

**Meeting:** Minutes of Board Meeting (Redacted)

**Meeting Date:** 20 May 2025

**Time:** 5.30pm

**Location:** MS Teams Conference Call

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 Officer (CEO) (Secretary)
Mark Ingram	Vice Chair		
John Duncan	Board Member	Karen Fee	Director of Finance, Digital Engagement and Corporate Services (DFDCS)
Richard Mahon	Board Member	Peter Kelly	Director of Asset Management (DAM)
Fiona Dunwoodie	Board Member	Suzanne Casey	Director of Customer Services (DCS)
Alex Warren	Board Member	Jacqui Mills	Corporate Services Officer (CSO) (Minute Taker)
<b>Apologies</b>		<b>In attendance</b>	
Callum Adams	Co-opted Member	Joe Dewar	Asset Management Consultant
Chinenye Anameje	Board Member	Kirsty Wells	ARK Consultancy
Michelle Hart	Finance & Corporate Manager		
<b>2.</b>	<b><u>Declaration of Interest</u></b>		
	None		
<b>3.</b>	<b><u>Declaration of Receipt and Understanding</u></b>		
	Members present confirmed they read and understood the contents of the Board papers.		
<b>4.</b>	<b>Minutes of Board Meetings for Approval</b>		
	Minutes of Board Meeting 22 April 2025 and Redacted set		

	<b>Approved by:</b>	
	John Duncan	Mark Ingram
	<b>Minutes of Audit Sub Committee Meeting: 13 May 2025</b>	
	<b>Approved by:</b>	
	Richard Mahon	John Duncan
5.	<b><u>Matters Arising/ Action Sheet</u></b>  <b>Action 216: Update on Community Benefits</b>  DAM updated the board on the potential for community benefits for the Castlemilk High project, including financial contributions from contractors. The board discussed the maximum level of contribution and decided to have a further discussion at the next meeting.  DAM provided an update on the Castlemilk High project, mentioning that contractors are leaning towards giving financial commitments. He detailed the potential contributions from various contracts, including the kitchen, boiler, and bathroom contracts, which could amount to significant financial support for the project.  <i><b>“The minute has been redacted to remove commercially sensitive information.”</b></i>  The Board discussed the feasibility of the project and the potential financial contributions. The Chair mentioned that they had agreed on a donation at the last meeting and considered a cash donation as a better benefit. A Board Member suggested making a minimal contribution initially and revisiting the amount once the project costs are clearer.  The Board decided to have a further discussion at the next meeting, with the intention to gather more information and clarity on the project's costs and funding requirements. CEO mentioned that the school would set a timeframe, and the Board would bring the discussion back to a future meeting when more information is available but would unlikely be the next meeting.  <b>Action Sheet:</b>	
	<b>Approved by:</b>	<b>Seconded by:</b>
	Mark Ingram	Richard Mahon
<b>Items requiring a discussion/ approval</b>		
6.	<b>Customer Participation, Engagement, and Communication Strategy</b>  Kirsty Wells, ARK Consultant was invited to the meeting to present the new Customer, Participation and Communication Strategy which was developed based on staff and tenant feedback. The strategy aims to increase tenant participation and engagement through flexible communication methods and targeted activities. She outlined the key principles of the strategy, including flexibility, meeting customer needs, minimising barriers, and focusing resources on popular activities. The strategy aims to tailor the approach to the needs of tenants and ensure value for money.  Kirsty discussed the implementation of the strategy, including the use of digital communication, tenant newsletters, and focus groups. The strategy will be supported by a detailed action plan to ensure effective execution and continuous improvement.	

	<p>The Board discussed Value for Money and queried cost and output compared to the level of engagement. It seems that minimum numbers of tenants perhaps eight tenants have suggested they are interested in engaging and participating which may not present great VFM for the Association depending on what the costs of engagement are. Kirsty advised that the first exercise is around gathering data on who wants to be involved and what activities would they like to do, letting the customer shape it. The next phase is to look at an action plan which will take into account staff resources and budgets. staff costs and understand what customers do want to get involved in, this will inform what the Association then facilitates.</p> <p>The Board also commented that it is important to offer engagement opportunities as this can often be a way to develop potential scrutiny panel and Board Members. It is also critical to continuing to develop our digital platform.</p> <p>The Board approved the strategy to move forward to the next stage, with the intention to take the strategy out to tenants for further consultation and feedback.</p> <p>Kirsty left the meeting at 6.15pm.</p>
<b>7</b>	<p><b>Annual Return on the Charter</b></p> <p>The Senior Leadership Team presented the Annual Return on the Charter, highlighting key performance indicators and achievements.</p> <p>The presentation included data on housing units, staff turnover, rent collection, void rate loss, and tenant satisfaction.</p> <p>DCS, DFDCS and DAM provided detailed information on various KPIs, including rent collection, void rate loss, antisocial behaviour complaints, and repairs performance. The board discussed the improvements and challenges in these areas.</p> <p>DFDCS then presented the Annual Stock Return which must also be approved prior to submitting to the Regulator. DFDCS advised that there has been an increase in stock by one unit in the year due to a buy back shared ownership property.</p> <p>No questions arose.</p> <p><b>The Board approved the Annual Return on the Charter, and the Stock Return, acknowledging the efforts of the senior leadership team and staff in maintaining strong performance levels.</b></p>
<b>8.</b>	<p><b>Procurement for Reactive Repairs:</b></p> <p>DAM discussed the procurement strategy for reactive repairs, including the transition to a new framework with local RSLs.</p> <p>DAM discussed the procurement strategy for reactive repairs, highlighting the transition to a new framework with local RSLs. He mentioned the mixed success of previous collaborations and the need to engage with more local RSLs for better results.</p> <p>DAM provided an overview of the performance of current contractors, noting that Bell Group's performance has been mixed. He suggested retaining Hunter Management and Magnus through the DPS for an additional year while transitioning to the new framework.</p>

	<p>Board queried whether DAM intends to extend contract for a year if the new framework takes longer to develop than anticipated. DAM advised that he will go out to tender for a year with the option to extend for a further year if required. There is no obligation to utilise that second year.</p> <p>The Board queried how it would work for other Associations such as Cassiltoun and North View if they have their own in-house DLO. DAM advised that these Associations still utilise other contractors, it shouldn't present any issues.</p> <p>The Board approved the procurement strategy, agreeing to pursue the new framework with local RSLs and retain the current contractors on the DPS for an additional year. It was also agreed that the contract for the larger multi-trade contract currently being undertaken by the Bell Group should be procured through the Procurement for Housing DPS Responsive Repairs and Voids</p>
9.	<p><b>Five-Year Financial Plan:</b></p> <p>DFDCS presented the Five-Year Financial Plan, providing a financial summary for submission to the Scottish Housing Regulator. The plan includes projections for income, expenses, and reserves over the next five years.</p> <p>DFDCS outlined the key assumptions used in the financial plan, including rent increases, inflation rates, and discount rates. She explained how these assumptions impact the financial projections.</p> <p>The Board queried the source of the Natural Median on page 7 of the report. DFDCS advised that this column is part of the SHR portal and wasn't developed by Ardenglen but she can find out for the next meeting. The Board advised there was no requirement to pursue a response to this.</p> <p>The Board approved the Five-Year Financial Plan for submission to the Scottish Housing Regulator, acknowledging the thoroughness of the plan and its alignment with the Association's financial goals.</p>
10.	<p><b>Potential Property Acquisition – 111 Ardencraig Drive</b></p> <p><b>An additional item was brought to board for approval this evening.</b></p> <p>The Board discussed the potential acquisition of a property <i><b>"The minute was redacted to remove sensitive information"</b></i>.</p> <p>DFDCS presented the details of the potential property acquisition at 111 Ardencraig Drive, including the home report value, grant conditions, and estimated costs for repairs and maintenance.</p> <p>DFDCS provided a financial analysis of the acquisition, showing a surplus over 30 years. She explained the assumptions used in the analysis and the impact of potential additional costs for repairs.</p> <p>The Board discussed the benefits of acquiring the property, including providing housing for a homeless family.</p> <p>Board queried if any grant funding for investment in bringing up to SHQS. CEO advised that there is no funding other than the 70% highlighted.</p> <p><b>The Board approved the acquisition, agreeing to use reserves for the purchase and acknowledging the grant conditions.</b></p>

### Items for Noting

<b>11.</b>	<p><b>Annual Policy Schedule</b></p> <p>DFDCS presented the Annual Policy Schedule for noting, outlining the plan for policy reviews and updates throughout the year.</p> <p><b>The Board noted the Annual Policy Schedule.</b></p>
------------	---

### Meeting Closure

<b>12.</b>	<p><b>Notifiable Events</b></p> <p>None.</p>
<b>13.</b>	<p><b>Health and Safety (standard item)</b></p> <p>None.</p>
<b>14.</b>	<p><b>Correspondence</b></p> <p><b>None.</b></p>
<b>15.</b>	<p><b>Use of Delegated Authority</b></p> <p>None.</p>
<b>16.</b>	<p><b>A.O.C.B</b></p> <p><b>Tenant Participation Advisory Service Award</b></p> <p>CEO informed the board that the Lived Experience Board has been shortlisted for the Tenant Participation Advisory Service Annual Awards. The Awards are scheduled for Friday 20 June at the Golden Jubilee.</p>
<b>17.</b>	<p><b>Summary of actions/ decisions at this meeting</b></p> <ul style="list-style-type: none"> <li>• The Board approved Board minutes.</li> <li>• The Board approved Audit Sub Committee minutes</li> <li>• The Board approved Customer Engagement, Participation and Communication Strategy</li> <li>• The Board approved Five Year Financial Plan</li> <li>• The Board approved Annual Return on the Charter</li> <li>• The Board approved Annual Stock Return</li> <li>• The Board approved Procurement for Reactive Repairs</li> <li>• The Board approved Property Acquisition of 111 Ardencraig Drive</li> <li>• The Board noted Annual Policy Schedule</li> </ul>
<b>18.</b>	<p><b>Meeting Evaluation</b></p> <p>The Board thanked staff for their reports and advised the meeting went well with good reports presented.</p>

<b>19.</b>	<b>Date and time of next meeting – 24 June 2025</b>
<b>20.</b>	<b>Meeting Close</b>  The meeting closed at 7.12 PM with a vote of thanks to the Chair.