Agenda Item 4

ARDENGLEN

Meeting:	**Minutes of Board Meeting**
Date:	**23 June 2026**
Time:	**5.30pm**
Location:	**Ardenglen Housing Association, 355 Tormusk Road**

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

Present		**Staff**	
Mark Ingram	Vice Chair	David Byfield	Chief Executive Officer (CEO) (Secretary)
Chuks Nnadi-Nnadi	Board Member		
Chineye Anameje	Board Member	Karen Fee	Director of Finance, Digital Engagement and Corporate Services (DFDCS)
Calum Adam	Board Member	Ciorsdan Wilson	Director of Asset Management (DAM)
Ian Nelson	Co-opted Member (Virtual)	Suzanne Casey	Director of Customer Services (DCS)
Jacqueline Brown	Co-opted Member	Jacqui Mills	Corporate Services Officer (CSO), (Minutes)
Erinne Bird MacKellar	Co-opted Member		
Apologies		**In attendance**	
Liz McKenzie	Chair		
John Duncan	Board Member		
Fiona Dunwoodie	Board Member		
Laura Young	Co-opted Member		
Amanda McKenzie	Co-opted Member		
Michelle Hart	Finance & Corporate Manager (FCM)		

Welcome
The Chair opened the meeting and noted apologies

2. **Declaration of Interest**

None.

3. **Declaration of Receipt and Understanding**

Members present confirmed they read and understood the contents of the Board papers.

4. **Minutes of Board Meetings for Approval**

Minutes of Board Meeting 19 May 2026	
Approved by:	
Callum Adam	Chinenye Anameje

5. **Matters Arising/ Action Sheet**

The Action Sheet was reviewed by the members. Request to close item 235 as complete was approved.

Action Sheet:

Approved by:	Seconded by:
Chinenye Anameje	Calum Adam

Items requiring a discussion/ approval

6. **CEO Report**

CEO presented his report highlighting the following for discussion and approval:

Sector Recognition and Awards: CEO updated the Board on recent sector recognition, award nominations, and partnership approaches, highlighting the organisation's growing reputation and engagement with bodies such as the Scottish Federation Housing Association and Glasgow West of Scotland Forum.

Award Nominations: CEO reported that the organisation was shortlisted for the TPAS Award for good practice in communicating with tenants and residents, and there are further awards recognition with recent shortlisting for the Mobysoft Early Intervention Excellence Awards and the Investment Impact Awards.

Partnership Approaches: The Castlemilk Housing and Human Rights Lived Experience Board was approached by the Scottish Federation Housing Association and Glasgow West of Scotland Forum to showcase partnership working, with case studies being prepared and presented.

Press and Publicity: CEO highlighted the sector awareness of the work Ardenglen are doing thanks to our PR consultant, Craig Cowborough who has maximised recognition and press coverage.

Office Refurbishment and Staff Arrangements: CEO and DFDCS discussed the upcoming office refurbishment scheduled for 13 July, detailing changes to office layout, temporary closure, and arrangements for staff to work from home or use alternative office spaces, with

	Fiona Dunwoodie, Fair Deal CEO and Board Member, volunteering office space at Fair Deal for staff members to temporarily work and provide support to our customers. The office refurbishment will begin on 13 July, lasting three weeks, with changes to the layout based on staff feedback, including maintaining the main office downstairs and creating more space by removing a wall. During the closure, staff will work from home, with a rota in place for the HUB and Fair deal to continue with customer appointments and day to day work. Upstairs will be converted to an open plan space for the senior leadership team, with designated meeting rooms and a relaxing space, while the finance and corporate team will move into a larger area previously used as an office and server room. **Strategic Planning and Board Member Changes:** CEO outlined plans for a combined Annual Strategic event, proposed a focus on strategic prosperity. **Annual Strategic Event Format:** CEO proposed merging two annual strategic events into one, aiming for value for money, including only one day out of the office. The format proposed is a strategic session involving both board and colleagues in the morning, followed by a joint lunch. In the afternoon a staff only session, focussing on our Wellbeing Strategy. The strategic session will focus on a brief review of the strategic map for 2025-2028, with an emphasis on board and tenant engagement and assurance processes. **Appointed Board Members:** Co-opted Members, Ian, Jacqueline and Amanda received board approval to transition from co-optees to appointed board members, following rule changes registered with the FCA, to strengthen governance. The remaining co-optees were advised they can be elected on to the full board at September AGM following purchase of Share Membership. **Operational Service Delivery and Staffing:** CEO and DCS described changes to operational service delivery, including new permanent customer-facing roles, updates to tenancy agreements, and ongoing recruitment and redundancy consultations. **Customer-Facing Team Restructure:** The organisation will advertise for two customer and asset support assistants and one customer and housing support assistant, aiming for improved consistency and alignment with tenant needs. **Tenancy Agreement Updates:** New Scottish secure tenancy agreements will be implemented from 1st August, with policy and promotion changes underway, and further changes expected in October. **The Board approved the three Appointed Members following adoption of new model rules, also approving the proposals for the Strategic Away Day in September and noting the contents of the CEO Report.**

7.	**Secretaries Report** CEO presented the Secretaries Report outlining the proposed arrangements for AGM. It was agreed that the AGM would be held on 15 September at 6pm in the Ardenglen Boardroom. The following three Board members will stand for re-election as per rule 39.1: • Liz McKenzie • Mark Ingram • Fiona Dunwoodie Following this evening's appointed members update, there are three Appointed Members who will serve on the Board for a period still to be agreed by Board, until such as time as their tenure comes to an end. There are two eligible co-opted members who will request election on to the Board at AGM. The Chair has served five years and must retire as Chair at this year's AGM. There is now an opportunity for our Board Members to consider their nominations for Chair and Vice Chair. **The Board approved the Secretaries Report.**
8.	**Loan Portfolio Report** DFDCS presented the Loan Portfolio Report for submission to the Scottish Housing Regulator, summarising loan balances, repayments, and interest charges. The loan balance as of March 2026 is £3.7 million, with over £300,000 repaid during the year and £241,000 paid in interest charges, as reported to the Scottish Housing Regulator. **The Board approved the Loan Portfolio Report.**
9.	**Procurement for Grant McGregor (IT) Extension Report** DFDCS presented the procurement report in relation to extension to IT Consultant, Grant McGregor's contract. **Contract Extension Proposal:** DFDCS requested approval to extend the ICT support services contract with Grant McGregor for two years, citing improved technology and staff well-being. **Technology Transition:** The organisation has transitioned to Azure and SharePoint services, with laptops and frameworks deployed, and achieved cyber essentials, enhancing remote and hybrid working capabilities. **Technical Clarifications:** The Board queried the status of the Housing Management system to Azure, with DFDCS confirming they have partial migration and workarounds in place. The CEO emphasised the improved data governance and security. **The Board approved the Procurement for Grant McGregor Report inclusive of two-year contract extension.**

10.	**Potential Redundancy Report** DCS presented the Potential Redundancy Report explaining the ongoing consultation for a post funded by the National Lottery, including job matching, redeployment options, and discussions with Unison, with approval sought for redundancy if alternatives are not found. No questions arose. **The Board Approved the Potential Redundancy Report including approval to make the position redundant if no alternatives are found.**
11.	**HARP – Authorised Signatories Report** DFDCS presented the Authorised Signatories Report seeking approval of the updated authorised signatory list for the Scottish Government's Housing and Regeneration Programme System (HARP) in relation to grants and payments for NRS Housing Services. The Board noted that the update had been requested by NRS Services, that all property purchases and grant requests would continue to be managed in line with the Association's Financial Regulations Policy 2025, and that keeping signatories up to date helps avoid delays in approving purchases or receiving grant funding. **The Board approved the Authorised Signatories Report.**
	Items for Noting
12.	**VFM Update Report** DFDCS presented the VFM Update Report. The report confirmed that £13,299 of savings had been identified in the first quarter of 2026/27, mainly through insourcing grounds maintenance clerk of works and a change of contractor for supplies. This is against the annual savings target of £50,000. The group will retain its current membership for 2026/27 and continue to review contracts and services, with a focus on further insourcing and digitalisation. **The Board noted the VFM Update Report** .
13.	**Consillium Performance Review** DAM provided a detailed update on the performance of the reactive maintenance contract with Consilium, highlighting operational challenges, high complaints, improvement plans, customer surveys, and potential procurement options. **Contract Performance Issues**: Consilium's performance has faced significant challenges, including high overdue repairs, longer turnaround times, and increased complaints, prompting close performance management and regular meetings. **Improvement Measures**: Consilium has committed to service improvements, including restructuring their planning team and separating voids and reactive teams, with an improvement plan submitted for review. .

	Customer Feedback and Surveys: A customer experience survey was launched, receiving over 100 responses, with analysis ongoing to inform future decisions regarding contract extension or alternative procurement. **Procurement Options and Penalties**: DAM outlined two procurement options if the contract is not extended: direct award via PFH framework or a mini competition, noting the absence of penalty clauses in the current contract and plans to include them in future contracts. **Plan B and Contractor Alternatives:** Backup plans are being considered, including engaging previous contractors such as Bells, with trial periods and performance reviews planned, and legal advice sought to ensure compliance with contract changes. **The Board noted the Consillium Performance Update Report.**
14.	**Health and Safety (standard item)** None.
15.	**Correspondence** None
16.	**Use of Delegated Authority** None.
17.	**A.O.C.B** **Awards and Recognition Submissions:** The Chair and SLT discussed recent recognition for the Lived Experience Board and outlined submissions for the Mobysoft and TPAS Scotland awards, highlighting ongoing efforts to showcase the organisation's impact and customer engagement strategies. **Recent Awards and Media Coverage:** Chair and CEO celebrated the Lived Experience Board's award and noted media coverage, including features in various outlets. . **New Award Submissions:** DCS described submissions for the Mobysoft customer impact award and the TPAS Scotland award, focusing on customer engagement and communication strategies.
18.	**Summary of actions/ decisions at this meeting** • The Board approved Board minutes and Board Action Sheet. • The Board approved the CEO Report including Appointed Members, and Strategic Away Day proposal • The Board approved Secretaries Report • The Board approved Loan Portfolio Report • The Board approved Potential Redundancy Report • The Board approved HARP Signatories Report • The Board noted VFM Update Report • The Board noted Consillium Performance Update • The Board noted progress with two Notifiable Events

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 –25 August 2026 on MS Teams.** .
21.	**Meeting Close** The meeting closed at 6.45pm with a vote of thanks to the Chair.