

**Minutes of the Board Meeting held on
Wednesday 21 January 2026 at 6pm
in the McGinlay Suite in the Association's offices and online**

Present:	in person	online	apologies
Michael Smith (Chairperson)	✓		
Kimberley Barker	✓		
Patricia Gallagher (<i>part meeting, left at 6.50pm</i>)	✓		
Simon Gaunt		✓	
Helen Gracie	✓		
Fiona Koroma	<i>leave of absence request</i>		
Andrew McCafferty	<i>leave of absence until 31.3.26</i>		
Hollie McGarry			✓
David Mulhern	✓		
John Russell	✓		

In Attendance:	in person	online	apologies
N. Logan, Chief Executive Officer (NL)	✓		
K. Chalmers, Customer Service Director (KC)	✓		
D. Weir, Asset Director (DW)	✓		
M. Hutcheson, Executive Support Manager (MH)	✓		
P. Bridges, Executive Support Officer (Minutes)	✓		

1. Apologies and Declarations of Interest (including agenda item to which this refers)

Apologies:

Apologies were **noted** on behalf of Board Member H. McGarry who is on annual leave.

Declarations of Interest:

Agenda Item 5(4): M. Smith is a personal friend of the Managing Director of AS Homes (Scotland) Limited. M. Smith will leave the meeting room while this item is discussed by the Board.

Leave of Absence:

The Board **agreed** to award a leave of absence to F. Koroma until 31 March 2026. *Please also see Item 8(i) - Secretary's Duties.*

2. Minutes of previous Board Meetings

(1) Decisions taken between meetings - *nothing to report.*

(2) Board Meeting 29 October 2025

The Minutes were **approved** as an accurate record of the meeting.

Proposed: P. Gallagher

Seconded: M. Smith

(3) Matters Arising/Actions/Decisions

The Board **noted** the following:

(i) Matters Arising

NL confirmed that the Minutes of the Board meeting held on 24 September 2025 had been amended as agreed.

(ii) Actions:

Health & Safety - walkabouts/inspections: It was noted that although walkabouts and office inspections are operational functions, the Board would like to receive regular reports to provide assurance that these tasks are being carried out. DW will provide this information quarterly (including dates) in future Health & Safety reports.

Health & Safety Training: DW will contact Vicki Cutler about potential Board training.

(iii) Decisions:

The Board **noted** the Decisions report.

3. Health & Safety

(1) Health & Safety Update

The Board **noted** the report and **approved** the updates to the Health & Safety Control Manual.

(4) **EICR:** The Board discussed the process for closing out actions in connection with EICR inspections. DW confirmed that any work identified is recorded and action is taken as required, which can include forcing access if necessary. It was **agreed** that DW would provide the Board with a report on any properties with 'unsatisfactory' EICRs. This would allow the Board to see that any outstanding remedial work to those properties is being carried out on time.

(7) **Office Housekeeping:** DW will report on the outcome of the next quarterly inspection which is due to take place next month.

- (12) **Fire Drill:** DW commented that the staff fire drill had taken place on Tuesday 20 January 2026, noting that a fire drill for the Board will be arranged before the end of the reporting year.
- (13) **Damp and Mould Training:** The Board requires refresher training on this item. Dates will be circulated to Board.

4. Chief Executive Officer's Report

- (1) **Staffing:** The Board **agreed** that the next Staffing Sub-Committee meeting would be held on **Thursday 12 February 2026 at 6pm.**

See Confidential Minute

- (4) **Use of Seal:** The Board **noted** that the Seal had been used 3 times since the last Board meeting to issue Share Certificates 390, 391, and 392, as detailed in the report.
- (5) **Bank Authority:** The Board **approved** the request to add the Customer Service Director, Asset Management Director and Acting Finance Director to the list of authorised signatories.
- (6) **Board Strategy Session:** The Board **agreed** that the Strategy Session would take place on Saturday 5 September 2026. This will be an all-day session and will be held in the Association's offices at 3 Kilmuir Drive. The agenda for the event will be circulated in due course.
- (7) **Board Recruitment:** The Board **noted** that Hollie McGarry had recently joined the Board and **agreed** that staff would continue with the Board recruitment process. NL advised that there were currently 2 prospective applicants, adding that she would follow these up.
- (8) **Board Effectiveness Report:** The Board **noted** that the CEO would report on this item at the February Board meeting and present an Action Plan.
- (9) **Board Priorities - procure and embed a new IT system:** The Board **noted** the status update report. NL advised that the staff team were continuing to test the new software and asked the Board for permission to close the office on 9 and 10 February 2026 to allow staff to familiarise themselves with the system before 'going live'. The Board **approved** the proposal.

NL will ensure that tenants are notified of the office closure. The Board added their thanks to the staff team for their work on implementing the new IT system.

- (10) **Board Priorities - approve new Asset Management Strategy:** The Board **noted** that further work is being carried out to update the integrated Asset Management model.

- (11) **Risk Management:** The Board **noted** NL's intention to move to another platform for risk reporting which was planned to be in place for the February Board meeting. It was **agreed** that NL would carry out a short training session with the Board to provide an overview of the risk model and our strategic risks.
- (14) **Board Training:** A Board member spoke about the priorities for Board training and mentioned the training modules offered by SHARE, e.g. Damp & Mould and Health & Safety. NL said she would look into this. NL also advised that the Association's Data Protection Officer, Claire Beckley, had hoped to attend the February Board meeting to provide a refresher session for the Board. Unfortunately this will not be possible, so it will be necessary to organise a separate training session for this. Staff will contact the Board to agree on a date/time.
- (16) **Alexander Sloan, Auditors:** The Board **noted** the correspondence from Alexander Sloan advising that they have joined the TC Group. NL confirmed that there would be no change in service or fees.
- (17) **Pension Trust:** The Board **noted** the update. NL added that she will provide a further update to the Board or the Staffing Sub-Committee on the outcome of the consultation carried out by SHAPS.

5. Matters for Approval/Noting

(1) Close Cleaning Services Procurement

The Board discussed this item in detail. KC explained the process followed by staff which had included surveying tenants and meeting with the Service Improvement Group to discuss their recommendations. KC commented that the feedback from the survey suggested that a lot of tenants agreed that in order to improve the close cleaning service it would be necessary to increase the cost to tenants.

The Board **approved** the appointment of **ldverde** as the close cleaning service provider, effective from 1 April 2026, for an initial term of one year, with the option to extend annually for up to a maximum of four years, subject to a satisfactory interview with the contractor to confirm resourcing plans.

A Board member suggested rating future submissions against a criteria of 70/30, (70% quality, 30% price) instead of the 60/40 rating used to evaluate the submissions for this contract. The Board **agreed** to consider this suggestion.

(2) Rent Consultation 2026/27

The Board discussed the feedback received from the Rent Consultation exercise. KC noted the following:

- We proposed one option this year which seems to be standard across the sector.

- Following consultation at the Big Conversation and our Triennial Survey in 2025, we were able to highlight tenant priorities in the Rent Consultation booklet, demonstrating our commitment to providing the services that our tenants want from us. The Board **agreed** that the Rent Consultation booklet was good and very informative for tenants.
- The response rate (14%) was similar to previous years.
- Responses received from tenants were more positive than in previous years.
- 47% agreed with the proposed 4.8% increase, 52% disagreed, and there was 1 'no response'.

The Board discussed the results of the consultation and appreciated the time taken by our tenants to give us their opinions, all of which have been taken into account (including any negative feedback). However, the Board **agreed** that our business must be sustainable and we are committed to continuing to provide the services our tenants expect from us, which is why the proposed increase will be implemented.

KC advised that the rent increase will take effect from 1 April 2026. KC also confirmed that the Association will be moving from a 4-weekly debit cycle to monthly debits, adding that tenants had already been advised of this in the Rent Consultation booklet and would also be reminded of the change in their annual rent increase letter. Staff will arrange in-person information events to answer any queries tenants may have and will also continue to promote our Welfare Benefits service.

With regard to Shared Ownership charges, KC advised that following advice from our solicitors, she was currently reviewing our charging structure and will provide a report to the Board at the February meeting. KC said that Shared Owners had been consulted on a 4.8% increase for 2026/27 and confirmed that any possible changes to the charging structure would not exceed that level.

The Board thanked KC for her comprehensive report and **approved** the proposal of a rent increase of **4.8%**. The Board also **approved** the reviewed service charges, which are derived from actual costs and are applied only to tenants or owners who receive that service.

(3) Annual Factoring Management Fee Review

The Board **noted** the report and **agreed** to a 4.8% increase to the Factoring Management Fee.

(4) Development Report

M. Smith declared an interest in the first item in this report and left the meeting room while the item was discussed by the Board.

Arden Phase 6:

DW advised that the Association has received planning permission to go ahead with the Arden Phase 6 development which is situated off Kilmuir Close. The contractor, AS Homes, will commence on-site next month (most likely Monday 2 or Monday 9 February) once some final contractual arrangements are in place. DW added that this was Glen Oaks' first development for 6 years and he was delighted to report that the £4million development will provide 19 new homes for rent. The design will be similar to that at the previous project at Kilmuir Close. Arden Phase 6 will be under construction for 12 months with the first handovers at the end of the year. A Board member asked if the contractor had agreed to maintain their original tender price from August 2025 despite the delay in going on site. DW confirmed that there was no change to the tender price.

The Board **agreed** to accept the Offer of Grant, which would be signed off by the Chairperson.

The Board **agreed** that the Vice-Chairperson would sign the building contract with AS Homes on behalf of the Board.

AS Homes will start on-site as soon as the final planning approval for the compensatory drainage works is received.

DW asked the Board to discuss the appointment of a Clerk of Works for the project. Due to low availability of suitable candidates, the Board was asked to consider not following the usual procurement route and appointing a Clerk of Works from Link. The Board was concerned about this proposal and asked if it would be acceptable under the Financial Regulations to directly appoint a Clerk of Works without following the procurement process. NL confirmed that it was justifiable and referred to the section in the Financial Regulations that allowed the Association to bypass the usual procurement procedure to avoid any detriment to the Association's business.

Extract from the Governance Framework: Section 3 - Financial Regulations Procurement of Goods and Services

Exceptions to normal procurement arrangements

It is acknowledged that there are times when it is neither practical nor efficient to undertake a full tender exercise. Examples would be cases such as where there is no credible competition in the market, times when urgent action is required to be taken that cannot be justifiably delayed by a tender process being undertaken, or where the Association is a member of various specialist organisations. However, that does not negate the requirement to assess that the Association is receiving value for money through its membership.

In these or other circumstances where the normal procedures are considered impractical or inefficient, permission to bypass the procedures detailed in this policy may be granted by the Departmental Director in conjunction with the Chief Executive.

The Board considered the information provided and **approved** the proposal to appoint a Clerk of Works from Link.

M. Smith was asked to re-join the meeting.

Old Darnley:

DW confirmed that both boundary issues have now been resolved. DW added that the Association hoped to acquire the site before the end of the financial year.

The Board **noted** and **approved** the Development Report.

(5) Procurement Report

The Board **noted** and **approved** the Procurement Programme. The Board thanked DW for the report and also **agreed** that, in future, they would prefer to receive this report after the end of the financial year.

(6) Governance Plan

NL advised that a lot of the plans for the year have been delayed due to workload. The Board **noted** and **approved** the Governance Plan.

(7) Guide to Information

The Board **noted** that the Association's website has been updated and **approved** the amended Guide to Information.

6. Policies and Performance

(1) Rent Setting Policy

KC advised that the Rent Setting policy had been **approved** by the Board in March 2025. KC confirmed that the revisions noted in the report related to the rent setting model at Appendix 1 of the policy, and not the policy itself which remained unchanged, except for any reference to the 'Housing Services Director' being changed to 'Customer Service Director'.

There was a brief discussion about the process for buying properties to offer for rent. It was suggested that this could be discussed in detail at the Strategy Session.

The Board **approved** the revisions and **noted** that the revised model will not be adopted until 1 April 2026.

(2) Allocations Policy

KC advised that this policy had been **approved in principle** by the Board in June 2025. At that time, the Board had asked for some additional information which KC had provided in her report. KC advised that she had now been contacted by SSAFA who appreciated being consulted by Glen Oaks and being asked for their comments. SSAFA asked for one amendment - change 'British Ministry of Defence Armed Forces' to 'HM Armed Forces'.

The Board considered the additional information and **approved** the proposed amendments to the Allocations policy. The updated policy will be implemented when the new housing software system is in place.

7. Report back from Meetings / Conferences attended

K. Barker (KB) reported that she had attended EVH's December meeting/ Christmas event. KB advised that it had been a good event and added that she was awaiting notification of the next meeting.

8. Any Other Competent Business

(i) Secretary's Duties

Board member F. Koroma (FK) has been granted a leave of absence until 31.3.26. However, as FK is also the Association's Secretary, her duties will have to be carried out by another person in her absence. Rule 59.1 of the Association's Rules allows for another Office Bearer or employee to hold this office on a temporary basis if the Secretary is unable to do so. The CEO offered to carry out the Secretary's duties until the end of the leave of absence period. The Board **agreed** with this proposal.

- (ii) Health & Safety:** DW asked the Board to sign the Health & Safety documents. The Board members present **agreed** to sign. DW will contact the remaining Board members and ask them to sign the documents.

9. Date and Time of Next Meeting

The next **Board** meeting will take place on **Wednesday 25 February 2026** at **6pm**.

Sub-Committee meetings:

Audit, Risk & Assurance Sub-Committee - Wednesday 11 February 2026 at 6pm

Staffing Sub-Committee - Thursday 12 February 2026 at 6pm

10. Review of Board Meeting

The Board **agreed** that the meeting had gone well, adding that the report from the CEO had been very informative.

Signed:

Date: