

BOARD MINUTES



Meeting Date: 05 December 2024
Time: 6pm
Venue: Almond HA Office

Board Members in Attendance

Julie Riley
Martin Joyce
Chris Boyle
Tricia Hill
Adam Turner
Vicky Bluck
Natalie Cryans

Apologies

Darren Lewis
Craig Morton
Simon Davies

Staff in Attendance

John Davidson	Chief Executive
Sandy Young	Director of Housing Management
Iona Taylor	Director of Asset Management
Craig Porter	Director of Finance and Business Support
Tammy Allan	Business Improvement Officer (minutes)

Others in Attendance

Catriona Hill – For item 7080

PRESENTATIONS

7080	<p>Training Portal - SHARE</p> <p>CH gave details of the Share training portal, noting how to access the site, navigate around it, view courses including the ones that have been allocated to you by AHA and also how to see the progress that you have made against each course. She also noted that all of the eLearning courses have been designed to only last between 10-20 mins and Board members will also find that induction courses include a variety of different courses that are all relevant within the Housing sector.</p> <p>CH also detailed that the portal can also host an AHA specific induction programme should we wish to utilise this function.</p>
7081	<p>The Customer Voice</p> <p>SY opened his presentation by noting that he is looking to bring focus on what is happening with the Associations customer by developing The Customer Voice, however he is looking for</p>

	<p>Board input in what it is they would most like to see. He detailed the work that is currently being carried out through CX feedback, including details of the changes that have been made to repairs surveys and the improvements that have been seen, and noted that he has been surprised by the increased number of tenants who have been engaging with AHA through this method.</p> <p>There was a discussion around what Board members would like to hear about, including complaints, specifically ones that have been resolved at first point of contact. The Board were also made aware of what areas of the business that the current Tenant Focus Group look at including the ARC, policy reviews, the rent review and performance indicators.</p> <p>In terms of what Board members would like to see, there were discussions around utilising Power BI, looking at trends, dashboard style reporting and a You Said, We Did. It was agreed that it should be kept short & snappy and kept to one page. Investigate whether benchmarking and trends can be included, provide quarterly updates and keep it high level. SY advised that he will provide an update on what information can be included for the February Board meeting.</p>
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STANDING ITEMS

7082	<p>Welcome</p> <p>The Chair welcomed everyone to the meeting.</p>
7083	<p>Apologies</p> <p>A record was made of apologies from non-attendees.</p>
7084	<p>Use of Seal</p> <p>None</p>
7085	<p>AOCB Approval</p> <p>None</p>
7086	<p>Declaration of Interest on any Agenda Items</p> <p>None</p>
7087	<p>Minutes from Previous Meeting</p> <p>The Board approved the Minutes from the previous meeting without amendment.</p>
7088	<p>Matters Arising/Update/Information Papers for Discussion</p> <p>None.</p>
7089	<p>Board Members – Items for Future Meetings</p> <p>None</p>
7090	<p>Board Training – Verbal</p> <p>NC advised that she is due to attend the On Board induction course that is taking place on the 10th & 17th December.</p>
7091	<p>Chief Executive’s Report</p> <p>JD presented the report and gave an update following the debrief session that took place with the Scottish Government in terms of RAAC. He advised that they will be working on developing housing specific guidance as the current guidance that is available isn’t sufficient, however no specific date has been given as to when this guidance will be made available.</p>

