

**Minutes of the Board Meeting
held on Wednesday 28 May 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)
Helen Gracie (HG)
John Russell (JR)
Simon Gaunt (SG) (online)
Andrew McCafferty (AM) (online)
David Mulhern (DM) (online)

In Attendance:

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

Lorna Shaw, Research Resource (LS)

1.0 Apologies and Declarations of Interest

(including agenda item to which this refers)

Apologies: Apologies were received from Board members Fiona Koroma and Paul Watson.

Declarations of Interest: Staff declared an interest in Agenda Item 6.8 and will leave the meeting at that time.

2.0 Triannual Residents Survey

NL welcomed LS to the meeting and asked her to present the findings from the recent survey.

LS commented on the following:

- *Communication - digital sources are the preference for customers of other ethnicities.*
- *Damp and mould - this is a new topic in surveys and Glen Oaks has performed well compared to some other associations.*

- *Repairs - key issues raised relate to time to resolve, multiple visits and quality of repair.*
- *Overall satisfaction - previous survey in 2022 saw Glen Oaks bucking the trend as the majority of RSLs reported a decline in satisfaction. However now there is more of a levelling out.*

The Board **suggested** it could be worthwhile carrying out an interim survey in 12-18 months. NL agreed this was a good idea as it would also be an opportunity to assess the impact of the new IT system. She also confirmed that there will be an Action Plan to address issues raised in the survey which will be presented to the Board in the next couple of months.

MS thanked LS for attending the meeting. L Shaw left the meeting.

3.0 Minutes of previous Board meeting

The Minutes were proposed by **M. Smith** and seconded by **P. Gallagher**.

NL confirmed that all actions have either been completed or are underway. She also said that most of the actions detailed in the Action Tracker are in progress or the date is in the future and being monitored.

4.0 CEO Report

AGM

NL advised that either SG or MS would be required to stand down at the AGM. SG offered to stand down to avoid drawing lots. KB asked for details of when Board members are due to stand down. NL agreed to have this information circulated.

Confidential Staffing Item

See Confidential Minute.

New Housing Management System

AM asked if the new system would incorporate finance. NL confirmed that it is fully integrated which will help to streamline processes and maximise efficiencies. Feedback from the tender is expected at the beginning of June.

5.0 Health & Safety

There was lengthy discussion about the fire doors and the timescale for fitting these. DW explained that the consultant's report contains all the relevant information to allow us to plan a programme for replacements. The Board **asked** to see a copy of the report before committing to such a high level of expenditure.

6.0 Matters for Approval

6.1 Regulatory Return - Annual Return on the Charter

A couple of points were raised about the complaints performance and number of units. MH agreed to include a comment in the ARC explaining what had contributed to the target timescales not being achieved. KC explained why there had been a difference in number of units stated and said this would be amended before submission to SHR.

The Board **approved** the Annual Return on the Charter.

6.2 Regulatory Return - Five Year Financial Projections

The Board **approved** the Five-Year Financial Projections.

CM clarified that the projections formed part of the 3-year Business Plan and had been approved by the Board at the March 2025 meeting.

6.3 Regulatory Return - Loan Portfolio and Treasury Report

CM explained that the Board is given this information every quarter. She was asked if the Association is considering paying off any loans early and she confirmed that 2 Nationwide loans were repaid early just over a year ago. There was also a question about the THFC bond on the Return. CM agreed to amend the wording to indicate that refinancing would be required to repay the bond on maturity, rather than the bond being repaid from the cashflow.

The Board **approved** the Loan Portfolio and Treasury Report.

6.4 Internal Audit Plan 2025-26

The Board **confirmed** they were happy with the internal audit plan. NL explained that it would be beneficial to delay the Value for Money Internal Audit until the new structure and IT system were fully embedded. The Board **agreed** to the delay until next year.

The Board **approved** the Internal Audit Plan for 2025-26.

6.5 Lettings Plan

KC advised that she had still not received the local lettings quota letter from Glasgow City Council (GCC) so the only change to the Plan is the removal of the quota for under-occupation. KC proposed to keep the same targets.

The Board **approved** the Lettings Plan.

6.6 Membership Policy

A Board member asked for two amendments to the Policy relating to Sata Protection. Point 12.0 should state UK Data Protection Law and 12.2 should be changed to Privacy Notice.

The Board **approved** the Membership Policy with these amendments.

6.7 Board Induction Policy

The Board **approved** the Board Induction Policy.

6.8 4-day Week Proposal

See Confidential Minute.

7.0 Matters for Discussion

Nothing to report.

8.0 Performance & Assurance - for noting

8.1 Management Accounts for year to 31 March 2025

CM pointed out that the notes to the accounts at the back of the Report explain the high variances. A Board member asked about the approach to excluding high value variances which have a low percentage and suggested a change to the approach by moving on to a value basis. CM explained that the Board had previously asked to retain the high percentage approach in the past but would be happy to change the way that we report on the variances in the Management Accounts in the future.

8.2 Business Plan Review

There was a brief discussion about the colour coding which NL agreed to review. The Asset Management Strategy should be included as another good resource.

8.3 Risk Report

A Board member suggested reviewing the risk relating to recruiting and retaining staff. This has not been upgraded or downgraded since 2023 yet there have been issues recruiting certain staff. The Board would benefit from a training session on risks so this will be arranged in the next few months. It was **agreed** to move the risk report to a quarterly basis.

8.4 Annual Complaints Report

NL said the latest quarterly report has shown an improvement in performance. The new housing management system will improve reporting on complaints - the current system requires significant manual calculations.

9.0 Reports back from Meetings/Conferences attended

A Board member had recently attended a mental health awareness session run by Share which she found useful.

10.0 Any Other Competent Business

- KC advised the Board that volunteers from Next Gen Arden are based in the office every Tuesday. They are currently working closely with Anne from Workingrite.
- A Board member asked if the Alasdair McKee awards would be going ahead this year and NL confirmed that they would.

11.0 Date and Time of Next Meeting

Wednesday 25 June 2025 at 6pm.