

**Meeting of the Board of Management to be held at 6.00pm
on Tuesday 4th February 2025, 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 19 November 2024	Pauline Casey	For approval
4.	Matters arising from meeting of 19 November 2024	Pauline Casey	For decision
5.	Chief Executive's Report	Gary Naylor	For information
6.	New Business Plan:		For decision & approval
6.1	2025/30 Business Plan: proposed content summary	Gary Naylor	
6.2	2025/30 Budget Update	Barry Allan	
6.3	2025/26 Rent Increase Proposal	Michael Byrne	
7.	Procurement Policy	Eleanor Derbyshire	For approval
8.	Landscaping and Environmental Tender	Eleanor Derbyshire	For approval
	8.1 Estates & Environmental		
	8.2 Landscaping		
9.	French Street Development Update	Eleanor Derbyshire	For approval
10.	Sustainability Strategy Update and Progress	Barry Allan	For information
11.	Subsidiary Companies and other minutes:	Pauline Casey	For information
	11.1 Thenue Communities 25 November 2024		
	11.2 Health and Safety Committee 02 December 2024		
12.	Any other competent business	Pauline Casey	
13.	Résumé of meeting	Pauline Casey	
14.	Date of next meeting Tuesday 11 March 2025		To note

THENUE HOUSING ASSOCIATION LTD

**Minute of the Board of Management meeting
held on Tuesday 4 February 2025 at 6.00pm
in person and remotely on Microsoft Teams**

Present: Pauline Casey (Chairperson), Julia Cheung-Buchanan, Neve Beaton, Ruth Hewitt, Linda Chelton, Abdifatah Hayde, Bryan McMahon and Robert Kelly

Observer: Maureen Dowden

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

1. APOLOGIES

Apologies were received from Howard Mole.

NOTED

2. DECLARATIONS OF INTERESTS

There were no declarations of interest.

NOTED

3. MINUTE OF MEETING HELD ON 19 NOVEMBER 2024

The minute of the meeting held on 19th November 2024 was approved a correct and accurate record of the proceedings. Proposed by Ruth Hewitt and seconded by Julia Cheung-Buchanan.

APPROVED

4. MATTERS ARISING FROM MEETING OF 19 NOVEMBER 2024

Board Member asked for feedback from the survey that was carried out at 35 Tureen Street. Eleanor Derbyshire confirmed there hadn't been a great deal of feedback. Housing Investment Team had spoken with Glasgow City Council for an update on this and it was advised this week that Thenue would be able to cut the energy from the building, but no feedback had been received on the condition of the building. It was confirmed by Glasgow City Council that the building next door was still unsafe. Eleanor Derbyshire confirmed she would update the Board once she had received a further update on this.

APPROVED

5. CHIEF EXECUTIVE'S REPORT

Gary Naylor confirmed that the report focused on four topics for discussion:

Board Member IT Devices

A review would be carried out on board member's IT devices in April this year as the Surface Go devices were now over four years old. Gary Naylor explained that there were a few options for Board Members to choose from and asked Board members for feedback on what they would like in

terms of options. The new devices would be to improve user experience and easily accessible for documents. There was not much difference in cost for the devices, however the Surface Pro is slightly more expensive. Gary Naylor confirmed that the budget covered most options available. The following feedback was received from Board Members:

- Surface Go runs slow - Gary Naylor intimated this was potentially due to the age of the device.
- iPad only shows one person when on Teams.
- Surface Pro seems to run faster than the Surface Go.

Gary Naylor advised he would look into the options given the feedback he had received from the Board.

Office Damage Update – Storm Damage

On Friday 24th January 2025, Storm Eowyn had caused some damage to cladding and the roof of our office on London Road. This resulted in the office and Calton Heritage Learning Centre to be closed to staff and the public to keep everyone safe. Gary Naylor confirmed our contractors made the area safe and watertight to allow the office and Calton Heritage and Learning Centre to reopen whilst the insurance company oversee the repairs required. Sedgwick UK would be onsite to oversee the start of the repair process, Gary Naylor advised he would keep Board Members updated and confirm when repairs had been completed.

Mears Update

Gary Naylor confirmed he had received correspondence from Mears this week regarding potential uplift for the coming year 2025/26 and advised that Mears had asked for 12% uplift. A response would be drafted to Mears and Board will receive a further update on this in due course.

Membership

Following on from the Annual General Meeting on 26th September 2024, three members had not attended or given apologies for the last five meetings. Therefore, as per the rules the memberships end. Gary Naylor confirmed one member had passed away. The Board of Management was invited to cancel the four memberships.

Gary Naylor invited Board Members to ask questions and/or make comment. There were no questions or comments noted.

The Board of Management noted the contents of the report and approved the cancellation of the four memberships.

APPROVED

6. NEW BUSINESS PLAN

6.1 2025/30 Business Plan: Proposed content summary

Gary Naylor explained that following on from discussion in November, seven business objectives had been identified. The updated business objectives went to the Audit and Risk Committee on 28th January 2025, and these were approved. Executive Team met this week and are confident in completing the objectives within the timeframe. A final draft of the Business Plan would be shown to Board of Management on 11 March 2025.

Gary Naylor invited Board Members to ask questions and/or make comment. There were no questions or comments noted.

The Board of Management noted the contents of the report.

NOTED

6.2 2025/30 Budget Update

Barry Allan provided an update on the 2025/30 budget and explained that the Association's budget projections had been updated in line with the proposed rent increase of 7%. Barry Allan confirmed the budget figures were still to be finalised as we await updates from both Mears and EVH annual inflationary increases for 2025/26. The next inflation announcement would be expected on 13th February 2025. The current budget showed a 5% increase in both reactive and void repair costs and staff salaries. Staff salary figures also included a 2% increase on previous year due to the changes to the employer's national insurance rates.

The current budget also included the estimated one-off landscape investment in 2025-26 which was agreed by Board as part of the discussions supporting the proposed rent increase of 7%. The spend on routine maintenance is lower due to the halving of the bulk uplift costs for 2025/26. Additional environmental costs plus 5% inflation had been added to the budget. Figures for landscaping would be updated.

The Association had met business wide financial covenants with its main lender only, the Royal Bank of Scotland. The current refinancing exercise with Royal Bank of Scotland which was completed in December 2024 following the Board approval in November 2024 includes a change in interest cover covenant. This meant that the capitalised major repairs figures were no longer projected to be included in the interest cover covenant, providing flexibility for Thenue.

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

- Board members asked for clarification in relation to the budget assumptions for the development overhead, as previously our auditor had advised we shouldn't fully capitalise. Barry Allan explained he had a meeting with Eleanor Derbyshire before each quarter end to update the % of staff time spent on development projects and including staff annual leave and training in the calculation. Therefore, this would not be capitalised 100%.
- Board members asked if dispute with contractor was likely to be resolved. Eleanor Derbyshire confirmed this was expected to be resolved however dispute was still ongoing. The additional sum is not be expected to be required but at the moment, this was being kept in as a precaution.

The Board of Management noted the contents of the report.

NOTED

6.3 2025/30 Rent Increase Proposal

Michael Byrne confirmed that following on from the meeting on 19th November 2024, there had been two main approaches to consultation with tenants:

- Thenue's Winter Newsletter 2024 – the newsletter was sent to all tenants, offering several ways they could respond their views.
- The Chief Executive and Director of Community Housing Services facilitated a meeting with the Area Associations and Thenue's Scrutiny Panel on the 16th of January 2025 to consult with all parties on Thenue's proposal.

Limited online response was received. At the meeting, the Area Associations and Scrutiny Panel were given a presentation informing how we reached our proposal, our budget priorities for 2025/26 as well as cost pressures and high inflation implications. The following key points were raised during the meeting:

- Representatives asked what the staff salary increase was for 2025/26.
- There was a discussion around the National Insurance increase and impact on the proposal.
- There was discussion around the Estate Management Service and Grounds Maintenance/Landscaping contract renewal and how Thenue would expect that the one-off costs included in the 2025/26 rent proposal would not be in the potential rent increase proposal for 2026/27.
- There was a discussion around Thenue's Energy Advice, the service and which tenants' receive the financial benefits of this service.
- There was discussion about Thenue's Income Maximisation service and staffing of this service.
- There was a discussion around the future Repairs service and the additional staff resources to improve the service going forward.
- There was discussion around the removal of the bulk uplift service in 2024 and its impact on the Bridgeton and Dalmarnock area.

Michael Byrne intimated there had been no real strong objection to the proposal other than representatives did not want to pay more rent, but they understood the reasons for the increase.

A report was given to Board Members prior to the meeting which showed the rent increase proposals for other associations in the local area and areas where we have stock. Michael Byrne explained this was for information purposes only. It was proposed that the factoring management fee was increased in 2025/26 in line with the 7% rent increase.

Following on from feedback on the above, it was proposed to increase assured rents by 7%. The discussion in the consultation events was supported by the survey results and gave reassurance that a 7% increase was affordable and represented value for money for our tenants in the current climate.

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

- Board Members raised concern regarding the limited returns on rent increase proposal. Michael Byrne explained we tend to get more feedback after rent increase letters are issued to all tenants.
- Board Members asked why Thenue was not included in a recent Evening Times article regarding rent increases. Gary Naylor explained we had not been asked for a direct response on this occasion. We were included in last year's article regarding an 8 percent increase and our reply was clarification on where the costs would be going.
- Board Members explained that it may be a good idea to expand our options in terms of getting better response from tenants. Gary Naylor confirmed similar comments were also noted from the Area Associations.
- Board Members asked for clarification on overall budget for ground maintenance. Gary Naylor explained reduction in bulk uplift was included in the figure.

The Board of Management approved the proposed 7% rent increase, approved an 7% increase to all other charges including shared ownership, management fee, shop leases and

garage rents and approved an 7% increase on the factoring management fee/administration fee for owner occupiers.

APPROVED

7. PROCUREMENT POLICY

Eleanor Derbyshire provided an update on the review of the Procurement Policy and confirmed the Procurement Policy was a section in the Corporate Policy Handbook. The review included amendments noted as required in our recent Internal Audit of Procurement, and recommendations from our Continuous Improvement in Procurement Programme, carried out with Scotland Excel. Eleanor Derbyshire advised that it was proposed five sections of the Procurement Policy be amended.

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

- