

**Minutes of the Board Meeting
held on Wednesday 27 August 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)
Andrew McCafferty (AM)
John Russell (JR)

In attendance

Nicola Logan, Chief Executive Officer (NL)
Kirsty Chalmers, Customer Services Director (KC)
Cindy McNeill, Finance Director (CM)
Donald Weir, Asset Director
Martha Hutcheson, Executive Support Manager (MH)
Laura Strang, Customer Experience Lead (LS) - part meeting

Kevin Booth, Alexander Sloan (KB) - part meeting

1.0 Apologies and Declarations of Interest

(including agenda item to which this refers)

Apologies: Apologies were received from Board members Simon Gaunt, Helen Gracie, Fiona Koroma and David Mulhern.

Declarations of Interest: MS declared an interest in the Development Report and will leave the meeting when this item is discussed.

2.0 Financial Statements for the year to 31 March 2025

Kevin Booth (KB), the External Auditor, gave a brief overview of the financial statements for the year ended 31 March 2025. He spoke about the key audit issues as follows:

- Revenue increased for the year as a result of the rent increase.
- Operating costs increased to £6.9m mainly due to an increase in planned maintenance expenditure.
- Balance sheet - the value of properties increased due to significant investment during the year.
- Intangible assets have reduced to £91k.
- Cash decreased due to the investment in properties during the year.

- The pension scheme deficit has reduced from £536,000 to 492,000.
- All disclosures in the Accounts were confirmed to be complete and accurate.

There was a recommendation in relation to Stage 3 Adaptation Grants. KB advised that adaptation work should be reviewed to ensure the accounting treatment is in accordance with the SORP.

The Board **approved** the accounts and the letter of representation. The Board **agreed** that the covering report was a useful document.

Board also **approved** the AFS return which must be submitted to the Regulator together with the Financial Statements by 30 September 2025.

2.1 Audit, Risk & Assurance Sub-Committee Annual Report

CM confirmed that this report was for noting. The Board **noted** the report.

3.0 Minutes of Previous Board meeting - 25 June 2025

KC explained that the minutes would be amended to state that the Allocations Policy will be brought back to the Board for approval before implementation and that access to the waiting list would be discussed as part of this further review.

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

Proposed Michael Smith **Seconded** Kimberley Barker

NL referred to the Action Tracker and confirmed that the points were either in progress or had a date later in the year.

The Board **asked** for KC's surname to be consistent across all reports.

4.0 CEO Report

NL updated the Board on the recent recruitment of a Welfare Rights Assistant.

See Confidential Minute

The Board **approved** the membership application from a tenant and the **cancellation** of a membership (at the request of the member's family).

NL said the Office Bearer Nomination Forms should be returned prior to the AGM. Board member contact details will be sent out along with the form.

Linda Ewart has confirmed that the members who are subject to the 9-year rule contribute effectively to the Board. NL also clarified that the rule only applies to members seeking re-election.

NL asked for volunteers to join the Staffing Sub-Committee. KB, MS & JR agreed to join, also PG as long as the meetings were not held on Wednesdays. NL will check with members who are not present tonight.

NL explained that the Board Workplan was adjusted slightly due to the increased workload with HomeMaster. She will circulate the updated Workplan. The Board **agreed** that this was appropriate but expressed some concern about the number of holidays carried forward last year and the risk of this becoming an issue again. NL said the Audit, Risk and Assurance Sub-Committee could review the position regarding annual leave balances.

The Board **noted** the Succession Plan produced by L. Ewart as part of the review process.

5.0 Health & Safety

5.1 Service Improvement Group report on Damp & Mould

The Chairperson thanked the SIG for their work on the latest review. LS introduced the SIG members and asked them to present their findings. There was some discussion about training that staff had completed on damp and mould. KC confirmed that all Property Services staff had completed formal training to be able to correctly identify issues. When faced with more complicated issues they will contact qualified consultants for further advice and guidance. It was **agreed** that the Staffing Sub-Committee would discuss qualifications that may be suitable for Property Services staff.

There was also a discussion on prioritising appointments for damp and mould issues. KC confirmed that forced access would be considered if there was a problem with the fabric of the building and the tenant was not allowing access. Suggested gaining access at the same time as the gas safety check was taking place. It was suggested that it may be worth arranging an event to promote the importance of reporting damp and mould problems - this could also cover energy issues. A Board member asked staff to check if CIH has an accredited damp and mould course.

The SIG was asked about their next topic for review. LS said they will review the ARC and the triannual survey to try and identify a suitable topic.

The Board **noted** the SIG report and praised the excellent work they had done.

5.2 Damp & Mould Report

KC explained that clear targets have been set to allow the CMT to monitor performance and identify trends. Extractor fans were an issue in a number of properties. It was therefore **agreed** that fans would be replaced as part of the kitchen & bathroom replacement programme. The Board **noted** the report.

5.3 Health & Safety Report

See Confidential Minute

5.4 Draft Fire Safety Policy

See Confidential Minute

6.0 Matters for Approval

6.1 Development report

MS declared an interest in this item and left the meeting at this point.

See Confidential Minute

The Board **approved** the Development report.

MS re-joined the meeting.

6.2 Community Hall Report

DW summarised the key points from his report and there was lengthy discussion about the demolition costs. DW confirmed that the cost of landscaping was included in the demolition costs.

The Board was reassured that the initial costs were affordable and therefore **agreed** to delegate the negotiation of the acquisition to the Corporate Management Team.

7.0 Performance Reports

7.1 Management Accounts for the period to 30 June 2025

CM highlighted some of the key points from the accounts. The reactive and void costs had increased mainly due to insurance works.

The Board **approved** the accounts.

7.2 Treasury Report

The Board **approved** the Treasury Report.

7.3 Key Performance Indicators

The Board **agreed** that the format of the report was very good and they particularly liked the inclusion of trend information. NL said she was happy to take any additional comments on the content of the report after the meeting. She also confirmed that there would be a number of new KPIs following the recent restructure.

A Board member suggested it would be helpful to see the annual trend for the last three years. NL thought it might be worth including a discussion about this at the Strategy Session. KC advised that satisfaction with the repairs service had increased to 92%, with 100% of tenants satisfied with the ease of reporting their repair. The Board **noted** the report.

7.4 Complaints and Compliments Report

A Board member asked if they could see the split of Stage 1 and Stage 2 complaints by nature, along with information on those escalated to Stage 2. KC advised that L. Strang is currently carrying out an audit of complaints.

The Board **noted** the report and was pleased to see a range of outcomes.

7.5 Quarterly Business Plan Review

The Board **agreed** that the new format was excellent and they were pleased that good progress was being made on all indicators.

The Board **noted** the report

7.6 Risk Report

Some Board members said they found the report difficult to understand and would benefit from some training on how to use the module. NL explained that the Audit, Risk & Assurance Sub-Committee is given more detail on the controls and assurances. She also said she will review the report and try to make it more user-friendly, perhaps with an index. The Board **noted** the report.

7.7 Equalities Monitoring

A Board member asked if future reports could include details on how the information is being used. MH agreed to incorporate this in future reports. Board **noted** the report.

8.0 Report Back from Meetings/ Conferences attended.

A Board member had recently attended a Human Rights training session but did not find it very beneficial.

9.0 Any Other Competent Business

A Board member advised that Nanette Reid (Board member at Linstone HA) had passed away. It was **agreed** that a sympathy card should be sent from the Association.

10.0 Date and Time of Next Meeting

Wednesday 24 September 2025 at 6pm.