

Required Reading

Item No.	Issue	Action By
2.1	The Board approved minutes of the meeting held on 24 th April 2024 subject to one change, which was to amend LS from 'absent' to 'apologies'.	SR
3.	Action Tracker	
3.1	The Chair advised that 11 actions are being proposed for Closure.	
3.2	The Board approved the closure of 11 actions outlined.	SR
4.	Feedback from Training/ Events	
4.1	The Chair confirmed that no courses had been attended since the last Board meeting.	
4.2	A Board member inquired about the value of attending the SFHA conference and whether any other Board members planned to attend. The Board had a discussion around the benefits of attending and believe the conference would be beneficial especially to newer members and would provide a networking opportunity also.	
4.3	Corporate to contact Board member and book place for SFHA conference.	SR
5.	Tenant Voice in board decision making and board Papers	
5.1	The Chair introduced the paper, explaining it outlines how the Association aims to incorporate tenant and customer voices into Board meeting decision.	
5.2	Board discussed the paper and agreed that it represents a positive step towards increased scrutiny and shows the Association are actively looking at new ways to engage with tenants/customers.	
5.3	RW provided a verbal update on the Service Improvement Panel (SIP), confirming that there are four new members and three existing members, who will commence the first meeting on Tuesday the 3rd of June. The first step is for the group to receive induction training, and the two tenant involvement bodies in the RSL sector, TPAS and TIS, have both been contacted to determine which will deliver this training.	RW
5.4	The Board discussed and agreed that relaunching the SIP will provide further assurance. Board believes this approach will lead to a more effective model, enhancing engagement with younger tenants as the group progresses.	
5.5	Board inquired whether the SIP would choose topics to cover or if these will be provided. RW advised Board that SIP will be provided with information and guidance on areas for consideration and support from staff, but ultimately the final decision of topic will be made by SIP.	
5.6	Board inquired about the number of registered tenant organisations (RTOs) currently active within the community. BW confirmed that, although there are 9 constituted groups, only 5 are operational at this time.	
5.7	Board had a lengthy discussing about the benefits of having SIP and RTO groups and emphasised how these groups can assist the Board in its assurance role,	

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5.8	<p>particularly focusing on how SIP can provide scrutiny and recommendations on certain aspects where the Board may not have the time to fully review.</p> <p>As a result of discussions Board agreed that a review of effectiveness of the approach set out in tonight's Tenant Voice paper will be considered at the Board Away Day in March 2025.</p>	BW
6.	Annual Return of the Charter Submission 2023/24	
6.1	Chair introduced the draft Annual Return on the Charter (ARC) submission to the Board for discussion and confirmed this needs to be submitted once a year to the Scottish Housing Regulator (SHR).	
6.2	JS confirmed to the Board that there was an audit last year, during which recommendations were made to improve how the Association reports. These recommendations have been followed where possible when collating the data for the submission of the ARC for 2023/24.	
6.3	<p>JS provided a verbal update on amendments to be made prior to submission and highlighted the following changes:</p> <ul style="list-style-type: none"> • Indicator C3: The context is correct, but the total for general needs should be 344 instead of 343 as stated in the appendix. • Indicator C9: An error was made in inputting zero; the correct number for C9.4.3 Total self-contained stock failing SHQS for this reporting year should be 276, with a projection of 73 for the next reporting year. • Indicator 28: The last line in the narrative in the notes box reads "2023/2034" but should read 2023/2024. 	
6.4	The Board approved the corrections for Indicator 3, Indicator C9 and typing error mentioned at Indicator 28.	
6.5	A Board member inquired about the purpose of the data collected by the regulator. JS explained that the Regulator reviews this data to assess the organisation's operations and identify areas for improvement.	
6.6	The Chair advised that the Regulator's website is extremely useful for checking the performance of all Registered Social Landlords (RSLs) within the sector and allows for transparency through comparison too.	
6.7	A Board member asked if the Regulator accepts customer satisfaction survey data that is three years old. RW confirmed that data within the last three years is acceptable and added that a new survey will be conducted this year with the results being reported in next year's ARC.	
6.8	A Board member queried Indicator 11, which highlights 13 gas safety failures. JS confirmed that these 13 failures had been previously reported to the Regulator, but they occurred within the 2023-24 financial year, hence their inclusion this year.	
6.9	The Board approved the Association's Annual Return of the Charter for 2023/24, subject to the mentioned amendments.	JS

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6.10	The Board approved that the actual submission of the ARC be delegated to the Director of Operations, to take place before 31 st May 2024.	JS
7.	Procurement and Community Benefits Policy	
7.1	The Chair introduced the Procurement and Community Benefits Policy and highlighted the changes outlined within the table.	
7.2	The Board noted the proposed amendments are minimal and appreciated the outline in the table, finding it very useful and providing a clear indication of the changes being made.	
7.3	A Board member queried now we are not part of the Europe have the previous OJEU requirements been replaced by something else. RW advised that yes they have, there is now a requirement for the publication of tenders over threshold value through FTS. The requirement is set out in the policy but in reality the publication is managed automatically when tenders are published on the public Contracts Scotland website.	
7.4	Board approved the updated Procurement and Community Benefit Policy.	DW/SR
8.	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	

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[REDACTED]	[REDACTED]	[REDACTED]
9.	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
10.	CEO Report	Partial Redact
10.1	The Chair introduced the report and advised Board there is a few items within the report that require approval.	[REDACTED]
10.2	Board had a short discussion on the proposed policy changes and agreed to approve the following items: <ul style="list-style-type: none"> • Approved changes to the Rent and Service Charge Policy • Approved changes to the Mid-Market Policy • Approved Lettings Targets for 2024/25 	BW
[REDACTED]	[REDACTED]	[REDACTED]

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[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
11	Governance report	Partial
11.1	<p>RW introduced report and confirmed there were 3 recommended approvals for the Board to review, mentioned below-</p> <ul style="list-style-type: none"> • Approval for revised approach to the papers. • Approval of appointment to Transformational Regeneration Area (TRA) Local Delivery Group • Approval of the five year financial plan submission to the Scottish Housing Regulator. 	
11.2	Board discussed the revised approach to papers and agreed that it felt more streamlined. It also allowed the content to be digested more easily and made it simpler to pick up supplementary information when needed.	
11.3	Board approved the revised approach to Board papers for required and supplementary reading.	RW
11.4	RW asked Board to consider approval of appointment of a Board member to sit on the Transformational Regeneration Area (TRA) Local Delivery Group. LF confirmed would like to put her name forward for this.	BW
11.5	RW confirmed the five year financial plan, derived from the thirty year business plan, was submitted as late paper and requires approval before being sent to the regulator.	

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Item No.	Issue	Action By
11.6	Board approved submission of the five year financial Plan to the regulator.	RW
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█	█	█
11.9	BW requested approval to amend the Leased Properties Policy increasing the property numbers leased to Maryhill Living for Mid Market Rent from 18 to 38.	
11.10	BW also advised that she will raise a notifiable event for this breach.	
11.11	The Board discussed and agreed to approve the amendment to the Leased Properties Policy.	BW
12	Meeting Review	
12.1	The board discussed their thoughts on the meeting and whether the consultant's information for providing questions and general feedback was utilised.	
12.2	Board members were generally very pleased with its outcome and believe the small amendments to paper delivery have made a significant difference, allowing more time to read, digest, and raise questions on various agenda items.	
12.3	The board believes the Tenant Voice paper sparked valuable discussion and will provide strong support and better assurance moving forward.	
12.4	The board provided positive feedback on the chair's performance, acknowledging that the tone set helped with the meeting's effectiveness and time management.	

Signed: _____

Date: _____