	<p>In terms of medical adaptations, £40k has been vired across which allows AHA to progress with the required works and will, in turn, help reduce the current waiting lists. The Board queried how medical adaptations will be progressed in the future and JD advised that AHA have been awarded £20.8m for this work to be carried out. £28m will be required, therefore there will be a shortfall, however it is a better position to be in that what it was previously.</p> <p>It was also noted that there will be an update on development and regeneration brought to the February Board meeting.</p> <p>The Board noted the contents of this report.</p>
REPORTS FOR DECISION	
7092	<p>Reports to be approved following the Audit & Finance Sub-committee – Budget Revision – Forecast Out-turn 2024-25</p> <p>AT informed the Board that the budget revisions were discussed at the most recent Audit & Finance Sub-Committee meeting and during which it was noted that the reforecast includes a higher surplus than what had originally been budgeted for.</p> <p>The Board approved the budget revisions for 2024/25 and agreed that SMT should seek Chair’s approval for additional spend once EWI project is fully assessed for completion by 31 March 2025.</p>
7093	<p>Reports to be approved following the Audit & Finance Sub-committee – Bad debt Write off</p> <p>AT noted that there was a discussion during the Audit & Finance Sun-committee meeting that there had been a discussion around the frequency of the bad debt write-off report.</p> <p>The Board requested if going forward, that the write-off value is detailed within the recommendation in order to provide clarity. It was also queried whether AHA had experienced a rise in debt recovery orders and CP advised that there had been a significant increase had been written off in the last quarter and that both sequestrations and trust deeds are high at present.</p> <p>The Board approved the proposed bad debt Write-off/write-off of credit balances and agreed that the change from quarterly to annual reporting.</p>
7094	<p>Membership Applications</p> <p>Board members noted the two membership applications that had recently been received into the Association from non-AHA tenants. There was a discussion and acknowledgment of the experience and knowledge that both applicants have.</p> <p>Having considered the merit, the Board believe that there is a conflict of interest and that it would not be in the best interest of the Association to approve the applications.</p> <p>The Board considered the recently received membership applications from non-AHA tenants.</p>
7095	<p>Proposed Annual Agenda - 2025</p> <p>The report was presented to the Board and there was reference made to the recent survey around which day of the week the meetings should take place this generated further discussion around this matter. It was noted that the Board would like to better accommodate DL’s requirements and it was suggested that the meetings in May and October would take place on the 2nd Tuesday of the month.</p> <p>With regards to the Asset Management Sub-committee meetings, it was agreed that they would take place in March, May, August and December subject to there being a requirement for the group to meet.</p>

	The Board considered the recently received membership applications from non-AHA tenants.
7096	<p>9 Day Fortnight update</p> <p>The Board noted that the report regarding the 9DF trial and acknowledged the update and whilst there were reservations with the trial to begin with it was good to see the positive feedback that had been received.</p> <p>JD advised that a report will be brought back to the February Board meeting which will include an update from a HR perspective.</p> <p>The Board noted the update on the 9 Day Fortnight (9DF) trial.</p>

Asset Management

7097	<p>Reactive Repairs Contract update</p> <p>IT gave Board members an update on the progress on the review of the reactive repairs contract ahead of the planned re-procurement of the contract. She also reminded the Board of the Associations decision to bring in another contractor, Rogers & Johnston, to assist with painter work, noting that this has helped the main contractor with this workload. It was initially hoped that AEL would assist by taking over the painter work for the Association, however this didn't go to plan.</p> <p>IT also noted that both [REDACTED] and [REDACTED] may potentially submit tenders for the reactive repairs contract. Procurement will begin in 2025 for the contract starting from 1st April 2026.</p> <p>The Board noted the contents of the report.</p>
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7098	<p>Jespersion Blocks update</p> <p>IT gave an update on the work that is going to be required to both the roofs and walls in these blocks, noting that the fire alarm systems have already been installed in order to mitigate the risk that is currently presented. Currently Weatley Group are in the process of procuring the work that is required. However, as we are considering regeneration within Craigshill, [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>The Board approved the proposal that the Jespersion stock [REDACTED] [REDACTED] form part of the overall strategy for the regeneration of Craigshill.</p>
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CONSENT AGENDA

7099	<p>Consent Agenda</p> <p>IT referred to agenda item 16f Planned Maintenance Report and advised that there has been a significant amount spent on ventilation work. We have also committed additional expenditure for window and door replacements, and we are now looking to complete more EWI work which would take us over our planned revenue expenditure for the year, however it is contained within the overall budget.</p> <p>With regards to the EWI work that has been completed within Craigshill, IT advised that whilst there has been significant expenditure, there has been significant improvement within the homes where the work has been carried out. This generated a discussion around the regeneration work and making informed decisions around additional expenditure. It was then agreed that additional information around required works & additional expenditure would be circulated via email amongst Board members for decision.</p>
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	<p>There was a query raised around agenda item 16e Development Report and whether there was any cost to Almond given the extension of time and IT confirmed that there is a loss of rental income due to the delay.</p> <p>The Board agreed to the recommendations within the consent agenda.</p>
7100	<p>AOCB</p> <p>none</p>
	<p>Date of Next Meeting: 06 February 2025</p>

Please note that these minutes have been edited to remove any commercially sensitive or confidential discussions.

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