

**TAFF HOUSING ASSOCIATION
BOARD BRIEFING
26 November 2015**

AGENDA ITEM		OUTCOME
	Tenant Satisfaction Survey Presentation	Adam Payne presented Taff's results, with an overall satisfaction rating of 91%. This compares very well to the national average of 86%. Points to note included the significant shift from 'satisfied' to 'very satisfied', and the key drivers of satisfaction – repairs; right first time; getting the right person easily; listening and acting on feedback. Board members congratulated Phil Dunn and Josh Dowdall for their team's excellent efforts in achieving such good results.
15.135	Minutes of Board Meeting: 22.10.15	Approved
15.136	Matters Arising:	Noted
15.137	Financial Report: Q2	The financial position is better than forecast, and bad debts are at an all-time low. Void spend is down on last year, all other maintenance spend is on track or better than expected. We are well within all financial covenants.
15.138	30yr Business Plan	This was approved prior to submission to WG. Board went through the assumptions and were encouraged to challenge these to model the effects on the Business Plan. The DoF will come back with a number of scenarios based on altered assumptions.
15.139	Write-off of Irrecoverable Debts	Just under £5,500 was approved for write off.
15.140	Use of Company Seal	Approved
15.141	Shareholder Application	Approved
15.142	Company Credit Card Policy	Some additional officers/ increased limits were added to the Policy, to reflect the need to use credit cards, especially for internet purchases.
15.143	Locality Update	Board noted forward projections and year end position.
15.144	Chief Executive's Report	This was noted. In particular, Board passed on their thanks and congratulations to staff involved in the fundraising and collections for refugees. All this has been undertaken in their spare time, and well over £1000 has been raised, as well as lorry loads of donated items distributed.
15.145	Performance Report: Customer Services	Arrears at an all-time low; number and costs of voids is down, as well as a slight improvement in turnaround time. A high number of non-responses or refusals is still an issue.
15.146	Business Critical Indicators	Exceptions and plans to address them were noted.
15.147	Policy List	Noted – a number were overdue, and were being updated ready to bring to Board in the New Year
15.148	Any Other Business:	None
15.150	Governance Session:	Members received feedback on: the governance action plan; risks identified by Audit Committee for future focus; annual appraisal. They discussed the CHC Governance Checklist, and added evidence. The completion of the Self Evaluation for governance was deferred until December due to lack of time.