

Minutes of Board Meeting
Held on Wednesday, 22 January 2025 at 6pm in person in
the McGinlay Suite in the Association's offices and online

Present

Michael Smith (MS), Chairperson
Kimberley Barker (KB)
Fiona Koroma (FK)
Helen Gracie (HG)
John Russell (JR)
Patricia Gallagher (PG)
Simon Gaunt (SG)
Andrew McCafferty (AM) (online)
David Mulhern (DM) (online)
Paul Watson (PW) (online)

In attendance

Nicola Logan, Chief Executive Officer (NL)
Cindy McNeill, Finance Director (CM)
Donald Weir, Technical Director (DW)
Kirsty Chalmers, Housing Director (KC)
Martha Hutcheson, Corporate Services Manager (MH)

Recording: NL advised that the meeting was being recorded. No objections were raised.

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

Apologies: There were no apologies

Declarations of Interest

Michael Smith (agenda item 6.3)

2.0 For Approval

2.2 (iii) Approval of price uplift of Bulk uplift contract

See Confidential minute

The board **approved** the 5.5% increase for 2025/26.

2.1 Rent Increase 2025/26 + Service Charges

KC updated the Board on the response from the Rent Consultation, she highlighted that CX feedback reported that we received both a good response rate and representation in relation to areas and age groups. A Board member asked for confirmation of the date of the Increase. KC confirmed that the date of the increase in relation to the 4 weekly debits would be 11 March and this would be outlined in the rent letter. KC advised that this would be the last year of the 4-weekly debit, and that the Association would move to a monthly debit from 1 April 2026. KC provided more background information, and the Board discussed the details of the report. Key points noted -

- A 4.5% increase was based on the feedback from the tenant priorities survey.
- Last year our increase of 4% was low compared to other Registered Social Landlords (RSLs).
- We will consider giving options for the 2026/27 rent consultation given that the majority of the tenants voted against the rent increase.
- We will look at our rent increase trends over the years.
- Staff will ensure that there is clear communication with tenants as to why we need the 4.5% increase.

The Board **approved** the rent increase of 4.5%.

The Board **approved** the service charges outlined in the report.

The Board **approved** the Shared Ownership Management fee increase of 2.6%.

2.2 (i) Former Tenant Write off report 2024-25

KC presented the annual write-off report. The Board noted that the write-off amount is lower than previous years. KC confirmed that more former tenants have arrangements in place, which has reduced the write-off amount.

The Board **approved** the write-off amount as outlined in the report.

2.2 (ii) Factoring Management Fee

The Board approved a 4.5% increase to the factoring management fee.

2.2 (iv) Eviction report

The Board considered the information in the eviction report and **approved** the recommendation.

2.3 Guide to Information

CM presented the updated guide to information. This document will continue to be updated as policies are reviewed, and hyperlinks to policies will be updated. The date last reviewed will also be updated.

Board **approved** the Guide to Information.

3.0 Health & Safety

3.1 Health & Safety Report

The Board reviewed the health & safety report and discussed the following.

Water pipe replacement

See confidential minute

Damp and Mould

DW and KC updated that we are going to trial Aico monitors in a few properties.

The Board **noted** the report.

4.0 Minutes of previous Board Meeting

4.1 Decisions taken between meetings.

There were no decisions between meetings.

4.2 Board Meeting 27 November 2024

The board **approved** the minutes.

4.3 Matters Arising/Actions/Decisions

Shared Ownership Buy back – An offer was accepted, and the legal work is in progress.

NL updated on the action tracker, this lists all actions in the financial year and outlines the progress. This document will be included in all Board Papers.

5.0 Minutes of Sub-Committees and Other Meetings - *Nothing to report.*

6.0 Matters for Discussion

6.1 CEO report

NL provided an update on the notifiable event. The Insurance company have confirmed that the claim has now been settled. NL confirmed that she will update the Scottish Housing Regulator. The Board noted the report.

NL discussed the following points from her report:

- **Board training / social event** – an updated calendar has been prepared, with 5 dates set aside for training. A copy will be sent to Board members asking them to confirm if the dates are suitable. Dates will also be circulated for the potential Board & senior staff social event.
- **SFHA Governance Conference** – KB wanted to attend.

- **Sub Committee membership.** In order to ensure that the Sub Committee meetings are quorate, NL encouraged Board members to join a Sub Committee.
- **Gold service replacement.** NL confirmed that there will be a saving with the removal of the Gold Service Scheme. In its place there will be an increased budget for community activities and an incentive scheme for tenant engagement. A proposal will be presented at a future Board meeting. There followed a discussion on digital engagement and it was agreed that we will ask CX feedback to give a presentation on this.
- **Cycle of Meetings and scheme of delegation.** The governance review is starting on 29 January 2025. There will initially be a senior staff workshop followed by one for the Board.

6.2 Strategy event report

Senior staff will be reviewing the report. NL will prepare a presentation for the February Board meeting. There will be an update on each of the priorities and a review of the points raised in the report.

6.3 Development report

The Board discussed the report and approved the project proposal and offer of grant.

7.0 Performance Reports

7.1 Risk Management

The Board **noted** the risk report. Water pipes to be added to the risk register.

8.0 Strategy and Policy Review

8.1 Tenancy Management Policy

KC will change the wording relating to tenants' responsibility for keeping their close clean and tidy (paragraph 2.9). The policy was **approved** by the Board, subject to the requested change.

8.2 Managing our Neighbourhoods policy

The policy was **approved** by the Board.

8.3 Right to Compensation for Improvement Policy

The policy was **approved** by the Board.

8.4 Governance Handbook Code of Conduct

The Code of Conduct was **approved** by the Board.

8.5 Writing off Debts and Credits Policy

The policy was **approved** by the Board.

9.0 Reports back from Meetings/Conferences Attended

There was nothing to report.

10.0 Any other Competent Business

Community Hall – a Board member asked if there was any update on the Community Hall. NL advised that we are trying to arrange a demolition survey and will report back to the next Board meeting.

11.0 Date and Time of Next Meeting

The next meeting is on 26 February 2025.