Minutes of the Board meeting
held on Thursday 27th June 2024 at 6pm
in the Cadder Community Hub

Board Member	Attended	Apologies
Kristina Bowie (KB) - Chair	X	
Jamila Flynn (JF)	X	
Robert Wright (RW)	X	
Stephanie Harverson (SH)		X
Mark Fisher (MF)	X	
Ross Kirkwood (RK)	X	
Kenny Wiggins (KW)	X	
Julie Smillie (JS)	X	
Gordon Anderson (GA) Co-optee		X
Joyce Orr (JO)	X	

In Attendance	
Pamela Milne (PM)	Chief Executive Officer
Charlie Wood (CW)	Asset Manager
Nicola Thom (NT)	Interim Director of Operations
Alex Cameron (AC)	Quinn Internal Audit

Agenda Item	Description	Action By	Target
1.	**Apologies**		
	Apologies received from S. Harverson and G. Anderson		
2.	**Chairs Welcome - Meeting Format**		
	Chair welcomed everyone to the meeting.		
3.	**Declaration of Interests**		
	No declarations of interest		
4.	**Minutes for Previous Meetings**		
4.1	Minutes of 30th May 2024 approved by JO and RW		

Agenda Item	Description	Action By	Target
4.1.2	No Matters Arising		
5.	**Action Tracker**		
	PM presented the Action Tracker highlighting actions complete and ongoing. • Board agreed that there is no need to incur costs for additional email addresses for Board, now that Decision Time has been commissioned. • JO requested amendment re Resident Group (future tense) • MF enquired re progress of temporary management agent for the Hub. PM advised that it is difficult finding someone with the correct experience and ability. She has contacted other RSLs who offer similar services, as well as seeking a secondment from [redacted] – it is a very specific skill set needed to enable the Hub to operate at full capacity. PM spoke of the ongoing reliance on volunteers but that she will continue to seek specialist support. Discussion re the use of University student, or shared resources with the Stables. NT and KW to discuss further **Board noted progress and approved the Action Tracker**	NT NT	June 24 August 24
6.	**Governance and Compliance Reports**		
6.1 6.2	Internal audit – Stock condition Data AC confirmed that the audit noted "**High Assurance**" with 1 x Priority 2 and 1 x Priority 3 recommendation. AC also confirmed satisfaction with the management response. CW advised of the intention to introduce regular tenant visits. It is envisaged that this will be a rolling programme of annual visits and will combine Housing and Maintenance management. This approach will address the recommendation to compliment our stock condition data with internal property inspections. Internal Audit – Void Management follow up report AC confirmed the follow up reports will be delivered individually on a rolling programme throughout the year, as opposed to one larger audit report at year end. AC further confirmed that Void Management has been noted as **"Substantial Assurance"** now that 4 of the 5 recommendations have been addressed. The remaining recommendation will be addressed following the current recruitment of key posts	CW SMT	Sept 24 Sept 24

Agenda Item	Description	Action By	Target
	Board approved the internal audit report for Stock Condition Data and the follow up report for Void Management		
6.3	Business Plan Performance Report NT presented the quarterly performance report for the Business Plan, noting completion of 32 actions (64%). The remaining 18 actions have been reviewed and continued as appropriate into year 3 of the Plan. **Board noted the Business Plan Performance Report**		
6.4	Risk Management Report NT presented the risk map, highlighting to Board that they have recently reviewed this map as part of their Risk Management Training. NT highlighted the changes to risk, namely an increase due to results of the Satisfaction Survey, and a decrease due to strengthening financial position. **Board approved the Risk Map**		
6.5	SHR Engagement Plan JO advised that she had last updated the SHR on the 6th June and as yet has not received a response. She further advised that she has circulated this month's draft update to Board for comment and has amended accordingly. **Board approved the submission of the updated report to the SHR**	JO	
6.6	Chief Executive Officer's Report PM presented the CEO report, highlighting key points • The successful recruitment of Thomas McIlvaney to the post of Head of Housing, with a start date of 22 July • The readvertisement of the Head of Finance and Corporate Services post with a closing date of 23rd July • Approval sought to recruit to the Corporate Services Officer post which is vacant. Currently key tasks are being undertaken by another colleague and responsibility payment is in place. Due to the significant risk to the Association without this key post, Board approved recruitment. • Short term sickness within the team. Some tasks being covered by FMD and temporary resources – focused on essential tasks only. MF enquired if absence management procedures were being followed, which PM confirmed. [redacted].		

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	• PM reminded Board who were unable to attend training to ensure that they watched the training videos and confirmed such to PM. This would allow records to be updated. Board agreed to the continue with fortnightly sessions alternating between lunchtime and 5pm. PM to liaise with Wendy McCracken to schedule priorities appropriately. JO asked that Business Planning training be arranged ahead of BP event in November. PM to reissue updates to all with links to the training videos. • PM is awaiting Board Appraisals to be completed to allow AGM preparation to commence. AGM confirmed as 11th September 24. • PM appraisal now complete with 6 month interim review scheduled. KB confirmed the appraisal was very robust with support for the office bearers from EVH. • PM updated on a recent notifiable event • PM updated on recent incidents of vandalism directed toward the Hub. **Board approved recruitment to corporate services and noted the content of the report.**	PM	July 24
7.	**Finance Reports**		
7.1	Annual Treasury Management Report PM presented the report prepared by FMD, highlighting covenant compliance, borrowing capacity and the RBS loan which is due to be paid off this year. JO highlighted the benefits of a high interest account to maximise income. PM confirmed that our RBS account was high interest/instant access, but this item is already on the action tracker and will be reviewed once the new Head of Finance is in post. **Board noted the Treasury Management Report**		
8	**Operational Reports**		
8.1 8.2	Tenant Satisfaction Survey Board was presented with the results of the Resident Satisfaction Survey at its meeting in April. NT presented the Tenant Satisfaction Action Plan that has been developed to address areas of dissatisfaction. She advised that the Owners satisfaction is part of the larger Factoring Review and an action plan for owners will be developed as part of that review. **Board approved the Tenant Satisfaction Action Plan** Positive Action in Housing – Nomination Agreement.		

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	NT presented the agreement which has been in place since 2006 and required to be renewed. **Board approved the nomination agreement with PAIH.**		
8.3	Damp and Mould Policy CW presented the new Policy for Board's approval. CW highlighted the crucial elements of the policy, namely data collection and analysis, proactive and reactive approaches and training for all staff. KB enquired of the level of dampness within our homes. CW confirmed he thought it was low, but that the satisfaction survey indicated c20% of properties affected. This requires investigation. RW highlighted that the small galley kitchens with little circulation and ventilation will give cause to condensation. CW advised that we are exploring the use of auto extraction fans that respond to humidity as opposed to requiring them to be switched on. JO reiterated the need to give accurate advice and have a robust cyclical maintenance programme, i.e. gutter cleaning. **Board approved the Damp and Mould Policy**		
9.0	**Community Hub**		
9.1	NT presented the Community Hub report highlighting 3 new pipeline services that will bring new opportunities and benefits to the community. NT also highlighted the brief for consultancy to review the Business Plan for the Hub, which will be advertised on SHN and SFHA sites. RK highlighted that this is a worthwhile investment to allow us to understand what this may unlock for the Hub in the future. **Board approved the procurement brief and agreed that office bearers and Exec Team should make the decision to appoint.**	PM	July 24
10	**Any Other Business**		
10.1	NT advised of Kindness Annual Charity Ball and encouraged support for this event. NT to forward details to all Board members.	NT	July 24
11.	**Date of Next Meeting**		
	The Chair reminded everyone that the date of the next meeting was **Thursday 29th August 2024** at 6pm, and that the AGM is scheduled for **Wednesday 11th September** 24 at 6pm The Chair drew the meeting to a close and thanked everyone for their attendance and input. The meeting closed at 8.30pm.	All	

Signed: ______________________________

Date: ______________________________