



NOTICE OF MEETING

The Meeting of the Full Management Committee will be held on Thursday the 29th of October 2020 at 19:00 hrs through the Association's on-line virtual meeting portal.

AGENDA

1.0 MANAGEMENT COMMITTEE

- 1.1 APOLOGIES
- 1.2 REGISTRATION, DECLARATIONS & CODE OF CONDUCT
- 1.3 TRAINING
- 1.4 REGULATORY & STATUTORY RETURNS 2020
- 1.5 WHISTLEBLOWING, FRAUD & NOTIFIABLE EVENTS REGISTER 2020
- 1.6 HEALTH & SAFETY MATTERS

2.0 NEW MEMBERSHIP APPLICATIONS

3.0 DOCUMENTS FOR SIGNING AND USE OF SEAL

4.0 CORRESPONDENCE

5.0 MINUTES OF THE FULL MANAGEMENT COMMITTEE MEETING 01.10.20

- 5.1 APPROVAL OF MINUTES
- 5.2 MATTERS ARISING

6.0 MAINTENANCE & DEVELOPMENT REPORTS

- 6.1 MAINTENANCE SCHEME REPORT
- 6.2 POLICY REVIEW REPORT
  - 6.2.1 Annual Gas Check Policy
- 6.3 DEVELOPMENT SCHEME REPORT

7.0 HOUSING MANAGEMENT REPORTS

- 7.1 COVID-19 REPORT
- 7.2 QUARTERLY COMPLAINTS HANDLING REPORT
- 7.3 TENANT PARTICIPATION STRATEGY REPORT

8.0 FINANCE REPORTS

- 8.1 QUARTERLY CASH FLOW TO 30.09.20 REPORT
- 8.2 QUARTERLY PROPERTY MANAGEMENT ARREARS TO 30.09.20 REPORT
- 8.3 QUARTERLY MANAGEMENT ACCOUNTS TO 30.09.20 REPORT
- 8.4 POLICY REVIEW REPORT
  - 8.4.1 Financial Regulations Policy

9.0 CORPORATE GOVERNANCE REPORTS

- 9.1 POLICY REVIEW REPORT
  - 9.1.1 Freedom of Information and Environmental Information Policy
- 9.2 SHARE COMMITTEE SKILLS REVIEW (Olwyn Gaffney)
- 9.3 QUARTERLY KEY PERFORMANCE INDICATORS TO 30.09.20 REPORT
- 9.4 QUARTERLY BUSINESS PLAN COMPLIANCE REPORT
- 9.5 COMPLIANCE ACTION PLAN UPDATE (Linda Ewart)
- 9.6 DIRECTOR APPRAISAL UPDATE

10.0 DATE OF NEXT MEETING 26.11.20

11.0 A.O.C.B.

Distribution

1. Shields, Graeme (Chairman)	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	6. Jarvis, Anna-Maria	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	11. Walker, Catriona	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
2. Ballantyne, Mary	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	7. Lowe, Thomas	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	12. Wronowska, Agnieszka	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
3. Busby, Elaine	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	8. Parker, Morag	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	13. <i>Casual Vacancy</i>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
4. Donnelly, Lisa-Marie	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	9. Ryan, Isobel	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	14. McKendrick, Mick (Co-optee)	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
5. Fleming, Anne	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	10. Porter, Josephine	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>		



## MINUTES

Minutes of the Full Management Committee Meeting held on Thursday the 29th of October 2020 at 19:00hrs through the Association's on-line virtual meeting portal.

### Present

Shields, G (Chair)  
Ballantyne, M  
Busby, E  
Donnelly, L  
McKendrick, M  
Porter, J  
Ryan, I

### In Attendance

Forrest, C J (Director)  
Bryce, L (Senior Property Services Officer)  
Freeman, K (Secretary / Senior Housing Services Officer)  
McKay, K (Finance Officer)  
  
Ewart, L  
Gaffney, O (SHARE)

## 1.0 MANAGEMENT COMMITTEE

### 1.1 APOLOGIES

Apologies were received from A Fleming, T Lowe, M Parker and C Walker.

### 1.2 REGISTRATION, DECLARATIONS & CODE OF CONDUCT

The Director confirmed that he had now received duly signed registration and declaration forms as well as a signed Code of Conduct from all committee members. He explained that he had omitted to mention that A Fleming had also yet to complete and return her particulars at the last meeting. As she had not yet attended a meeting since the Annual General Meeting and she remained on holiday, this remained outstanding.

### 1.3 TRAINING

The Director reminded those present that a training session on the subject of Internal and External Audit in the context of the 2019 Regulatory Framework had been arranged for 12 November 2020.

G Shields noted that one of the key performance indicators (KPI) that the Association was not currently achieving was the eight hour training target for all Committee Members. He reminded those present of the importance of achieving this target as a minimum to demonstrate on-going understanding and governance capacity.

### 1.4 REGULATORY & STATUTORY RETURNS 2020

G Shields referred to the report and noted that the schedule had been expanded to include the monthly Covid-19 Return to the Scottish Housing Regulator and the requirement to report annually on performance against the Annual Return on the Charter (ARC).

The Director explained that the ARC as submitted in 2019 and 2020 had errors in relation to calculation of staff numbers with the 2019 figure having been based on number of staff rather than full-time equivalents and the 2020 figure being correctly based on full-time equivalents but with a typographical error on the return. In both cases the Scottish Housing Regulator (SHR) was aware of the errors and had made the necessary corrections.

The report was then noted by those present.

### 1.5 WHISTLEBLOWING, FRAUD & NOTIFIABLE EVENTS REGISTER 2020 / 21

G Shields referred to the report and those present noted that the Notifiable Event relating to Covid-19 remained live and that there were no other Notifications or entries to be recorded on the Whistleblowing, Fraud or Notifiable Events Register.

### 1.6 HEALTH & SAFETY MATTERS

G Shields asked if there were any health and safety matters to be raised and the Director confirmed that he had raised the issue of appropriate working arrangements for staff now working at home. All staff had been asked to review their home-working arrangements to ensure that an appropriate desk and seating arrangement was in place.



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**1.0 MANAGEMENT COMMITTEE**

1.6 HEALTH & SAFETY MATTERS

G Shields suggested that all staff be issued with guidelines to explain the appropriate seating arrangements and the Director agreed to issue the necessary advice note.

In response to a suggestion from M McKendrick, the Director confirmed that desks and chairs had been made available for staff to take home if necessary as the Association had surplus available to be taken from the office for those that needed them.

G Shields confirmed that the Association would support staff with appropriate measures if requested.

**2.0 NEW MEMBERSHIP APPLICATIONS**

There were three new membership applications from bona fide applicants as follows:

<u>Share Certificate No.</u>	<u>Name</u>	<u>Address</u>
1231	[REDACTED]	[REDACTED]
1232	[REDACTED]	[REDACTED]
1233	[REDACTED]	[REDACTED]

Approval of these membership applications was proposed by M Ballantyne, seconded by M McKendrick and unanimously agreed by those present.

**3.0 DOCUMENTS FOR SIGNING AND USE OF SEAL**

There were no documents for signing or use of seal.

**4.0 CORRESPONDENCE**

There were no other items of correspondence.

**5.0 MINUTES OF THE FULL MANAGEMENT COMMITTEE MEETING 01.10.20**

5.1 APPROVAL OF MINUTES

The Minutes were proposed by M Ballantyne, seconded by E Busby and unanimously approved by those present.

5.2 MATTERS ARISING

There were no matters arising.

**9.0 CORPORATE GOVERNANCE REPORTS**

9.5 COMPLIANCE ACTION PLAN UPDATE

G Shields welcomed L Ewart to the meeting and invited her to speak to this item following completion of her latest review and to allow her to complete her report without the need to sit through the whole meeting.

