

CASSILTOUN HOUSING ASSOCIATION

MINUTE OF MEETING OF BOARD OF MANAGEMENT
HELD ON WEDNESDAY 31ST JANUARY 2024 AT 6.00 PM IN CASTLEMILK STABLES, 59
MACHRIE ROAD/ZOOM

Present: Anna Stuart MBE Teresa McGowan (Zoom)
Jennifer McInnes Julie McNeil
Ryan Davidson Richard Sullivan (Zoom, part meeting left at 6.45pm)
Chris O'Brien (Zoom) Faye Mitchell (Zoom)
Harry Mills

In Attendance: Clair Malpas Chief Executive Officer
Paula Brownlie Head of Corporate, HR & Finance
Fiona McGowan Director of Operations
John Williams Asset Manager
Clare MacLean Housing Manager

1a. ELECTION OF CHAIRPERSON

Redacted as contains sensitive information.

The Chief Executive Officer sought nominations for the position of Chairperson.

Anna Stuart Proposed by Julie McNeil
Seconded by Harry Mills

As there were no other nominations, Anna Stuart MBE was elected as Chairperson.

The Chief Executive Officer intimated that now there is a vacancy for Vice Chairperson at tonight's meeting, she sought the Board's approval to defer election of this position until the next meeting to allow Board Members to go away and think about taking up this position as it would be hoped that the new Vice Chairperson would go on to take up the position of Chairperson in a year or two as part of our Succession Plan. The Chief Executive Officer informed the Board that if they wished to speak to her or the Head of Corporate, HR & Finance regarding the position of Vice Chairperson or Chairperson that they would be available.

The Board agreed to defer the election of Vice Chairperson until the February 2024 Board Meeting.

1B. WELCOME, INTRODUCTIONS, SEDERUNT & APOLOGIES

The Chairperson welcomed everyone to the meeting. There is no fire drill tonight and reminded Board Members of the evacuation procedures.

Apologies were received from Evelyn Ferguson, Gayle Fitzpatrick and Barbara Dusik.

The Chairperson welcomed Allana Hammell who is attending the meeting as an observer. Allana is a prospective Board Member who is currently going through the recruitment process

of becoming a board member. Introductions were made by everyone in attendance at the meeting.

1b. QUORUM

As per the Association’s Rules, the Quorum for the Board of Management Meeting stands at 4 members. Today’s meeting is therefore quorate.

2. CONFLICT OF INTEREST (PERMANENT REGISTER)

Agenda Item 7 – Proposed Rent Increase 2024/25: Anna Stuart MBE and Teresa McGowan declared an interest.

3a. MINUTE OF MEETING HELD ON 28TH NOVEMBER 2023

The Chairperson asked all board members present at today’s meeting if they had received their papers on time and if they had read and understood the papers.

All board members confirmed that they had received their papers on time and that they had read and understood the papers.

The minute of meeting held on 28th November 2023 where noted and approved on the motion of Jennifer McInnes and seconded by Julie McNeil.

3b. MATTERS ARISING FROM MEETING HELD ON 28TH NOVEMBER 2023

None.

3c. ACTION LIST FROM MEETING HELD ON 28th NOVEMBER 2023

	Details	Person Responsible	Status
Actions from meeting held on 29th March 2023			
1.	<i>Redacted as contains sensitive information.</i>		<i>Redacted as contains sensitive information.</i>
Actions from meeting held on 21st June 2023			
2.	<i>Redacted as contains sensitive information.</i>		<i>Redacted as contains sensitive information.</i>
Actions from meeting held on 24th October 2023			
3.	<i>Redacted as contains sensitive information.</i>		<i>Redacted as contains sensitive information.</i>
4.	<i>Redacted as contains sensitive information.</i>		<i>Redacted as contains sensitive information.</i>
Actions from meeting held on 28th November 2023			

5.	Agenda Item 7 – Rent Options Consultation Report. George Kelly, Anna Stuart MBE and Barbara Dusik declared an interest.	HCHRF	Completed
6.	<i>Redacted as contains sensitive information.</i>		<i>Redacted as contains sensitive information.</i>
7.	Rent Increase consultation As per current business plan CPI plus 1% (5.6%) CPI plus 2% (6.6%) with the extra income generated ringfenced for estate improvements or community investment Tenants also to be given comparative costs in relation to component parts to outline the rise in costs	CEO	Completed
8.	SWOT/PEST revisions – approved To be circulated to staff To form part of revised Business Plan	CEO	CEO raised the matter at the Staff Team meeting today and will circulate to all staff
9.	Strategic and Operational Objectives 2024/25 To be circulated to staff To form part of revised Business Plan	CEO	CEO raised the matter at the Staff Team meeting today and will circulate to all staff
10.	Polices approved Damp and Mould Freedom of Information Environmental Information (Scotland) Regulations 2004 Succession Planning Policy Register to be updated Staff to be informed of revised/new policies	HCHRF	Completed
11.	3 new membership application forms – approved Membership database to be updated Certificates to be posted to new members	HCHRF	Completed
12.	RAAC – Board to be kept up to date with consultant’s findings	CEO	Completed
13.	<i>Redacted as contains sensitive information.</i>		<i>Redacted as contains sensitive information.</i>

4. CHAIRPERSON’S REPORT

The previous Chair attended the following training sessions:-

- 1st December 2023 – GWSF Annual Conference
- 4th December 2023 – EVH Member information exchange
- 5th December 2023 - H&S at Clydebank Housing Association

Anna Stuart MBE reported that on Saturday 13th December she met with Jude Barbour from Collective Architecture and Ruth Roberts, Architect from Smith Scott Mullan Associates. Jude is part of an organisation Voices of Experience who promote the work of women architects and other female professionals. Jude had asked Anna if she would monitor a young female architect from Edinburgh. Everyone met in the Jeely as the Stables was closed.

Anna confirmed that her and Ruth had a great conversation which Jude recorded. Ruth explained how she became an architect and all the voluntary work she has done in India and Africa when she was a student. She has also travelled to America as her dad is a minister and an American so she spent time there while he worked. Our conversations were recorded and will be part of an exhibition on 7th to 28th June in the Lighthouse, Glasgow.

The project is a collaborative project led by Suzanne Ewing (Edinburgh University) Jude Barbour and Nicola McLaughlin (Collective Architecture). It is motivated by the lack of recognised female presence and role models within architecture and the build environment.

Tuesday 23rd January – online training on Finance for Board Members with EVH – attended this via Zoom with Julie McNeil. This was a three hour session with a member of staff from Alexander Sloan.

The Board noted the contents of the Chairperson’s report.

5. **CHIEF EXECUTIVE OFFICER’S BI MONTHLY REPORT**

The Chief Executive Officer (CEO) presented the above report previously circulated with the agenda.

Redacted as contains sensitive information.

Reciprocal Agreement on Decant Properties: The CEO intimated that during recent discussions within her CEO network with regards to Business Continuity planning, the discussion led to decant properties for tenants whose homes have been affected by a major disaster (fire/flood) and who would require a decant property whilst their property is being brought back to a habitable standard. Cassiltoun Housing Association, like many other smaller landlords, does not have sufficient void turnover to guarantee that there would be a suitable void available if we required a decant property.

Discussion within the CEO network group has reached the conclusion that between them all, they could have a reciprocal agreement that allows them all to contact each other with regards to a decant property in cases of emergency. The decant property would be let to the relevant Housing Association for the period required and the Housing Association would decorate and furnish the property for their tenant and pay rent due (covered by insurance costs).

The CEO group is drafting up a paper (and policy) for presenting to each members Board in February and this agreement would also be required to be notified to the Regulator as if the let went ahead it would (temporarily) remove a property from our social housing stock (as it would be let to an organisation).

From a Business continuity, tenant welfare and the positive impact of working collaboratively, the CEO recommended that the Board approve Cassiltoun Housing Association’s involvement in this reciprocal arrangement.

Ryan Davidson enquired if any of the Housing Associations had any concerns regarding the agreement. CEO confirmed that in terms of tenants, Housing Associations were aware that their tenants may not want to be temporarily moved outwith their area, however this is a choice for the tenant. All Housing Associations participating in the discussions were very much in favour of the agreement.

Ryan Davidson enquired of the possibly of “flipping” the let to the tenant. The CEO confirmed that the property would be let to the Housing Association and as a consequence the tenant would need to form part of the waiting list. The Director of Operations confirmed that technically as the person has qualified for the house under the Allocation Policy that as long as they have qualified for the house, we could “flip it”.

Ryan Davidson enquired if there would be processes in place in place to ensure that we are not getting problematic tenants. CEO confirmed that this is a temporary agreement for a business continuity reason.

After discussion, the Board approved Cassiltoun Housing Association’s involvement in this reciprocal arrangement.

Subsidiary Updates

Redacted as contains sensitive information.

Stables Nursery: The Nursery received a Care Inspection on 23rd and 24th January 2024. The feedback we received from the Inspector on the day was positive. We are currently awaiting the full report from the Care Inspectorate. The Nursery Board will be given further details at their next Board meeting.

Industry Updates: The CEO highlighted the undernoted recent publications for the Board to read.

Key updates are:

1. Engagement Plan and press for Reidvale HA
<https://www.housingregulator.gov.scot/landlord-performance/landlords/reidvale-housing-association/engagement-plan-from-17-january-2024-to-31-march-2024/>
 and
<https://www.scottishhousingnews.com/articles/reidvale-members-reject-places-for-people-scotland-transfer>
 This continues to be a 'hot topic' in the Housing sector with a recent vote by shareholders not to back the plans to join with Places for People

2. Human Rights Bill – consultation responses
<https://www.gov.scot/publications/human-rights-bill-scotland-analysis-consultation-responses/>

 As the Board will be aware, the Association's approach to ensuring we embed a Human Rights approach into our operations is a Regulatory Requirement.

3. AI and Cyber Crime
<https://www.bbc.co.uk/news/technology-67614065>
 This is a reminder that cyber crime is becoming 'easier' and that even smaller organisations like Cassiltoun need to have a robust approach to data security.

CEO Training/networking: Since the October Board meeting the CEO has attended:

- CEO network meeting
- Steering group for Routes to Housing project
- EVH SHAPs meeting
- SFHA Finance Conference
- IHASCO on line training (mandated training)
- The CEO is part of the GWSF Panel for organisations who have specific questions that they want to raise

Senior Leadership Planning Day: In November 2023 we held an SLT planning day. Topics covered included:

- Trust
- Values
- SLT charter
- Operational Objectives
- Plans for the future of the Community Team
- Boosting staff motivation and energy in the period up to the end of December

Our next planning session took place on 26th January 2024. The areas covered were

- Reflection on last planning day
- Staff motivation
- Homemaster Implementation – Learning outcomes etc
- 365 roll out
- Governance Timetable
- Training for 2024/25

Assurance Action Plan: There are no changes to the plan as presented at the October Board meeting. An update will be presented as part of the March 2024 Bi-monthly.

Meeting with Lenders and other strategic partners: In December/January 2024 we have met with:

- Barclays (virtual) for a review
- CAF bank for their annual review
- We have arranged for our review meeting with Bank of Scotland (everyday banking)
- TSG (IT partner) for their review and discussion of requirements for 2024/25
- Howdens (Insurance broker) to discuss next years' insurance requirements. Our current insurer has given notice to Howdens that they are pulling out of the social housing market in the next 1.5-2 years. Insurance is a difficult market for social housing.
- Azets (pre-external audit)
- Wylie and Bisset (internal audit plans for the next 3 years)

IT update: 365 is currently being rolled out next week. Project plan is in place. *Redacted as contains sensitive information.*

Staffing matters

Redacted as contains sensitive information.

EVH and Unite are currently in discussions with regard to the proposed inflationary increase for 24/25. Cassiltoun is waiting for this outcome before considering its own proposal to staff.

Request for deferral of policy: We are completing our updated Fraud Policy which was due to be presented to the Board today. Due to other work commitments there is still one area outstanding which will be completed by the end of January to allow the policy to be part of the February Board papers. The Board approved for the deferral of the policy to February Board meeting.

The Board noted and approved the contents of the Chief Executive Officer's Bi Monthly Report.

6. MANAGEMENT ACCOUNTS – DECEMBER 2023

The Finance Manager presented the Management Accounts for December 2023 which had been previously circulated with the agenda.

The Finance Manager summarised the main points:-

In looking at the Budget report, we had budgeted to have a projected surplus of £272,000, however we came in just below that of £257,000.

The main differences are in relation to

Higher Amortised HAG £27k

Higher void costs (£8k) - due to the condition of properties. Anna Stuart enquired if we can claim costs via insurance. Asset Manager confirmed that we could but it would be dependant on whether it is insurable damage. Wear and tear cannot be claimed for.

Higher other income £62k – on the second page of the report, para 2, should read Other income is £62k and not £43k. This combines the Factoring and Other Sales Grants

6.45 pm Richard Sullivan left the meeting

Higher interest receivable £58k. We received £13,000 of interest of monies put on deposit for 3 months.

Lower repair costs £6k – We carried out an exercise prior to Christmas to ensure that City Building invoices have been received for repairs carried out. We are showing over spend in major repairs but we had a look at repairs that do not qualify to be capitalised to balance sheet. We will revisit before the year end to ensure we capitalise where we can.

Higher staff overheads (£24k) – additional staff taken on to complete project works but we have grant funding to cover these costs.

Higher other overheads (£92k) – computer consumables with the implementation of Homemaster etc, professional fees over in the quarter but this may be due to timing

Higher loan interest (£45k)

Amortisation has been calculated by the fixed asset register software (RAM) showing actual amortisation is more favourable than budgeted.

Balance sheet is looking healthy with a net assets sitting at £9.8m.

Rent arrears are higher than budget – action plan put in place to reduce these arrears.

Covenants – we are meeting all our covenants comfortably.

After discussion, the Board noted and unanimously approved the Management Accounts for December 2023.

7. PROPOSED RENT INCREASE 2024 - 25

Anna Stuart MBE and Teresa McGowan declared an interest with this agenda item as they are tenants of the Association.

The Chief Executive Officer presented the above report previously circulated with the agenda.

At the Board meeting on 29th November 2023, the Board of Management considered various factors when considering the levels of rent increase to propose when consulting with tenants. This included:

- Affordability for tenants
- General levels of inflation in the economy
- Impact of proposed rent increases on the annual and long-term budget
- Current cost increases in the business

At that meeting the Board agreed to consult with tenants on an increase of either 5.6% or 6.6% with the caveat that if 6.6% was the options this additional 1% could be ringfenced for community activity or estate improvements. The Board also agreed to give tenants the option to propose an alternative figure.

As the Board are aware, Research Resource carried out the rent consultation exercise with our tenants and these results can be found in Appendix 3 of the report.

As the Board are aware, we always try to give some contextual information to allow the Board to have a full picture before making their decision on the rent increase.

Although inflation has come down since its peak of 11.1% in October 2022, the latest figures released in January show that there was a slight uptick in headline rates from 3.9% in November 2023 to 4% in December 2023. This was not predicted and caused by increases in tobacco and alcohol prices.

