

## MINUTES OF BOARD OF MANAGEMENT MEETING

Meeting held on Tuesday, 25 March 2025 at 6.00pm via Microsoft Teams

### Attendance:

#### Board Members:

G Waddell (Chair)  
F Polding (joined meeting at 18:33)  
D Edgar  
M Donnelly  
J Murray  
S Smith  
K Dyson

#### Staff/Advisor(s):

Anne Marie Brown, Chief Executive  
Carla Cameron, Finance & Corporate Services Manager  
Dougie Wilson, Customer Services Manager  
Arlene Dickson, Care Services Manager  
Graeme Bruce, Finance Agent  
Richard Fairley, Head of People & Culture (Agenda Items 4.2, 11.2 & 11.3)  
Tom Atkinson, Atkinson Partnerships Ltd (Agenda Item 10.2)  
Lorna Ravel, EVH (Agenda Item 11.1)  
Ewan McDonald, McDonald Cameron (Agenda Item 10.3)

#### Also in attendance:

#### Observer(s):

None

Board meeting minute prepared by Jess Shute, Corporate Services Assistant from the meeting recording.

ITEM	NOTE	ACTION
	<p><b>WELCOME AND ORDER OF BUSINESS</b></p> <p><b>Chairperson</b> welcomed all to the meeting and confirmed that an interim pack was issued to members on <b>Tuesday 18 March 2025</b> with the full meeting pack issued on <b>Wednesday 19 March 2025</b>.</p> <p><b>Chairperson</b> also welcomed L Ravel, EVH for Agenda Item 11.1 and advised that T Atkinson, Atkinson Partnerships Ltd will be joining for Agenda Item 10.2.</p>	

	<p>Chairperson also advised Members that E McDonald, McDonald Cameron would be joining at 7pm for Agenda Item 10.3 and that G Bruce will be joining the meeting at 7pm.</p> <p>Chairperson asked Members to approve bringing forward all of agenda item <b>11.0</b>, Item 4.2 as well as items, <b>10.2 and 10.3</b> after item 2.0, Declarations of Interest. This will allow <b>L Ravel, R Fairley, T Atkinson and E McDonald</b> to leave after their agenda items. Members agreed to this.</p>	
<b>1.0</b>	<b>APOLOGIES</b>	
	Apologies received from: D McIndoe, S Boag and I Lennox.	
<b>1.1</b>	<b>Approved Leave of Absence</b>	
	Chairperson advised that [REDACTED] is currently on a LOA.	
<b>1.2</b>	<b>Non-Attendance</b>	
	None.	
<b>2.0</b>	<b>DECLARATIONS OF INTEREST</b>	
	There were no interests declared.	
<b>11.0</b>	<b>AGENDA ITEMS BROUGHT FORWARD PEOPLE AND CULTURE</b>	
<b>11.1</b>	<b>EVH Job Evaluation Report Confidential</b>	
<b>Report Summary</b>	<p>Chairperson advised that for good Governance, all staff members with the exception of AM Brown should leave the meeting and that the meeting recording should be stopped.</p> <p>The meeting recording was stopped, and <i>all staff members left the meeting at 18:07.</i></p> <p>AM Brown introduced L Ravel and confirmed that EVH's report was issued to Board members separately to other reports in the Board papers pack due to the confidential nature of the report.</p>	
<b>Discussion</b>	L Ravel discussed EVH's report, the job evaluation process [REDACTED]	
<b>Decision</b>	<p>The Board:</p> <p><b>Approved</b> the recommendations contained within EVH's job evaluation report.</p> <p>L Ravel left the meeting at 18:20. Staff members were dialled back into the meeting immediately thereafter and the meeting recording re-started.</p>	
<b>11.2</b>	<b>Recruitment Policy &amp; EIA</b>	
	Chairperson advised that this has now been withdrawn from tonight's meeting, as AM Brown wishes to scrutinise this policy further.	AMB



<b>11.3</b>	<b>Performance Management Policy &amp; EIA</b>	
<b>Report Summary</b>	<p><i>R Fairley joined the meeting at 18:24.</i></p> <p>R Fairley presented the Performance Management Policy and Procedure to the Board for review and approval.</p> <p>Members were advised that this is a new policy for the Association.</p> <p>Members were assured that this policy has been created and put forward because the sector as a whole is lacking in this, and EVH who is used for most model policies do not have a Performance Management policy, however ACAS does. Members were further assured that this policy has been created so that the Association understands how to deal with a performance situation, should it arise, and it is not a reflection of how performance is currently managed in the Association.</p> <p>Members were advised that this policy, and the Absence Management policy which is also being put forward at tonight's meeting, have been aligned with the Associations values and culture. Members were further advised that these policies follow the recommendations of ACAS and other governing bodies, and provide a more coaching style of management and move away from being included with the Disciplinary process which is what EVH currently suggests.</p> <p>It was clarified that whilst this policy is loosely tied to the disciplinary process, with meetings and written warnings at 6 months if performance isn't where it is required to be, there is a full wellbeing and support piece that sits behind it and includes upscaling training for Managers. It was further clarified that R Fairley will be involved in the decision making process and will guide and support the Managers along the journey.</p>	
<b>Discussion</b>	Members commented that they thought this policy is very robust and would give staff transparency and hopefully lead to consistency of management of any performance issues that may arise in the future.	
<b>Decision</b>	<p>The Board:</p> <p><b>Noted</b> the contents of this covering report.</p> <p><b>Reviewed</b> and <b>approved</b> the Performance Management Policy at <b>Appendix 1</b> and Procedure at <b>Appendix 2</b>.</p> <p><b>Approved</b> the EIA attached at <b>Appendix 3</b>.</p>	
<b>4.2</b>	<b>Maximising Attendance Policy</b>	
<b>Report Summary</b>	<p>R Fairley presented the Maximising Attendance Policy.</p> <p>Members were advised that this was previously presented at the People and Policy Committee meeting earlier this month and good feedback was received.</p> <p>It was clarified that this is in the same lines as the Performance Monitoring Policy and replaces the Absent Management Policy the Association currently uses.</p>	

	<p>Members were assured that as with the Performance Management Policy, there are no concerns over absences, but it was to bring the Absence Management Policy more in line with the direction that the Association are heading in. Members were further assured that the Maximising Attendance Policy is not just about sick leave, but more about trying other ways to avoid absence.</p> <p>Members were advised that there will be training for the Managers in April to ensure that all Managers are clear about what to do, and to ensure that there is consistency of approach from the start, should the policy be approved by the Board.</p>
<b>Discussion</b>	Members agreed that again this encourages a consistent approach for the Leadership Team going forward.
<b>Decision</b>	<p>The Board:</p> <p><b>Noted</b> the contents of the Maximising Attendance Policy.</p> <p><b>Reviewed and approved</b> the Maximising Attendance Policy at <b>Agenda Item 4.2 (a)</b> and Procedure at <b>Agenda Item 4.2 (b)</b>.</p> <p><i>F Polding joined the meeting at 18:33</i></p> <p><i>R Fairley left the meeting at 18:35</i></p>
<b>10.2</b>	<b>Reactive Maintenance Partnering Agreement Annual Report Confidential</b>
<b>Report Summary</b>	<p><i>T Atkinson joined the meeting at 18:38.</i></p> <p>D Wilson and T Atkinson presented the Board with a progress update report from the Tom Atkinson Partnership on the Repairs and Maintenance Framework for the past year 2024/25.</p> <p>Members were advised that this is the third year of the Maintenance Framework and over the past two years, it has been reported that the contractors and services being added to the framework has increased as the need arose.</p> <p>It was clarified that in the last year, four contractors were added to the agreement because of an identified need that the framework allows for. These contractors were [REDACTED] who had already been doing work for the Association under the repairs contract, and have both been added to lot 15 of the framework.</p> <p>Members were advised that seven contractors have been slow in responding or who do not participate in the framework. These contractors are: [REDACTED] As a result of this, it has been decided to temporarily suspend the use of these contractors at the moment, but they will not be removed from the framework as the lots they are currently on are not oversubscribed. If this changes in the future, then these contractors would be removed and replaced with other contractors suitable for the appropriate lots.</p>



	<p>It was clarified that the framework is only valid for four years and the 2025-2026 year will be the last year of this iteration of the framework contract. It was further clarified that a column is added each year showing the updated costs and this shows the increase in costs from year to year. These costs are based on a maximum of CPI rate which is released each November.</p> <p>Members were advised that due to the increase in costs for contractors, with kitchen fitment cost increases at 6% for example, some contractors may advise that the 2.6% CPI rate that was announced in November 2024 isn't much and won't go very far.</p>
Discussion	<p>It was clarified that if the Association were unhappy with contractors and they were suspended for poor performance or poor engagement, then it is better to leave them on the framework until such time that they have to be removed to make way for another contractor.</p> <p>Members were advised that in regard to [REDACTED] their lack of engagement appears to stem from them being busy elsewhere. Members were further advised that for the Association [REDACTED] are on the lots for gutter cleaning and bulk uplift removal which is not their core area of work, and this could also be the reason for their lack of engagement.</p> <p>It was clarified that in terms of value for money and maintaining high customer service standards for the Association's tenants, some proposals have already been submitted to D Wilson for the new framework and there is also the possibility of carrying out a pre-score of the contractors on the current framework to see if any changes are required. It was further clarified that it is good practice to use the framework to encourage mini competition between the contractors. This would allow them to submit a tender and price along with a suitability questionnaire, and then they can either be entered onto the framework and share the space on the lot or can be placed above current contractors on a price quality basis.</p>
Decision	<p>The Board:</p> <p><b>Noted</b> the progress update report from T Atkinson (<b>Appendix 1</b>).</p> <p><b>Approved</b> the use of the Repairs and Maintenance Framework list and approve the list and maximum uplift rates for financial year 2025/26 as detailed in <b>Appendix 2</b>.</p> <p><i>T Atkinson left the meeting at 18:57</i></p>
10.3	<b>Development Report – [REDACTED] Confidential</b>
Report Summary	<p><i>E McDonald joined the meeting at 18:58.</i></p> <p>AM Brown and E McDonald presented the report to update the Board on potential development opportunities at [REDACTED], Dalmuir.</p> <p>Members were advised that the opportunity of [REDACTED] is back on the table for DPHA to consider, as is [REDACTED], however the Association can only progress with one of these development opportunities.</p>

It was clarified that in regard to [REDACTED] have advised that the landowner is now back “at the table” and willing to do a land deal with them.

Members were advised that in regard to [REDACTED]

It was clarified that the Scottish Government are unlikely to consider an application for funding until a fixed price tender is submitted from the contractor, however the contractor will not provide a fixed price until the Association invest in the design.

Members were advised that, if the Board agree to move forward with [REDACTED], there is a key risk to the Association should the project not progress and the spend to date becomes an abortive cost.

## Discussion

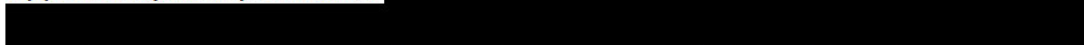
It was clarified that in terms of any abortive costs, the reality is that this would be no different than if the Association owned the site itself and applied for an acquisition

AMB

offer grant, and had to pay this back to the Government should the project not proceed.



It was clarified that in terms of the Association's capacity to proceed, especially in terms of staff capacity, the Association would only be able to run with one build opportunity at any one time.



However, the Association has to be very mindful that it breaks even no later than the 30 year period in the financial projections, so this must be considered also.

#### Decision

The Board:

**Noted** the contents of this progress update report.

**Noted** that in the near future DPHA and WDC must agree which project is to be supported.

**Approved** the recommendation to underwrite the costs to tender stage (see Section 3.25 within the report) subject to achieving WDC SHIP support for either project.

*E McDonald left the meeting at 19:19*

#### 3.0 MINUTES FROM PREVIOUS MEETINGS

##### 3.1 Board Meeting (25.02.2025) – For Approval

The minutes were **approved** on a proposal by D Edgar and seconded by G Waddell.

##### 3.2 Business Planning Session – Strategic Risk Management (18.02.2025) - For Noting

The minutes are **noted**.