L Ewart provided an overview of the process and approach adopted which has culminated in the updated compliance action plan included within the meeting papers. She explained that she had carried out an assessment of the status reported within the compliance action plan and had based that assessment upon a review of all the committee papers and reports that had been provided to the end of December 2019.



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## 9.0 CORPORATE GOVERNANCE REPORTS (Continued)

## 9.5 COMPLIANCE ACTION PLAN UPDATE (Continued)

Having completed her review, L Ewart said that she agreed with the assessment provided that the actions marked in green as "completed" and did not disagree with the assessment provided to the Management Committee.

However she went on to say that she felt that a number of "completed" actions should be recognised as on-going and as such she had annotated the compliance action plan to re-define such actions as both "completed" and "on-going". She explained it was important to recognise that some actions should be subject to review on an on-going basis to assess the effectiveness of actions taken.

L Ewart went on to stress that this should not be seen as a criticism or a sign of failure. It reflected an approach that should be shared with the SHR as it showed the Management Committee's commitment to on-going improvement and to drive change as part of its development of governance matters.

She suggested that it was very obvious even from her sitting through the areas covered on the agenda for this meeting so far that a great deal of progress has been made in a very short period of time. She stated that she was impressed by the way in which the Association had persevered in what she recognised had been very difficult circumstances. However ultimately she felt it was for the Management Committee to decide to what extent the changes made could be further improved and developed.

She went on to suggest the streamlining and further simplification of reports through the use of graphs and charts to reduce the volume of written reports might be useful. She recognised that the Association had adopted a traffic light approach to some reports and she felt this was very helpful and might be further developed.

L Ewart acknowledged that while there was scope for further development and improvement, she agreed with the assessment that the Association was compliant with the Regulatory Standards of Governance and Financial Management.

She acknowledged the Association's business continuity planning and recognised that governing body meetings, training and the general business of the Association had continued throughout the disruption of the pandemic.

She explained that the Director had asked for a further report on suggested improvement actions that might be considered by the Management Committee to further embed and improve upon progress to date. She confirmed that she was happy to provide such a supplementary report.

L Ewart concluded by confirming that she was happy with progress made to date and that the Association had done well.

G Shields thanked L Ewart for her presentation and noted that she had engaged directly with the SHR at the very beginning of this process late in 2018. He asked if she had had any further engagement with SHR since then regarding the Association. He also asked to what extent the analysis she had completed could be relied upon to provide a clear Assurance Statement without the caveats of non-material non-compliance that had been referred to in the Assurance Statement issued last year.

In response, L Ewart said that she wanted to be absolutely clear that she did not at any time engage directly with SHR concerning her work for a client without the express permission of that client. She similarly confirmed that information or reports relating to her work with a client were not shared with SHR unless expressly requested by a client. She also confirmed that SHR had never made a request or an approach concerning her work for a client without her having been informed in advance by a client that such an approach would be made.

With respect to the Assurance Statement, L Ewart stated that she had not seen anything that she had reviewed that would suggest the Association was materially non-compliant with the Regulatory Standards of Governance and Financial Management. The only exception to this was in relation to Covid-19 and gas safety inspections where she was not sure of the status of the inspection regime as she was aware that there were failures around the time of the initial "lock-down".



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### 9.0 CORPORATE GOVERNANCE REPORTS (Continued)

#### 9.5 COMPLIANCE ACTION PLAN UPDATE (Continued)

At this point the Director confirmed that the Association did currently have up-to-date gas safety certificates for all properties including those that had initially been deferred due to self-isolating individuals at the time of the initial "lock-down". He also confirmed that the full inspection regime had been up and running for some months now and that forced access notices were now being issued in response to the Scottish Government's advice regarding gas safety.

On that basis, L Ewart confirmed that she had not seen anything in her review that would indicate the Association was not compliant with Regulatory Standards. However she did remind those present that this was not in itself sufficient to sign off the Annual Assurance Statement and that the Management Committee would need to satisfy itself in the context of all the evidence.

M Ballantyne thanked L Ewart for her input and expressed her sense of re-assurance that she recognised the improvements and the hard work that both the staff and committee had put in to progressing matters during a very difficult period. E Busby echoed this sentiment.

Those present then thanked L Ewart for her attendance.

At this point L Ewart thanked those present for considering her report and left the meeting.

### 6.0 MAINTENANCE & DEVELOPMENT REPORTS

#### 6.1 MAINTENANCE SCHEME REPORT

G Shields noted that the gas servicing was now fully up-to-date and The Senior Property Services Officer also confirmed that the stone repair works were also now progressing following the initial "lock-down" period.

The report was then noted by those present.

#### 6.2 POLICY REVIEW REPORT

##### 6.2.1 Annual Gas Safety Check Policy

The Senior Property Services Officer confirmed that the policy had been amended to adopt the standardised policy format and that there had been an amendment to the policy wording to reflect changes in the Gas Safety Installation and Use Regulations.

In the absence of any proposed amendments, the policy as drafted was proposed by M McKendrick and seconded by M Ballantyne.

#### 6.3 DEVELOPMENT SCHEME REPORT

##### Blawarthill Hospital Refurbishment

G Shields noted that an additional cost submission would be submitted to reflect restrictions relating to Covid-19 but that there was some question over how this claim would be received.

The Senior Property Services Officer confirmed that as a "force majeure" this would entitle the contractor to an extension of time but not loss and expense under the contract. However it was recognised that this claim for loss and expense would not be uncommon and the unprecedented nature of the circumstances meant that it may be considered more favourably than might ordinarily have been the case. She confirmed the matter would be discussed at the mid-year review meeting with Glasgow City Council.



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**6.0 MAINTENANCE & DEVELOPMENT REPORTS (Continued)****6.3 DEVELOPMENT SCHEME REPORT (Continued)**Blawarhill Hospital New Build

G Shields noted the potential delay in progressing the employability training for this scheme due to the current environment. M Ballantyne expressed concern over this and pointed out that there was little face-to-face training being carried out at this time.

The Senior Property Services Officer confirmed that travel to Norfolk where the training was based and the hands-on nature of the training presented serious obstacles to progressing matters.

However it was agreed that the site clearance and ground works could be progressed in the interim as these aspects of the work were not particularly "employability friendly". She anticipated that this element of the work could be progressed before the end of the current financial year.

In response to a question from M Ballantyne, it was confirmed that Glasgow City Council were yet to arrange removal of spoil from the site to re-establish levels to what was there before their use of the site.

E Busby asked if moving the training was a possibility but it was explained that this had to take place in Norfolk as that was the base for the Beattie Passive factory and training facility.

M McKendrick asked if there were other contractors who had completed this training and whether or not they could be approached to provide the training. The Director suggested that there may be a contractual requirement to use Beattie Passive but the Senior Property Services Officer agreed to investigate this possibility.

Bulldale Street Development

Proposals to work in partnership with Link Housing Association for the development of this site were discussed at length. The risks associated with progressing such a development unilaterally were discussed and it was agreed that a partnership arrangement would reduce the risk to the Association financially and through the development phase.

M Ballantyne suggested that a meeting with Link Housing Association would be beneficial to discuss the matter further and to obtain more information on how a partnership arrangement might work. She asked if there was a time constraint on the decision-making process.

The Senior Property Services Officer suggested arranging a meeting as soon as possible as if Link Housing Association was to progress matters, they would wish to enter into negotiations as soon as possible.

G Shields suggested that a meeting be arranged as soon as possible and asked if M McKendrick was aware of progress at Oak Tree Housing Association in Greenock as mentioned in the email from Link Housing Association. M McKendrick confirmed that he was aware of the development being partnered with Link Housing Association and suggested that the partnership had worked very well for the local housing association.

Following further discussion it was agreed that the Association proceed in principle with a partnership arrangement. In the interim it was agreed that a meeting be arranged with representatives of Link Housing Association to obtain more information on how the process would work in practice.

Acquisitions

The Director explained that GCC had confirmed that they would provide funding for an additional tenement flat that had recently come on to the market for sale. This flat would strengthen the Association's ownership within the relevant close and ensure future common repairs and maintenance could be carried out.

With respect to the acquisition of eleven properties discussed at the previous meeting, the Senior Property Services Officer confirmed that GCC had now said that they would support funding for this project as it did not meet their funding priorities at this time.

The report was then noted by those present.





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### 7.0 HOUSING MANAGEMENT REPORTS

#### 7.1 COVID-19 REPORT

G Shields referred to the report and the Senior Housing Services Officer explained that it was all self-explanatory and he had nothing further to add.

In the absence of any questions the report was noted by those present.

#### 7.2 QUARTERLY COMPLAINTS HANDLING REPORT

G Shields referred to the report and noted that there had been just six complaints received in the six month period up to the end of September 2020. He noted that all these complaints had been completed without going to Stage Two of the process and asked when the last Stage Two complaint had been received.

The Senior Housing Services Officer confirmed that Stage Two complaints had been received in the past both as direct Stage Two complaints and as complaints that had been escalated from Stage One. While none had been received to date in the six months to the end of September 2020, he was aware of a Stage Two complaint that had been dealt with under the complaints handling procedures for the third quarter of the current year.

In response to a question from M Ballantyne, he confirmed that all expressions of dissatisfaction are treated as complaints even where the complainant does not wish to make the complaint "official". He explained that this helped ensure that any issues were addressed and actions recorded for future reference.

E Busby noted that three complaints were raised regarding the performance of a contractor and asked what action was taken with regards to future work. The Senior Housing Services Officer explained that it would depend upon whether the complaint was upheld and what action the contractor took to rectify the situation. He was not aware of any circumstances where a contractor had been found to be at fault and hadn't amended processes or procedures to rectify the problem.

The report was then noted by those present.

#### 7.3 TENANT PARTICIPATION STRATEGY REPORT

The targets achieved in terms of tenant participation in the year to date along with outstanding tenant participation targets were referred to by those present.

G Shields suggested that the report was self-explanatory and in the absence of any particular queries the content of the report was noted by those present.

### 8.0 FINANCE REPORTS

#### 8.1 QUARTERLY CASH FLOW TO 30.09.20 REPORT

G Shields referred to the report and the Finance Services Officer highlighted the positive outcome for the quarter with positive cash flow almost double the budgeted cash flow.

In response to a question from G Shields, the Finance Services Officer confirmed that the total cash inflow of £216,175 was for the six months to the end of September 2020.

The report was then noted by those present.

#### 8.2 QUARTERLY PROPERTY MANAGEMENT ARREARS TO 30.09.20 REPORT

G Shields noted that the property management arrears for the quarter to the end of September 2020 included eighty-six cases with no arrears and the Finance Services Officer confirmed that the majority of these owners actually had a prepaid balance on their account.

She went on to confirm that in some cases the prepayments were significant and that owners were encouraged to make prepayments in order to meet any potential future larger common repair costs.



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### 8.0 FINANCE REPORTS (Continued)

#### 8.3 QUARTERLY MANAGEMENT ACCOUNTS TO 30.09.20 REPORT

G Shields asked the Finance Services Officer to provide a brief overview of the results for the six months to the end of September 2020.

Those present noted that the performance improvement over the budgeted surplus was mainly attributable to a reduction in reactive and planned maintenance costs and that the results were reflected in an improved cash balance and reduced liabilities.

In the absence of any questions the report was noted by those present.

#### 8.4 POLICY REVIEW REPORT

##### 8.4.1 Financial Regulations Policy

G Shields noted that the only changes being proposed to the policy at this time were the changes that reflected the change in authorised bank signatories for payment authorisation and cheque signing purposes approved at the previous meeting.

The amended policy was then proposed by E Busby, seconded by M McKendrick and unanimously approved by those present.

At this point the Senior Finance Officer left the meeting.

### 9.0 CORPORATE GOVERNANCE REPORTS

#### 9.1 POLICY REVIEW REPORT

##### 9.1.1 Freedom of Information and Environmental Information Policy

The review of this relatively new policy was carried out by those present. It was noted that in the absence of any changes to the underlying legislation which formed the basis for the policy when originally drafted, there were no recommendations for amendment at this time.

The policy as drafted was then proposed by M Ballantyne, seconded by J Porter and unanimously approved for adoption by those present.

#### 9.2 SHARE COMMITTEE SKILLS REVIEW

G Shields welcomed O Gaffney to the meeting and invited her to provide an overview of the process being undertaken. O Gaffney then proceeded to provide a presentation on the review process, the reasons for carrying out the review and the objectives of carrying out a successful review.

The content of the survey form and the interview process were discussed together with the outcomes in terms of the reports anticipated from the process.

The timetable for completion of the review process was then discussed and it was agreed that all forms be returned by 14 November 2020 with a view to starting the one-to-one interviews week commencing 16 November 2020. It was agreed that the final report would be prepared with a view to presenting this to the meeting scheduled for the end of January 2021.

At this point those present thanked O Gaffney for her attendance and she left the meeting.

As the meeting was about to run over two hours, the Chair moved Standing Orders.





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### 9.0 CORPORATE GOVERNANCE REPORTS (Continued)

#### 9.3 QUARTERLY KEY PERFORMANCE INDICATORS TO 30.09.20 REPORT

G Shields referred to the report and the Director highlighted the main areas where performance was being achieved or not being achieved against the Association's strategic objectives.

It was noted that Covid-19 had had a significant impact in the first two quarters of the financial year and in some areas performance targets were not likely to be achieved even with a return to normal operations and achieving or outperforming targets in the last two quarters of the year.

However it was noted that in a number of areas the Association remained on schedule to achieve performance targets with a number of areas improving or likely to improve over the next two quarters. Despite the current operating environment, it was anticipated that the Association would achieve medium or high levels of compliance with almost all of its strategic objectives by the year end.

The report was then noted by those present.

#### 9.4 QUARTERLY BUSINESS PLAN COMPLIANCE REPORT

G Shields noted that there was substantial compliance with the operational elements of the Association's Business Plan and there was discussion over the impact of Covid-19 and the extent to which certain matters had been impacted.

Those present referred to a number of corporate governance matters that remained outstanding and the Director agreed to prioritise these with a view to completing the outstanding items over the next month or two.

The report was then noted by those present.

At this point the Director declared an interest and, together with the Senior Property Services Officer and Senior Housing Services Officer, left the meeting.

#### 9.6 DIRECTOR APPRAISAL UPDATE

G Shields referred to the recent meeting held between himself, M Ballantyne and A Wronowska with the Director to discuss performance appraisal targets.

He explained the targets that had been set, progress achieved in meeting these targets and additional targets to be reviewed at the next appraisal session scheduled for April 2021.

### 10.0 DATE OF NEXT MEETING 26.11.20

Following discussion, it was agreed that the next meeting be scheduled for Thursday the 26th of November 2020.



**MINUTES**

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**11.0 A.O.C.B.**

Order of Agenda

The prioritisation of corporate governance matters on the agenda for future meetings was discussed and it was agreed that corporate governance matters be moved up the agenda to take priority over development, maintenance, management and finance going forward.

There being no other competent business the meeting closed at 21:35 hrs.

Proposed By \_\_\_\_\_

Seconded By \_\_\_\_\_