Food cost and energy costs, which have a greater impact on our tenants remain significantly higher than the headline rate of inflation with the prices of food items and drink (excluding alcohol) still increasing at a rate of 8% (although at its peak in March 2023 of 19.2%). In order to combat rising inflation, the Bank of England has increased base rates up to 5.25% (August 2023 with no further increases since then). This impacts Cassiltoun as the interest on our non-fixed loans increases as the base rate rises (CAF loan, Nationwide and part of the Barclays loan).

Redacted as contains sensitive information.

In terms of Suppliers, Contractors and other areas of expenditure, the staff team are ensuring that they achieve best value for any contracts/work that they are committing the organisation to for the 2024-25. Where we are able we will seek to limit any increase in costs/expenditure to inflation only.

IT expenditure is higher this year due to 365 rollout costs and the overlap of old software/systems being phased out and new ones being introduced.

2024/2025 is the second year of agreed two-year freeze on major investment work.

The latest GWSF, SFHA and SHN survey of members were attached in Appendix 2 of the Report. This shows the levels that organisations are intending to consult on and the rates vary from 3.6% to 8%.

The Board are reminded that it is required to set a rent increases that is right for Cassiltoun's business plan whilst balancing this with affordability for its tenants.

The SHR is likely to look at whether the Board has:

- consulted with tenants,
- considered affordability issues
- considered the impact on its Business Plan
- how the rent increase benchmarks locally and nationally

Rent Consultation Results

In total we had responses from 206 tenants (compared to 189 last year) which is circa 19% of our tenants.

- 6.6% - 11%
- 5.6% - 62%
- Other – 27%

For those opting for 6.6% the majority requested the additional sum to be utilised for estate improvements.

Research Resource were able to speak to 179 of our tenants. The full report was attached at Appendix 3 of the report. In terms of affordability, the survey results illustrated that with the 5.6%, just over half of respondents (56%) said that they find their rent either very or fairly easy to afford. 31% said it is just about affordable and 13% said it is difficult to afford.

On page 8 of the report, in terms of the tenant who are saying they find their rent very difficult to afford, 60% of those went for option 1, ie 5.6%.

On page 12, Question 2.7, all respondents were asked what they believed Cassiltoun could be doing to better support tenants at this time. The most common suggestions were:

- Don't know/ nothing/ satisfied at present (28.9%)
- Repairs service improvement (18%)
- Upgrades to properties (16%)
- Communal areas/ grounds maintenance (14%).
- Stop producing glossy magazines (2%) – we don't produce glossy magazines. We are now sending out digitally. We send out our newsletter twice per year.

Anna Stuart MBE enquired if we could use some of our reserves to help with investment works. The Chief Executive Officer confirmed that technically we could, however it would not be recommended as it would affect the 30 Year Business Plan. Board we reminded of Fettes McDonald's presentation of the 30 Year Financial Plan at the Business Away Day. We informed our tenants that when we reduced the rent increase last year, that investment works would freeze for two years. Prices are higher for a lot of investment work and if we procured works now, we would get a lot less for our money.

Jennifer McInnes intimated that on page 11 of the Research Resource Report, 16% receive Universal Credit and that this seemed a lot lower than what she thought. Director of Operations confirmed that our Advice Team have been carrying out a lot of work with tenants. It could be that the results are purely on the sample of tenants asked as part of the survey. Housing Manager confirmed that we do not know of all those tenants who are on Universal Credit.

After seeking all Board members views on the rent increase, the Board unanimously approved a 5.6% rent increase for the period 2024/25 Redacted as contains sensitive information.

8a. REACTIVE MAINTENANCE REPORT

Director of Operations presented the Reactive Maintenance Report previously circulated with the agenda.

In June 2023, the Board approved various actions to ensure the Association was able to provide an effective and efficient reactive repairs service to customers.

This included:

- joining Scotland Excel to access their reactive maintenance framework.
- giving delegated authority to the Director of Operations to carry out a procurement exercise via PCS /FTS to set up a CHA Framework for reactive contractors.

In line with the approval of the Board in June 2023, the Association made an application to join Scotland Excel and joined in August 2023. The Association has had access to the Framework since September 2023.

Redacted as contains sensitive information.

After discussion, the Board noted that the Association were now a member of Scotland Excel and had access to its Frameworks.

The Board unanimously approved the proposed Reactive Maintenance Framework as detailed in Appendix 1 of the report.

The Board also agreed that the work is not placed with any contractor until due diligence checks have been undertaken and signed off by the Director of Operations.

Ryan Davidson enquired if quality assurance checks were carried out. Director of Operations intimated that going through PCS procurement you carry out the checks through quality and price. References are also taken as well.

8b. REACTIVE MAINTENANCE PROCUREMENT – GAS MAINTENANCE

Asset Manager presented the above report previously circulated with the agenda.

Redacted as contains sensitive information.

After discussion, the Board approved to give delegated authority to the Asset Manager to:

Redacted as contains sensitive information.

9. RAAC ROOF INSPECTIONS

Redacted as contains sensitive information.

The Director of Operations presented the above RAAC Roof Inspection reports previously circulated with the agenda.

As the Board are aware of the amount of press coverage in relation to RAAC (Reinforced Autoclaved Aerated Concrete) recently, the SHR and Lenders have asked for confirmation as to whether we had RAAC in our properties; are we investigating as to whether we have RAAC or are we positive that we do not have RAAC.

Unfortunately, the stock that was transferred from Council, we don't have any plans and we can't determine as to whether there is RAAC. This equates to 720 units. As the Board are aware, we have appointed a company to investigate and carry out sample testing for the Association.

The sample testing was carried out on a main door 5 apartment town house and a tenement. The findings were presented to the Board in the reports attached. The Board will note that no RAAC was found in the testing carried out.

10. **DAMP AND MOULD REPORT**

Asset Manager presented the Damp and Mould report via a powerpoint presentation.

The presentation highlighted why damp and mould occurs; negative consequences of living in an environment affected by damp and mould; Cassiltoun Housing Associations Approach to damp and mould which includes a review of Policy and Procedures; Internal training for all of the Technical Team; Review of IT arrangements to better monitor cases and reports. Any cases will be reported to the Regeneration and Operations Sub Committee on a quarterly basis; promote awareness raising with leaflets and newsletter articles to residents.

Redacted as contains sensitive information.

Internal Audit – 12th February 2024

Review of policy and procedure
 Review communication of damp and mould issues
 Review arrangements for assessing damp and mould complaints
 Report prepared for Audit and Risk Sub Committee/Board to Review

Conclusions

- Clear procedures in place on how Cassiltoun HA will handle enquires about damp
- New IT system will support greater management of ongoing issues or trends
- Damp and Mould training has been provided to all Technical Team members
- On going review of how we manage cases which are brought to our attention
- Continued awareness raising with residents who are encouraged to report issues to the Association

The Board noted the contents of the Damp and Mould report.

11. **LETTING PLAN**

The Housing Manager presented the Letting Plan previously circulated with the agenda.

The Letting Plan outlines the Association's proposed lets for the year (2024/25) and the % of lets to the respective groups, waiting list; section 5s, internal transfers.

With the newbuilds being allocated over the past few years, the internal list has gone down. The waiting list has also reduced which was sitting at 800 previously but with the review it went down to approx 347 (increasing again due to the number of applications being received).

After discussion, the Board unanimously approved the Letting Plan for 2024/25.

12. CORPORATE/HR REPORT

The Head of Corporate, HR & Finance presented the above report previously circulated with the agenda.

KPI's were mostly green with the exception of Board training, board attendance and Membership which were sitting at amber. However, these were ongoing and it was hoped these KPI's would be met by the end of the board term.

Staff absence *Redacted as contains sensitive information*. Staff absence is managed in conjunction with the Attendance Management Policy and all return to works and Attendance Review Meetings are in place.

