Minutes of Meeting

Meeting: Board Meeting
Date: Thursday, 26 January 2023
Time: 6.00pm
Venue: Board Room, Soha's Office

Present:

Naomi Barrand
Tim Bolton
Victoria Dingle
Jenny Ekelund
Dave Lakin
Emma Luddington
David Mody
Peter Nkum
Peter Sloman
Hayley Smith
Kate Wareing
Lucy Weston

Apologies:

Lee Hayward

Also in attendance:

Matt Archer, Director of Housing and Communities
Nasreen Hussain, Director of Finance and Resources
Craig Dransfield, Head of Development
Katie Legg, Head of HR
Marisa Elliott, Governance and Regulation Manager / Company Secretary

Observers
Claire Lucas, Senior Financial Analysis Manager, RSH
Kemi Awolola, Regulation Manager, RSH
Sukhi Rai, Financial Analyst, RSH

Announcements

The Chair welcomed Claire, Kemi and Sukhi from the Regulator of Social Housing and advised they will be observing the Board meeting as part of our IDA.

Declarations of Interest

All staff members declared an interest in item 64, the HR Policy Reviews paper. All Board members, and staff and Board members who are also shareholding Members, declared an interest in item 65, the Governance Policy Reviews paper.

53a. Approval of Minutes The minutes of the Board meeting held on 24 November 2022 were approved. **Resolved:** **That the minutes of the Board Meeting held on 24 November 2022 be signed as a true and accurate record.** **53b. Personnel and Remuneration Committee E-decision** The minutes of the e-decision of the Personnel and Remuneration Committee were noted. **Resolved:** **That the Board notes the e-decision of the Personnel and Remuneration Committee meeting.** **53c. Audit and Risk Committee Minutes** The Chair of the Committee introduced the key points from the meeting held on 11 January. He noted the recent reviews of cyber security and penetration testing including mandatory staff training sessions. He also noted the comprehensive discussion on risk appetite which has fed into the report being presented at this meeting. **Resolved:** **That the Board notes the minutes of the Audit and Risk Committee meeting.** **54. Matters Arising Tracker and Wallboard Ideas** The Chair noted that many of the actions on the tracker have future dates, and these will be discussed at the appropriate time. Item 37 – Staff Engagement Survey Results The Chief Executive advised that the survey results had been shared with Board members in December and the key headlines were included in her key issues report on this agenda. She advised that a fuller discussion on the results and actions will take place at the P&R Committee in February and the Staff Consultative Committee in early March. The results of these discussions and an agreed action plan will come to the Board meeting in March. Item 39 – Rates for the RCF and Options for the New Fixed Rate	**Actions**

Facility

The Director of Finance and Resources advised that she had circulated the information in relation to rates for the RCF following the last Board meeting. It was agreed to remove this from the tracker as well as the point on options for the new fixed rate facility as this standard practice before we pursue new finance.

Item 49 – Update on MD Repair Backlog

The Chief Executive advised that an update was provided as part of her key issues report. It was agreed to retain this item on the tracker and for further updates to continue via the CEX report.

<u>Wallboard Ideas</u>

The Chief Executive outlined the progress made on all the ideas. The Chair asked for any comments from members especially on those which we are proposing to close. No comments were received.

The Chief Executive briefly introduced the report on No Recourse to Public Funds (NRPF) project of which Soha is one of the partners involved. She advised that Soha has twelve flats under licence with a support provider who also gives the wrap around support. Soha is trying to persuade other registered provides to join the scheme. Edge Housing are the other landlord currently participating in the project.

A member asked if the report had been shared with the Members' Forum. It was confirmed that it had not but will be taken to their next meeting for review and feedback. **KW**

A member asked what else Soha can do to encourage and influence others. It was noted that the Homes for Cathy group is taking this forward on a larger scale alongside other homelessness initiatives including the Housing First model.

The Chief Executive advised members that Soha has been part of successful Housing First and now NRPF pilots to provide homes for people whose housing needs are not being met elsewhere. She suggested that we need some time to reflect on this and what other support we can provide within budgetary constraints. She agreed to bring an update report to a future Board meeting. **KW**

Resolved:

That the Board notes the update.

Reports

55. Chief Executive Key Issues Update

The Chief Executive provided an update to members on key external trends and internal issues.

External Update

1. Inflation and Economic Operating Environment
The Chief Executive advised that November CPI dropped marginally to 10.7% from the high in October of 11.1%. The December CPI is due to be released on 18 January.

She advised that our Business Plan remains robust and the stress testing we carried out in October modelling organisational cost against a CPI of 12% and with a 5% rent increase still shows us as compliant with covenants and no requirement to reduce planned expenditure or long term investment.

2. Cost of Borrowing
The Chief Executive advised that interest rates continue to rise with a further expected rise of 0.5% in February. This impacts immediately on our variable interest payments and on the cost of new fixed rate debt that we will be able to raise.

She advised that we are operating a Weighted Average Cost of Capital (WACC) of 4.4% as we price new development activity. We will review the WACC in February if rates rise and make the necessary adjustments. However, there is still headroom in our WACC as it includes an expectation of new fixed debt being priced at 6.25%.

3. House Prices
The Chief Executive advised we are monitoring the situation.

4. Private Rents
The Chief Executive advised the number of private rents continues to rise with demand outstripping supply. She advised that a quick search on Rightmove revealed no properties to rent in Didcot, Oxford, Thame, Henley or Wallingford at LHA rates.

5. External Reports
The Chief Executive advised that a number of external reports have recently been published, in particular the Resident Voice report on cost of living crisis and debt, the NHF's Value for Money report and the joint CIH/NHF Better Social Housing Review. This report looks at property condition in the social housing sector and makes seven key recommendations including: an audit of all social housing; a re-focus

on core purpose and delivery; promoting the role of a housing officer; and working with staff, residents, and contractors to develop new standards defining an excellent repairs and maintenance service.

6. Global Accounts Analysis 2022

The Chief Executive advised that the Global Accounts have been published. It shows the average overall operating margin has reduced to 19.5%, the lowest level since 2011, and average EBITDA MRI interest cost to 128%. Soha's comparative figures were 38.9% and 182.8%. We will be discussing comparative performance in more detail at the Board meeting in May.

7. New Guidance on Damp and Mould

The Chief Executive advised that we expect new guidance to be issued following the death of Awaab Ishak's death. The coroner at the inquest commented that the current Decent Homes Standard makes no reference to damp and mould or the need for homes to be properly ventilated. The government has promised a review of the Housing Health and Safety Rating System and that damp and mould will be addressed in the review of the Decent Homes Standard. Guidance will then follow for the sector. We will ensure that we keep our own policies and guidance under review.

8. Acuity Data on Sector Satisfaction Levels

The Chief Executive advised that we are re-tendering for the independent resident feedback survey provider. One of the providers, Acuity, has shared their comparative reporting with us and it shows that satisfaction with services has declined by 6% since 2018/19 with mean satisfaction in 2021/22 of 81%.

9. Consumer Regulation: Implementation Plan

The Chief Executive advised that the Regulator has published its implementation plan for the introduction of the Consumer Standards. The legislation still has to be passed by Parliament but the expected date for implementation of the standards is April 2024.

<u>Internal Update</u>

1. Stock Condition Surveys Update

The Chief Executive advised that we have been able to carry out the target of 150 surveys per month since the programme started on 1 October. She noted that early feedback has shown existing key component replacement data is correct in QL. Inspections to date have found seven high priority hazards.

As a result, we've changed how we report on compliance with the Decent Homes Standard. We will be adding a further line into the Performance Report to give an extrapolated figure of how many homes we could expect to have a high risk hazard based on our sample of

homes inspected to date, and therefore will not meet the standard. Based on the surveys carried out to date, the figure would be 90-100 homes across our stock or 1.4% not meeting the standard. **2. SHPS Pension Valuation and Deficit Risk** The Chief Executive advised that The Pension Trust (TPT) is Soha's workplace pension provider and one of the schemes offered by TPT is the Social Housing Pension Scheme (SHPS). In May 2021, TPT carried out a scheme benefit review, checking actual practice against the pension scheme rules. The findings, which completed in May 2022, were that some pensions in payment have received a lower increase – based on CPI, rather than RPI, as the scheme rules state they should have. This means there is a potential increased liability of around £155m. TPT Trustees had been advised to ask the Court to clarify the position on the calculation. TPT is in the process of submitting information to the Court and a decision is expected the end of 2024 at the earliest. As one of the potentially impacted housing associations, we received an update on 1 December advising that our share of the potential liability could be expected to be £696k. We have liaised with our pension advisors, First Actuarial, whose main recommendation is to keep a watching brief. We are taking a full report to the Personnel and Remuneration Committee in February. **3. Loan Margin Market Intelligence** At the Board meeting in November, the Director of Finance and Resources was asked to provide the market intelligence from other providers on the margins being obtained to ensure that ours is comparable. It was noted that the 1% margin on the new RCF with Barclays is comparable with others. **4. Development of Service Standards** The Director of Housing and Communities advised that work on developing service standards has begun with residents. Workshops are taking place on a number of service areas over the next month. The outputs from these sessions will form the basis of the revised standards and will focus on the service that residents can expect from Soha, what residents can do if the standards are not met, a statement of priorities for the service and how performance targets will be measured and how residents can hold Soha to account. A member asked how residents who are not part of the workshops can get involved or respond to specific issues. The Director of Housing and Communities agreed to consider this point further. A member was concerned about the reasonably tight timeframe to create	

the new standards. It was noted that the standards are a living document, and we will build in annual reviews to ensure we are maintaining accountability and transparency. Our plan is to show live data against the standards on the website at both a headline and locality level. **5. Staff Survey Results** The Chief Executive advised that the full results of the survey were shared with members in December and a discussion on the results and actions will take place at the P&R Committee meeting in February. **6. Soha's External Profile** The Chief Executive advised there was nothing to report this month. **7. Lettings Performance** The Chief Executive advised that minor re-lets KPI stands at 25.5 days against the target of 25 days (and is 23 days when we exclude Extra Care housing). Void loss is 0.75% against a target of 0.83%. **8. Shared Ownership Unsold Stock Trigger Reached** The Chief Executive provided an update on the number of sales we've achieved so far this year of £5.7m which has far exceeded the forecast of £2.76m. We are predicting a year end figure of £8.46m of new homes sales which is the largest in Soha's history. The Chief Executive advised that partly because of the high level of sales, we have recently reached the trigger of £5m of unsold properties. We are anticipating that this will increase to £7.5m by the end of January and possibly peak even higher around the end of March as we expect 28 homes to be handed over within this period. These figures exclude the properties at Frances Curtis Court in Wallingford. The Chief Executive advised that we have had a positive month in terms of sales and could be £0.5m better off than forecasted by the end of the year. We therefore expect the level of unsold stock to decrease over the coming months unless the sales market changes. The Chief Executive advised that we are proposing to change how we report on the unsold stock trigger by providing additional information on the number and value of properties unreserved after three months. A member enquired if we had any intelligence on why some properties are not selling. The Director of Housing and Communities advised that he is working closely with the Head of Home Sales to identify and address any reasons why properties haven't sold on a case by case basis, but that currently we do not see a trend of properties becoming harder to sell. A member asked what set of circumstances would lead us to invoking the exit strategy. It was noted that at present, its lack of reservations	

rather than lack of interest that we are experiencing. SLT review all individual properties that remain unsold after six months to consider whether to convert to a rented tenure.	
A member suggested that we carry out some post project analysis and review the results. The Director of Housing and Communities agreed to consider this point further.	**MA**
A member suggested additional communication and a drive on marketing the shared ownership properties would be helpful. The Director of Housing and Communities agreed and also mentioned that the re-design the home ownership website will be completed soon.	
9. Damp and Mould Update The Chief Executive briefly updated the Board on work that has taken place since the approval of the Board report in November on property condition. It was noted that a new damp and mould policy is on the agenda for this meeting for approval and a letter and leaflet for all residents on damp and mould issues is currently being drafted.	
A member confirmed the need for clarity on expectations when dealing with damp and mould issues. It was noted that the leaflets will ask residents to tell us about any damp or mould issues no matter how small. We will then be able to provide the right advice and support. We will also follow-up on any cases at six and twelve month intervals to ensure the resident is satisfied.	
10. MD Building – Repair Backlog The Chief Executive advised that MD still haven't been able to meet the order target reduction in December and there were 2,200 live orders at the end of December. We have therefore diverted work orders to alternative contractors and MD will be recharged for the outsourcing.	
A member enquired how we can ensure that we're not paying twice for these costs. It was noted that the Finance and Repairs teams will be devising a robust process to ensure that this doesn't happen. It was suggested that the A&R Committee monitors the process.	**NH/DL**
Members asked for a report to be provided on how the outstanding number of live work orders will be cleared alongside a plan to manage and deal with the entire backlog. Further updates will be included within the CEX Key Issues report.	**LH**
11. Soha's Rules The revised Rules which were approved by Members at the AGM have now been accepted by the FCA. A copy has been submitted to the Regulator.	

12. Regulatory Judgements and HOS Update
An update on the latest judgements and information on Complaint Failure Orders is provided as Appendix A.

13. Soha's First ESG Report
The Chief Executive advised that our first ESG 2022 report has been published and is based on the sector-wide ESG standard – the Sustainability Reporting Standard for Social Housing. The framework has been designed to help housing associations disclose where they are performing well, where they need to do better and where they want to get to.

Resolved:

That the Board notes the update.

56. Risk Appetite 2023

The Chief Executive presented the report and thanked Board members for providing their individual risk appetite scores which have fed into the overall scores for 2023 together with some personal reflections and comments on the risk appetite domains.

She explained that every year Soha reviews its risk appetite statement against a set of nine domains to ensure the descriptors remain relevant alongside a review of the scores for each domain. This is then considered and discussed by the Audit and Risk (A&R) Committee prior to full Board approval.

The A&R Committee proposed a couple of changes to the risk appetite scores, namely, increase financial risk from 2 to 3 to reflect the tighter financial environment we are operating in; decrease innovation risk from 4 to 3 to concentrate on delivery of core services and decrease market sales risk from 3 to 2 to reflect our more cautious approach given the uncertainty with interest rates and house prices. They also recommended changes to some of the wording for these domain descriptors to make them more relevant.

The Chair then invited questions.

A member felt that the definition for the scores for innovation didn't necessarily match the proposed decrease in the score particularly in relation to development. The description suggests that we will not make major investment in innovative or untested areas, but we are choosing to invest in more land-led schemes rather than S106 sites.

A member commented that she was disappointed to see a reduction in ambition for innovation, especially with what we've been able to achieve over the last few years. It was noted that we hope this is a temporary reduction and we will be able to return to increased levels of innovation in the future.

Resolved:

That the Board discussed and approves Soha's risk appetite statement and ratings.

57. Priorities for 2023/24 and 2024/25: Corporate Plan Delivery and Performance Targets

The Chief Executive presented the report to ask the Board to review and approve the priorities to be delivered within the Corporate Plan for the next two years and the KPI and TSM targets for 2023/24.

The Chief Executive advised that we are coming to the end of the first set of two year objectives in the Corporate Plan and we need to be clear about the actions we will prioritise and de-prioritise for the next two years given the current operating environment. She explained that our focus will be on the consistent delivery of high quality services to existing residents, improving business processes and our use of IT to help us achieve this. We also want to focus on keeping people safe in their homes with an emphasis on property condition and tenancy sustainment.

A member asked how we will communicate our priorities to residents so they can be sure that we are not de-prioritising the issues that are important to them and also, they are aware of the reasons why. The Chief Executive advised that the messaging has not yet been fully thought through but agreed that it will be key to explaining why we are choosing specific areas.

Next, the Chief Executive presented the KPI and TSM measures we propose to use from 1 April. She advised that the TSMs are measures being implemented by the Regulator which cannot be altered and will be used to benchmark our performance against peers and within sector.

The Chair then invited questions and comments from members.

Members were concerned about some of the metrics where the targets are more than 10% higher than where we currently are. They suggested that more narrative is needed for how we will approach it to ensure that we achieve the target. The Chief Executive advised that we are reluctant to move targets to anything other than the median – we need to be ambitious but realistic.

A member suggested additional information on the damp and mould metric to include the number of cases still outstanding after three months. It was noted that this figure is included in the Health and Safety report, but it was agreed to add to future Performance Reports.

A member felt some further questions on repairs (once the TSM questions had been answered) would be useful. It was noted that we would always use the TSM questions as a can opener and then interrogate issues in more detail.

A member asked if the responsive vs planned spend ratio could be split out from the net zero carbon spend. This was agreed.

Resolved:

That the Board:
1. Considered and approves the priorities for delivery and investment for 2023/24 and 2024/25 described in Appendix A and shown against the Corporate Plan in Appendix B of the report
2. Approves in principle the action plan to deliver the targets for the final two years of the Corporate Plan 2023/24 and 2024/25 as shown in Appendix D of the report
3. Approve in principle the TSMs and KPIs for 2023/24 as shown in Appendix C of the report
4. Tasks Directors with bringing a budget for decision in February 2023 that will enable delivery of these plans and performance targets.

58. Review of Top Risks including Sector Risk Profile 2022

The Chief Executive presented the report to ask the Board to review and approve the Top Live Risks, to note the work of the A&R Committee in reviewing the risk register (top risks and internal control framework) and to review the areas of risk detailed in the Sector Risk Profile (SRP).

She asked the Board to: review if the risks detailed in the Top Live Risk Register remain appropriate and have considered the risks identified by the Regulator in the SRP; whether the controls we have in place mitigate the risk to an acceptable level and if there are any risks we haven't considered. She advised that SLT and the A&R Committee regularly review the register and internal control framework in detail.

The Chief Executive explained that the Committee asked for an additional column to be included in the top live risk register to highlight the proximity of the risk together with a timeline for action.

The Chair then invited questions from members.

A member queried whether a general sales risk should be added back into the top live risks (it needs to be broader than Wallingford Extra Care).

A member suggested additional detail be added to the risk on contractor viability. She agreed to forward her comments to the Director of Property Services. A member asked for consideration to be given to the impact of industrial action by others e.g. fire service or teachers, and what this means for Soha in terms of resourcing and immediate impacts. The Chief Executive agreed to consider this further and will provide her thoughts at a future Board meeting. A member queried the increase in risk scoring for inflation and cost of living, noting that the economic position had begun to stabilise since October when the register was last reviewed. It was agreed to amend the risk scoring. It was noted that a meeting to discuss and agree the future structure of the top live risks is due to take place soon between the Chief Executive, Director of Finance and Resources, the Chair of A&R Committee and the Finance portfolio holder. **Resolved:** **That the Board reviewed and approves Soha's Top Live Risks and notes the work carried out by the Audit and Risk Committee during the last year.** **59. Development Update** The Head of Development presented the report to ask the Board to approve a site at Windmill Road in Thame which is being led by Thame Community Land Trust (TCLT). He explained that while we have ceased seeking any new S106 sites, we are still pursuing land led opportunities which meet the criteria in the Development Strategy set by the Board. The Head of Development advised that TCLT are unable to obtain grant for this site as they are not registered with Homes England, but they do have planning permission, good political will in the area and a high profile in the CLT movement. Soha has been working with the TCLT for the past two and a half years and has developed a very good working relationship with them. He advised that if Soha doesn't step in, the land option will expire and the use for affordable housing will be lost. We are planning to deliver thirty one affordable homes of which sixteen are for affordable rent and fifteen for shared ownership. We will require grant to make the scheme viable and both Homes England and SODC are receptive to grant bids. The Head of Development advised that when tendering for the build contract, we will be seeking prices for delivering both net zero carbon	 **KW**

and building regs standards. If the net zero carbon tender will deliver within budget, we will progress without seeking further Board approval. If the tender goes beyond, it will come back to the Board for further consideration.

The Chair then invited questions.

A member asked about the on-going relationship with TCLT. The Head of Development advised that it has been very good, and we hope this continues.

A member enquired about the upfront costs needed and what the impact would be if we had to convert the shared ownership units to rented. The Head of Development advised that costs and associated risks would be managed through the land contract, and we would look to have a parameter on cost to value.

A member asked whether grant funding will be secured before the contract commences. It was confirmed that entering in to contract will be contingent upon a successful grant application.

The Board discussed their ambition to deliver to net zero. The Head of Development confirmed that the assumed tender price was to build to net zero standards, but that there is a degree of uncertainty about cost price inflation and therefore likely tender values at present. The Board asked that if tender prices are higher than expected all other avenues, including reducing the price we pay for the land, are explored to enable us to deliver a net zero carbon scheme.

Resolved:

That the Board approves the land led development at Windmill Road in Thame in partnership with Thame Community Land Trust, within the financial parameters and subject to the conditionality on grant, due diligence and tender prices set out in the report.

60. Soha's Unified Mitigation Plan

The Director of Finance and Resources presented the report to ask the Board to review and input into the draft unified mitigation action plan.

She advised that at the May Board meeting, members review and approve Soha's Business Plan which contains a section on stress testing, mitigating actions and triggers. She noted that the mitigating actions within the Business Plan have always been sufficient for our requirements. Historically, if we stopped the unidentified development programme, any risk to breaches of covenants would reduce to acceptable levels.

The Director of Finance and Resources advised that with the increased volatility in the economic climate and our significant planned spend on net zero carbon works, we now need a unified mitigation plan covering the Budget and Business Plan. She asked the Board to note that this is a work in progress but will be developed and finalised alongside the Business Plan.

The Chair then invited questions and comments from members.

A member commented that it was useful to see all strands of mitigating actions together in one document. This was echoed by a number of members.

A member asked if there was a hierarchy in the actions we would take. The Director of Finance and Resources advised there was a menu of options available to us, but it would depend on the speed required to reduce the risk.

A member enquired whether we should also be reviewing trigger points. The Director of Finance and Resources confirmed that we will be developing this further in the plan.

Resolved:

That the Board discussed and notes the draft of Soha's unified mitigation plan.

61. Continuous Improvement: Learning from Feedback and Issues

The Chief Executive presented the report on behalf of the Director of Property Services.

She explained that during the week of the big freeze in December, we received reports of around 300 heating breakdowns and 16 burst water pipes which is an exceptionally high number of emergency repairs. In addition, the phone system for the out of hours service went down and there was no cover from them for a number of hours on the Friday evening and the majority of the Saturday. Cover was provided by the Soha staff on duty that weekend.

Soha staff, MD Group and K&T Heating all responded quickly and effectively throughout the severe weather. However, several lessons have been learned to enable us to provide a more effective response should we experience a similar event in the future.

Members noted the list of improvements which mainly appear to be of a technical nature. They were concerned about Soha's reliance on one third party in relation to out of hours calls and enquired about early communication with residents (by all methods).

Resolved:

That the Board discussed and notes the report.

62. Review of Organisational Performance for Q3 2022/23

The report was presented by members of the Senior Leadership Team to update the Board on financial and operational performance at the end of December 2022.

