ARDENGLEN

Agenda Item 4

Meeting: **Minutes of Board Meeting (Redacted)**

Meeting Date: **23 September 2025**

Time: **5.30pm**

Location: **MS Teams**

	Discussion
	Meeting Opening
1.	**Welcome & Apologies**

Present		**Staff**	
Liz McKenzie	Chair	David Byfield	Chief Executive Officer (CEO) (Secretary)
Mark Ingram	Vice Chair		
John Duncan	Board Member	Karen Fee	Director of Finance, Digital Engagement and Corporate Services (DFDCS)
Callum Adams	Board Member	Suzanne Casey	Director of Customer Services
Chinenye Anameje	Board Member	Jacqui Mills	Corporate Services Officer (CSO) (Minute Taker)
Chuks Nnadi-Nnadi	Board Member		
Ian Nelson	Co-opted Member		
Erinne Bird Mackellar	Co-opted Member		
Amanda McKenzie	Co-opted Member		
Jacqueline Brown	Co-opted Member		
Apologies		**In attendance**	
Fiona Dunwoodie	Board Member	Joe Dewar	Asset Management Consultant
Laura Young	Co-opted Member	Olwyn Gaffney	SHARE Consultant (virtual)

Welcome
The Chair welcomed all attendees. Apologies were noted from members unable to attend.

2. **Declaration of Interest**

None

3.	**<u>Declaration of Receipt and Understanding</u>** Members present confirmed they read and understood the contents of the Board papers. Two new members advised that they had not received their emailed copy of the papers. CSO advised that it may have gone to their Ardenglen email account rather than personal and that she would sort for the next meeting and resend the papers as soon as possible.
4.	**Minutes of Board Meetings for Approval** **Minutes of Board Meeting 28 August 2025** **Approved by:** John Duncan | Mark Ingram
5.	**<u>Matters Arising/ Action Sheet</u>** The action sheet was reviewed. The Board were advised that the action sheet has been culled of historical updates thereby reducing to two pages. Going forward the Action Sheet will provide a current and previous month update only. **Action Sheet:** **Approved by:** | **Seconded by:** **Mark Ingram** | **John Duncan**
Items requiring a discussion/ approval	
6.	**Annual Assurance Statement 2025** CEO advised that this year our external consultant John Mullholland has completed a light touch review of our Annual Assurance Process. He advised that John could not be here to report this evening and that he would lead the board through the report. He highlighted the two audits (Annual Assurance Process and Tenant Health & Safety) completed earlier in the year which resulted in the strongest assurance ratings from our internal auditors. CEO highlighted strong tenant and landlord safety practices, effective governance, positive staff culture, and robust equalities work, with continued progress on improvement plans and tenant engagement. He advised of areas for ongoing focus that include repairs administration, development of a Board portal, and embedding the new Customer Participation Strategy. CEO advised that the Association is in the process of recruiting a new Asset Management Director and has an Asset Consultant working with us two days a week in the interim to ensure that tenant health and safety compliance is maintained. The Board queried what is still outstanding regarding the recent ARC post validation report. CEO advised that the Asset team are continuously reviewing their reporting system and maintaining compliance. It is an ongoing piece of work and there will be testing of the performance of the reporting system in advance of the next ARC validation visit. The Board then asked for confirmation that if the regulator inspect the Association, that it would be confident that it is compliant in all areas. The Asset Consultant advised that the Association has been adhering to compliance across the big seven items highlighted by the

	regulator and are confident this will be validated. He also referred to the new ARC indicators on Damp and Mould that the Association are reporting on. The Tenant Health and Safety Audit provided strong assurance across all aspects of tenant health and safety. The Board asked for an update on Damp and Mould. The Asset Consultant advised that there are currently ongoing cases that are recorded in our register and reviewed under our Damp and Mould Policy. Our stock condition survey indicates that most of our stock is in good condition. The Asset Consultant advised that most of the issues are caused by tenant lifestyles and behaviours. No further questions arose. **The Board approved the Annual Assurance Report.**
7	**Scottish Housing Network Benchmarking Report 2025** CEO advised that the benchmarking report was presented in full for information as a follow on from the AGM presentation. He advised that the Tenant Satisfaction Survey results within this will soon be updated by the current year's satisfaction survey results which Lorna Shaw, Research Resource will report at the October Board meeting. **The Board noted the Scottish Housing Network's Benchmarking Report.**
8.	**Board Appraisal Report** Olwyn Gaffney, SHARE Consultant joined the meeting virtually at 5.55pm. She presented the Board Appraisal Survey Report. She discussed the main outcomes of the appraisal process and highlighted that there are some members who had intimated that they may look to step down in the next three years and there are also members who are keen to be an office bearer. The Board queried if the new Board members would also be appraised. The Chair advised that new members will have an induction process including discussions with the Chair and Leadership Team. Olwyn advised that she is still working on the Board's Collective Learning and Development Plan and Personal Development Plans and will share when complete. **The Board approved the Appraisal Report.**
9.	**Sustainability Report** DFDCS presented the Sustainability Report advising that this is the first year of Ardenglen participation in the reporting standard. She reported that in the first year we have established a base line and have a group of five staff volunteers on the working group. There are several things that we are already doing but we are looking at introducing further sustainable practices that we can adopt at Ardenglen in the next year. On approval the report will be uploaded to our website and will also be part of HouseMark Benchmarking tool. The Board queried how difficult it has been to participate in the sustainability reporting standard. DFDCS advised that the difficult aspects have been climate change and environmental which will be a

	longer term project. The working group will be looking at engagement on sustainability with staff, customers, contractors and the wider community. **The Board approved the Annual Sustainability Report.**
10.	**Customer Participation, Engagement and Communication Implementation Plan (CPEC)** DCS presented the new CPEC Implementation Plan which documents the Association's participation and engagement activities. SLT have reviewed and agreed the plan and will ensure that adequate resource is available to implement. She advised that the plan has adopted a RAG status which reflect progress and there will be a six monthly update report to the Board. **The Board approved the Customer Participation, Engagement and Communication Implementation Plan.**
11.	**Write Off Report** DCS presented the Write Off Report advising that there is normally just the one write off report in the year but that at the time of the last report in February there were a number of arrears cases nearing completion but not quite ready for inclusion. The former tenant arrears position is having a negative impact on our KPIs and it would be beneficial to prepare another write off report. The Board approved former tenant arrears write offs. ***The minute has been redacted as it contains sensitive information.*** **The Board approved the Write Off Report.**
Items for Noting	
12.	**Quarterly VFM Report** DFDCS presented the quarterly VFM report which has £50,000 savings target, our savings identified to date is £18,188. It is proving challenging to find areas where cost savings can be made but the working group are focused on identifying further savings, focussed on new ways of working. **The Board noted the Quarterly VFM Report**.
Meeting Closure	
13.	**Notifiable Events** None.
14.	**Health and Safety (standard item)** None.
15.	**Correspondence** **None.**
16.	**Use of Delegated Authority**

	None.
17.	**A.O.C.B** **Acquisition of Property** ***The minute has been redacted as it contains sensitive information.*** DCS sought approval for the report tabled this evening featuring a proposed acquisition of a two-bedroom upper flat located in our area of operation. ***The minute has been redacted as it contains sensitive information.*** The Association would receive 70% grant to fund the purchase with the proviso that the property is let to homeless referral. The Board query whether every let of that specific property would have to be a homeless referral. DCS advised that the first let must be to homeless referral but if that tenancy ends, any subsequent allocation thereafter can be to anyone on our waiting list. The Board queried if the kitchen fails SHQS. DCS advised that it is just one issue with the hob in the kitchen. There may be additional funding available to address the repairs required. The Board queried whether the two residents (***The minute has been redacted as it contains sensitive information)*** are likely to pay their share of the common works required. DCS advised that the Association may look at a plan to acquire the remaining two properties nearby. The Board queried whether it is worth speaking to the local council homes officer to get kept in the loop of any properties coming back into use. DCS advised that they have been quite proactive with looking at homes for sale but would make contact. **The Board approved the acquisition of property.**
18.	**Summary of actions/ decisions at this meeting** • The Board approved Board minutes. • The Board approved Annual Assurance Report • The Board noted Scottish Housing Network Benchmarking Report • The Board approved Board Appraisal Report • The Board approved Annual Sustainability Report 2024-25 • The Board approved Write Off Report • The Board noted Quarterly VFM Report • The Board approved Acquisition of Property Report
19.	**Meeting Evaluation** The Board thanked staff for their reports and advised the meeting went well with good reports presented.
20.	**Date and time of next meeting –28 October 2025**

21.	**Meeting Close** The meeting closed at 6.45 PM with a vote of thanks to the Chair.