

Meeting: Minutes of Board Meeting (redacted)

Meeting Date: 28 October 2025

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		
Callum Adams	Board Member	Karen Fee	Director of Finance, Digital Engagement and Corporate Services (DFDCS)
Fiona Dunwoodie	Board Member	Suzanne Casey	Director of Customer Services
Chuks Nnadi-Nnadi	Board Member	Jacqui Mills	Corporate Services Officer (CSO) (Minute Taker)
Laura Young	Co-opted Member		
Amanda McKenzie	Co-opted Member		
Jacqueline Brown	Co-opted Member		
Apologies		In attendance	
Ian Nelson	Co-opted Member	Joe Dewar	Asset Management Consultant
Erinne Bird Mackellar	Co-opted Member	Lorna Shaw	Research Resource
Chinenye Anameje	Board Member		
Mark Ingram	Vice Chair		

Welcome

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

2. Declaration of Interest

CSO advised that one member has an interest in agenda item 8.

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 <table border="1"> <tr> <td colspan="2">Minutes of Board Meeting 23 September 2025</td></tr> <tr> <td colspan="2">Approved by:</td></tr> <tr> <td>John Duncan</td><td>Fiona Dunwoodie</td></tr> </table>	Minutes of Board Meeting 23 September 2025		Approved by:		John Duncan	Fiona Dunwoodie
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John Duncan	Fiona Dunwoodie						
5.	<u>Matters Arising/ Action Sheet</u> The action sheet was reviewed. Request to close items 217, 219 and 221 as complete. Action Sheet: <table border="1"> <tr> <td>Approved by:</td><td>Seconded by:</td></tr> <tr> <td>Callum Adam</td><td>John Duncan</td></tr> </table>	Approved by:	Seconded by:	Callum Adam	John Duncan		
Approved by:	Seconded by:						
Callum Adam	John Duncan						
Items requiring a discussion/ approval							
11.	<p>The Chair welcomed Lorna Shaw, Research Resource to the meeting to present the results of this year's tenant satisfaction survey.</p> <p>She highlighted the following:</p> <p>During the months of August and September 2025, three hundred and ninety-six customers completed the survey resulting in a 40% return ratio which exceeds the regulator's minimum requirements.</p> <p>Overall Satisfaction and Sector Comparison: The survey found 92% of tenants were very or fairly satisfied with the overall service, a slight decrease from 94% in 2022, but with an increase in those 'very satisfied.' Ardenglen's results remain above the Scottish average of 87%.</p> <p>Communication Preferences and Age Analysis: Tenants prefer letters and newsletters for communication, especially those aged 65 and over, while younger tenants favour digital methods such as text and email. The survey highlighted the importance of offering multiple communication channels to suit different age groups..</p> <p>Repairs, Quality, and Value for Money: Satisfaction with repairs increased from 89% to 94%, and satisfaction with home quality also rose to 94%. Value for money was rated highly, with 96% of tenants considering rent good value, well above the Scottish average. Areas for improvement include the speed of repairs and 'right first time' completion.</p> <p>Tenant Priorities and Feedback: Top tenant priorities identified were repairs and maintenance (93%), good quality housing (92%), and value for money (41%). Keeping tenants informed and considering their views were also noted, though ranked lower.</p> <p>The board discussed the positive results and the impact of recent operational changes.</p> <p>The Board noted the Tenant Satisfaction Survey Report.</p>						

6.	<p>CEO Report</p> <p>CEO provided an update on organisational matters, including the positive tenant satisfaction results, asset management recruitment, property acquisition, police presence in the area, upcoming away days, and the Assurance Statement.</p> <p>Asset Management Recruitment: CEO reported that interviews for the Director of Asset Management position were scheduled, with 22 applications received and five candidates shortlisted for stage one interviews. The process includes a second stage and is supported by Transforming HR.</p> <p>Property Acquisition and Police Presence: A new property acquisition was completed, bringing the total to 985 units.</p> <p>There has been a significant police presence in the area due to an ongoing investigation, with four properties (one void, three occupied) currently held by police, impacting income and performance figures. DCS confirmed ongoing liaison with solicitors and support for affected tenants.</p> <p>Upcoming Away Days and Office Closures: Two away days are planned: a strategic away day for board and staff on 12 November and a colleague away day on 26 November, both requiring full-day office closures. The board approved these closures, with emergency services in place to minimise customer impact.</p> <p>Assurance Statement and HR Update: CEO confirmed that the assurance statement meets regulatory guidance, with no areas of concern or non-compliance as demonstrated by the evidence base presented to Board from our ongoing assurance cycle. An overview of staff starters and leavers was provided, and annual CEO 1-2-1s with staff indicated positive morale and a culture of continuous improvement.</p> <p>The Board noted the CEO Report and approved the Assurance Statement and the two full day office closures in November.</p>
7	<p>Integrated Asset Management Strategy</p> <p>Asset Consultant presented the newly developed Integrated Asset Management Strategy for board approval, highlighting its alignment with regulatory guidance and the business plan.</p> <p>Strategy Overview and Feedback: Asset Consultant summarised the strategy's integration with the business plan and sustainability report, noting full senior leadership team involvement. Callum raised points about the executive summary and investment plan figures, which Asset Consultant agreed to review.</p> <p>New Build Development Discussion: The Board questioned the absence of new build objectives in the strategy. The Asset Consultant and CEO both explained that while the organisation is open to development opportunities, the strategy does not pre-empt specific projects as availability of opportunities in Castlemilk are limited. The board agreed to consider clarifying this in future versions.</p>

	The Board approved the strategy, subject to amendments regarding bathroom replacement figures and potential inclusion of development aspirations.
8.	Share Membership Report CSO presented the Share Membership Report requesting approval for the addition of one new share and the removal of two shareholders who no longer meet the requirements to be one. The Board approved the Share Membership Report.
9.	Procurement of Responsive Repairs and Voids Report Asset Consultant presented the outcome of the procurement process for the responsive repairs and voids service. “The minute has been redacted due to commercially sensitive information.” The Board queried if the Asset Consultant was familiar with the contractor’s work. He advised that they had carried out extensive checks on all the contractors that submitted a tender as part of the procurement process and everything checked out fine. They are quite a young company and based in Paisley. The Board queried the initially low tender price which Asset Consultant advised was verified by PFH and confirmed in writing by the contractor. The Asset Consultant assured the board that contract management would be stringent, with performance reviews and the option to re-tender if necessary. The Board queried how the current contractor would take the news. Asset Consultant advised that they have not been told as yet as the report was subject to Board approval. However the current contractor has confirmed that they will continue to deliver our responsive repairs and void works until January 2026. The Board approved the Procurement of Responsive Repairs and Voids Report.
10.	Tenant Health and Safety Compliance Update Asset Consultant provided an update on tenant health and safety compliance, including validation processes, system improvements, and staff training, with no questions raised by the board. He reported 100% validation of compliance items, ongoing improvements to the SDM housing management system, and the addition of new staff with relevant backgrounds to the compliance team. The update included preparation for new ARC indicators on fire safety, electrical safety, and damp/mould. The Board noted the Tenant Health and Safety Compliance Update.
Items for Noting	
12.	Annual Complaints Summary

	CSO presented the Annual Complaints Summary, providing an overview of complaint categories and outcomes for the year, with no questions from the board. The Board noted the Annual Complaints Summary.
13.	Dogs Trust Report DCS introduced a new partnership with the Dogs Trust to achieve pet-friendly landlord accreditation, outlining the consultation process, policy updates, and benefits for tenants / staff, with questions from the Board around any properties where pets would not be allowed. DCS advised that it is only really an issue in multi storey stock which is not an issue for AHA. The Board queried what would happen if someone had a third pet and would the neighbours be consulted? DCS advised that each case would be looked at individually regarding the number & type of pets, but we would not consult with neighbours around decisions on keeping pets. The Board noted the Dogs Trust Report.
Meeting Closure	
13.	Notifiable Events None.
14.	Health and Safety (standard item) None.
15.	Correspondence None.
16.	Use of Delegated Authority None.
17.	A.O.C.B No other business.
18.	Summary of actions/ decisions at this meeting <ul style="list-style-type: none"> • The Board approved Board minutes. • The Board approved CEO Report and office full day closures in November • The Board approved Annual Assurance Statement • The Board noted Tenant Satisfaction Survey Report 2025 • The Board approved Share Membership Report • The Board approved Responsive Repairs and Void Procurement Report • The Board approved Integrated Asset Management Strategy • The Board noted Tenant Health and Safety Compliance Report • The Board noted Annual Complaints Report • The Board noted Dogs Trust Report
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 –2 December 2025
21.	Meeting Close The meeting closed at 6.40 PM with a vote of thanks to the Chair.