

**Meeting:** Minutes of Board Meeting  
**Meeting Date:** 21 May 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)
Alex Warren	Board Member		
John Duncan	Board Member	Karen Fee	Director of Finance, Digital Engagement and Corporate Services (DFDCS)
Chuks Nwadi-Nwadi	Board Member	Peter Kelly	Director of Asset Management (DAM) (MS Teams)
Richard Mahon	Board Member	Suzanne Casey	Director of Customer Services (DCS)
Sharon Richford	Board Member	Michelle Hart	Finance and Corporate Manager (FCM)
Chinenye Anameje	Board Member	Jacqui Mills	Corporate Services Officer (CSO) (Minute Taker)
<b>Apologies</b>		<b>Leave of Absence</b>	
Mark Ingram	Vice-Chair	Maureen Cope	Board Member
Fiona Dunwoodie	Co-opted Member	Karen McDonagh	Board Member
		<b>In attendance</b>	
		Bernie Sweeney	Financial Inclusion Officer
		Janice Herriot	Housing Officer
		Graham Paul	Asset Officer
'''		Pauline Boyle	Customer Services Assistant
<b><u>Welcome and Introductions</u></b>			
<p>CEO opened the meeting by welcoming all in attendance. He reverted to DCS to introduce the four newest members of staff to the Board. Bernie Sweeney, Financial Inclusion Officer, Janice Herriot, Housing Officer, Graham Paul, Asset Officer and Pauline Boyle, Customer Services Officer. All four have joined Ardenglen on a permanent contract and are settling in well to Ardenglen.</p>			

2.	<p><b><u>Declaration of Interest</u></b></p> <p>None</p>																								
3.	<p><b><u>Declaration of Receipt and Understanding</u></b></p> <p>Members present confirmed they read and understood the contents of the Board papers.</p>																								
4.	<p><b>Minutes of Board Meetings for Approval</b></p> <table border="1" data-bbox="180 544 1473 660"> <tr> <td colspan="2"><b>Minutes of Board Meeting 23 April 2024</b></td> </tr> <tr> <td colspan="2"><b>Approved by:</b></td> </tr> <tr> <td>John Duncan</td> <td>Chinenye Anameje</td> </tr> </table> <table border="1" data-bbox="180 696 1457 813"> <tr> <td colspan="2"><b>Minutes of Audit Sub Committee Meeting 7 May 2024</b></td> </tr> <tr> <td colspan="2"><b>Approved by:</b></td> </tr> <tr> <td>Richard Mahon</td> <td>Liz McKenzie</td> </tr> </table> <table border="1" data-bbox="180 848 1457 965"> <tr> <td colspan="2"><b>Minutes of Policy Sub Committee Meeting 13 May 2024</b></td> </tr> <tr> <td colspan="2"><b>Approved by:</b></td> </tr> <tr> <td>Sharon Richford</td> <td>Chinenye Anameje</td> </tr> </table> <table border="1" data-bbox="180 1037 1457 1153"> <tr> <td colspan="2"><b>Minutes of Policy Sub Committee Meeting 11 March 2024</b></td> </tr> <tr> <td colspan="2"><b>Approved by:</b></td> </tr> <tr> <td>Sharon Richford</td> <td>Chinenye Anameje</td> </tr> </table>	<b>Minutes of Board Meeting 23 April 2024</b>		<b>Approved by:</b>		John Duncan	Chinenye Anameje	<b>Minutes of Audit Sub Committee Meeting 7 May 2024</b>		<b>Approved by:</b>		Richard Mahon	Liz McKenzie	<b>Minutes of Policy Sub Committee Meeting 13 May 2024</b>		<b>Approved by:</b>		Sharon Richford	Chinenye Anameje	<b>Minutes of Policy Sub Committee Meeting 11 March 2024</b>		<b>Approved by:</b>		Sharon Richford	Chinenye Anameje
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5.	<p><b><u>Matters Arising/ Action Sheet</u></b></p> <p><b>Action Sheet:</b></p> <table border="1" data-bbox="180 1265 1473 1305"> <tr> <td><b>Approved by:</b> John Duncan</td> <td><b>Seconded by:</b> Liz McKenzie</td> </tr> </table>	<b>Approved by:</b> John Duncan	<b>Seconded by:</b> Liz McKenzie																						
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<b>Items requiring a discussion/ approval</b>																									
6.	<p><b>Annual Return on the Charter 2023-24</b></p> <p><b>a)ARC Submission 23-24</b>  CEO introduced this year’s data collection exercise explaining the process, planning and independent validation exercise that took place with C Duggan, he then handed over to DCS, DFDCS and DAM to present data for their service areas.</p> <p><b>b) ARC Presentation 23-24</b>  DFDCS began the ARC presentation reporting the staffing figures for the year and comparisons with the previous year.</p> <p>DCS then presented the housing data and referred to Anti-Social Behaviour cases for 23-24 and advised that four complaints appear outstanding in the data submitted but this is due to the timing of these being received. They were received in March 24 but not due to be responded to until April 2024 which therefore means that resolution on these will be carried over to 24-25 submission.</p>																								

	<p>The Board queried whether any ASB cases have led to court action. DCS advised that none of the cases this year have come close to court action.</p> <p>The Board queried whether the team are still pursuing former tenant arrears. DCS advised that we aim to recover all former arrears and we use external agency Network Credit Services to carry out any traces and to seek repayment if internally we have been unsuccessful.</p> <p>DAM presented the repairs and maintenance ARC data virtually and highlighted good performance in the year across all relevant indicators.</p> <p><b>c) Stock Profile 2023-24</b></p> <p>DFDCS presented the stock profile for 2023-24 and sought approval to submit the data to the Scottish Housing Regulator.</p> <p><b>The Board approved the ARC submission and Stock Profile 2023-24.</b></p>
7.	<p><b>Policy Sub Committee Update</b></p> <p>Four policies were recommended for approval by the policy sub-committee this quarter:</p> <ul style="list-style-type: none"> <li>• Flexible Working Policy</li> <li>• Decoration Policy</li> <li>• Complaints Handling Policy and Process</li> <li>• Water Management Policy (previously known as Legionella)</li> </ul> <p>The Board queried whether there are many of our housing stock with cold water storage tanks. DAM advised that there are no properties with a cold-water storage tank.</p> <p><b>The Board approved the four above noted policies.</b></p>
8.	<p><b>Five Year Financial Plan</b></p> <p>FCM presented the five year financial plan for approval. She advised that it has previously been to the Audit sub-committee for review and scrutiny where Paul McNeill attended to give independent validation and assurance on the assumptions used and the strong financial health of the association.</p> <p><b>The Board approved the Five Year Financial Plan.</b></p>
9.	<p><b>External Audit Plan</b></p> <p>DFDCS presented the External Audit Plan for 2024 which was previously reviewed at Audit Sub Committee in February. This is Chiene and Tait's first year auditing Ardenglen. They began field work at Ardenglen this week and it is going well. A final set of audited accounts will be presented to the Board in advance of September AGM.</p> <p>The Board queried whether the auditors have a standard template that Ardenglen complete for audit. DFDCS advised that no template has been supplied, there is in place an internal template for the production of the annual accounts.</p>

	<b>Th Board approved the External Audit Plan.</b>
<b>Items for Noting</b>	
<b>10.</b>	<p><b>Money Matters Annual Report</b></p> <p>DCS presented the Annual Report from Money Matters. One hundred and twenty-seven customers were supported by the financial service in 2023-24 with financial gains of over £500k. The service reduced during the year which meant Money Matters could only offer 6 appointments per week to Ardenglen which led to the Association creating a new in-house Financial Inclusion Officer role to manage the demand and needs of our tenants.</p> <p>DCS requested that Board consider how they would like us to report on the inhouse service.</p> <p>The New Financial Inclusion Officer has set up a Thursday drop-in service and so far has 36 clients and continuing to grow.</p> <p>DCS advised that the funding bid to continue with the Energy Advisor post was not successful, however, the Association will be resubmitting in June. The Energy Advisor post will be funded by Ardenglen until end of August meantime,</p> <p><b>The Board noted the Money Matters Annual Report.</b></p>
<b>Meeting Close</b>	
<b>11.</b>	<p><b>Notifiable Events</b></p> <p>None.</p>
<b>12.</b>	<p><b>Health &amp; Safety</b></p> <p>None.</p>
<b>13.</b>	<p><b>Correspondence</b></p> <p>None.</p>
<b>14.</b>	<p><b>Use of Delegated Authority</b></p> <p>None.</p>
<b>15..</b>	<p><b>A.O.C.B</b></p> <p>The Chair took the opportunity to congratulate staff member Kerri Downie on the birth of her baby girl.</p> <p><b><i>Electrical Inspections</i></b> Board member queried whether there is a programme of electrical inspections in her area as two have taken place but no others have been completed. CEO advised that he would speak with the Board Member separately about this and have a member of the Asset team follow-up.</p>

<b>22.</b>	<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 Approved Flexible Working Policy</li> <li>➤ The Board Approved Decoration Policy</li> <li>➤ The Board Approved Complaint Handling Policy</li> <li>➤ The Board Approved Water Management Policy</li> <li>➤ The Board Approved Five Year Financial Plan</li> <li>➤ The Board Approved Annual Return on the Charter 23-24</li> <li>➤ The Board Approved Stock Profile 23-24</li> <li>➤ The Board Approved External Audit Plan 23-24</li> <li>➤ The Board Noted Money Matters Annual Report</li> </ul>
<b>23.</b>	<p><b>Meeting Evaluation</b></p> <p>The Board thanked staff for their reports and advised the meeting had lots of good discussion.</p>
<b>24.</b>	<p><b>Date and time of next meeting – 25 June 2024 (Virtual)</b></p>
<b>25.</b>	<p><b>Meeting Close</b></p> <p>The meeting closed at 6.40 PM with a vote of thanks to the Chair.</p>