##### 3.3 People & Policy Sub Committee (11.03.2025) – For Noting

The minutes are **noted**.

#### 4.0 Recommendations for Approval from People & Policy Sub Committee (11.03.2025)

##### 4.1 Internal Audit Policy

#### Report Summary

AM Brown presented the Internal Audit Policy.

Members were advised that the red type, to show the updates that were taken to People and Policy, was unfortunately knocked off of the recommendations. However there were not many changes made, these were just a general tidy up in some of the guidance on the policy and the old policy was out of date so this was updated. All



	changes were very minor and the Sub Committee were happy to recommend to the Board.	
Discussion	Members were assured that the People and Policy Sub Committee did discuss all of the changes made in detail and were comfortable with these changes.	
	It was clarified that due to this type of policy, it had to be brought to the Board for proper scrutiny.	
Decision	The Board:  Noted the contents of the Internal Audit Policy.  Reviewed and approved the Internal Audit Policy at 4.1 and Procedure at Appendix 4.2 b.	
4.3	Review of DOSCG Resources <b>Confidential</b>	
Report Summary	A Dickson presented the report to request that the Board gives permission for the Association to enter into discussions [REDACTED]	
Discussion	Members discussed the report [REDACTED]	AD
Decision	The Board:  Noted the contents of the report.  Agreed that the Association can enter into discussions [REDACTED]	
5.0	MATTERS ARISING SCHEDULE	
Report Summary	AM Brown presented the Matters Arising Schedule and advised that in regard to Salary Sacrifice, the schedule states that this will be going to next months Board meeting, however this is inaccurate as it was previously discussed and approved at the February meeting. This typo will be corrected and signed off for the next presentation of the Matters Arising Schedule.  C Cameron advised members that in regard to the Cyber Security at action one of the schedule, members may recall that the Association was given a week assurance last year due to not having 2 factor authentication in place. The Association has worked hard in getting this implemented and requested that another audit take place this year. This audit was carried out last week and the Association now have a strong assurance in cyber security.	AMB



Discussion	<p>Members advised that they were looking forward to seeing Community Links Scotland at the next meeting, given the works that have already gone into the improvement plan.</p>	
Decision	<p>Members agreed that it will be good to hold an in person meeting at the April Board meeting.</p> <p>The Board:</p> <p><b>Noted</b> the matters arising schedule.</p>	
6.0	CHIEF EXECUTIVE'S PROGRESS UPDATE	
Report Summary	<p>AM Brown provided the Board with an update since its last meeting which was held on 25 February 2025 on work undertaken by the Chief Executive, and to notify the Board of any emerging matters that should be brought to the Board's attention.</p> <p>Members were advised that a few things have now come to light since the report was completed and issued to the Board. One such thing is that the Scottish Housing Regulator have provided the draft engagement plan for the next financial year and the Association are being assessed as compliant again which is brilliant for the Association. Members were further advised that this engagement plan will go live on 01 April 2025.</p> <p>It was clarified that the Association have applied for the Community Mental Health and Wellbeing Fund from the Scottish Government and this is distributed through WDC's Community Voluntary service. It was further clarified that this grant was for £5,000 and was applied specifically for the Association's sheltered housing tenants. This would be used to subsidise their exercise classes and for arts and crafts which will be a fantastic boost to the funds at the sheltered housing complexes.</p> <p>Members were advised of a discrepancy in Appendix 1, where it states that an update to the resources in the Finance &amp; Corporate Services team would be going to the People and Policy Sub Committee in June, however this will actually be presented to the Board at next month's meeting.</p>	AMB
Discussion	<p>Members agreed that should anyone have any questions, they are encouraged to email AM Brown with these directly.</p> <p>It was clarified that in regard to the new Common Housing Register, the Association has already begun to communicate the roll out to Customers and Tenants by discussing it at the Tenants Panel and also by providing information in the Newsletters. Once the Common Housing Register is approved, a notification will be put onto the Association's website, Social Media and via the other communication routes used to communicate with Tenants and Customers.</p> <p>Members were advised that [REDACTED] has requested a 3 month Leave Of Absence (LOA) for personal reasons. This will be approved, and D McIndoe has been asked to step in as an interim Vice Chair and re-join the Audit &amp; Risk Sub Committee and act as Chair during [REDACTED] absence. Members were further advised that I Lennox has also agreed to re-join the Audit and Risk Committee.</p>	DW

	<p>Members were encouraged to join the People and Policy Sub Committee if they have the capacity and time to do so. No decision is required at tonight's meeting, however it is an important Sub Committee and additional members would be appreciated in the interest of ensuring good Governance.</p>	
<b>Decision</b>	<p>The Board:</p> <p><b>Noted</b> the contents of this report, especially:</p> <p>a. <b>Appendix 1</b> - Chief Executive's Work Objectives 2025 update.</p> <p>b. The details of the new suppliers noted in Section 3.2.5.</p> <p><b>Approved and Agreed</b> the following:</p> <p>a. To extend [REDACTED] LOA by 3-month up to the 17 May 2025.</p> <p>b. [REDACTED] LOA for 3-months from the 1 April 2025.</p> <p>c. To appoint D McIndoe as Vice-Chair in [REDACTED] absence.</p> <p>d. To appoint D McIndoe as Chair of the Audit &amp; Risk Sub-Committee.</p> <p>e. I Lennox's membership pf the Audit &amp; Risk Sub-Committee.</p> <p>f. Seek additional members for the People &amp; Policy Sub-Committee.</p>	
<b>7.0</b>	<b>GOVERNANCE</b>	
<b>7.1</b>	<b>Improvement Plan – Quarterly Update Report</b>	
<b>Report Summary</b>	<p>AM Brown presented the Board with a progress update on actions the Association has taken to implement the areas for improvement contained within the Improvement Plan (previously known as the Governance Financial Management and Improvement Plan).</p> <p>Members were advised that Appendix 1 includes 7 areas for improvement and the Association is progressing well with these.</p>	
<b>Discussion</b>	<p>Members expressed their congratulations on the soon to be conclusion of Phase 2 of Homemaster.</p> <p>It was clarified that the Association are currently testing Phase 2 at the moment, in particular the Customer Services Team as this phase is for the Customer and Contractor portals. This is being physically tested and the Association expects to do a soft roll out and ask a few trusted tenants and contractors to log in and provide feedback. An article is also going into the Spring Newsletter to advise tenants and customers of this portal. It was further clarified that the roll out of phase 2 is a little later than the Association had planned, but will be rolled out in the near future.</p>	DW
<b>Decision</b>	<p>The Board:</p> <p><b>Approved</b> the updated Improvement Plan at <b>Appendix 1</b>.</p>	
<b>7.2</b>	<b>Strategic Risk Register 6 Monthly Report</b>	
<b>Report Summary</b>	<p>AM Brown presented the Board with a 6-monthly update report on the Strategic Risk Register for 2024/25.</p>	



	<p>Members were advised that following the very successful and informative Business Planning Session last month, the Strategic Risk Register has been updated on the basis of what was discussed at the session.</p> <p>It was clarified that the purpose of the session was not to deliberately reduce the risks from 28 to 10, however it was stressed that the Strategic Risk Register must be manageable and more focused than it was previously.</p> <p>Members were advised that the next stage will be to update the remainder of the Risk Register in time to be presented at the next Audit and Risk Sub Committee meeting. Members were further advised that Part 2 of the Strategic Risk Session with Wylie Bissett will be arranged in the next few months and risk appetite will be looked at in this session.</p>	AMB
<b>Discussion</b>	Members agreed that the updated Strategic Risk Register flows quite well from what was discussed at the session and is a far more focussed approach. Members also agreed that as a Board, they are still quite assured that all of the key risks are being managed.	
<b>Decision</b>	<p>The Board:</p> <p><b>Approved</b> the updated Strategic Risk Register attached at <b>Appendix 1</b> (extract) and <b>2</b> (The full SRR).</p> <p><b>Agreed</b> the Association's Risk Maturity Assessment continues to be 'managed'.</p>	
<b>8.0</b>	<b>STRATEGY</b>	
	No reports.	
<b>9.0</b>	<b>FINANCE</b>	
<b>9.1</b>	<b>Draft Final Budget 2025/26 (Version 4) &amp; Draft Final 30 Year Projections</b>	
<b>Report Summary</b>	<p>C Cameron presented the final draft version of the 2025/26 draft budget and G Bruce presented the final draft version of the 30 year financial projections for review and approval.</p> <p>Members were advised that following the presentation of the budget at the last Board meeting, the Leadership Team have been meeting regularly to discuss areas that the Association can make potential savings throughout the budget.</p> <p>It was clarified that the Association has based the rent increase on 4.3% and have also taken into account the fourth and final version of figures for the rent harmonisation process as well.</p> <p>Members were advised that the Association have used the figures for the 2025/2026 budget as year 1 for the 30-year projections and this is why the figures are the same in version 4 of the draft budget.</p> <p>It was clarified that in version 3 of the budget, the Association were looking [REDACTED], however the cost savings that have now been put through take</p>	



