

**Meeting:** Minutes of Board Meeting  
**Meeting Date:** 25 June 2024  
**Time:** 5.30pm  
**Location:** Ardenglen Boardroom, 355 Tormusk Road

Discussion			
<b>Meeting Opening</b>			
<b>1.</b>	<b><u>Welcome &amp; Apologies</u></b>		
<b>Present</b>		<b>Staff</b>	
Liz McKenzie	Chair	David Byfield	Chief Executive (CEO) Company Secretary (CS)
Mark Ingram	Vice-Chair		
John Duncan	Board Member	Karen Fee	Director of Finance, Digital Engagement and Corporate Services (DFDCS)
Richard Mahon	Board Member	Joe Dewar	Asset Management Consultant
		Jacqui Mills	Corporate Services Officer (CSO) (Minute Taker)
<b>Apologies</b>		<b>Leave of Absence</b>	
Alex Warren	Board Member	Maureen Cope	Board Member
Fiona Dunwoodie	Co-opted Member	Karen McDonagh	Board Member
Sharon Richford	Board Member		
Chuks Nwadi-Nwadi	Board Member		
Chinenye Anameje	Board Member		
Suzanne Casey	Director of Customer Services		
<b>2.</b>	<b><u>Declaration of Interest</u></b>		
	None		
<b>3.</b>	<b><u>Declaration of Receipt and Understanding</u></b>		
	Members present confirmed they read and understood the contents of the Board papers.		
<b>4.</b>	<b>Minutes of Board Meetings for Approval</b>		
	<b>Minutes of Board Meeting 21 May 2024</b>		

	<b>Approved by:</b>	
	Richard Mahon	Liz McKenzie

<b>5.</b>	<b><u>Matters Arising/ Action Sheet</u></b>	
	CEO requested that item 197 be removed from the action sheet as complete. He advised that after some discussions with the Chair they agreed that it is beneficial to the Board Membership and recruitment programme to continue offering a good mix of in person and virtual meetings.	
	<b>Action Sheet:</b>	
	<b>Approved by:</b> Richard Mahon	<b>Seconded by:</b> Liz McKenzie

**Items requiring a discussion/ approval**

<b>6.</b>	<b>CEO Report</b>	
	CEO took members through the CEO Report highlighting the following:	
	Ardenglen will be participating in a joint training network with 14 other RSLs aimed at our management level colleagues in Customer Services and Asset Management.	
	Progress with the Jenniburn Site is slow as we await response from NRS. CEO has a meeting tomorrow and will be able to update at the next Board Meeting.	
	Joe Dewar has joined the Association for two days a week to assist in providing Asset Management Consultancy whilst Peter remains on long term sick leave. Joe has identified a number of Asset Management projects to lead on in the interim period.	
	The Association has enlisted the PR skills of Craig Cowborough to enhance the profile of Ardenglen.	
	Scottish Housing Regulator has published updated guidance for Tenants and Residents which we will also publish on our website.	
	ARC benchmarking has indicated that the Association is faring well although there are two areas where Ardenglen stand out in comparison with others: number of repairs and number of complaints. CEO advised that the Association take dissatisfaction seriously, so he is comfortable with number of complaints as they help us improve service delivery. Our new Senior Asset Officer has carried out audits of our repairs and Q3 and Q4 have already seen a reduction in repairs carried out.	
	The Board queried why the figures are so high in 2022-23 Q1 and 2 and decreased in Q3 and 4. DFDC advised that this is due to over accruals at year end.	
	The Board queried the average cost of repairs. DFDC advised average cost of repair for the year was £243.	
The Board queried how performance looks against our peer group and whether it is comparable. CEO advised that we are carrying out some analysis on our performance as some		

