



**DUNEDIN CANMORE HOUSING LIMITED
MINUTE OF MEETING OF BOARD OF DIRECTORS
8 New Mart Road, Edinburgh, EH 14 1RL
At 1730 on 22 September 2022**

Present: Alastair Murray (Chair), Helen Howden (Vice Chair), Mark Keane, Bryan Pitbladdo, Jack Cadell, Jane Menzies, Anne McGovern, Judith McGlashan.

In Attendance: Hazel Young (Group Director of Housing and Property Management), Laura Henderson (Managing Director), Alex Lamb (Head of Housing), Stephen Wright (Deputy Group Company Secretary) Lyndsay Brown (Financial Controller - RSLs) and (in part) Nicola McQuiston (online - Letting and Homelessness Lead), Stephen Devine (in person – Director of Assets and Sustainability), Lewis McGregor (in person - Director of IT and Digital Services) and Helen Berry (online – Head of Assurance)

1. Apologies of absence

Apologies for absence were received from Ruth Kynoch.

Helen Howden (Vice Chair) opened the meeting and welcomed Judith MacGlashan to her first meeting, following the transfer of West Lothian Housing Partnership and her appointment at the AGM. A quorum was present.

2. Declarations of Interest

The Board noted the standing declarations of interest. No new declarations of interest were made.

3. Minute of 18 August 2022 and matters arising

Decided: The Board approved the minute of the meeting held on 18 August 2022, noting the action that an update on our new build programme including our funding arrangement was due to be considered at this September meeting.

4. Appointment of Chair

Decided: The Board resolved to appoint Alastair Murray as the Chair.

5. Here for You Fund – supporting our tenants with the cost of living crisis

The Board were provided with an outline of the expected impact the cost-of-living crisis will have on our tenants and within our communities and the current support in place to help our hardest hit tenants already impacted by issues including poverty, low income, effects of the pandemic and welfare benefit reforms.

The Board welcomed the report and highlighted the importance of ensuring that all customers are made aware of the fund. In addition to newsletter, it was explained that our housing officers would also be promoting this through their conversations with customers with a particular instruction to ensure that the most vulnerable are made aware of it and receive the support they need to access it.

Decided: The Board note the revised approach to supporting tenants and households throughout the cost-of-living crisis including the £6m Here For You Fund.

6. Allocations review

The Board received an update the Board on the outcome of our Group Housing Information Advice and Letting Policy Framework consultation.

The Board discussed the review and its findings, which included both customers and staff wanting to expand matching homeless customers and feeling we needed greater flexibility in our policy. The Board was satisfied that customers agreed with proposals and the proposed changes to our Framework.

Decided: The Board

- 1) Noted the work undertaken during the formal consultation and levels of customer engagement;**
- 2) Noted the new Group Housing Information Advice and Letting Policy Framework and approve the Dunedin Canmore Housing Information Advice and Letting Policy.**

7. MyHousing update (presentation)

The Board welcomed the presentation following the review of our housing application system and also received a walk-through visual demonstration of the allocation system, MyHousing.

Decided: The Board noted the presentation.

8. New build mid-year review

The Board was provided with an overview of our new build programme performance and also considered a new development of 14 mid-market rent units at South Fort Street for inclusion within our 5-year Development Plan. The Board considered the update and progress, noting the 123 units completed in 2021/22 and 72 units completed during this financial year (to 8 September). The Board also discussed our future pipeline, including projects at West Craigs, Deans South and Wallyford.

The Board discussed material supply and delivery issues which were affected by global economic factors, including the conflict in Ukraine and Brexit. The Board noted our use of fixed price design and build contracts which help us to ensure price certainty.

Decided: The Board

1) Noted the contents of the report.

2) Approved that 14 mid-market rent units at South Fort Street are included in the DCH 5-year Development Plan, noting that WDSL has approved the project subject to approval by DCH Board.

9. Sustainability update (presentation)

The Board received a presentation on sustainability and approach to achieving net zero by 2045. The Board considered the presentation and discussed the ambitious approach outlined in the strategy, noting the breadth this covered, from fleet, to biodiversity and housing construction.

The Board discussed the challenges presented by our pre-1919 tenement properties and the high cost that we anticipate would be required to achieve net zero by 2045. It was noted that cost remains a key barrier to carrying out the required investment works and that we are engaging with other partners across the sector on this.

Decided: The Board noted the presentation.

10. Digital housing services

The Board was provided with an overview of the methods through which our principal housing services will be delivered in our new operating model. The Board was also updated on the next steps in improving our digital services and how we will engage customers on these.

The Board scrutinised the report and discussed the approach to developing our online offering, including any customer-facing mobile applications. It was explained that we engage in customer focus groups before committing to develop any new apps to ensure these will be well used. It was agreed that some of our tenant board members should meet with our IT team to provide direct feedback and support in relation to our online repairs offering.

The Board also discussed the interaction between online repairs communication and the Customer First Centre (“CFC”). It was agreed that a visit to the CFC would also be arranged for any Board member who wished to visit this.

Decided: The Board

- 1) noted the contents of this report; and**
- 2) noted the changes to strategy measures, which will be incorporated in the strategy updates later this year**

11. Governance update

The Board were updated the Board and, where applicable, seek Board approval on the following governance related matters: 2023 schedule of meetings; and Modern slavery statement;

Decided the Board

- 1) Noted the Modern Slavery Statement, approved by the Group Board on our behalf; and**
- 2) Approved the schedule of meetings for 2023.**

12. AOCB

No other business

I certify that the above minute has been approved as a true and accurate reflection of the proceedings.

Signed _____

