

**Minutes of the Board Meeting held on
Wednesday 25 February 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	✓		
Simon Gaunt			✓
Helen Gracie			✓
Fiona Koroma	<i>leave of absence until 31.3.26</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)	✓		

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

Apologies:

Apologies were **noted** on behalf of Board Members S. Gaunt and H. Gracie.

Declarations of Interest:

There were no declarations of interest.

2. Minutes of previous Board Meetings

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

(2) Board Meeting 21 January 2026

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

Proposed: P. Gallagher

Seconded: M. Smith

(3) Matters Arising/Actions/Decisions

(i) Matters Arising:

Minutes from January to be amended to reflect the time when P. Gallagher left the meeting (6.50pm). Further amendment to the minutes (Development Report) to include clarification from DW that there was no change in the tender price despite the delay in going on site.

(ii) Actions:

The Board **noted** the Actions report.

3. Health & Safety

(1) Health & Safety Update

There was a brief discussion on the fire-stopping measures that are going ahead imminently. DW confirmed that flat entrance doors are excluded. The pilot project aims to identify any gaps from the previous survey. DW also confirmed that the GWSF appendix (new duties under Awaab's Law) was for noting. DW and KC will prepare a response and update the Board in due course. The Board **noted** the update report. **Post meeting note:** the deadline was past when the discussion took place.

4. Chief Executive Officer's Report

(1) Staffing: See Confidential Minute

NL went on to provide more information on the proposal to create a full-time HR Officer (Executive Support) post. She explained that the details of this proposal had been discussed in detail at the Staffing Sub-Committee meeting on 12 February. NL was asked if it was within the Sub-Committee's remit to approve a new post and she confirmed that it was. The Board **agreed** with the proposal for the new post.

(6) **Additional Public Holiday:** the Board discussed and **agreed** with the proposal to include the Bank Holiday for the World Cup on 15 June 2026 in the list of Public Holidays.

(14) **Board Training:** there was discussion on the level of training that was appropriate for Board members. It was **agreed** that a KPI of 10 hours per annum would be realistic. This would include training in the course of other employment or events.

5. Matters for Approval/Noting

(1) Board Effectiveness Review

MH confirmed that the Survey Form used in 2025 was the same as the previous year, with a couple of additional questions at the beginning. There was a lengthy discussion around some of the detail within the report as certain statements appeared contradictory.

The Board **acknowledged** that a lot of work had been progressed and there had been significant improvements since the meetings with L Ewart. The Board **agreed** that the Strategy Session in September will be really important as it marks the start of a new 3-year business plan. NL agreed to prepare an Action Plan based on the summary report that has already been circulated. She also suggested that it could be beneficial for MH to lead the Board appraisal process this year. A report will be prepared for the meeting in March.

(2) Tenant Engagement, Participation & Scrutiny Report

The Board **noted** the report and acknowledged the improvements delivered through tenant feedback. They **agreed** that the report and appendix were very interesting and provided an excellent insight into current levels of engagement.

(3) Community Hall

There was a lot of discussion about the detail of a Feasibility Study that would be carried out after the site was acquired. The Board **agreed** that the priority must be to acquire the site in the first instance.

(4) Risk Management

Due to the time constraints, it was agreed that the discussion on Risk Management would be postponed until next month. NL explained that the Audit, Risk & Assurance Sub-Committee had discussed the current sector risks, e.g. data integrity, compliance and AI. She said she would incorporate information on these and other emerging risks and give an overview of the risk module at a future meeting.

(5) Shared Ownership Charging Structure

NL spoke about the reasons behind the report proposing a change to the charging structure on the recommendation of TC Young. She went through an example showing how the change would impact on the sharing owners. The Board **agreed** to revise the charging structure for sharing owners. This will aid the transition when rent harmonisation is introduced next year.

(6) Former Tenant Write-Off

The Board **noted** the report detailing the Former Tenant Arrears and sundry account write-offs. They said it would be useful to see the trend of write-offs over the past few years. KC agreed to provide this information. The Board **approved** the write-off totalling £39,452,58.

6. Policies and Performance

(1) Entitlements, Payments & Benefits Policy

The Board **noted** the report detailing all the changes to the policy. They said it was very helpful to have this level of detail. The Board **approved** the policy.

(2) Financial Regulations

NL explained that the authorisation levels had been amended to include VAT as this is how they are stated on the Homemaster system. The amendment to the levels of Delegated Authority were **approved**.

(3) Management Accounts

Prior to the meeting, clarification was sought on several aspects of the Management Accounts:

- Note 16 Current Liabilities - NL agreed to do a comparison
- Underspend in planned maintenance was due to a delay in the fire safety work
- Kitchen & showers - issue with no access in a number of properties
- Door entry & close doors - 2 years work was completed in 1 year
- Increasing programme for planned maintenance to include pipe work and boilers
- Proactive approach to damp and mould is creating additional expenditure. The tenancy support visits have identified some severe cases where tenants had to be decanted.

The Board **approved** the Management Accounts.

(4) Treasury Report

The Board **noted** the report. NL agreed to include more KPI information in future Treasury Reports. She drew the Board's attention to the fact that the net debt figure is higher than average due to being an LSVT organisation.

(5) Key Performance Indicators

NL discussed the Quarterly Performance Report and said she would continue to develop this. She mentioned that satisfaction levels are improving but we are not seeing a high volume of survey returns. The Customer Service team is about to introduce different initiatives to generate a better response. As mentioned earlier, the approach to dealing with damp and mould has proved really successful though it is resulting in higher costs. The Board **requested** the inclusion of benchmarking information in future reports to allow them to understand if the targets remain appropriate. They also **asked** for the asset management information to be compared to targets. NL agreed to include this information in future.

(6) Quarterly Business Plan Review

NL reminded the Board that we are going into the 3rd year of the Business Plan.

(7) Complaints and Compliments Report

The Board **noted** the report.

7. Report back from Meetings / Conferences attended

There was nothing to report.

8. Any Other Competent Business

There was no other competent business

9. Date and Time of Next Meeting

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

10. Review of Board Meeting

The Board **agreed** that the meeting had gone well. However, it was suggested that it would be beneficial to change the order of items at future meetings. Since it was 8pm, Board **agreed** to suspend the Standing Orders for 5 minutes. As each meeting will have a key focus area, matters relating to this should appear early in the agenda. They also **agreed** that discussions need to be "reined in" at times. There was a brief discussion about the date of the Strategy Session. Some questioned whether it was better to hold it in November again. In the end it was **agreed** that it should go ahead in September.

Signed:

Date: