GLEN HOUSING ASSOCIATION

BOARD OF MANAGEMENT MEETING

6.30PM – WEDNESDAY 20th AUGUST 2025

AGENDA

1.	**APOLOGIES & DECLARATIONS OF INTEREST**	(Report attached – *for action)*
2.	**MINUTES**	
2.1	Minute of Board of Management Meeting of 18/06/25	(Report attached – *for approval)*
2.2	Matters Arising from above Minute	
3.	**FINANCE & STAFFING MATTERS**	
3.1	Financial Report to 31/07/25	(Report attached – *for approval*)
3.2	Arrears Report to 31/07/25	(Report attached – *for approval*)
3.3	Asset Management Report – Gas Maintenance Contract 2025	(Report attached – *for approval)*
3.4	Window/Door Replacement Programme Phase 3	(Report attached – *for information*)
3.5	Net Zero Heat Fund Application	(Verbal Report at meeting)
4.	**GOVERNANCE**	
4.1	Annual General Meeting - Declaration: Rules 39 & 68 - Office Bearer Succession	(Report attached – *for approval)*
4.2	Annual Assurance Statement 2025	(Report attached – *for discussion*)
5.	**HOUSING MANAGEMENT REPORTS** (April – June 25)	
5.1	Repairs Report	(Report attached – *for approval*)
5.2	Void Report	(Report attached – *for approval)*
5.3	Recharges	(Report attached – *for approval)*
5.4	Complaints & Compliments	(Report attached – *for approval*)
6.	**POLICY REVIEWS**	
6.1	Erection of Fencing Policy	(Report attached – *for approval*)
6.2	IT Security	(Report attached – *for approval*)
6.3	Acceptable Use (IT)	(Report attached – *for approval*)
6.4	Communication Tools (IT)	(Report attached – *for approval*)
7.	**AOCB**	

GLEN HOUSING ASSOCIATION

MINUTE OF BOARD OF MANAGEMENT MEETING

WEDNESDAY 20th AUGUST 2025

PRESENT:	Graham Ross (GR) – Chair Barry Allan (BA) Isobel Muirhead (IM) John McArthur (JMc) Pat Milne (PM) Alison Crook (AC) Shane Garrioch (SG) Trevor Newman (TN) Shirley Cuthbertson (SC)
IN ATTENDANCE:	Anne Dickie (AD) Ian Byers (IB) Karen Milne (KM) Katrina Jamie (KJ), Thomson Cooper

1. APOLOGIES & DECLARATIONS OF INTEREST

Apologies:	Josie Smith (JS) Stuart Thomson (ST)
Declarations of Interest:	None

2. MINUTES

2.1 <u>Minute of Board of Management Meeting of 18/06/2025</u>

The above Minute was proposed by AC, seconded by TN and approved as a true record of the meeting.

2.2 <u>Matters Arising from above Minute</u>

2.2.1 <u>Item 2.2.1 – Non-Utilisation Fees</u>

AD advised that the meeting scheduled for 19/06 was cancelled with no alternative date arranged. Before rescheduling the meeting, AD had been holding back for more information on potential new developments in Windygates and Milton of Balgonie which could potentially impact on the drawdowns. Development meeting last week suggests on site start for Windygates – 2026, and Milton probably much later – 2027.

Valuation for the window replacement programme due next week which will require a further drawdown of funds. Unfortunately, there is no getting away from non-utilisation fees at this point, with another £5k paid at the end of June.

2.2.2 Item 4.3.1 – Release of Security

AD explained that she has asked Thomson Cooper to produce the required Certificate of Compliance with Covenants, before formally requesting release of security from Triodos.

2.2.3 Item 6.2 – Board Appraisals

GR confirmed that this was still in progress.

3. FINANCE AND STAFFING MATTERS

3.1 Financial Report to 31/07/25

KJ presented this item and referred Members to the detailed report accompanying the accounts. The accounts as presented were **approved**.

3.1.1 Maintenance & Investment Spend – Appendix 3. AD referred to PM's query re Major Repairs (Capital), explaining that this related to planned maintenance spend, e.g. windows, doors, boilers, bathrooms etc.

3.1.2 Statement of Financial Position. GR referred to Loans now showing under Long Term Liabilities, confirming with KJ that this figure should reduce as the year progresses.

3.2 Arrears Report to 31/07/2025

IB presented this report for approval.

3.2.1 Table 2 – typo - line relating to Total cases £1 - £499 for 30/04/25 – should be 83, as per report to Board in June 2025.

3.2.2 IB referred to Item 5, highlighting a particular plight the Association has, with 2 tenants presently serving prison sentences and not voluntarily terminating their tenancies – arrears rising £750 per month for those two, alone and no end in sight.

IB also referred to his recommendation for approval from Board to enforce a decree for repossession for a further tenant, should they not maintain rent payments or engage with the Association appropriately on other tenancy matters, during the period the decree remains enforceable. JMc asked if this outcome had been explained and understood by the tenant, and if so, evidenced should it come to eviction. IB confirmed this was the case, as well as being signposted to additional support on every arrears letter.

Board **approved** this report and the recommendation to enforce the decree if necessary.

3.3 <u>Asset Management Report – Gas Maintenance Contract 2025</u>

IB presented this report with the following discussed/clarified:

Board **approved** the Gas Maintenance Contract be awarded to Richard Irvin FM Ltd (RIFM), based not only the competitive tender submission, but also the benefit of continuity for staff and tenants, and finally, the lower rates for the 'out of contract' additional works element of the contract.

Board concurred with IB's expectation of RIFM's improvement in performance around repairs timescales which he will make clear to them at the pre award meeting.

3.4 Window & Door Replacement Programme – Phase 3

AD presented this report for information which was noted – next progress meeting scheduled for 21/09.

PM commented on the issues she had experienced with her new windows and doors, stating that every one has had to be adjusted by Clydebuilt. AD/IB were perplexed by that level of problems as there had been no other reports to that extent. IB explained a bit about the 'Secured by Design' element making the windows much heavier, as well as the locks on the windows/doors, much tougher.

IB advised that whilst Clydebuilt attend to all defects, the Association's Caretakers have also been trained on carrying out adjustments, should the need arise.

3.5 Net Zero Heat Fund Application

AD gave a verbal update on this item. The results of the application to the Scottish Government (SG) are anticipated by the end of August. Approximately 2 weeks ago, Changeworks reported that SG had questioned the reason for not considering the Tullis Russell district heating network. Change works gave a valid explanation, receipt of which was acknowledged by SG.

IB/AD advised that they have attended every home in Rockfield Gardens, explaining about the funding application and the upheaval that would entail if successful – no tenants expressed any concerns. Tenants were also advised that should the funding application be unsuccessful, they would still be receiving new windows/doors and bathrooms.

JMc referred to the level of disturbance and asked about disturbance payments. AD explained that there would be little in the way of decoration, and the main concern would be with new heating systems where hard flooring had been fitted. Our Policy on Hard Flooring covers us, however, we would try to be as reasonable as possible with tenants.

4. GOVERNANCE

4.1 Annual General Meeting

AD presented this report which was noted and **approved.**
JMc tendered his apologies for the AGM.

4.1.1 Declaration: Rules 39

Further to BA and IM's decision to stand down from the Board, AD advised that AC had also contacted her to confirm she would not be standing for re-election this year. GR no longer required to stand down, as the requisite third has been reached.

These changes bring Board Membership to a total of 8 Members, any lower and this will be a notifiable event. Discussion ensued around recruiting new Members as a priority.

4.1.2 Declaration: Rule 68

Noted – IM confirmed all in order.

4.1.3 Office Bearer Succession

GR confirmed his willingness to stand as Chair once again. He also acknowledged the significant loss of such valuable knowledge and experience with the departure of AC, BA & IM.

Vice Chair and Secretary roles remain vacant.

4.2 Annual Assurance Statement 2025

AD presented this report, which was followed with an interactive Q & A session. Board positively participated in the discussion with overall confidence in the Association's compliance with regulatory requirements before submitting AAS returns.

GR took the opportunity to remind Board that they can approach him, or any of the Senior Staff team should they have any concerns, as well as reiterating the Whistleblowing Policy.

From the discussion – IB to check re Gas Safety Records not being posted out to tenants, as per PM's comment.

5. HOUSING MANAGEMENT REPORTS

5.1 Repairs Report (April – June 2025)

IB presented this report which was **approved.**

Tenant Safety

5.1.1 JMc asked for clarity on why the 4 leased properties are not included in the Tenant Safety Report. IB explained this is because they are not counted as **tenants** for reporting purposes, however, the properties are subject to the same safety checks, other than Fife Safety which they are responsible for themselves.

5.1.2 Mould and Dampness Report – IB highlighted the new presentation style for this item, which is in line with the SHR's request for reporting on cases of mould and dampness within next year's ARC.

IB explained that the timescales for attending to these reports has been mirrored to meet the strict timescales that will be enforced with the introduction of Awaab's Law when it is extended to Scotland. BA suggested the report should include the timescales which was noted by IB.

5.1.3 Item 6 – Insurance Claims

JMc asked IB if he had concerns re the insurance company – IB confirmed that whilst it had been a nuisance, he believes the insurance company were just being their usual diligent, however, our Broker should be commended for fighting the case.

5.2 Void Report (April – June 2025)

IB presented this report which **was approved.**

5.3 Recharges Report (April – June 2025)

IB presented this report which was **approved.**

IB added that processes were now in place for chasing recharges and former tenant arrears. Currently working with our solicitors on some of the bigger/older cases which might culminate in recommendation for write-offs in the next quarterly report.

5.4 Complaints & Compliments Report (April – June 2025)

AD presented this report which was **approved.**

5.4.1 BA referred to the 5 complaints that were not resolved on time and asked if the reason for this. KM explained that these predominantly related to late works orders where the complaint wasn't classified as complete/resolved until the works were completed to the satisfaction of the complainer. BA content with this explanation, however, felt we might be overly compensating with the completion dates.

IM referred to the FOI requests, asking for more information on the type of requester and the reason for the requests. KM explained that it's not always obvious what the purpose of the request is, from the email address used, but a summary of the type of information requested would suggest it's for journalistic purposes, as well as commercial interests.

6. POLICY REVIEWS

6.1 Erection of Fencing Policy

IB presented this reviewed policy which was **approved.**

Debate ensued around permission being granted for 6ft fences in back gardens where the property is landlocked. IB explained that it would be difficult for Glen to have a policy that contradicts the standard 6ft back / 3ft front, planning rules and permitted development rights for older properties.

IB also explained the terminology used at 1.6 – 'trade-like manner' – the works would be post inspected by Glen's staff to ensure the work has been carried out to the standard expected of a skilled professional in that particular trade. AD suggested the phrase should be changed to 'tradesman-like manner' – noted.

6.2 IT Security Policy

6.3 Acceptable Use (IT) Policy

6.4 Communication Tools (IT) Policy

The abovementioned polices had all been distributed electronically to Members for comment.

No fundamental comments, other than a typo at the review date (corrected) had been made, and the policies as presented were **approved.**

7. AOCB

Nothing intimated.

APPROVED

The meeting concluded at 8.15pm