	<p>indicators do stand out. We have invited Scottish Housing Network to the next Board meeting to present a Performance Analysis Visit.</p> <p>DCS has gone out to tender on an options appraisal for the future delivery of the Pantry. Two tenders received with Community Links scoring slightly higher. DCS will update on progress from a July meeting at August Board.</p> <p>Equalities survey has been issued to all our customers and Board to ensure that we understand our customers who receive a service from us. Research Resource are conducting the survey work.</p> <p>Investors in People have contacted us to advise that we are in the top 20 UK employers (2-49 employees) for the silver accreditation.</p> <p><b>The Board noted the CEO Report.</b></p>
7.	<p><b>Secretaries Report</b></p> <p>CEO advised that the AGM will take place on Wednesday 18 September with a venue still to be confirmed. CSO is currently looking at venues and will confirm soon. Three members are due to retire from the Board and can opt for re-election. The following members agreed to put themselves forward to stand down:</p> <ul style="list-style-type: none"> <li>• Liz McKenzie</li> <li>• Mark Ingram</li> <li>• Richard Mahon</li> </ul> <p>Fiona Dunwoodie is currently a Co-opted Member and has advised that she would like to stand for election at the AGM.</p> <p>CEO advised that the Association is actively looking for new members to join Ardenglen Board and has identified a couple of potential interested parties who would bring a lot to the Board.</p> <p>No questions arose.</p> <p><b>The Board noted the Secretaries Report.</b></p>
8.	<p><b>Loan Portfolio Report</b></p> <p>DFDC presented the Loan Portfolio Report summary advising that the SHR request a loan portfolio return from all RSL's annually and it is due on 1 July this year.</p> <p>The information on the return is used by the Regulator to test the financial viability of the Association.</p> <p>The Association's loan portfolio is made up of 12 loans, with two of these large loans with Royal Bank of Scotland and Bank of Scotland. The Association is fully compliant with our loan portfolio.</p> <p>No questions arose.</p>

	<b>The Board approved the Loan Portfolio.</b>
<b>9.</b>	<p><b>Share Membership Report</b></p> <p>CSO sought approval to add a new Share to the Shareholders Register. The Board approved the request.</p> <p><b>The Board approved the Share Membership Report.</b></p>
<b>Items for Noting</b>	
<b>10.</b>	<p><b>Annual Complaints Report</b></p> <p>CSO presented a brief summary of the Annual Complaints Report highlighting the following:</p> <ul style="list-style-type: none"> <li>• Increase in complaints for the year from 165 to 199 in 2023-24</li> <li>• 186 reviewed at stage one and 13 at stage 2</li> <li>• Sharp increase in Upheld Complaints with 119 compared to 72 in previous year</li> <li>• <b><i>“The minute has been redacted to remove commercially sensitive information”</i></b></li> <li>• <b><i>“The minute has been redacted to remove commercially sensitive information”</i></b></li> <li>• The top three complaint categories in 2023/24 were: Delays, Poor Workmanship, Failure to Attend</li> <li>• Three improvements identified from Learning from Complaints in the year.</li> </ul> <p>The Board commented that whilst the complaints seem high, the Landscape maintenance issues were well known and this was expected.</p> <p><b>The Board noted the Annual Complaints Report.</b></p>
<b>11.</b>	<p><b>Value for Money Report</b></p> <p>DFDC advised that the Association aim to achieve another £50,000 of savings this financial year. She advised that they would be looking at contracts, services and use of consultants to achieve financial savings in the year ahead. There has been a refresh of the VFM membership with four new members joining the group.</p> <p><b>The Board noted the Value for Money Report.</b></p>
<b>12.</b>	<p><b>Notifiable Events</b></p> <p>None.</p>
<b>13.</b>	<p><b>Health and Safety (standard item)</b></p> <p>None.</p>
<b>14.</b>	<p><b>Correspondence</b></p> <p>None.</p>
<b>15.</b>	<p><b>Use of Delegated Authority</b></p> <p>None.</p>

16.	<p><b>A.O.C.B</b></p> <p><b>Retirement</b></p> <p>Maureen Cope MBE has sent in her formal resignation letter confirming her decision to retire from the Board of Ardenglen. The Chair and Board noted Maureen’s contribution to Ardenglen and were in agreement that there should be a lunch or event to celebrate Maureen’s time with Ardenglen. To be confirmed at a later date.</p> <p><b>Board Appraisals</b></p> <p>The Chair advised that Board appraisals are now underway and encouraged members to complete their return and send it back. CSO will be in contact to organise a date for appraisal meetings.</p>
	<p><b>Summary of actions/ decisions at this meeting</b></p> <ul style="list-style-type: none"> <li>➤ The Board Approved the minutes and action sheet</li> <li>➤ The Board Noted CEO Report</li> <li>➤ The Board Noted Secretaries Report</li> <li>➤ The Board Approved Loan Portfolio Report</li> <li>➤ The Board Approved Share Membership Report</li> <li>➤ The Board Noted Annual Complaints Report</li> <li>➤ The Board Noted the Value for Money Report</li> </ul>
13.	<p><b>Meeting Evaluation</b></p> <p>The Board thanked staff for their reports and advised the meeting had lots of good discussion.</p>
14.	<p><b>Date and time of next meeting – 27 August 2024 (In Person)</b></p>
15..	<p><b>Meeting Close</b></p> <p>The meeting closed at 6.20 PM with a vote of thanks to the Chair.</p>