GLEN HOUSING ASSOCIATION

BOARD OF MANAGEMENT MEETING

6.30PM – WEDNESDAY 25th MARCH 2026

AGENDA

1.	**APOLOGIES & DECLARATIONS OF INTEREST**	(Report attached – *for action)*
2.	**MINUTES**	
2.1	Minute of Board of Management Meeting of 25/02/26	(Report attached – *for approval)*
2.2	Matters Arising from above Minute	
3.	**FINANCE & STAFFING MATTERS**	
3.1	Financial Report to 28/2/26	(Report attached – *for approval*)
3.2	Arrears Report to 28/2/26	(Report attached – *for information*)
3.3	Pre-Audit Planning Memo	(Report attached – *for approval)*
3.4	Rockfield Gardens Net Zero Project – update	(Verbal Report)
3.5	Review of Insurances	(Report attached – *for approval)*
3.6	Future New Build	(Report to follow)
3.7	Extra Public Holiday 15/06/26	(Report attached – *for decision*)
4.	**GOVERNANCE**	
4.1	Internal Audit Reports – Income Management & ICT Security	(Reports attached – *for approval*)
4.2	Effective Reporting for Governing Bodies	(Report attached – *for discussion*)
4.3	SFHA: HA's Building Scotland's Future	(Report attached – *for discussion*)
5.	**POLICY REVIEW**	
5.1	Complaints Handling Procedure & Principles	(Report attached – *for approval)*
6.	**AOCB**	

GLEN HOUSING ASSOCIATION

MINUTE OF BOARD OF MANAGEMENT MEETING

WEDNESDAY 25th MARCH 2026

PRESENT:	Graham Ross (GR) Shane Garrioch (SG) Shirley Cuthbertson (SC) Josie Smith (JS) Trevor Newman (TN) Stuart Thomson (ST) Pamela Hunter (PH)
IN ATTENDANCE:	Anne Dickie (AD) Ian Byers (IB) Karen Milne (KM) Ben Chatambarara (BC) Katrina Jamie (KJ) Thomson Cooper

1. APOLOGIES & DECLARATIONS OF INTEREST

Apologies:	Pat Milne (PM) John McArthur (JMc)
Declarations of Interest:	None

2. MINUTES

2.1 <u>Minute of Board of Management Meeting of 25/02/2026</u>

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

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

2.2.1 Item 2.2.2 - AD confirmed she would give a verbal update on Rockfield Gardens Net Zero Project under Agenda Item 3.4.

2.2.2 Item 6.2 – AD confirmed that she had circulated info on the Governance Conference, but no one had intimated an interest. She would also be circulating info on the upcoming SFHA Annual the FHR seeks landlord references. If the debt is within the 3 years, the application is suspended until the applicant enters into an arrangement to pay and maintains payments. If the debt dates between 3 – 5 years, the application can state this but can't be suspended.

Recommended write offs totalling £14,250.90 – approved.

3.3 **Pre-Audit Planning Memo**

AD presented this report which was approved.

3.3.1 JS referred to earlier discussion about the SFHA Annual Conference on 9/10th June and the date of 10th June proposed for the Audit Committee review, suggesting this may need rearranged depending on those wishing to attend Conference – **AD noted.**

3.4 **Rockfield Gardens Net Zero Project –Update**

AD presented a verbal report which was approved as follows:

- Confirmation that the building warrant matter had been addressed, and the first 15 houses have now had the scaffold erected.
- £268,551 grant claim made to date with further £530k to be claimed by mid April.
- Tenant engagement and responses so far, all positive. Biggest upheaval still an unknown as this will be the heat pump installations.
- Changeworks will be contacting all tenants about their utility bills to make sure they get the full benefits of the new system.

3.5 **Review of Insurances**

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

3.5.1 Insurance Polices & Procedures

JS referred to item (iii) 2. and asked if we had intimated the changes to the housing stock at Rockfield Gardens. IB explained this specifically referred to changes in amount of stock, i.e. new builds. However, he added that the completion of the external wall insulation will have to be notified to the insurance company. AD confirmed the product being used has been certified non-flammable.

PROCESSES FOR MANAGEMENT OF ARREARS

Officers responsible for rent collection will follow the Association's Rent Arrears Procedures to ensure maximum collection of rent.

In addition to the early intervention steps, measures taken to support tenants with arrears will include issuing reminder letters, conducting home visits, if appropriate, and carrying out a structured income and expenditure assessment prior to agreeing on a formal repayment arrangement.

Following a detailed procedure will ensure the Association is taking the necessary steps to support tenancy sustainment and satisfy the Pre-Action Requirements prior to commencing legal proceedings through the courts.

<u>Recommendation 2</u>

Implement a structured "support outcome" recording field within the housing management system.

IB explained that housing management staff now have a template for capturing referral type, action taken and outcomes achieved. The next Tenant Support report is scheduled for the June Board meeting.

4.1b ICT Security

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

GR referred to the extensive use of acronyms throughout the report and asked that they be indexed and listed. KM agreed to refer this back to the auditor.

GR also asked a general question about AI and whether it came under ICT Security. AD suggested this is a worthy question for the auditor, Alex who will be in attendance at next month's meeting.

<u>Recommendation</u> to include the recovery time objectives within the Disaster Recovery Policy & Procedure accepted and will be actioned by KM before 31/03/26.

Board commended BC & KM for their work in attaining Substantial Assurance on these audits.

6. AOCB

6.1 AD advised that she had received confirmation from the Scottish Housing Regulator that Glen's engagement plan for 2026/27 will be Standard Engagement. For the benefit of newer members, she explained that SHR engagement plans outline how they monitor compliance with regulatory standards etc. Standard engagement means that Glen is deemed compliant by SHR, and they don't require any further assistance from us, other than the annual regulatory returns required from all RSLs, i.e.:

- Annual Assurance Statement;
- Audited financial statements and external auditor's management letter;
- Loan portfolio return;
- Five year financial projections; and
- Annual Return on the Charter.

The meeting concluded at 8.10pm