the projected [REDACTED] in the final 4 version of the budget. It was further clarified that the bank balance has now decreased from [REDACTED]

Members were advised that the Association would have had a bit more cash in bank from the cost savings put through, however the indications from the Insurance Broker show a likely increase in the premium of 57% which is significantly high. This increase has been factored into the budget and is looking like another [REDACTED] on the premium for 2025/2026.

It was clarified that the reason for this increase to the premium is because the Association has had significant claims during the year, with one block of our properties in particular requiring repairs that cost £100,000 which was the result of a significant flood from the top property all the way through the block. It was further clarified that another claim which cost £18,000 due to flooding again in 2024/2025.

Members were assured that all cost savings the Association has put through are shown in red type, and there is a reduction to the overheads of £26,000 approx. from version 3 of the budget. However the Association have had to add in the costs for the development of the Asset Management Strategy and the Tenant Satisfaction survey.

Apologies were given due to an error noting a cost of £15,000 which should actually be £5,000. This in turn takes [REDACTED]. The Association will ensure that this is picked up when doing the revised budget in September.

CC

Members were advised that following information provided from the Customer Services Team, a contract for boiler replacements is required for 2025/2025 and therefore the components contingency has been reduced from £75,000 to £10,000 which will cover any failures of the components for the year.

Members were assured that the cash flows noted in the 30 year projections meet the minimum requirements and are covenant compliant.

It was clarified that although the deficits shown in the statement of income are quite sizeable, this is not overly worrying as when looking at the depreciation over the hag amortisation it comes to around [REDACTED] which is not a cash or monetary item and if the Housing Depreciation and Amortisation grant are taken out, the Association is in surplus. This was done purely for accounting reasons where both depreciation on housing and other assets and the amortisation of the social grant must be looked at.

Members were advised that the Association has carried out scenario testing, however Members should not be overly worried as the purposes of the testing is to make it deliberately fail and to emphasise what would happen if a bad situation was allowed to run for the 30 years and not addressed when the situation first arose. Members were further advised that the projections are a useful tool to see what is moving, however the figures are not set in stone and the Association are not aware of what may happen beyond year one.

	It was clarified that the Association will constantly review the projections and revise the annual budgets as necessary.	CC/GB
Discussion	<p>Members acknowledges that the 57% increase to insurance premiums is eye watering and whilst an increase was expected, it was not expected to be this great.</p> <p>Members were advised that in terms of the flooding and subsequent repairs to properties, it has actually been owners properties and not tenanted ones that have been the main source of the issue. This year it was unfortunate that there were 3 owners in one close that affected a large claim. Members were further advised that the Association will look at a separation of rented and owner occupier stock next year, so that if adverse claims run with the owners, then this will be reflected in the policy as opposed to all of the stock being together.</p>	AMB/ CC
Decision	<p>It was confirmed that the Customer Services Team are visiting the tenanted stock on an annual basis to carry out checks on the properties.</p> <p>The Board:</p> <p><b>Reviewed and approved</b> the 2025/26 draft budget version 4 and supporting papers (Appendices 1 to 5).</p> <p><b>Reviewed and approved</b> on the second and final version of the revised 30-years Financial Projections at <b>Appendix 6</b>, noting that these will be under continual review throughout 2025/26.</p>	
<b>9.2</b>	<b>VFM Annual Statement</b>	
Report Summary	<p>C Cameron presented the Board with details of how Value for Money (VFM) was achieved within the draft 2025/26 Budget.</p> <p>Members were advised that Value for Money was achieved by basing it on the draft budget and the Association started from scratch and each budget holder, which is essentially each member of the Leadership Team, start from scratch to build the budget on a zero based budgeting approach.</p>	
Discussion Decision	<p>No questions were raised.</p> <p>The Board:</p> <p><b>Noted</b> the contents of the covering report.</p> <p><b>Approved</b> the VFM Review for 2025/2026 attached at <b>Appendix 1</b> in terms of evidence to demonstrate VFM in preparing the draft Budget for 2025/26.</p> <p><b><i>At 20:00 Members agreed to suspend standing orders for a further 30 minutes.</i></b></p>	
<b>9.3</b>	<b>Bad Debt Write Offs</b>	
Report Summary	C Cameron presented the report to the Board to seek approval to write off bad debt where there is no prospect of recovering the debt.	



	<p>Members were advised that approval is being sought to write off bad debts of £12,473.84, which has arisen due to 7 cases of former tenant arrears and 1 case of current tenant arrears. Members were further advised that the Customer Services Team have went through all of the current processes to try and recover the arrears from the former tenants, however they have been unable to trace them. However, their contact details will be kept on file should circumstances change and the team are able to make contact on some of those cases.</p> <p>It was clarified that the current tenant arrear is due to sequestration and it is a percentage of the arrear that is being requested to be written off.</p>
<b>Discussion</b>	There were no questions raised.
<b>Decision</b>	<p>The Board:</p> <p><b>Noted</b> the contents of this covering report.</p> <p><b>Approved</b> the debt write off contained in <b>Appendix 1</b> to the sum of <b>£12,473.84</b>.</p> <p><b>Noted</b> the debt write off of <b>£10.90</b> (former tenant arrears) in relation to balances of less than £100 has been written off in line with the Write Off Policy.</p>
<b>10.0</b>	<b>OPERATIONS &amp; CARE</b>
<b>10.1</b>	<b>Ground Maintenance Tender Report Confidential</b>
<b>Report Summary</b>	<p>D Wilson presented the report to update the Board on the outcome of the Procurement of the Ground Maintenance Contract, which was conducted by I.A.S Landscape Management services and Quantity Surveying services carried out by JMP Construction and Property Consultants who produced the final report.</p> <p>Members were advised that 6 tenders were received in line with the Association's Procurement Policy and in accordance with the tender requirements using the Public Contracts Scotland Portal.</p> <p>It was clarified that the measure used to score the tenders was the usual measure used of 60% quality and 40% price. The successful bid from the procurement process was Ramona Limited who scored the highest in this process.</p> <p>Members were advised that the current contractor, [REDACTED]</p> <p>[REDACTED]</p> <p>Members were assured that when comparing the costs from [REDACTED]</p> <p>[REDACTED]</p>



