ARDENGLEN

Agenda Item 4

Meeting: **Minutes of Board Meeting**

Date: **25 August 2026**

Time: **5.30pm**

Location: **MS Teams**

Discussion

Meeting Options

1.

Present		**Staff**	
Liz McKenzie	Chair	David Byfield	Chief Executive Officer (CEO) and Secretary
Mark Ingram	Vice Chair	Karen Fee	Director of Finance, Digital Engagement and Corporate Services (DFDCS)
Amanda McKenzie	Appointed Member	Ciorsdan Wilson	Director of Asset Management (DAM)
Callum Adam	Board Member	Suzanne Casey	Director of Customer Services (DCS)
Chinenye Anameje	Board Member	Jacqui Mills	Corporate Services Officer (CSO), Minutes
Jacqueline Brown	Appointed Member		
Fiona Dunwoodie	Board Member		
Ian Nelson	Appointed Member		
Laura Brown	Co-opted Member		
Apologies		**In attendance**	
Erinne Bird MacKellar	Co-opted Member	Leza Lafferty	Scotland's Housing Network
John Duncan	Board Member		

	The Chair welcomed everyone and opened the meeting.
	Items for Decision and Approval
2.	**Declaration of Interest** No declarations of interest were recorded.
3.	**Declaration of Receipt and Understanding** Members confirmed that they had read and understood the Board papers.
4.	**Minutes of Previous Meetings for Approval**

Minutes of Board Meeting 23 June 2026	
Approved by:	
Callum Adam	Chinenye Anameje
Minutes of Audit Sub Committee 4 August 2026	
Approved by:	
Liz McKenzie	Mark Ingram
Minutes of Policy Sub Committee 10 August 2026	
Approved by:	
Jacqueline Brown	Chinenye Anameje

5.	**Matters Arising / Action Sheet** The Board reviewed the Action Sheet and approved closure of actions 239, 241 and 242. Board Member queried request to close Action 238 advising it should remain open pending completion of outstanding DPO/GDPR training. **The Board approved closure of actions 239, 241 and 242 on the Board Action Sheet.**
6.	**Financial Statements 2025–26 and Letter of Representation** The DFDCS and FCM presented the audited Financial Statements for the year ended 31 March 2026. DFDCS highlighted the principal year-end movements and confirmed that these Statements had been presented to the Audit, Performance & Risk Committee by Stuart Beattie, Chiene & Tait. Officers confirmed that the Association remained financially sound, that the statements reflected the agreed accounting treatment and that no material concerns had been identified. **The Board approved the Financial Statements 2025–26 and Letter of Representation.**
7.	**Policy Subcommittee Policies** The Policy Subcommittee Chair presented the following policies recommended by the Subcommittee:

	• Domestic Abuse Policy • Community Benefits Policy • Damp and Mould Policy • Probationary Policy • Tenancy Management Policy • Procurement Strategy and Manual • Exceptional Leave Policy • Customer Service Standards The Board noted that the policies had been reviewed in detail and that any agreed amendments had been incorporated. **The Board approved the policies recommended by the Policy Subcommittee.**
8.	**<u>Procurement – External Audit Extension</u>** The DFDCS presented the proposal to extend the external audit contract. The report highlighted that the initial procurement was 3 plus 2 and was seeking approval to extend our contract with Chiene & Tait for another 2 years. The report had previously been to APRA committee for review and had been approved. It was noted that Finance team have a positive working relationship with Cheine & Tait and they continue to demonstrate value for money and the extension provided continuity while remaining within the approved procurement route. **The Board approved the external audit contract extension.**
9.	**<u>Financial Inclusion Service Contract Extension</u>** The DCS presented the proposed extension of the Financial and Digital Inclusion Worker post to 31 March 2027, outlining the support provided to customers and the continued demand for financial inclusion advice. The DCS explained that the digital element of the post is funded until March 2028 and that an application is being made to The National Lottery to secure longer-term funding. The DCS highlighted continued high demand for the service and the financial gains achieved for customers, which now exceed £1.7 million since the in-house service began. A recent customer satisfaction survey also showed that over 95% of respondents considered the service important to the community. The Chair noted the positive contribution made by the team since it was established in 2024. **The Board approved the Financial Inclusion Service contract extension.**
10.	**<u>Health and Wellbeing Strategy – 9DF Pilot End-of-Year Report</u>**

	The DFDCS presented the 9DF pilot's end-of-year outcomes and learning and seeking approval to formally adopt the 9DF from 1 September 2026. The report noted the outcomes of the tenant survey which generated a 13% return from customers and clearly demonstrated that there had been no detrimental impact to service delivery. Although no conclusive evidence, it was felt that the high volume of applicants for Ardenglen vacancies could partly be attributed to the Associations approach to Wellbeing, including the 9DF. The 9DF Working Group consulted colleagues through engagement sessions and surveys. Feedback showed that the initiative had a positive impact on colleague wellbeing, with the vast majority indicating that they would like it to continue. Other stakeholders, including Unite and EVH, were also consulted. The Board asked what would happen if colleagues chose not to take part in the 9DF initiative. The DFDCS explained that the 9DF is optional, supported by a 9DF Discretionary Benefit Policy, with colleagues completing an annual opt-in/opt-out form. Those who choose not to participate would continue to work under EVH terms and conditions, including normal core hours and flexi-time arrangements. **The Board approved the permanent implementation of the 9DF initiative.**
Items for Noting	
11.	**<u>SHN Benchmarking Presentation</u>** Leza Lafferty of Scotland's Housing Network delivered a benchmarking presentation covering Ardenglen's comparative performance, customer satisfaction, service outcomes and areas for further improvement. Members queried the comparability of peer data, noting that organisations such as Wheatley differ significantly in size. Leza advised that Ardenglen's peer group could be reviewed and updated for 27/28. **The Board noted the SHN Benchmarking Presentation.**
12.	**<u>Supplier Expenditure Report</u>** The DFDCS presented the annual analysis of supplier expenditure. The total expenditure has increased due to the full year roll out of the Investment programme. The report highlighted the top five suppliers both current and previous year. **The Board noted the Supplier Expenditure Report.**
13.	**<u>Consilium Update Report</u>**

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	The DAM updated the Board on continuing performance concerns regarding the reactive repairs and voids contract, including incomplete performance information, overdue repairs and customer impact. DAM flagged the reliability of the available data and advised that final performance figures may change once fully audited – this is being actively pursued. DAM provided an update on work being undertaken to secure an interim contractor to take over from Consilium ASAP, prior to the festive break, and the likely financial implications of this. The Board sought assurance on service continuity, financial impact, the robustness of the proposed replacement arrangements and how customers would be kept informed. DAM and DFDC confirmed financial remodelling was under way and being prudent on outcome. DAM advised a phased mobilisation was being planned to reduce transition risk. Members also stressed that future procurement must include clearer performance standards, meaningful penalties and incentives, and stronger contract-management information. CEO advised that the Association, via the DAM, had been taking robust contract management measures and the outcome is decisive action to rectify the current issue and address tenant concerns over repairs performance. Members raised that by not acting this would potentially lead to greater scrutiny on what will already be difficult ARC figures next year so by taking decisive action shows mitigating circumstances. Board recognises the hard work, time and effort being shown by the staff team and thank them for their continued effort. **The Board noted the Consilium Update Report and requested continued close monitoring of performance and transition arrangements.**
Meeting Closure	
14.	**<u>Notifiable Events</u>** None.
15.	**<u>Health and Safety</u>** No additional matters were raised.
16.	**<u>Correspondence</u>** No correspondence was reported.
17.	**<u>Use of Delegated Authority</u>** No use of delegated authority was reported.
18.	**<u>Any Other Competent Business</u>** ***Acquisition update***: The DCS thanked members for responding to the written resolution request for the acquisition. The request was approved and Board noted that progression is being made to agree a settlement date for

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	purchase. ***Board engagement:*** The CEO agreed to arrange an in-person Board session incorporating training and/or Staff and Board introductions with an opportunity to visit the updated office.
19.	**Summary of Actions and Decisions** • The Board approved the Minutes and Action Sheet • The Board approved Financial Statements and Letter of Representation • The Board approved Policy Subcommittee policies • The Board approved external audit extension • The Board approved Financial Inclusion Service contract extension • The Board approved 9DF Pilot End-of-Year Report • The Board noted the SHN benchmarking presentation • The Board noted Supplier Expenditure Report • The Board noted Consilium update
20.	**Meeting Evaluation** Members agreed that the meeting had been informative and well managed.
21.	**Date and Time of Next Meeting** Tuesday 22 September 2026 at 5.30pm, in person.
22.	**Meeting Close** The Chair thanked everyone for their contributions and closed the meeting.