ARDENGLEN

Agenda Item 4

Meeting:	**Minutes of Board Meeting**
Date:	**19 May 2026**
Time:	**5.30pm**
Location:	**MS Teams**

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

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

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

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 21 April 2026** **Approved by:** Callum Adam — Chinenye Anameje **Minutes of Audit, Performance & Risk Committee 5 May 2026** Liz McKenzie — John Duncan
5.	**<u>Matters Arising/ Action Sheet</u>** The Action Sheet was reviewed by the members. **Action Sheet:** **Approved by:** Chinenye Anameje — **Seconded by:** Calum Adam
	Items requiring a discussion/ approval
6.	**Annual Return on the Charter** SLT led a detailed review of the Annual Return on the Charter (ARC), presenting performance data on housing, staffing, repairs, tenant satisfaction, and compliance, with the board approving the submission after addressing questions from Ian and Callum regarding data accuracy and compliance issues. **Stock and Staffing Overview:** DFDCS presented figures showing a small increase in housing units and staff, with a notable rise in staff turnover, which was later contextualised as being influenced by temporary and funded posts; sickness absence rates improved compared to the previous year. **Lettings and Tenancy Sustainment:** DCS reported on lettings, noting 62 properties let, with a breakdown by applicant type, and highlighted that tenancy sustainment rates were high, with most new lets sustained for over 12 months. **Repairs and Maintenance Performance:** DAM detailed reactive and emergency repairs, explaining changes in reporting and clarifying data discrepancies in response to Ian's question; right-first-time repairs improved, and average completion times for both emergency and non-emergency repairs were discussed. **Compliance and Safety:** DAM confirmed zero gas safety failures and explained a single electrical safety compliance failure due to access issues, with all remedial actions now completed; fire safety compliance was maintained. **Damp, Mould, and SHQS Compliance:** DAM outlined new indicators for damp and mould, reporting on case numbers, resolution times, and re-opened cases; SHQS compliance was at 97.05%, with outstanding issues related to EICRs expected to be resolved in the next cycle. **Tenant Satisfaction and Rent Performance:** DCS shared tenant satisfaction survey results, showing improvements across all areas, and reported strong rent collection performance, with gross arrears and void rent losses discussed in the context of ongoing improvement efforts.

	ARC Validation and Data Management Improvements: SLT discussed the ARC validation process conducted by the Scottish Housing Network, highlighting improvements in data robustness and ongoing efforts to reduce manual input errors, with Ciorsdan outlining plans for bulk data uploads to further minimise risks. **Staff Turnover Context and Workforce Planning:** DFDCS provided context prepared by Transforming HR for the reported staff turnover rate, explaining the impact of temporary and funded posts, and outlined the reasons for staff departures, with Chair confirming ongoing recruitment for permanent team members to address vacancies. **Stock Return Approval:** DFDCS presented the Stock Return and confirmed the only change in the stock return was the addition of two new properties, and the board approved the submission. **The Board, after addressing questions from Board about data accuracy and compliance, approved the ARC submission and Stock Return.**
7.	**Five-Year Financial Plan** FCM presented the five-year financial plan to the regulator, confirming that the plan is based on the previously approved 30-year business plan and that no changes to assumptions had occurred since the last review. Plan Overview and Approval: FCM summarised the five-year financial plan, noting its alignment with the 30-year business plan, and the board approved its submission to the regulator. **The Board approved the Five Year Plan.**
8.	**Share Membership Report** CSO requested approval for four new share memberships, with one member abstaining due to a declared interest. **The Board approved the Share membership Report.**
9.	**Eviction Report** DCS detailed the anti-social behaviour eviction case, including the legal process, police involvement, and the impact on neighbours, recommending enforcement of the decree. In response to a query from the Board, DCS explained that delays in eviction proceedings were due to procedural and staffing changes, as well as court backlogs, and outlined steps taken to improve future processes. The Board were in agreement that the eviction should be approved. **The Board approved the Eviction Report.**
Items for Noting	

10.	**Community Investment Team Update** DCS provided an update on the Community Investment Team's activities, including financial inclusion achievements, partnership developments, and pantry operations. **Team Achievements and Activities:** DCS reported that the team secured £1.3 million in financial gains for customers, expanded community hub activities, and developed new partnerships and resources, including a self-service platform "Lightning Reach". . **Funding and Sustainability Concerns:** The Chair expressed concern about the reliance on grant funding for the financial inclusion team, suggesting the need for a strategic discussion on securing placements and investing in the service. . **Action on Funding Review:** CEO agreed to review the service's funding and operational data and to present informed options for sustaining the team at a future board meeting. **The Board noted the Community Investment Team Update.**
11.	**Policy Schedule** DFDCS presented the annual policy schedule for noting, listing policies due for review in the coming year. **The Board noted the policy Schedule 2026-27.**
Meeting Closure	
13.	**Notifiable Events** CEO reported that the notifiable event concerning the dissolution of ADL was closed, and the event regarding rule changes will be closed upon FCA confirmation.
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. • The Board approved the Audit, Performance & Risk Committee minutes • The Board approved ARC and Stock Return • The Board approved Five Year Financial Plan • The Board approved Share Membership Report • The Board approved Eviction Report • The Board noted Community Investment Update • The Board noted Annual Policy Schedule • 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 –23 June 2026 in person.** The Chair advised she would be on holiday and would not make the meeting. She then suggested that as it is summer holiday season, it may be wise for CSO to canvas board members regarding their availability for the June meeting to ensure a quorum can be achieved.
21.	**Meeting Close** The meeting closed at 6.20pm with a vote of thanks to the Chair.