Performance and Key Trends Report

The Director of Finance and Resources presented this report and noted some of the key highlights.

She advised that while we remain financially strong, our performance against budget is lower than we expected when the budget was set at the beginning on 2022/23. She advised we had an operating surplus (after interest) of £4.4m, which is £1.6m below budget. The main reasons for this are a rental income shortfall due to delays in handover of new properties, higher interest costs and a 2% overspend on expenditure. Our total year to date surplus is £8.7m including property sales.

The Director of Finance and Resources drew members' attention to a significant item relating to last years' expenditure. £561k of responsive repairs completed in prior years were not shown as completed at their respective year ends. As a result, this expenditure was not accrued for but has now been billed and the costs incurred in this year.

The Director of Finance and Resources advised that average re-let time stands at 25.5 days which is just above target. She advised that void loss is lower than target at 0.78%. It was noted that while rent arrears are above target of 4.5%, they have reduced from the previous quarter and stand at 5.8%.

The Director of Finance and Resources advised that average time to complete all repairs has increased this quarter as MD continues to work through the backlog of orders. It was noted that while our current performance of 15 days is outside our target of 11.5 days, it is better than the Housemark top quartile performance of 19.5 days.

STAR Survey Results

It was noted that overall resident satisfaction for quarter three was 79% and the rolling twelve month score is 81%. These are both below our target. We are keen to improve overall satisfaction, and this is a key focus for delivery over the coming year.

A member commented on the hard work carried out by the Executive team to achieve the latest results. This was echoed by the Board.

Resolved:

That the Board discussed and notes the report.

63. Update on Resident Scrutiny and Audit Group Review on Independent Living Service

The Director of Housing and Communities presented the report to update the Board on progress made on the review into the Independent Living Service by the Resident Scrutiny and Audit Group.

He explained that work is continuing in 2023 including the finalisation of the independent living service standards and agreeing the targets, refreshing the independent living newsletter in conjunction with the Seniors' Group and how Soha can assist with tackling loneliness and isolation especially at more rural schemes.

The Director of Housing and Communities also advised that the Independent Living Team have retained their outstanding accreditation with Erosh (a quality standards framework for older people's housing).

Resolved:

That the Board discussed and notes the report.

64. HR Policy Reviews

The Head of HR presented the revised policies for approval. She explained that only minor amendments had been made in line with updated guidance.

No questions were raised.

Resolved:

That the Board approves the Disciplinary, Capability and Grievance Policies.

65. Governance Policy Reviews

The Governance and Regulation Manager presented three revised policies and one new policy for approval. She advised that she had received some comments in advance of the meeting, and these will be incorporated into the final versions.

No additional questions were received.

Resolved:

That the Board approves the Resident and Community Shareholding Membership Policy, the Staff Shareholding Membership Policy, the Board Member Remuneration and Expenses Policy and the Board Member Appraisal Policy subject to a couple of minor amendments.

66. Damp and Condensation Policy

The Chief Executive presented the new policy for approval.

A member asked for an amendment to the wording in section 8 to state that we will work with residents to remedy the problem rather than Soha being able to resolve everything. This was agreed.

Resolved:

That the Board approves the Damp and Condensation Policy subject to the minor amendment mentioned above.

67. Personnel and Remuneration Committee Minutes

This item was for information as the main points were discussed at the Board meeting in November. No questions were raised.

Resolved:

That the Board notes the minutes.

68. Code of Conduct – Housing of an Employee's Relative

This item was for information and no questions were raised.

Resolved:

That the Board notes the report.

69. Rental Income Performance Update

This item was for information and no questions were raised.

Resolved:

That the Board notes the report.

70. Any Other Business

None.

71. Date of Next Meeting

The date of the next Board meeting will be **Thursday, 23 February 2023** at **6.00pm** at Soha's office.

The meeting ended at 8.35pm.

Signed:___________________________

Date: _________________

CONFIDENTIAL MINUTES	
There were no Confidential Minutes. Signed:___________________________ Date: _________________	