ms. Joy Garfitt, Mr. Peter Bayliss, Mr. Shane Perkins (Chief Executive), Mrs. Sian Howells (Director of New Business), Mrs. Anna Orton (Director of Care & Repair in Powys), Mrs. Sue Thomas (Ceredigion County Council and Cllr. Francesca Jump (Powys County Council).	
2. DECLARATIONS OF INTEREST	
Mr. Richard Martin declared an interest in agenda item 13 (Confidential Recommendations from Organisational Development Committee meeting) in relation to his nomination to the Board of Care & Repair in Powys, and undertook to temporarily withdraw from the meeting during discussion of this issue.	
3. MINUTES OF THE BOARD OF MANAGEMENT MEETING HELD ON 25TH JANUARY 2017	
Mrs. Morag Bailey proposed and Mr. Richard Martin seconded that the minutes of the Board of Management meeting held on 25th January 2017 be approved as a true record.	

4. MATTERS ARISING

Members received the report for information.

5. ANTI-SOCIAL BEHAVIOUR POLICY

The Director of Customer Services introduced the policy, indicating that he had discussed the points at the January Board meeting with a Member who is a housing professional and the policy has been amended to take into account the balance the Member was trying to achieve between tenants and Mid-Wales Housing. A compromise has been reached in relation to accreditation for ASB procedures; the process will be audited this year and the Association will abide by the auditors' recommendations in relation to accreditation.

A Member commented that, in considering how the Association engages with tenants who have literacy problems, she felt the policy was too lengthy and suggested that the Association's policies, in general, were too "wordy"; another Member indicated that the Association is obliged to publish policy and procedure in one document (for Anti-Social Behaviour), hence the reason for a lengthier, combined document. The first Member replied that as the document failed to contain any procedure or practical process it therefore was not long enough! The Director of Customer Services added that tenants will receive a summary policy and other literature will be available to help tenants with comprehension and literacy issues. He advised Members that their role is to consider policy, but not procedure, to which he was reminded of the Association's obligation to contain both within this document; the first Member apologised, suggesting that the format and style of the Association's policies could be more streamlined.

A Member requested that the first sentence in paragraph 4 be amended to read "The Association has an obligation to all residents that live *in its properties* . . . " (new words in italics), replacing the phrase "that live on its estates" as not all tenants live on an estate.

A Member questioned the Association's tolerance on racism and was informed by the Director of Customer Services that the law will be followed appropriately, indicating that the Association has evicted tenants in such cases.

A Member commented that reference to the Mental Health Capacity Act 2007, as shown on the front page of the policy, did not feature in the list in section 1.5. This list should also include the Social Care Act.

The Director of Customer Services undertook to incorporate the changes into the document and taking these amendments into account,

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<p>Mr. Vic Brown proposed and Mrs. Morag Bailey seconded that the Anti-Social Behaviour Policy be approved.</p>	
<p>6. ADAPTATION POLICY</p> <p>In the absence of the Director of New Business, Members heard that the policy had been discussed at the Tenants’ and Residents’ Forum, but noted that an Equality Impact Assessment (EIA) had not been undertaken yet.</p> <p>A Member acknowledged that the broad principle should be to undertake an EIA, but for expediency, suggested that Members could approved the policy with a recommendation that it should be further discussed at the next Equality Review Group meeting.</p> <p>In relation to the ‘New Build’ paragraph on page 5, a Member commented that it suggested that a new build bathroom may be removed to accommodate an adaptation; he felt there was little guidance on this issue. He was advised that if a tenant had accepted a new build property without declaring their requirement for an adaptation, it would not be provided, but tenants who may experience an accident after moving in could receive such works. Members were satisfied with the inclusion of the phrase “in exceptional circumstances”.</p> <p>A Member commented that he felt it would not be appropriate to remove a downstairs toilet to accommodate a level access shower; Members advised that the Association would not be permitted to remove a toilet and agreed that the first bullet point should state “. . . such as <i>alongside</i> the downstairs WC?” instead.</p> <p>A Member commented that she could not find any information about how the policy will rehouse residents and Members agreed that the Rehousing Residents paragraph on page 5 should be include the following sentence at the end:</p> <p><i>“In these circumstances, the Association will consider rehousing tenants if an appropriate property becomes available”.</i></p> <p>Members further debated the lack of an Equality Impact Assessment on the policy and Mrs. Morag Bailey proposed and Mr. Vic Brown seconded that all operational policies should be presented to the Equality Review Group for an Equality Impact Assessment prior to being presented to Board, unless there are exceptional circumstances.</p> <p>Taking into account the above amendments, which will be forwarded to the Director of New Business, Mr. Vic Brown proposed and Mrs. Morag Bailey seconded that the Adaptations Policy be approved and that a subsequently EIA be undertaken.</p>	<p>Exec.</p> <p>DoNB</p>

7. RECOMMENDATIONS FROM THE AUDIT & SCRUTINY COMMITTEE MEETING HELD ON 25TH JANUARY 2017

The Director of Customer Services drew Members' attention to three recommendations which were forwarded from the Audit & Scrutiny Committee meeting held in January 2017.

Members heard that the TIAA Audit Plan may require an additional day's audit to consider financial controls and that the Audit & Scrutiny Committee has the authority to amend the Plan, if necessary.

In response to a Member's question, the Director of Finance stated that the Association had recently tendered for and had appointed its internal and external auditors on a five-year cycle. A Member commented it would be good to agree a cycle of retendering in order to guard against inadvertent positive discrimination for existing service providers.

Mrs. Morag Bailey proposed and Dr. Olivia Morris seconded that the following items be approved:

- a) The Customer Services Review;
- b) The TIAA Annual Audit Plan; and
- c) The Key Performance Indicators for 2017-18, which were further considered under agenda item 14.

8. RECOMMENDATIONS FROM THE FINANCE & RISK COMMITTEE MEETING HELD ON 23RD FEBRUARY 2017

The Director of Finance reported on an anticipated surplus of £680k rather than the reported £547k. He warned Members of the potential need to use the reserves of Care & Repair in Powys to fund service delivery if funds recently "bid for" fail to materialise in 2017-18; this will be met from the Agency's out-performance.

The Director of Finance undertook to check whether the £150k reported increase in reserves for the Agency was correct (page 2).

A Member asked a number of questions regarding the financial impact of the development delay at The Tabernacle in Aberystwyth. He was advised that the Association had already received a substantial payment, via a performance bond, from the builders due to their insolvency but in essence, the properties will be approximately 18 months late coming into management. The Director of Finance stated that he will prepare an impairment report on the development for consideration by the Finance & Risk Committee in May and subsequent presentation to Board in July 2017.

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<p>Members agreed that the Board Members' Away Day on 19th May should discuss the financial outcome and impact of the delays at The Tabernacle, along with how such problems could be mitigated against in future developments.</p> <p>A Member commented that the legal fees apportioned to evictions (section 5.14) appeared to be high; the Director of Customer Services explained that he will ask the Association's solicitors for a fixed price for the activity but also compares their quote with other solicitors to 'test the market'.</p> <p>Dr. Olivia Morris proposed and Mr. Daniel Lewis seconded that the following items be approved;</p> <ul style="list-style-type: none"> i. The Quarter 3 Management Accounts; ii. The Quarter 3 Treasury Management Review; iii. The Quarter 3 Strategic Risk Map. 	Ch. Ex.
<p>9. POLICY REGISTER</p> <p>Members were advised of a typographical error regarding the date in the Annual Treasury Management and Investment Strategy which should have read 2016-17. Taking this amendment into account, Members received the register for information.</p>	
<p>10. USE OF SEAL</p> <p>The Use of Seal was tabled at the meeting.</p> <p>Mr. Richard Martin proposed and Dr. Olivia Morris seconded that the Use of Seal be ratified. All Members were in agreement.</p>	

Mrs. Pamela Smith left at this point and was thanked for her attendance.

Agenda items 11 to 17 are recorded under the Confidential Minutes of the Board of Management Meeting held on 22nd March 2017.