

**TAFF HOUSING ASSOCIATION
BOARD BRIEFING
23 JULY 2015**

AGENDA ITEM		OUTCOME
15.91	Minutes of Board Meeting:	Noted
15.92	Matters Arising:	None
15.93	Financial Statements	The surplus for the year was confirmed as £1.13m. 73% of loans are on a fixed rate, enabling some degree of certainty for forward planning. Gearing remained at 47% and other covenants have all been met comfortably.
15.94	Purchase of Land:	Approved
15.95	Admission of Shareholders	Approved Keith Edwards and Mike Jones as Shareholders
15.96	Fire Safety	The report advised of progress in implementing the Fire safety Policy and compliance with the Fire Safety Order 2005. Good progress has been made, but the consultant notes that 'the bar for compliance has been raised' therefore we must be vigilant in ensuring our practice meets current expectations.
15.97	Complaints Report	We dealt with 16 informal complaints and 17 formal complaints (1 st stage). No complaints went to the appeal stage or to the Ombudsman. 81% were resolved within 5 days, and the average time taken was just under 6 days. We also received 17 formal compliments.
15.98	Board Membership & AGM	The arrangements for the AGM, 40 th Anniversary and terms of office for current Board Members were discussed and noted
15.99	Chief Executive's Report	This covered updates for Welsh Government, CHC (including the Summer Budget Briefing) and Conferences attended. It also highlighted the SHPS deficit, which would be the subject of further discussion. Members were saddened to hear of Barrie Oram's death, Barrie was a much respected former Board member.
15.100	Performance Report: Support Services	All voids on all schemes are within target. Members noted the positive outcomes achieved particularly around housing and money management. Latest position with contracts and new business/ funding sources was noted.
15.101	Business Critical Indicators	Noted – exceptions are Board attendance; sickness (due to several long term issues) and although still low, staff turnover increased due to the small number of voluntary redundancies. This may stay higher than normal, due to continued uncertainty around Support contracts.
15.102	Use of Company Seal (not used)	

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