

**Minutes of the Board Meeting held on
Wednesday 24 June 2026 at 6pm
in the McGinlay Suite in the Association's office**

Present:	in person	online	apologies
Michael Smith (Chairperson)	✓		
Kimberley Barker	✓		
Patricia Gallagher			✓
Simon Gaunt			✓
Helen Gracie	✓		
Jim Greer	✓		
Hollie McGarry	✓		
David Mulhern			✓
Marie Murphy			✓

In Attendance:	in person	online	apologies
N. Logan, Chief Executive Officer (NL)	✓		
K. Chalmers, Customer Service Director (KC)	✓		
D. Weir, Asset Director (DW)	✓		
J. Millin, Acting Finance Director (JM)			✓
M. Hutcheson, Executive Support Manager (MH)	✓		
L. Strang, Customer Experience Lead (LS) part meeting	✓		

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

Apologies:

Apologies were **noted** on behalf of Board Members P. Gallagher, S. Gaunt, D. Mulhern & M. Murphy.

Declarations of Interest:

There were no declarations of interest.

2. Minutes of Previous Board Meeting - 27 May 2026

Proposed: M. Smith **Seconded:** K. Barker

3. Matters for Approval

3.1 Service Improvement Group Presentation

NL explained that L. Strang would present the SIG report on their review of the TP Strategy.

LS gave a very comprehensive presentation on the latest SIG review. Among the key findings were the high levels of satisfaction in relation to communication and opportunities to participate. In summary, the report included 19 best practice examples and put forward 27 recommendations, many of which have already been incorporated into the new Tenant Participation, Engagement and Scrutiny Strategy.

There was a lengthy discussion about the different ways in which customers can engage with the Association. The Board asked for an updated copy of the annual calendar of events which KC confirmed had been included in the last newsletter. Information will be included in every newsletter going forward. There were some comments about the importance of engaging with young people and the challenges associated with this. The Board thanked LS for the fantastic presentation which demonstrated the ongoing commitment and dedication of the SIG. They asked LS to pass on the Board's thanks for all the work they do. LS explained that this was the first review they had carried out without the support of the Tenant Information Service (TIS).

3.2 Treasury Management Strategy

NL provided a summary of the Treasury Management Strategy for 2026-27 and the updated Treasury Management Risks Report. She explained that one of the main objectives was to appoint a treasury advisor. NL will provide more detail on this at a future meeting. The Strategy was **approved**.

4. Chief Executive Officer's Report

Staffing update - See Confidential Minute.

NL advised that the HR Officer started on 11 June 2026 and confirmed that the recruitment process for the Asset Manager post will begin shortly.

NL advised that J. Russell had recently resigned from the Board for personal reasons and she had thanked him for his valuable contribution.

5. Health & Safety

The Board **noted** the report. DW advised that the HMO licence had now been granted. He also confirmed that the quarterly inspection of the office had been carried out earlier in the week. DW said there has been a slight delay in the fire stopping project but he will keep the Board up to date with progress at future meetings.

6. Policies and Performance

6.1 Governance Framework Review

NL explained that it had been agreed that the effectiveness of the Governance Framework should be reviewed after a year. This would identify any improvements that could be made. NL had prepared a survey to gain feedback on the effectiveness of the revised framework. The survey will be circulated to the Board in due course, however it is likely that some suggestions for improvement may come from the annual Board review meetings.

NL explained that it had been necessary to update the Financial Regulations due to the change in the way we procure contractors. The Board **approved** the new limits in the Financial Regulations.

6.2 Governance Handbook

NL explained that P. Bridges had carried out a comprehensive review of the Governance Handbook, incorporating some amendments from the latest SFHA review. The Board was happy with the proposed amendments and **approved** the Governance Handbook.

6.3 Tenant Voice Impact Report

KC explained the background to the report, highlighting in particular:

- 853 hours of tenant time contributed across all activities
- 110 improvements delivered directly from tenant feedback
- 270 hours of tenant-led scrutiny activity across 12 meetings

KC said it was clear that tenant feedback is shaping services, informing decisions and delivering measurable improvements across the organisation. It was **suggested** that tenant involvement on the Board should be included in future reports and KC agreed to this change.

7. Rent Harmonisation - June Update

NL confirmed that this would be a standing item on Board agendas until the project had been completed.

There was a period of discussion about the process including questions around how other organisations had implemented/managed rent harmonisation. There were also questions about the model being used and some Board members thought it would be useful to be able to compare the information that was prepared previously/presented to the Board when it was initially proposed to introduce the rent harmonisation exercise.

8. Any Other Competent Business

A Board member **suggested** that staff contact one of the former members who had recently expressed interest in re-joining. MH agreed to contact them.

NL was pleased that one of the new Board members (M. Murphy) would be joining the Staffing Sub-Committee.

KB offered to give a brief presentation at the Big Conversation on the benefits of becoming a Board member. NL thanked her for this and agreed it would be really worthwhile.

9. Date and Time of Next Meeting

The next **Board** meeting will take place on **Wednesday 26 August 2026** at **6pm**.

Signed:

Date: