GLEN HOUSING ASSOCIATION

BOARD OF MANAGEMENT MEETING

6.30PM – WEDNESDAY 21st MAY 2025

AGENDA

1.	**APOLOGIES & DECLARATIONS OF INTEREST**	(Report attached – *for action)*
2.	**MINUTES**	
2.1	Minute of Board of Management Meeting of 02/04/25	(Report attached – *for approval)*
2.2	Matters Arising from above Minute	
3.	**FINANCE & STAFFING MATTERS**	
3.1	Financial Report to 31/03/25 and 30/04/25	(Reports attached – *for approval*)
3.2	Arrears Report to 31/03/25 and 30/04/25	(Report attached -*for information*)
3.3	Approval of Annual Loan Portfolio Return 2025	(Report attached – *for approval)*
3.4	Asset Management Report 2024/25 & 2025/26	(Report attached – *for info/ approval*)
3.5	The Big IDEA Project – results 2024/25	(Report attached – *for information*)
4.	**GOVERNANCE**	
4.1	Approval of ARC 2024/25	(Report attached – *for approval*)
4.2	Audit Committee Agenda for 04/06/25	(Report attached – *for information*)
4.3	AGM 2025	(Verbal Report)
5.	**HOUSING MANAGEMENT REPORTS (Jan – Mar 25)**	
5.1	Repairs Report	(Report attached – *for approval*)
5.2	Void Report	(Report attached – *for approval*)
5.3	Recharges Report	(Report attached – *for approval*)
5.4	Complaints Report	(Report attached – *for approval*)
6.	**POLICY REVIEWS**	
6.1	Anti-Social Behaviour & Neighbour Nuisance	(Report attached – *for approval*)
6.2	Hate Incidents & Hate Harassment	(Report attached – *for approval)*
7.	**AOCB**	

GLEN HOUSING ASSOCIATION

MINUTE OF BOARD OF MANAGEMENT MEETING

WEDNESDAY 21st MAY 2025

PRESENT:	G Ross (GR) - Chairperson B Allan (BA I Muirhead (IM) P Milne (PM) A Crook (AC) T Newman (TN) S Cuthbertson (SC)
IN ATTENDANCE:	E Cromwell (EC), Thomson Cooper A Dickie (AD) I Byers (IB) K Milne (KM)

1. APOLOGIES & DECLARATIONS OF INTEREST

Apologies:	J McArthur (JMc) S Garrioch (SG) S Thomson (ST)
Declarations of Interest:	None

2. MINUTES

2.1 Minute of Board of Management Meeting of 02/04/2025

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

2.2 Matters Arising from above Minute

2.2.1 Item 2.2.1 - AD confirmed the Newsletter had not yet been prepared.

2.2.2 Item 2.2.2 - AD advised that due to the ongoing delay with the windows contract impacting on drawdowns, she did not have confirmed costs for non-utilisation fees yet. To date, we have been invoiced £4121, covering the period 21/01 – 31/03/25. AD hopeful that she will have a report for the June meeting.

2.2.3 Item 3.4 – IB confirmed that the Net Zero Heat Fund application was submitted on 12/05. Anticipated response date – August 2025.

2.2.4 Item 4.2.1 – AD confirmed with the auditor that the 4 topics highlighted by Board had already been slotted in for the period 2027/28.

AD advised that following discussion with the auditor, it was agreed to substitute Payments and Payroll with Income Management & Maximisation.

3. FINANCE AND STAFFING MATTERS

3.1 Financial Report to 31/03/2025

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

3.1.1 Quarterly Loan Portfolio Report at 31/03/25

Loan 1 AD referred to this loan with Triodos which is due for review in June and advised that she has scheduled an in person meeting with Triodos for the following week, to discuss the review terms.

Loan 3 AD confirmed that the security on this settled loan with RBS had now been released.

3.1a Financial Report to 30/04/2025

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

3.1a.1 TN asked EC if Glen HA would be affected by the introduction of Making Tax Digital for Income Tax Self-Assessment. EC confirmed there would be no implications for Glen HA – this affects sole traders and landlords registered for self-assessment, i.e. private landlords.

3.2 Arrears Report to 31/03/2025

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

3.2.1 Table 1 – Present Tenant Arrears

AC commended staff on the gross present arrears being 0.85%.

3.2.2 Item 9 - Regulatory Changes

GR & SC referred to the proposed changes to disability and health related benefits and asked if this was likely to be offset by the Adult Disability Payment (ADP). IB advised that the consultation on the Green Paper is due to end on 30/06/25, with the first legislation expected to be published soon after – at that point there will be a better idea of the impact.

3.2a Arrears Report to 30/04/2025

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

3.2a.1 Table 1 – Present Tenant Arrears

IB referred to the technical arrears (UC) due in, explaining that UC is 5 weeks behind, so March payments received in April are pre rent increase amounts..

3.2a.2 Table 2 – Breakdown of Current Tenant Arrear by Value

SC highlighted the following discrepancies in the Totals, if the figures in the various brackets were correct:

31/03/25	should be 79 not 89
30/04/25	should be 109 not 106

IB to check all figures and report back to Board.

3.2a.3 Background Report/Narrative

IB referred to one of the 4 ongoing cases due to call at court in June and confirmed that an Abandonment Notice has now been served with the notice period up before the case is due to call in court. If the property is repossessed, and depending on its condition, legal advice will be sought re the court date.

3.2a.4 Regulatory/Government Changes/Updates

IB referred to the process of migrating tenants from legacy benefits to UC and explained the higher risk to the Association with so many more tenants on UC than HB – no guarantee of getting the money in if there's a change of circs.

3.3 Approval of Annual Loan Portfolio Return 2025

AD presented this report which was approved. Board delegated authority to AD to complete the submission to the SHR, based on the details presented.

3.4 Asset Management Report 2024/25 & 2025/26

IB presented this report for information and approval.

3.4.1 Gas Maintenance Contract – P35

IB advised that as of last week, there had been 14 expressions of interest and 2 submissions. With the new closing date of 30/05, he is hopeful to have sufficient submissions for comparison.

3.4.2 Planned Maintenance 2024/25 – P37

AC asked how the doors/windows project was over budget for 24/25. IB explained that Phase 2 had been accelerated from 25/26.

3.4.3 Planned Maintenance 2025/26 – P39 & 40

i) Bathrooms - Collydean – IB confirmed the replacements are planned for bathrooms only at this stage, not those properties with wet floor showers.

ii) Doors – Johnston Terrace/Rosemount Grove – **recommendation to award this contract to Liam Petrie Joiners – approved.**

IB confirmed the lead time for ordering the doors is approx 8 weeks, so it is anticipated this work should be completed well before the winter.

3.5 The Big IDEA Project – Results 2024/25

IB presented this report which had been produced by the Income Maximisation Officer (IMO), Carolyn. AD also circulated a report on the Direct Financial Support provided to tenants in 24/25 which was in addition to the invaluable support that Carolyn has provided.

Confirmation given that the monies lodged in the Charis account can be withdrawn at any time.

3.6 Approval of Five Year Financial Projections (FYFP)

AD apologised for the omission of this report within the papers – an oversight as she had assumed the date for submission was the end of June, until she was reminded by the Auditor and BA when they had noticed it wasn't in the Board papers.

AD confirmed that the Business Plan approved by Board in February had been forwarded to Findlays for compiling the projections. AD requested delegated authority to submit this return by 31/05/25, liaising with GR and BA as necessary – **approved.**

4. GOVERNANCE

4.1 Approval of Annual Return on the Charter (ARC) 2024/25

AD presented this report which was **approved** with the following discussed/clarified:

4.1.1 Indicator 10 - Right First Time (p60)

It was noted that the percentage of reactive repairs carried out in the last year, completed right first time was almost the same as last year - 86.25% this year, compared to 87.08%. IB explained the guidance behind this indicator is that the job has to be completed right first time + completed within timescale. The majority of jobs recorded as not right first time are due to the contractor not making the timescales and not about the quality of the work. In addition, where timescales have been missed this generally has been by minimal days. New internal procedures should hopefully see this figure improve in next year's return.

AD added that our Internal Auditor, Quinn Internal Audit has just completed an audit of our ARC submission and did not identify any major issues – report to follow.

4.2 Audit Committee Agenda for 4th June 2025

AD presented this report which was noted.

4.3 Annual General Meeting 2025

AD asked members for their view on dates and format for this year's AGM.

August was favourable again, in view of the lighter nights.
Having a theme was also a popular suggestion – e.g. tenancy support, with speakers from Greener Kirkcaldy, our IMO, Carolyn. There could also be a feature on what we expect to achieve from the new Tenant Engagement Officer position.

AD to confirm a date at the earliest, bearing in mind the work required to produce the Annual Report on time. AC asked if the Annual Report was a regulatory requirement, i.e. in view of cost vs benefit, could we produce something less burdensome – AD to investigate.

5. HOUSING MANAGEMENT REPORTS

5.1 Repairs Report (January – March 2025)

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

5.1.1 Item 3.4 – Mould & Dampness Report

IB advised that the Regulator has asked for mould and dampness to be reported on differently in the ARC next year.

Staff have therefore researched the newly developed case management module in HomeMaster (our housing management software) with a view to implementing. First impressions are that it's overcomplex, however, IB hopes to produce the first quarter's report for presenting to Board at the August meeting.

5.1.2 Item 8.1 – Inspections & Surveys

IB referred to GR's query about the wording used to report on the post inspects – this was deliberately phrased this way as he is aware that there are more post inspects being carried out than recorded on the system, which makes it difficult to quantify and evidence – partly due to competing priorities, but also attributable to newer staff not quite up to speed on processes.

5.2 Void Report

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

5.2.1 Item 3 – Comment on Allocations

IB elaborated on the potential reasons for lower homeless allocation figures, e.g. one of our 2-bedroom upper flats in Leven might not be match from the homeless list – not all areas/property types are in high demand.

5.2.2 Item 4 – Mutual Exchanges

PM asked if mutual exchanges were always 'like for like' properties – IB advised that generally, most exchanges took place between households that were either overcrowded or under-occupying.

5.3 Recharges Report

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

5.4 Complaints Report

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

5.4.1 GR referred to the high percentage of complaints not closed on time, voicing concern. AD explained the lateness of the majority being primarily down to staff ensuring the origin of the complaint had been resolved, before closing off the case, e.g. ensuring the works had been completed by the contractor following a report of the job being out with completion timescales. Board was assured that there were no fundamental causes for concern, complainants always receive an acknowledgement as well as resolution updates.

6. POLICY REVIEWS

6.1 Anti-Social Behaviour & Neighbour Nuisance Policy

IB presented this reviewed policy which was **approved** with no amendments to response timescales deemed necessary as a result of the consultation feedback which was also presented.

6.1.1 PM asked IB if instances of this type of behaviour were on the increase. IB explained that it would appear that way, however, this could also be attributed to a change in tenant expectations and tolerance levels. With less Police resources and consequently more reports coming direct to the Association, it's imperative that the mechanisms are in place for staff to deal with anti-social behaviour and neighbour nuisance, however, expectations do still need to be managed in terms of what can and can't be done to deal with the perpetrator(s).

6.1.2 GR referred to the categories and timescales for action to be taken and asked for some clarity on the timescales given. IB confirmed that staff are actively dealing with the complaints as soon as received, i.e. speaking with complainant or perpetrator(s) – most of the action has taken place before the actual timescales are met.

6.2 Hate Incidents & Hate Harassment

IB present this reviewed Policy, explaining that incidents are generally reported as anti-social or neighbour nuisance complaints but if, during investigation, it becomes apparent that the incident may be motivated by hate or prejudice, it would then be treated as a hate incident.

Board **approved** the reviewed policy.

7. AOCB

None intimated.

The meeting concluded at 8.10pm.