Minutes of the Board Meeting
held on Wednesday 25 June 2025 at 6pm
(hybrid in The McGinlay Suite at the Association's offices and online)

Present:
Michael Smith, Chairperson (MS)
Kimberley Barker (KB)
Patricia Gallagher (PG)
Fiona Koroma (FK)
John Russell (JR)
Andrew McCafferty (AM)(online)

In Attendance:
Nicola Logan, Chief Executive Officer (NL)
Kirsty Chalmers, Housing Services Director (KC)
Cindy McNeill, Finance Director (CM)
Martha Hutcheson, Corporate Services Manager (MH)

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

Apologies: Apologies were received from Board members: Simon Gaunt, Paul Watson, David Mulhern, Helen Gracie and Technical Director, Donald Weir

Declarations of Interest: There were no Declarations of Interest.

2.0 Minutes of Previous Board meeting

The Minutes were **approved** by the Board.

Proposed: Michael Smith **Seconded:** Patricia Gallagher

NL referred to the Action Tracker and confirmed that progress with iFlair procurement is reported at each meeting in her CEO report.

Damp & Mould Monitors - Further checks to be carried out to ensure the brand works with the Homemaster system.

NL updated the Board on a paper that would be presented at a future Board meeting regarding tenants' rewards. The feedback from the tenants attending The Big Conversation was that we should not give incentives for attending events.

DW will prepare an article on Water Hygiene for the next newsletter (by 11 July 2025) and the status of this item is to be changed to 'In Progress'.

3.0 Minutes of Sub Committee and other Meetings

3.1 Special Meeting of the Finance, Audit and Corporate Services Sub-Committee - 26 March 2025

See Confidential Minute.

3.2 Special Meeting of the Finance, Audit and Corporate Services Sub-Committee - 28 May 2025

NL answered the following questions on the Sub-Committee Minutes:

- A Board member asked when the formal training will take place. NL confirmed that the training for the non-technical staff will take place on 10 September 2025.
- NL confirmed that Tenant Participation training for staff had taken place some time ago and confirmed that additional training will be arranged as we have several new members of staff.

The Board ***noted*** the Sub-Committee Minutes.

4.0 CEO Report

Staff Restructure

See Confidential Minute.

IT System

The managed services implementation is going well. The Housing Management Specification response was satisfactory, and the terms of the agreement will be accepted on 26 June 2025. CM confirmed that visits to other housing associations who use Homemaster had taken place. There has also been a demonstration to the whole staff team. KC updated Board on the data migration. It is hoped that implementation will take place by 26 January 2026. KC updated the Board on the change from 4 weekly to monthly debit.

Board Performance Reviews

The Board ***approved*** the draft Performance Review document. MH also confirmed that there will be a 360-degree performance review of the Chairperson. The forms for the Performance Review will be sent out shortly.

Board Strategy Session

MS said that he had recently discussed this with NL and thought it was good for the Board to have a social event to get to know each other better. The Board ***agreed*** that they are happy with this and for this to be delegated to NL and MH to arrange.

Board Recruitment
The Board ***agreed*** that they would be happy to include development, procurement, HR and legal skills in an advert for new Board members. PG will pass on details of associations who have been particularly successful in recruiting tenant Board members. KC suggested that since there was a good response to the Allocation Policy consultation she could ask if any responders are interested in joining the Board.

The Board ***agreed*** that we should investigate this first before placing an advert.

Evening Times article
KC spoke about the email from the Evening Times journalist about the condition of some of the back courts. The Board ***noted*** the information and ***agreed*** that the lack of Council services had created many of the issues.

5.0 Health & Safety

NL confirmed that DW will report on the recent Fire Safety survey at the August Board meeting. He will also feedback on the recent meetings with the consultant and outline proposed plans.

The Board ***requested*** that the report is made available in the Resources section of Decision Time and that DW provides a summary at the August meeting.

6.0 Matters for Approval - Governance

6.1 Governance Framework

NL outlined the purpose of the review of the Governance Framework, adding that she hoped the proposed changes would allow a more strategic focus and clearer performance reporting at Board meetings. NL confirmed that the Board had approved the principles of the changes at the Board meeting on 30 April 2025 and that the Governance Framework documents had been updated to reflect those changes.

NL also outlined the change to the Sub-Committees and confirmed that this should remove the duplication of reports going to both the Sub-Committees and the Board.

There was discussion on the potential increased volume of items coming to the Board. NL explained that changes to the planning of Board meetings, structure of reports and changes to delegation will minimise this. In addition, it was agreed that short-life Working Groups should be set up as and when required. A Board member confirmed that this streamlined approach is becoming more common.

The following points were raised.

- Scheme of Delegation: Sub-Committee Minutes - change to 'for noting' of recommendations and decisions.
- Appendix 4: remove the requirement that the Treasurer should be the chair of the Audit, Risk and Assurance Sub-Committee.
- NL to clarify remuneration of Secretary Statement in Appendix 3.
- Board Remit: include increase in factoring fee.
- NL to update all documents with regard to changes in staff structure.
- Financial Regulation changes:
    - Estate Co-Ordinator: increase to £500.
    - Property Services Officers: increase from £2,000 to £5,000.
    - Property Services Manager: increase from £10,000 to £15,000.
    - Current tenant credit balance refund: increase Manager level from £1,000 to £2,000.
- Include the Service Improvement Group in the Governance Structure.
- Appendix 7 mirrors details included in the Management Accounts - include when the long-term projections should be approved by opening and closing bank accounts - include reference to Board approval.

NL thanked the Board for all their comments on the Framework.

The Board acknowledged the amount of work that had gone into the preparation of the paper.

The Board ***approved*** the Governance Framework subject to the changes outlined above.

6.2 Governance Plan 2025/26

NL outlined the details of the Governance Plan. This is a new document that will be prepared annually. It was agreed that the Audit, Risk and Assurance Sub-Committee will be involved in reviewing this document prior to it being presented to the Board. NL advised that since this is the first year there will likely be changes to the meeting details.

There was some discussion on key indicators and the format of the Performance reports.

The Board ***approved*** the Governance Plan.

6.3 Governance Handbook

The Board requested that information is added on Board Succession and the Election of Office Bearers.

The Board appreciated the time spent preparing the Handbook.

The Board ***approved*** the Governance Handbook, subject to the change noted above.

7.0 Matters for Approval: Policies

7.1 Allocations Policy

KC confirmed that the proposed changes will not be implemented immediately, adding that they will take effect alongside the launch of the new HomeMaster system.

KC explained that the new banding system is considered more straightforward than the traditional points-based approach. There was some discussion around how positioning on the queue may change as a result of the new banding system.

Rather than requiring applicants to re-apply, a comprehensive Communication Plan will be developed. There is sufficient time to design and implement this plan effectively. An information day will also be held to help tenants understand the upcoming changes.

KC provided further detail on the consultation process, noting an unusually high response rate with over 200 submissions received. KC talked through the various changes highlighted in the report that are being proposed to be implemented as a result of the consultation process.

After some discussion, it was ***agreed*** that the wording should be expanded to reflect that 'support can be provided on an ongoing basis', including referrals to third-party agencies when making any reasonable adjustments for applicants who need assistance in communicating with us.

A question was raised about whether people had agreed in principle to the changes without having access to the full policy. KC explained that the consultation survey was issued via CX Feedback which included a link to the policy. KC will investigate further as to why this did not come through in the Board member's case.

There was a discussion on whether the waiting list should remain open to all tenures. It was ***agreed*** that it will continue to be open to all.

A Board Member suggesting seeking further advice from a specialist organisation, e.g. Help for Heroes, surrounding the cases involving dishonourable discharge. KC explained a report was published by Housing Options Scotland, exploring all RSLs approaches to this, but no clear recommendations were made. KC will speak with specialist agencies for examples of good practice and review.

KC confirmed that block profiling is the MAPPA arrangement in place. A Board member suggested a more in-depth discussion on MAPPA arrangements at a later date.

A Board member questioned the two-working-day response window for offers. KC explained that this timeframe aligns with sector standards and helps minimise void rent loss.

The policy was ***approved*** with the caveat that further discussions will take place regarding MAPPA arrangements and Armed Forces considerations.

The Allocations Policy will be brought back to the Board for approval before implementation and access to the waiting list would be discussed as part of this further review.

7.2 Anti- fraud & Corruption, Bribery & Money Laundering Policy

CM explained that a few changes had been made to the existing policy, mainly to involve our internal and external auditors in an investigation. These were changes suggested at the recent internal audit on this area. The revised policy was ***approved***.

8.0 Report Back from Meetings/ Conferences attended.

No-one had attended recent meetings or conferences.

9.0 Any Other Competent Business

As it was now almost 8pm, the Board was asked to suspend Standing Orders. The Board ***agreed*** with this request.

NL updated the Board on the Evening Times article that had now been published and advised that she would contact the Association's Regulation Manager.

10.0 Date and Time of Next Meeting

Wednesday 27 August 2025 at 6pm.