



## JOINT MEETING OF THE GOVERNING BODIES OF OSPREY HOUSING AND OSPREY HOUSING MORAY 17 February 2021 AT 10:00 VIA ZOOM

Present: Apologies:	Mike Scott, Director OH Board, Member OHM CoM (MS) – OH Chair Les Allan, Member OHM CoM (LA) - OHM Chair Stuart Robertson, Director OH Board (SR) Brian Topping, Director OH Board, Member OHM CoM (BT) Jonathan Young, Director OH Board Rab Hepburn, Director OH Board, Member OHM CoM (RH) Douglas Bodie, Director OH Board (DB) Marian Reid, Director OH Board (MR) Brian Watson, Member OHM CoM (BW) Jim Milne, Member OHM CoM (BW) Jim Milne, Member OHM CoM (KD) Simpson Buglass, Director OH Board (SB) Mike McClafferty, Member OHM CoM (MMcC)
Attending:	Glenn Adcook, Chief Executive Osprey Group (CEO) Gary Walker, Chief Finance Officer, Osprey Group (CFO) Clare Ruxton, Corporate Services Manager, Osprey Group (CSM) Stacy Angus, Housing Services Manager, Osprey Group (HSM)

Hugh Crothers, Asset Manager Osprey Group (AM)

Sofia Redford, Corporate Services Officer Osprey Group (CSO) (Minute)

David Davison, Spence & Partners – Pension advisors (DD)

Minute No	Subject	Action
1 1	<ul> <li>Welcome and Introduction Briefing: Participation in NESPF/Future Options – David Davison, Spence &amp; Partners</li> <li>David Davison gave a comprehensive presentation to the Governing Bodies on the potential future options available to OH in relation to participation in the North East of Scotland Pension Fund. DD provided detailed analysis of the options and answered a series of in-depth questions from Board Members.</li> <li>The OH Board expressed their appreciation at how well a very complex matter had been presented by DD and members highlighted their wish to continue to call upon his well-recognised expertise in this field as OH starts to take this issue forward.</li> <li>The Governing Bodies:         <ul> <li>Agreed that R&amp;G Committee should take the lead in taking consideration of the pensions</li> </ul> </li> </ul>	GW and R&G
	<ul> <li>issue forward.</li> <li>Noted the presentation and asked that a copy of it remains available and easily accessible to them.</li> </ul>	
2	Administration	
2.1	Apologies	Chair
	Apologies as noted above.	
2.2 Joint Item	<b>Declarations of Interest</b> There were no changes to the standing declarations of interest.	Chair
2.3 and 2.5 Joint Item	Minute of Joint Governing Body meeting 25 November 2020The minute of the Governing Bodies meeting held 25 November 2020 was agreed as a correct and accurate record.Approval of the Minute for OH was proposed by SB and seconded by SR.	Chair

	Approval of the OHM Minute was proposed by JM and seconded by KD.	
	The minute was duly signed by the Chairs.	
2.4 and 2.6	Matters Arising	Chair
Joint Item	There were no matters arising that were not otherwise covered as separate agenda items.	
2.7 Joint Item	Minute of Chairs/Vice Chairs meeting 16 December 2020 The minute of the Chairs/Vice Chair meeting held 16 December was noted and decisions endorsed by the Governing Bodies.	Chair
2.8 OHM Item	<ul> <li>Minute of OHM CoM meeting 17 December 2020</li> <li>The minute of the OHM CoM meeting held 25 November 2020 was agreed as a correct and accurate record.</li> <li>Approval of the Minute was proposed by KD and seconded by BW.</li> </ul>	

Minute No	Subject	Action
3	Items for Decision	
3.1	Chief Executive's Report (Including Policy approvals)	CEO
	The CEO presented his report in accordance with the specified objectives and purpose. <b>Policy/ Strategy Approvals</b>	
	Policy/ Strategy Approvais	
	The GBMs noted that the policies to be considered had been reviewed and recommended for approval by the Housing, Corporate Services and R&G Committees as required.	
	The Governing Bodies:	
	<ul> <li>i. Unanimously approved the <ul> <li>Retirement Policy</li> <li>Redundancy Policy</li> <li>Pay Protection Policy</li> <li>Maternity Leave Policy</li> <li>Paternity Leave Policy</li> </ul> </li> </ul>	

Minute No	Subject	Action
	Key Issues and Outcomes from Sub-Committees	
	R&G, Housing, Corporate Services	
	Housing/Corporate Services Committees met on 27 January and R&G Committee met on 3 February. The CEO's report summarised the key outcomes.	
	The CSM confirmed to the Governing Bodies that the Succession Planning SLWG had been set up.	
	Exceptional matters arising were otherwise covered under individual agenda items for this meeting of the governing bodies.	

Minute No	Subject	Action
	Development Update (Exceptions)	
	Kincardine O'Neil Phase 1 - Stage 2 grant funding has been awarded by the Scottish Government to cover the full cost of the adaptions undertaken to one of the bungalows to facilitate the particular needs of a new tenant.	
	Alba Place, Elgin – Additional grant funding, representing 50% of the claim, has been awarded by the Scottish Government to cover the additional construction material costs identified by the contractor. The remaining costs will be split equally by OHM and the contractor. This will result in the development no longer meeting the normal "red lines" associated with development evaluations. The R& G Committee had considered this and recommended acceptance of the revised costs. OHM CoM considered that, despite the cost increases, this development still represented a good and sound investment particularly within Elgin and agreed to accept the revised costs involved. The OHM CoM noted the additional grant from the Scottish Government, fully endorsed the outcome of the negotiations with the contractor and agreed the	
	additional costs involved. This was proposed by JM and seconded by KD.	
	Portstown, Inverurie Phase 2 – Final negotiations with the developer identified additional costs not brought to our attention by Castlehill HA when these new homes were initially offered to Osprey. The additional costs are in relation to inflationary uplift to the value of the units and responsibility for the planning gain payments to the local authority. This will result in an additional cost of £31K. However, as the development continues to meet all "red lines" R & G Committee had recommended acceptance of the revised costs as the development still represents an excellent investment.	
	The OH Board endorsed the approval of the amended total purchase price. This was proposed by RE and seconded by JY.	
	The CFO updated OHM CoM/OH Board on the Clifton Road office, Lossiemouth – The office is now on the market and	

although initial interest has been slow informal feedback
from an interested party has indicated a possible noted
interest.

CEO advised of initial discussions that are underway with a potential new partner organisation called 'Safe as Houses'. The organisation develops bespoke supported housing predicated on agreements with local Health/Social Care Partnerships. The organisation is bringing a new model to Scotland based on a leaseback arrangement involving a partner RSL. This opportunity would be the first of its kind in Scotland although is being used in England and is located in Inverness. Whilst the opportunity is at an early stage of discussion with this potential new partner it is a possible opportunity to extend Osprey's activities into Inverness which has been previously identified as a potential growth area for Osprey. Osprey will be required to enter into a non-disclosure agreement.

## The Governing Bodies both saw value in exploring this opportunity further and endorsed the continuation of negotiations.

## Void Performance Update (Exceptions)

Analysis of budget spend on Void Budget appears to be c£57k above anticipated and projected spend.

This is a result of an increased number of properties requiring a considerable amount of refurbishment and void works to bring them up to a good quality lettable standard. Part of the problem is attributable to spend being incorrectly allocated between appropriate budget heads resulting in an apparent overspend. It is anticipated that following reallocation of spend the level of projected overspend in the void budget will reduce. However, it is still likely to show an increase and this position will be monitored to determine if it is an increasing trend.

The Governing Bodies noted the position and highlighted the requirement for ongoing monitoring in case further consideration of this matter may be required.

Gas supply failure – Keith and Huntly

CEO confirmed that a significant number of Osprey tenants were affected by the recent gas supply failure in Keith and

The Governing Bodies otherwise noted and supported the contents of the CEO's report.	
The CEO advised he has been asked to participate in the Scottish Housing Resilience Group (SHRG) advising the SG, NHS and SHR on key issues facing housing organisations dealing with the impact of the pandemic. This enhances Osprey's growing reputation as an influencer and the Governing Bodies fully supported his participation.	
Osprey as an Influencer/Sharing Experiences	
The organisation has established and more settled position in the recovery phase which has evolved to a "new normal". The conclusion of the ToE process will act as a catalyst to where we go next. The re-emergence strategy will be further developed and updated during the 21/22 cycle.	
major incident. COVID 19 Impact and Re-emergence Update	
The Governing Bodies noted the outcome and supported the CEO's decision not to declare it a	
The issue has however, highlighted a need to accelerate the review date for the MIP to modernise it and to take account of the way we work now under COVID-19 restrictions.	
CEO advised he did not declare the issue a major incident under the terms of Osprey's Major Incident Plan (MIP) as it was the responsibility of Scottish Gas Networks (SGN) who were leading the response and implemented remedial action. SGN was coordinating the response including updates and communications with all residents affected. The matter was dealt with quickly.	
Huntly. All potentially vulnerable tenants including those with no other source of heating/warmth were contacted and arrangements made to provide heaters if required. Around 60 heaters were purchased, and a team of staff were deployed to deliver the heaters to these tenants. Staff responded quickly to help tenants. This was co-ordinated with our gas maintenance contractor Heatcare, who have since recovered most of the heaters.	

Minute No	Subject	Action
3.2	Performance	
3.2.1	Treasury Management Update	CFO
Joint Item	The CFO presented a report providing the Governing Bodies with a Treasury Management update particularly in relation to matters linked to the Transfer of Engagements (ToE).	
	The Governing Bodies noted that the ToE process provides an opportunity to update and future proof the Lloyds Banking Group (LBG) facility. CFO highlighted that the matter has previously been reviewed and recommended for approval by the R&G Committee.	
	The Governing Bodies agreed the rationale/requirement for the update and approved carrying out the following work as a linked part of the ToE process:	
	<ul> <li>Renewal of the £5M Revolving Credit Facility (RCF - see item 3.3.1)</li> <li>Standardising financial loan covenants</li> <li>Migrating existing LIBOR products to SONIA</li> </ul>	
3.2.2 Joint	Rent Consultation – Outcome	
Item	The HSM presented a report updating the Governing Bodies on the process taken for the 2021-22 rent review/ consultation with tenants and, the outcome.	
	The Governing Bodies noted that the rent consultation process had been a unique scenario due to it being directly linked to and contingent upon the ToE process. The following two options were shared with all OH and OHM tenants:	
	Option 1: If the ToE process is approved with a 1 April implementation date all tenants of OH and OHM will be committed to a 3 year rent promise with year 1 being a rent freeze followed by 2 years of CPI only increases. Option 2: In the event that the ToE does not proceed OH and OHM will apply rent increases in line with their current separate business plans.	
	The outcome of the consultation has resulted in one of the best responses in the recent years and the overwhelming	

	<ul> <li>support was for Osprey to implement Option 1 – which is subject to successful completion of the ToE.</li> <li>The consultation also included inviting tenants to rank their priorities, the outcome of this shared with the GB and will also be used going forward giving Osprey insight into the clear tenant steer on priorities.</li> </ul>	
	<ul> <li>The Governing Bodies:</li> <li>Noted the contents of the report</li> <li>Agreed to apply Option 1 subject to successful completion of the ToE and otherwise rent increase in line with the relevant business plan models.</li> </ul>	
3.3	Strategy	
3.3.1 Joint	<b>Renewal of £5M RCF</b> The CFO presented the Governing Bodies with indicative terms for the renewal of the £5M Revolving Credit Facility (RCF) with LBG and explained the rationale behind renewing this financial year.	CFO
	The Governing Bodies noted that the existing agreement expires on 21/04/22 and the current Financial Business Plan identifies a requirement to renew this for a further 5 years. As loan agreements are currently being reviewed and amended as part of the ToE process the Governing Bodies agreed that it makes business sense to renew now.	
	The Governing Bodies:	
	<ul> <li>Approved the renewal of the £5M RCF with Lloyds Banking Group.</li> <li>Approved Pinsent Masons being asked to undertake the requisite comprehensive legal review - linked to the ToE process.</li> </ul>	

Minute No	Subject	Action
3.3.2 OH	OIL Draft Budget 2021-22	CFO
Item	The CFO presented the final draft budget for Osprey Initiatives Ltd for the year ending 31 March 2022.	
	<ul> <li>The following assumptions have been used: <ul> <li>Rental Income includes the extension of a rent freeze for a further year.</li> <li>Factoring income includes 33 units for a part year (10 months) managed on behalf of Hillcrest Enterprises and anticipates a reduction in the NHT units, although some of those will be acquired by Hillcrest and continue to be managed by OIL on behalf of Hillcrest Enterprises. However, further loss will occur over time as they migrate to become social housing when they become void.</li> <li>Void Rent Loss has been set at 4.0% (unchanged from 2020/21).</li> <li>Income and associated Management Charges relating to the contract with ASHS has been included for a full year. This will require an adjustment should the proposed ToE proceed.</li> <li>Bad Debts have been maintained at 1.0% of gross rental income (unchanged from 2020/21).</li> <li>Reactive Maintenance assumes that the level of repairs increases as the stock ages.</li> <li>Cyclical Maintenance relates to annual servicing of heating systems, electrical inspections and PAT testing of appliances.</li> <li>Professional Fees relate to expected legal, audit and accountancy fees.</li> <li>IT costs include website hosting along with Lettings Automation software costs.</li> <li>Lease Charges have been set as per the Lease Agreements with OH and OHM and cover the net cost of development, future capital renewals and insurance.</li> <li>Management Charges include the full salary cost of the team that provides services on behalf of OIL including additional maternity cover.</li> <li>Taxation will again be negated to £nil by way of group tax relief.</li> </ul> </li> </ul>	
	<ul><li>meeting on 3 February.</li><li>Considered the contents of the report and</li></ul>	

Minute No	Subject	Action
3.3.3	OH Draft Budget 2021-22	CFO
	The CFO presented the final draft budget for Osprey Housing for the year ending 31 March 2022.	
	The following assumptions have been used in preparing the final draft budget:	
	<ul> <li>The ToE proceeds and OH/OHM are a single entity from 1 April 2021</li> <li>VAT has been incorporated into specific budget heads rather than being shown separately. This is to facilitate compliance with Making Tax Digital.</li> <li>Income forecasts are based on a rent and service charge freeze.</li> <li>Void Rent Loss has been set at 0.7% (unchanged from updated pandemic budget 2020/21).</li> <li>Bad Debts have been assumed at 2.0% of gross rental income (decreased from 2.5% in updated pandemic budget 2020/21).</li> <li>Void Maintenance - Provision has been based on 165 void properties per annum at a cost of £1,600 per property.</li> <li>Planned/Cyclical Maintenance - This relates to the external painterwork program, the annual servicing of heating and electrical systems as well as items identified under the Life Cycle Costing (LCC) Report.</li> <li>Staff Salaries include the proposed staffing establishment changes (see agenda item 3.4.2) along with an annual cost of living increase of 1.0% as previously approved.</li> <li>Professional Fees has been adjusted for known items of expenditure, including a full option appraisal of loan financing, additional recruitment costs and legal costs associated with the planned adoption of the new model rules.</li> <li>Provision has been made for a new Community Fund and for the undertaking of a major document scanning exercise.</li> <li>Loan interest payable has benefited from the ending of the 10-year fixed rate period on the Nationwide loans.</li> <li>Rental income for the ground floor office has not been included.</li> </ul>	
	The Governing Bodies:	

	<ul> <li>Noted that rents and service charges are assumed to frozen for a period of 12 months in accordance with the outcome of the rent consultation/ToE.</li> <li>Approved the annual budget for the year ending 31 March 2022. This was proposed by RH and seconded by DB.</li> </ul>	
3.3.4 OH Item	Proposed Transfer of Engagements (ToE) – Aberdeen Soroptimist Housing Society (ASHS) to Osprey Housing (OH)	CEO / CSM
	The CEO presented a report to inform the OH Board of the progress being made to negotiate a ToE of ASHS into OH and ensure the first stage 'offer' to ASHS is subject to full governance review and endorsement.	
	The OH Board noted that ASHS has considered the offer and the CEO and CFO are meeting with ASHS to provide further clarification. It was further noted that no substantive changes to the initial offer had been made by ASHS and negotiations are likely to be around how Osprey will approach the continuing management, retention and rent structure for the homes.	
	The OH Board:	
	<ul> <li>Noted the report and supported the decision of Office Bearers taken under delegated authority approving submission of the offer to ASHS Board. Delegated authority was granted to MS and RH to approve a finalised offer.</li> <li>Unanimously endorsed the offer and committed in principle to the ToE subject to a successfully negotiated agreement that meets OH expectations.</li> </ul>	

Minute No	Subject	Action
3.3.5 OH	Osprey Housing Board Item	CEO
Item	Osprey Housing (OH)/Osprey Housing Moray (OHM) Transfer of Engagements	
	The CEO informed the OH Board that at its Special General Meeting on 3 February 2021 the shareholders of OHM present at that meeting, either in person via Zoom or by proxy, had unanimously passed the Special Resolution to proceed with the Transfer of Engagements of OHM into OH.	
	The CEO informed the OH Board that the next step in the process is for the OH Board to accept the transfer.	
	The Chair of OH presented the Resolution to this effect:	
	That this meeting of the Board of Osprey Housing Limited hereby agrees in consideration of this Company receiving the whole of the stock, property and other assets of Osprey Housing Moray Limited to discharge the liabilities and engagements of Osprey Housing Moray Limited in full and to issue each member of Osprey Housing Moray Limited a certificate of membership equal to the amount standing to the credit of each member in the share ledgers of Osprey Housing Moray Limited on the date when the transfer of engagements becomes effective.	
	The OH Board:	
	i. Unanimously approved the Resolution to accept the Transfer of Engagements of OHM into OH. This was proposed by MR and seconded by JY.	
	ii. The Resolution was signed by the OH Chair	

Minute No	Subject	Action
3.4	Governance	
3.4.1 Joint	Strategic Risk Register	CSM/HSM
Item	The CSM and HSM presented a report providing the Governing Bodies with the final version of the updated Osprey Risk Register.	
	The Governing Bodies noted that each of the Sub- Committees had reviewed and approved updates to their relevant Risks.	
	The Governing Bodies:	
	<ul> <li>Noted the contents of the report.</li> <li>Reviewed and agreed the proposed changes to the Risk Register as approved by the individual committees.</li> <li>Agreed the high priority risks which should be subject to ongoing review by the Governing Bodies.</li> </ul>	
3.4.2 Joint	Proposed Staffing Establishment Changes	CSM/HSM
Joint Item	The CSM and HSM presented a report inviting the Governing Bodies to consider proposals to change the staffing establishment of Osprey Housing. Initially on a temporary basis with subsequent review to determine the longer-term position.	
	The HSM had identified a requirement for an additional member of staff to strengthen the existing Housing Services Team in a dedicated Tenancy Support role. This would be a temporary post for an initial period of a year and would allow Housing Officers the time to carry out high level housing management whilst being able to deliver in house tenancy support. The role would replace the previously approved Housing Apprentice post which due to the impact of Covid has not been recruited. The proposal is supported by the SLT and has been included in the 2021/22 staff budget.	
	The Governing Bodies:	
	<ul> <li>Noted the report</li> <li>Agreed the proposed changes within the Housing Services Team.</li> </ul>	

Minute No	Subject	Action
4	Items for Assurance/Challenge	
4.1	Performance	
4.1.1	Performance Report (Quarter 3 2020/21) OH/OHM/Group	CEO
	The CEO presented the Q3 KPI figures for OH and OHM which had also been reviewed by the relevant Sub-Committees.	
	It had been an encouraging quarter and the figures were good, especially in the current circumstances.	
	The Governing Bodies noted and commended the results.	
4.1.2	Performance Report (Quarter 3 2020/21) OIL	CEO
OH Item	The CEO presented the Q3 KPI figures for OIL.	
	Although the OIL portfolio of properties is more vulnerable during the current market situation it has performed relatively well.	
	The OH Board noted the position.	
4.1.3 Joint	Financial Performance (Quarter 3 2020/21) Group	CFO
Item	The CFO presented a report detailing the financial outcomes for the quarter ending 31 December 2020 and advised that they had been scrutinised in detail by the Resource and Governance Committee.	
	The Governing Bodies noted that it had a been an excellent year to date for all 3 entities within the Group and that there are no areas of concern.	
	The results are covenant compliant.	
	The Governing Bodies discussed, analysed and noted the contents of the report.	

Minute No	Subject	Action
4.2	Strategy/Policy	
4.2.1 Joint	Letter from Scottish Government & COSLA	CEO
Item	The CEO presented the Governing Bodies with a joint letter from the Scottish Government and COSLA confirming the current legal requirements and guidance in relation to the work force, tenants and wider community during the COVID 19 pandemic.	
	<ul> <li>The Governing Bodies:</li> <li>Noted the letter.</li> <li>Noted that Osprey are following the legal requirements and guidance.</li> </ul>	
4.3	Governance	
4.3.1 Joint	Conference/Training Events & Feedback	SLT
Item	RH had attended a recent session hosted by RSM and summarised the outcome particularly in relation to audit considerations.	
	The Governing Bodies noted the feedback.	

Minute No	Subject	Action
4.3.2 Joint Item	Internal Audit: Response Repairs/Gas SafetyThe AM gave a verbal update on the outcome of the Internal Audit into Response Repairs and Gas Safety which had recently been carried out by OH's internal auditors, Azets (formerly Scott Moncrieff) at the end of January.Both audits had gone well, and no issues had been identified. The full audit report will be available in 3-4 weeks and will be presented at the next cycle of meetings.	AM
4.3.3	<ul> <li>Health and Safety</li> <li>The CSM presented a report providing the Governing Bodies with a full overview of the current Health and Safety arrangements.</li> <li>The H&amp;S Committee has continued to meet.</li> <li>A further wellbeing survey has been carried out with the staff team. Responses were in general positive and any issues highlighted have been actioned.</li> <li>A wellbeing survey for the GBMs was approved.</li> <li>Due to the current lockdown regulations a return to the office has been further postponed.</li> <li>The Healthy Working Lives (HWL) programme has been put on hold although the Walkathon initiative was completed in December when the aggregate team results reached the equivalent distance of walking to Wellington NZ.</li> <li>The Governing Bodies: <ul> <li>Noted the actions taken during the Covid-19 restrictions.</li> <li>Considered and approved a wellbeing survey for the GB members.</li> <li>Noted the Contents of the report.</li> </ul> </li> </ul>	CSM
5	<b>AOCB</b> Dolphin Index – A specific survey for the GBMs is being created by the Dolphin Index. MS, LA, the CEO and the CSM to meet with Mark Brown from DI to consider Board involvement.	

	Highfield Avenue, Banchory – supported unit providing respite accommodation – Notice has been unexpectedly received from Aberdeenshire Council terminating the lease from 31/03/2021. Options for future use to be considered 7 April – Set aside for a full strategy day.	
	Special meetings – 17 <sup>th</sup> and 24 <sup>th</sup> March were set aside if required for meetings to approve loan agreements.	
6	Date of next meeting	
	Wednesday 26 May 2021 at 10:00 via Zoom	

The meeting closed at 12:00

Signed: Mike Scott.....

Date: 26 May 2021.....

Signed: Les Allan.....

Date: 26 May 2021.....