After discussion, the Board of Management unanimously approved the Corporate/HR Report for quarter 3.

13. COMPLAINTS REGISTER

The Head of Corporate, HR & Finance presented the Complaints report for Quarter 3 previously circulated with the agenda.

The Association had received 26 stage 1 complaints which were all handled within the timescales. 3 of the stage 1 complaints had been escalated to state 2. All were handled within timescale.

The outcomes of the stage 1 and stage 2 complaints are as follows:-

Complaints Outcomes	Upheld	Partially Upheld	Not upheld	Total
Stage 1	18	5	3	26
Stage 2	3	0	0	3

The Board of Management unanimously approved the Complaints Register for quarter 3.

14. QUARTERLY RETURN TO SCOTTISH INFORMATION COMMISSIONER

Head of Corporate, HR & Finance presented the above return previously circulated with the agenda. The Association has received one FOI request and one SAR Request.

The Board of Management unanimously approved the quarterly return to the Information Commissioner for quarter 3.

15. *Redacted as contains sensitive information.*

16. RETENTION POLICY AND SCHEDULE (REVISED)

The Head of Corporate, HR & Finance presented the above revised Retention Policy and Schedule previously circulated with the agenda.

After discussion, the Board approved the revised Retention Policy and Schedule.

17. **CORRESPONDENCE**

EVH Monthly Report – November 2023: The EVH Monthly Report for November 2023 was circulated to the Board for their information.

GCVS AGM Date: GCVS's AGM will be held on Thursday 1st February 2024 at 9.30 am in the Albany Centre, 44 Ashley Street, Glasgow, G3 6DS.

SFHA Annual Conference: SFHA's Annual Conference will take place on 11 and 12 June 2024, Radisson Blu, Glasgow. Anyone interested in attending should contact the Corporate Team.

SHARE Annual Conference: SHARE's Annual Conference will take place on 15th and 16th March 2024 in the Grand Central Hotel, Glasgow. Anna Stuart and Julie McNeil wish to attend the conference on behalf of the Association.

18. **APPLICATIONS FOR MEMBERSHIP**

The Board considered 1 membership applications as outlined by the Head of Corporate, HR & Finance.

The Board noted that the eligibility of the application had been checked.

The Board noted and approved for the member to be added to the Share Membership Register and that the Share Certificates would be issued.

19. **USE OF SEAL**

Used on three occasions.

20. **ENTITLEMENT, BENEFIT AND PAYMENTS**

The Head of Corporate, HR & Finance presented the above report previously circulated with the agenda.

The Board noted the Entitlement, Benefit and Payments report as at December 2023.

21. **NOTIFIABLE EVENTS**

Redacted as contains sensitive information.

22. **SUBSIDIARY & SUB-COMMITTEE DECISIONS MADE BETWEEN 29TH NOVEMBER 2023 – 31ST JANUARY 2024**

Chief Executive presented the above report that had been previously circulated with the papers. ***The Board of Management unanimously approved the Subsidiary & Sub-Committee decisions made between 29th November 2023 – 31st January 2024.***

The Board noted that the decisions from the Regeneration/Operations Sub Committee held on 25th January 2024 will be reported at the February 2024 Board meeting.

23. **A.O.C.B**

Redacted as contains sensitive information.

Heated Gillets: Julie McNeil displayed a heated gillet which she currently uses in her employment. This may be something that the Association may consider.

Cyclical Repairs: Ryan Davidson enquired as to tenants' knowledge and what to expect when a contractor comes to carry out a repair in their home, ie servicing boilers. Asset Manager confirmed that all relevant policies are on the website and information is provided in our newsletter. However, this is something that we could revisit for the next newsletter as well as our social media avenues.

24. **DATE AND TIME OF NEXT MEETING**

Wednesday 28th February 2024 at 6.00 pm

There being no further business the meeting concluded at 7.58 pm

Signature:
Chair of Board of Management

Date: