

**Meeting of the Board of Management to be held at 6.00pm
on Tuesday 6th February 2024, either in person at 423 London Road
or remotely via Microsoft Teams**

AGENDA

	Lead Person	Decision or information
1. Apologies	Pauline Casey	
2. Declarations of Interests	Pauline Casey	For information
3. Minute of meeting held on 21 November 2023	Pauline Casey	For approval
4. Matters arising from meeting of 21 November 2023	Pauline Casey	For decision
5. Chief Executive's Report	Gary Naylor	For information
6. New Business Plan:		For decision
6.1 2024/29 Business Plan: proposed content summary	Gary Naylor	
6.2 2024/25 Budget Update	Barry Allan	
6.3 2024/25 Rent Increase Proposal	Michael Byrne	
7. Internal Audit Tender Report (provisional as presented to Audit & Risk Committee on 30th January 2024)	Barry Allan	For approval
8. Subsidiary Companies and other minutes:	Pauline Casey	For information
8.1 Thenue Communities 27 November 2023		
8.2 Health and Safety Committee 04 December 2023		
9. Any other competent business	Pauline Casey	
10. Résumé of meeting	Pauline Casey	
11. Date of next meeting Tuesday 12 March 2024		To note

THENUE HOUSING ASSOCIATION LTD

**Minute of the Board of Management meeting
held on Tuesday 6 February 2024 at 6.00pm
in person and remotely on Microsoft Teams**

Present: Pauline Casey (Chairperson), Linda Chelton, Maureen Dowden, Howard Mole, Abdifatah Hayde, Ruth Hewitt, Bryan McMahon and Robert Kelly

Attending: Gary Naylor, Michael Byrne, Barry Allan, Ray MacLeod and Nikita Watson

1. APOLOGIES

Apologies were received by Eleanor Derbyshire.

NOTED

2. DECLARATIONS OF INTERESTS

There were no declarations of interest.

NOTED

3. MINUTE OF MEETING HELD ON 21 NOVEMBER 2023

The minute of the previous Board of Management meeting held on 21st November 2023 was approved as a correct and accurate record of the proceedings. Proposed by Maureen Dowden and seconded by Linda Chelton.

APPROVED

4. MATTERS ARISING FROM MEETING OF 21 NOVEMBER 2023

Board members asked if there was any update on the development programme in Tureen St. Gary Naylor confirmed there was a delay with this, and we are currently waiting on the outcome of our Vacant & Derelict Land Fund bid.

NOTED

5. CHIEF EXECUTIVE'S REPORT

Gary Naylor wished all the Board Members a happy new year and outlined the following:

- EVH had offered an increase of 5.5% on salary points. The figure considered the cost-of-living crisis and to increase staff retention. Gary confirmed this would be within the draft budget. However, EVH confirmed on 2nd February 2024 that there was an option included in the final ballot for members to reject the bid by the Union, and we won't know the outcome of this until 12th February 2024.
- In 2020, Thenue were awarded platinum status in our last Investors in People assessment. The re-assessment for this is now due and will take place in May 2024. The assessment will be in two parts – a survey going out to all staff, followed by interviews with selected members of staff. The outcome of this will be fed back to the Board of Management.
- Gary Naylor explained that he met twice with Mears new Managing Director, Dawn Kidd. The first meeting was held on 18th January 2024 and the second meeting was held on 29th January 2024. At the second meeting, Mears presented a figure of 8% increase for the year and

implemented from April 2024. As this would not be within the association's budget, a negotiated figure of 6.5% was agreed.

- Gary Naylor confirmed Eleanor Derbyshire had visited the Innovate factory in Wishaw with Karen Finlayson recently, to see how modular housing is constructed. Innovate had approached Thenu about a potential site in Dalmarnock for 30 properties, this would come under South Lanarkshire and not Glasgow City Council. The funding process would remain the same and the build time on site is estimated to reduce by a third. The Executive Team are keen to explore this option and will keep the Board of Management informed of any progress.
- Jon Cowlan, our Health and Safety consultant had previously carried out Health and Safety Awareness presentation with the Board of Management. This was pre-pandemic, and it is therefore appropriate for a refresher to be delivered to the Board of Management. Gary Naylor confirmed Jon Cowlan would be available to attend the next Board of Management meeting on 12th March 2024 to present on Health and Safety Awareness.

Gary Naylor invited the Board Members to ask questions and/or make comment. The following had been noted:

- Board Members asked if the renegotiated percentage for EVH salary point would be brought back to the Board. Gary Naylor confirmed if 5.5% increase is rejected by the Union, the new increase that EVH comes forward with would be presented to Board of Management.

The Board of Management approved the proposed staff salary award of 5.5% negotiated via EVH.

DECIDED

6. NEW BUSINESS PLAN

6.1 2024/29 Business Plan: Proposed content summary

Gary Naylor overviewed the 2024/29 Business Plan objectives and contents that will require Board approval at the March 2024 meeting. Gary highlighted some of the main business objectives over the coming twelve months and confirmed work that follows on can only be completed after the decision regarding the 2024/25 rent increase. There were no concerns showing in the report.

Gary Naylor invited Board Members to ask questions and/or make comment. The following had been noted:

- One Board Member raised that the Business Objectives seemed to be a little operational. Gary Naylor advised Board Members this would be looked into the wording of the agreed objectives to ensure they are strategic, however; the contents of the Business Plan will remain the same.

The Board of Management noted the contents of the report.

NOTED

6.2 2024/25 Budget Update

Barry Allan explained the budget projections had been updated in line with the proposed rent increase of 8%. The draft budget for 2024/25 follows on in the report, as well as the figures for the five years of the business plan to 2028. The final budget, together with the updated 30 year forecasts, will be presented to the Board in March for the final approval as part of the 2024 Business Plan.

Barry Allan intimated the figures provided is a draft and once clarification on annual increases from Mears and EVH have been confirmed, these will be added to the final report. The projected surplus was less than the surplus in the draft budget for 2024/25 presented to the Board in November 2023. The reason for this is due to additional environmental repair costs and provision of support for Thenue Communities. Although inflation has dropped from the previous year, the conditions due to inflation continue to have significant impact. Overall, lenders covenants are satisfied throughout the period of the report.

Barry Allan invited the Board Members to ask questions and/or make comment. The following had been noted:

- Board Members explained that the graphs compared to the draft results are confusing and graphs do not match the information shown in the report. Board members intimated that the graphs should show that covenant has been met. Barry Allan advised that the text shows years 1-5 years, however the graphs cover a longer period. This will be amended for the final report.
- Board Members asked what Tenant Participation costs would cover. Barry Allan confirmed this would cover wider role costs in Community Regeneration as well as the running costs for the Area Associations.
- Board Members raised that roofs aren't included in the list of components in the draft report. Barry Allan confirmed this would be included in the final report.

The Board of Management noted the contents of the report.

NOTED

6.3 2024/25 Rent Increase Proposal

Michael Byrne referred to the 2024/25 rent consultation for the coming year and highlighted the following:

- Following on from the Board of Management approval of 8% rent increase proposal in November 2023, consultation for this went out to all of Thenue's tenants. There were two main approaches to consultation with tenants. The Thenue Winter Newsletter 2023 was sent to all tenants and consulted on our proposal for the 2024/25 rent increase. There was several ways included on how tenants could respond with their views. The second approach was Thenue's Community Regeneration Team facilitated invitations for Michael Byrne to attend Netherholm, Cranhill, and Bridgeton and Dalmarnock Area Associations on Thenue's proposal.
- At the Area Association meetings in January 2024, the Area Associations were given an overview by Michael Byrne. The consultation events were facilitated by the Community Regeneration team who provided a summary report of the findings and comments from the meeting.
- The consultation period ran from 8th December 2023 to 19th January 2024. Comments and responses were invited via the following different methods – email, phone, online survey and through the Thenue self-service app.
- The survey asked two questions: 1. 'Do you agree with Thenue's proposal to increase rents by 8% for 2024/25?' 2. 'If you disagree with the rent proposal of 8% we would need to re-evaluate the service we provide in order to cover the cost of investment required in properties. This may result in reducing some of the services we provide.'

- In total, 18 online responses were received, and 3 newsletter returns, totalling 21 responses. We also received responses in person from 24 tenants through the Area Associations prior to the deadline, 45 overall in total.
- The replies to the survey gave the following results to our questions: Question one – 31 people said yes (69%) and 14 said no (31%). Question 2 – three people voted for reduction from services provided by Housing Officers and Assistants, two people voted for reduction from services provided by Rent Officer and Financial Inclusion Support, four people voted reduction from services provided by community involvement and support, zero people voted reduction from services provided by repair call handling and services and 13 people voted reduction from none of the services.

The key points raised at the consultation events attended by all three of our local Area Associations were as follows:

- There was support from the Area Associations for the proposal to have an 8% rent increase in 2024-2025 to ensure the delivery of services. Due to inflation, the Area Associations understand that there had been under inflation rent increases for the past three years and there was a need to increase this year due to shortfall.
- Cranhill Area Association were unhappy that only frontline services were provided as options for service re-evaluation. They also felt that this was not proper consultation as there was no choice of options regarding the level of rent increase proposal.
- There was concern for those tenants who do not receive any rent assistance via housing benefit etc and may not be able to meet the financial increase resulting in an 8% increase.

The report showed rent increase proposals for other associations and additional information showed the UK Government had set the rent cap for England at 7.7% with the Welsh Assembly placing a cap at 6.7%. The final page of the report showed the responses to the rent increase consultation.

Michael Byrne invited the Board Members to ask questions and/or make comment. The following had been noted:

- Board Members concerned that a no vote was included in the rent increase consultation when going ahead with the 8% rent increase. Board members discussed the balance financially if 8% rent increase isn't agreed.
- Board Members were surprised that only 21 tenants responded via online and newsletter returns out of 3000 and confirmed if approval of rent increase doesn't go ahead tonight, we would be unable to give the appropriate notice to tenants before April with a new rent increase figure.
- Board Members agreed proper process was followed in rent consultation to tenants and Gary Naylor intimated that focus will now be on follow up message to our tenants as primary focus is to our tenants and why we have agreed to the 8% increase. Furthermore, majority of the tenants do not want to cut back on any of the services Thenue provides.
- Gary Naylor confirmed the consultation process is started as early as possible and we look at the best approach for this each year. Gary Naylor intimated that we must look at external factors, as well as what the business requires.

The Board of Management approved the proposed 8% rent increase, an 8% increase to all other charges including shared ownership management fee, shop leases and garage rents and 8% increase on the factoring management fee/administration fee for owner occupiers.

DECIDED

7. INTERNAL AUDIT TENDER REPORT (PROVISIONAL AS PRESENTED TO AUDIT AND RISK SUB-COMMITTEE ON 30TH JANUARY 2024)

Barry Allan explained that the Association was required to re-tender it’s internal audit service for the current year. The report was previously presented to the Audit and Risk Sub-Committee, who recommended the re-appointment of our current internal auditors Wylie & Bisset LLP for a three-year period with the possibility of extending the contract by up to a further two years. The first year of appointment will be for the financial year to 31 March 2025.

Barry Allan invited the Board Members to ask questions and/or make comment. There were no questions or comments noted.

The Board of Management approved the decision on the re-appointment of Wylie & Bisset LLP as internal auditors of Thenue Housing Association from the financial year to 31 March 2025.

DECIDED

8. SUBSIDIARY COMPANIES AND OTHER MINUTES

8.1 Thenue Communities 27 November 2023

8.2 Health and Safety Committee 04 December 2023

Pauline Casey intimated the minutes were for information only and any questions or comments directed to the relevant Chair or Officer.

NOTED

9. ANY OTHER COMPETENT BUSINESS

There was no other competent business.

NOTED

10. RÉSUMÉ OF MEETING

There were no comments or observations noted.

NOTED

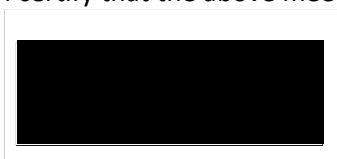
11. DATE OF NEXT MEETING TUESDAY 12 MARCH 2024

The next meeting will be held on Tuesday 12th March 2024 at 6:00pm

The meeting concluded at 18:53pm

NOTED

I certify that the above meeting has been approved as a true and accurate record of the proceedings.



Pauline Casey

Chairperson

Date: 12th March 2024