

Meeting: Minutes of Board Meeting (Redacted)

Meeting Date: 22 April 2025

Time: 5.30pm

Location: AHA Boardroom, 355 Tormusk Road, G45 0HF

Discussion			
Meeting Opening			
1.	<u>Welcome & Apologies</u>		
	Present		Staff
	Liz McKenzie	Chair	David Byfield Chief Executive Officer (CEO) (Secretary)
	Mark Ingram	Vic Chair	
	Chinenye Anameje	Board Member	Karen Fee Director of Finance, Digital Engagement and Corporate Services (DFDCS)
	John Duncan	Board Member	Peter Kelly Director of Asset Management (DAM)
	Callum Adams	Co-opted Member	Suzanne Casey Director of Customer Services (DCS)
			Michelle Hart Finance and Corporate Manager (FCM)
			Jacqui Mills Corporate Services Officer (CSO) (Minute Taker)
			Alex Gemmell Senior Asset Officer (SAO)
	Apologies		In attendance
	Fiona Dunwoodie	Co-opted Member	Paul McNeill Finance Consultant
	Richard Mahon	Board Member	Joe Dewar Asset Management Consultant
			John Mullholland Governance Consultant
	<p>The Chair welcomed both Alex Gemmell, newly appointed Senior Asset Officer and new Co-opted member, Callum Adams to this evening's meeting and did a round table of introductions.</p> <p>Alex Gemmell left the meeting after introductions.</p>		
2.	<u>Declaration of Interest</u>		
	None		

3.	<p><u>Declaration of Receipt and Understanding</u></p> <p>Members present confirmed they read and understood the contents of the Board papers.</p>																		
4.	<p>Minutes of Board Meetings for Approval</p> <table border="1" data-bbox="180 405 1473 521"> <tr> <td colspan="2">Minutes of Board Meeting 4 March 2025</td></tr> <tr> <td colspan="2">Approved by:</td></tr> <tr> <td>John Duncan</td><td>Mark Ingram</td></tr> </table> <table border="1" data-bbox="180 557 1473 687"> <tr> <td colspan="2">Minutes of Special Board Meeting: 1 April 2025</td></tr> <tr> <td colspan="2">Approved by:</td></tr> <tr> <td>Mark Ingram</td><td>John Duncan</td></tr> </table> <table border="1" data-bbox="180 761 1465 943"> <tr> <td colspan="2">Minutes of Policy Sub Committee Meeting: 2 February and 16 April 2025</td></tr> <tr> <td colspan="2">Approved by:</td></tr> <tr> <td>Mark Ingram</td><td>Chinenye Anameje</td></tr> </table>	Minutes of Board Meeting 4 March 2025		Approved by:		John Duncan	Mark Ingram	Minutes of Special Board Meeting: 1 April 2025		Approved by:		Mark Ingram	John Duncan	Minutes of Policy Sub Committee Meeting: 2 February and 16 April 2025		Approved by:		Mark Ingram	Chinenye Anameje
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5.	<p><u>Matters Arising/ Action Sheet</u></p> <p>DFDCS provided an update on item 214 in relation to the Wellbeing Strategy. The second phase of health and wellbeing has been launched, and she requested approval to mark the action as complete and remove from the Action sheet. Members approved.</p> <p>Action Sheet:</p> <table border="1" data-bbox="180 1207 1473 1285"> <tr> <td>Approved by:</td><td>Seconded by:</td></tr> <tr> <td>Mark Ingram</td><td>Chinenye Anameje</td></tr> </table>	Approved by:	Seconded by:	Mark Ingram	Chinenye Anameje														
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Items requiring a discussion/ approval																			
6.	<p>Financial Plan</p> <p>Paul McNeill, financial consultant was introduced to the meeting. He provided an overview of the business plan financials and the projected economic landscape for the Business Plan. He predicted a period of economic uncertainty following the Trump administration and the dollar rate plunging, alongside further bank of England rate reductions. Inflation will continue to rise in 2025 but should drop in 2026.</p> <p>Paul advised that HRC have tested the integrity and accuracy of the AHA business plan model and found the plan to be satisfactory in this regard. HRC confirmed the Association is financially strong and has sufficient cash resources which includes, repaying its obligations to lenders when due, and charging rents at affordable levels. HRC have advised that the Business Plan and Financials should be monitored continuously to ensure they remain viable in this economic climate.</p> <p>The Board debated the merits of spending £100k on a development unit. Paul stressed that it would not make financial sense to take on a development unit if there are no funds to invest in existing stock. He advised the Board to focus on efficiency and quality control.</p>																		

	<p>The Chair commented that Ardenglen have to make sensible decisions, Ardenglen are in a healthy financial position, and the Board must ensure that our existing housing stock remains a viable unit for letting.</p> <p>Paul left the meeting at 5.55pm.</p> <p>The Board approved the 30 Year Financial Plan.</p>
7	<p>Business Plan Update</p> <p>John Mullholland was introduced to the meeting to provide an overview of the new Business Plan. The current plan is a Regulatory approved document and it is critical the new plan is also approved by the Regulator.</p> <p>John talked through the updates to the new plan and advised that an options appraisal was missing from the previous plan and has now been included. SLT have reviewed and updated the Action Plan and set reasonable targets.</p> <p>The Chair thanked staff for their hard work and dedication on the Business and Financial Plan particularly around Value for Money and making savings. She advised that it is good to have that assurance that our Business Plan has been validated by an external consultant.</p> <p>The Board commented that the Business Planning document is a clear indicator of where the Association is currently and where it wants to be in the future.</p> <p>CEO advised that following approval this evening, our media consultant Craig Cowborough will draft a summary Business Plan.</p> <p>The Board highlighted how startling the impact of rent increase and inflation is in the Business Plan. They also noted that Ardenglen are below the Scottish Average in rental charges but this gives the Association some flex to increase if needed.</p> <p>The Board approved the Business Plan.</p> <p>John left the meeting at 6.10pm.</p>
8.	<p>Painting Tender</p> <p>DAM presented the Painting Tender Report advising that five tenders were received but one was incomplete, leaving four for consideration.</p> <p>“The minute was redacted to remove commercially sensitive information.”</p> <p>The Board queried how well they have performed in previous jobs. DAM advised he was unaware of any negative feedback. One Board Member expressed their personal experience of the contractor advising it has resulted in a complaint. DAM advised that the cyclical painting programme of the contractor is different from their reactive maintenance.</p> <p>The Board approved the Painting Tender Report.</p>
9.	<p>Tenant Scrutiny Report</p>

	<p>DFDCS presented the Tenant Scrutiny Report advising that the Association launched our scrutiny programme last March and now have a panel of 3 interested tenants but are looking to increase membership. The group's first project was a review of the Allocations Policy which was lead by DCS and SHO with support from DFDCS and CSO. The Scrutiny panel made some suggestions for updating the policy which is brought this evening for approval.</p> <p>In addition to this, the next steps for the panel are to attend TPAS Scotland's Tenant Participation Conference in June and meet to agree the next topic for scrutiny. DFDCS and CSO will meet with Kirsty Wells, ARK Consultancy with the aim of building on our Scrutiny work.</p> <p>The Board queried how the scrutiny process went. DCS advised that it was really beneficial and the panel asked all the right questions.</p> <p>CEO advised that in future the scrutiny panel will be a platform to joining the Board.</p> <p>The Board queried if it is manageable with just three members. DFDCS advised that it is quite challenging, but we are working on gaining new members.</p> <p>The Board approved the Tenant Scrutiny Report.</p>
10.	<p>Policies for Approval</p> <p>The following policies were reviewed and recommended for approval by the Policy Sub Committee:</p> <ul style="list-style-type: none"> • Allocations Policy • Business Continuity Policy • Dignity at Work Policy • Membership Policy • Environmental Information Policy • Neo Natal Care Policy • Regulatory Standard 7 Policy • Sexual Harassment Policy • EVH Terms and Conditions Update <p>The Board queried whether a Policy Schedule came to Board annually for noting. DFDCS advised that this would be prepared for the next Board meeting.</p> <p>There were some general discussions and queries in relation to the policies presented but all were approved by the Board.</p> <p>The Board approved all nine policies presented.</p>
Items for Noting	
11.	<p>Quarterly Value for Money Report</p> <p>DFDCS provided an update to the Board on the approach and progress of the Value for Money Working Group for the fourth and final quarter of the financial year 2024-25. The group has successfully achieved savings of £50,090 for the year, with contributions from various areas such as systems, printers, consultants, and finance contract reviews. DFDCS outlined the next</p>

	<p>steps for the upcoming year, focusing on ensuring new contracts and services to achieve value for money and explore new ways of working.</p> <p>The Board queried which team had used the removed consultant that led to the biggest savings. DFDCS advised it was an Asset Cost Consultant. The Board commented that this is a one-off saving that won't get next year. As the years move on, it will be harder to find savings.</p> <p>DFDCS agreed and advised the biggest aim for next year is to go completely paper free. The Board noted the Value for Money Report.</p>
12.	<p>Financial Inclusion Report</p> <p>DCS provided a year-end update on the impact of the new Financial Inclusion Service. Since its inception on 15 April 2024, the service has seen increasing demand and has expanded its team with two new members following successful funding bids. The service has made 341 referrals, assessed 391 issues, and achieved significant financial gains for customers, including £520,221 in financial gains for AHA customers and £27,889 for G45 wide residents. DCS reported highlights including successful partnerships, energy interventions, and plans to register with the Financial Conduct Authority to provide non-statutory debt advice in the future.</p> <p>The Board queried the timescale for the two funded posts. DCS advised that there are two years to run on their contracts and this will need to be managed to ensure continuity of service.</p> <p>The Board noted the Financial Inclusion Report.</p>
Meeting Closure	
13.	<p>Notifiable Events</p> <p>None.</p>
14.	<p>Health and Safety (standard item)</p> <p>None.</p>
15.	<p>Correspondence</p> <p><i>Donation Request from The Croft/ Castlemilk High</i> CEO advised that the request is for support in fundraising efforts for the essential refurbishment of 'The Croft', the school's outdoor centre in Gairloch.</p> <p>Newly co-opted member suggested that the Association could consider use of Community Benefits from our contractors for this donation. CEO agreed to explore this idea.</p> <p>The Board approved a donation amount of £250.</p>
16.	<p>Use of Delegated Authority</p> <p>None.</p>
17.	<p>A.O.C.B</p> <p>The Castlemilk Pantry</p>

	DCS advised that the Pantry has now relocated to the Birgidale Complex and it is going very well.
18.	Summary of actions/ decisions at this meeting <ul style="list-style-type: none"> • The Board approved Board minutes. • The Board approved Special Board minutes • The Board approved Policy Sub Committee minutes • The Board approved 30 Year Financial Plan • The Board approved Business Plan • The Board approved Painting Tender • The Board approved Tenant Scrutiny Report • The Board approved nine policies • The Board approved Donation Request to value of £250 to the Croft. • The Board noted the VFM Report • The Board noted the Financial Inclusion Report
19.	Meeting Evaluation <p>The Board thanked staff for their reports and advised the meeting went well with good reports presented.</p>
20.	Date and time of next meeting – 20 May 2025
21.	Meeting Close <p>The meeting closed at 6.45 PM with a vote of thanks to the Chair.</p>