

Meeting: Minutes of Board Meeting

Meeting Date: 26 August 2025

Time: 5.30pm

Location: MS Teams

Discussion			
Meeting Opening			
1.	<u>Welcome & Apologies</u>		
Present		Staff	
Liz McKenzie	Chair	David Byfield	Chief Executive Officer (CEO) (Secretary)
Mark Ingram	Vice Chair		
Fiona Dunwoodie	Board Member	Karen Fee	Director of Finance, Digital Engagement and Corporate Services (DFDCS)
Richard Mahon	Board Member	Suzanne Casey	Director of Customer Services
Callum Adams	Co-opted Member	Michelle Hart	Finance and Corporate Manager
Alex Warren	Board Member	Jacqui Mills	Corporate Services Officer (CSO) (Minute Taker)
John Duncan	Board Member		
Apologies		In attendance	
Chinenye Anameje	Board Member	John Mullholland	Governance Consultant
Chuks Nnadi-Nnadi	Board Member	Joe Dewar	Asset Management Consultant
<u>Welcome</u> The Chair welcomed all attendees. Apologies were noted from members unable to attend.			
2.	<u>Declaration of Interest</u>		
	None		
3.	<u>Declaration of Receipt and Understanding</u>		
	Members present confirmed they read and understood the contents of the Board papers.		
4.	Minutes of Board Meetings for Approval		
	Minutes of Board Meeting 24 June 2025		

	Approved by:	
	Richard Mahon	Mark Ingram
	Minutes of Audit Sub Committee Meeting: 5 August 2025	
	Approved by:	
	Richard Mahon	Mark Ingram
	Minutes of Policy Sub Committee Meeting: 11 August 2025	
	Approved by:	
	Mark Ingram	
5.	<u>Matters Arising/ Action Sheet</u>	
	The action sheet was reviewed. Updates included:	
	<ul style="list-style-type: none"> Item 190. Value for Money benchmarking to be presented to the Tenant Scrutiny Panel later in the year. The Board raised issue that the progress column is never used and there are long-running updates that could perhaps be reduced. It was agreed to streamline reporting and ensure timely updates for the next meeting. 	
	Action Sheet:	
	Approved by:	Seconded by:
	Mark Ingram	Richard Mahon
Items requiring a discussion/ approval		
6.	Independent Audit of ARC Validation Report	
	Chair agreed to change the order of agenda to allow an external consultant to report to Board and then leave the meeting. John Mullholland, Mullholland Consultancy joined the meeting to present an Independent report on ARC Validation at 5.35pm.	
	John Mulholland presented findings from the Christine Duggan Consultancy review of the ARK submission. He explained that he had been enlisted to complete an independent audit of the Association's preparedness and information available for the ARC validation. Key points highlighted:	
	<ul style="list-style-type: none"> Improvements noted in system-driven reporting and repairs tracking. The findings of the report were positive overall but identified a number of issues in relation to repairs and maintenance monitoring and reporting. Some of the issues identified in 2025 were also identified in the previous year's report. a number of administrative issues in the repairs and maintenance process and systems within Ardenglen 	

	<ul style="list-style-type: none"> • The system for recording completions was based on e mail and verbal confirmation and was subject to delays and inaccuracies. • Recommendations for further review in three months to ensure continued compliance. <p>The Board queried whether things have improved since the Christine Duggan audit and whether the information would be more accessible and readily available if the audit was tomorrow. John advised that systems have improved under the new SAO and he would be confident that the information could be accessed. He advised that it would be of benefit to do a review in three month's time to see whether this continues to be the case.</p> <p>The Board queried whether the Association is clear on who will be het for this next year and that the responsible person is prepared for future audits. CEO advised that DAM will be leaving the Association and that a new DAM will be recruited</p> <p>The Board approved the Independent Audit of ARC Validation report.</p> <p>John left the meeting at 5.50pm.</p>
7	<p>Financial Statements 2024-25</p> <p>DFDCS presented the Financial Statements to the Board, reporting the following:</p> <ul style="list-style-type: none"> • Surplus of £948,000 (up from £739,000 last year). • Stable cash balance of over £6 million. • Approval sought for accounts, letter of representation and submission to AGM, Scottish Housing Regulator, Scottish Charity Regulator, and TPT Pensions. <p>The Board approved the Financial Statements 2024-25.</p>
8a.	<p>Integrated Asset Management Strategy</p> <p>Joe Dewar, Asset Consultant presented an update on the Asset Management Strategy:</p> <ul style="list-style-type: none"> • Summary update provided on the draft strategy aligning with Scottish Housing Regulator guidance. • Final draft to be presented in October. • No approval required at this stage; noted for information. • Members can request a draft copy of the Strategy from CSO <p>The Board noted the Integrated Asset Management Strategy.</p>
8b.	<p>Asset Team Update</p> <p>Joe provided an update on the Asset Team including:</p> <ul style="list-style-type: none"> • Appointment of Rebecca Gifford as Asset Officer (start date: 15 September). • Ongoing recruitment for Asset Compliance Assistant. • Progress on Community Hub snagging, cyclical painting programme, and EICR tender returns.

	The Board noted the Asset Team Update.
9.	<p>Policy Subcommittee Update</p> <p>Policy Sub Chair provided an overview of the Policy Sub Committee Meeting. Nine policies were reviewed, including:</p> <ul style="list-style-type: none"> • Capability Policy (new) • Financial Inclusion Policy (new) • Updates to Whistleblowing, ICT, Board Member Expenses, Probationary, Severance, Standing Orders, and Value for Money policies. <p>The Board approved all nine policies</p>
10.	<p>Share Membership Report</p> <p>CSO presented the Share Membership Report including;</p> <ul style="list-style-type: none"> • Request to remove a shareholder no longer meeting requirements. <p>The Board approved the Share Membership Report.</p>
11.	<p>Nine-Day Fortnight Pilot</p> <p>DFDCS presented report on 9 Day Fortnight, highlighting:</p> <ul style="list-style-type: none"> • Proposal for a one-year pilot from 1 September 2025 to 31 August 2026. • Staff consultation showed majority support. • Pilot scheme supports wellbeing of staff • No reduction in pay; 10% reduction in annual leave. <p>The Board queried how flexible working will work in practice, can a staff member start work at 7am and finish at noon if they wanted to. DFDCS advised that in theory, yes, but that in actuality, there are team charters which need to be adhered to and staff teams must communicate with each other to ensure that there is a continuity of service if they do finish up work earlier in the day whilst the office is still open to the public or if there is still a need for someone to provide a service in the team.</p> <p>The Board queried whether the team will measure the impact on Customer Service. DFDCS advised that the Association will be monitoring the volume of complaints and also issuing set customer satisfaction surveys. DCS advised that the team have a duty officer who rotates each day and deals with walk ins rather than appointments.</p> <p>The Board expressed that this is a really positive initiative to implement for staff well being but they queried how the hours would be set. DFDCS clarified that staff will work 35 hours one week and then a shorter 28 hour week the second with no expectation to make the time up. Salary will not be reduced. The whole point of the nine day fortnight is to enhance staff wellbeing, not to stress staff into making up 35 hours over a four day period.</p>

	<p>The Board queried the reasoning for the seven maybes, no in relation to 9DF. DFDCS advised that these were from staff who did not fully understand how 9DF would work in practice. Their concerns and queries have been addressed and the majority of the staff team support the pilot.</p> <p>The Board approved Nine Day Fortnight Pilot.</p>
Items for Noting	
12.	<p>Supplier Expenditure Review</p> <p>DFDCS presented the Supplier Expenditure Review highlighting the following:</p> <ul style="list-style-type: none"> • Total expenditure: £2.7 million across 215 suppliers. • Top five suppliers highlighted. <p>The Board referred to the report and suggested that DFDCS include a footnote of who each supplier in the report is and this would save her from having to iterate this each time reporting. DFDCS agreed to include footnote.</p> <p>The Board noted Supplier Expenditure Review for information.</p>
Meeting Closure	
13.	<p>Notifiable Events</p> <p>CEO advised of a new Notifiable Event:</p> <ul style="list-style-type: none"> • Settlement agreement submitted to Scottish Housing Regulator regarding departure of Asset Management Director. • Recruitment for Director of Asset Management underway. • Interim support to be provided by Joe Dewar.
14.	<p>Health and Safety (standard item)</p> <p>None.</p>
15.	<p>Correspondence</p> <p>None.</p>
16.	<p>Use of Delegated Authority</p> <p>None.</p>
17.	<p>A.O.C.B</p> <p>DCS shared positive feedback from a tenant who was allocated a property following the Association's recent property acquisition.</p> <p>CEO acknowledged long serving Board Member Karen McDonagh's upcoming departure at the AGM.</p>

	CEO bid farewell and extended thanks to retiring Board Members Alex Warren and Richard Mahon for their service on the Board. The Board echoed these sentiments. Both will be in attendance at the AGM.
18.	Summary of actions/ decisions at this meeting <ul style="list-style-type: none"> • The Board approved Board minutes. • The Board approved Audit Sub Committee minutes • The Board approved Policy Sub Committee minutes • The Board approved Independent Audit Report • The Board approved Financial Statements 2024-25 • The Board approved Asset Management Updates • The Board approved Share Membership Report • The Board approved Nine Day Fortnight Pilot • The Board noted Supplier Expenditure Report • The Board noted Notifiable Event
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 –23 September 2025
21.	Meeting Close <p>The meeting closed at 7.10 PM with a vote of thanks to the Chair.</p>