<b>Discussion</b>	<p>Members were advised that whilst [REDACTED] were one of the lowest scorers in terms of Quality, all concerns the Association had were addressed and discussed with [REDACTED] during a visit carried out by D Wilson. Members were further advised that [REDACTED] have assured the Association that they have the resources in place to meet the terms of the contract, and are also in the process of looking for a base in Clydebank due to the level of business they are generating in the area.</p>
<b>Decision</b>	<p>The Board:</p> <p><b>Noted</b> the contents of this covering report.</p> <p><b>Reviewed</b> and consider approval of the recommendation made by JMP Construction and Property Consultants report contained at <b>Appendix 1</b>.</p> <p><b>Approved</b> the acceptance of the successful tender bid for the Ground Maintenance Contract from [REDACTED] To take effect from April 1st 2025 to 31st March 2028 for the sum of [REDACTED] excluding VAT, as recommended by JMP Construction and Property Consultants report at <b>Appendix 1</b>.</p>
<b>10.4</b>	<b>Duty of Candour Annual Report</b>
<b>Report Summary</b>	<p>A Dickson presented the report to provide the Board with an overview of the legal obligation of Duty of Candour and for the Board to approve the Association's Duty of Candour Annual Report for 2024-25.</p> <p>Members were advised that there have been no Duty of Candour triggers for the year.</p>
<b>Discussion</b>	There were no questions raised.
<b>Decision</b>	<p>The Board:</p> <p><b>Noted</b> the contents of the covering report.</p> <p><b>Approved</b> the Annual Report on Duty of Candour for 2024-25 at <b>Appendix 1</b> of this report.</p> <p><b>Agreed</b> that the Chief Executive can approve the inclusion of any additional Duty of Candour to the report if required.</p>
<b>10.5</b>	<b>Tenant Satisfaction Survey Procurement Report Confidential</b>
<b>Report Summary</b>	D Wilson presented the report to seek approval to award the 3 year contract for the provision of Tenant Satisfaction Surveys to [REDACTED], following the outcome of a competitive tendering process.

	<p>Members were advised that as with the Grounds Maintenance Procurement, the same tendering process was used with a one stage open process advertised on the Public Contracts Scotland Portal and in accordance with the Association's Procurement Policy.</p> <p>It was clarified that the existing contract for the Tenant Satisfaction Survey was in place for the past 4 years and it was deemed appropriate to examine the market to see what other options were available. It was further clarified that the Association received 3 tenders, [REDACTED] who are a very well established contractor and provide the service throughout the housing sector in the central belt of Scotland.</p> <p>Members were advised that [REDACTED] would also take into consideration the development of surveys throughout the Association's business, including the Care Services and Factoring service as well.</p>
Discussion	<p>Members were advised that despite the quote from [REDACTED] not being the cheapest one received, the value for money in terms of the quality they can provide was the driving factor in awarding them with the contract.</p> <p>[REDACTED]</p>
Decision	<p>The Board:</p> <p><b>Noted</b> the contents of this covering report.</p> <p><b>Approved</b> acceptance of the tender from [REDACTED] for [REDACTED] for the provision of Tenant Satisfaction Survey contract for 3 years, commencing in April 2025 to March 2028.</p>
12.0	<p><b>HEALTH AND SAFETY</b></p> <p>No reports.</p>
13.0	<p><b>USE OF DELEGATED AUTHORITY</b></p> <p>None.</p>
14.0	<p><b>AOCB</b></p>
14.1	<p><b>Correspondence</b></p> <p>There was no correspondence.</p>
14.2	<p><b>Updated Board/Committee Workplan 2024-2025</b></p>
Report Summary	<p>AM Brown presented updates to the Board / Committee Workplan for 2024-2025 and advised that there were no changes, other than those discussed at tonight's meeting which will be reflected in the plan presented at the next Board meeting.</p>
Discussion	<p>There were no questions raised.</p>

Decision	<p>The Board:</p> <p><b>Noted</b> the updates of the workplan and other updates in due course.</p>
<b>14.3</b>	<b>Pension Review Working Group Confidential</b>
Report Summary	<p>The Chairperson advised that in terms of good Governance, all staff members other than AM Brown and G Bruce should leave the meeting and that the meeting recording should be stopped.</p> <p><i>The meeting recording was stopped at 20:15 and staff left the meeting.</i></p>
Discussion	<p>The Chairperson provided the Board with a brief verbal update on the work of the Short-Life Pension Working Group.</p> <div style="background-color: black; width: 100%; height: 100px;"></div>
Decision	<p>The Board:</p> <p><b>Agreed to</b> <div style="background-color: black; width: 100%; height: 40px;"></div></p>
<b>15.0</b>	<b>DATE OF NEXT MEETINGS</b>
	<p>Chairperson advised Members of the following meeting:</p> <p>Board Meeting: 29 April 2025 at 18:00 (In Person)</p> <p>The meeting closed at 20:25 pm</p>

Signed \_\_\_\_\_ Date \_\_\_\_\_

(Chairperson)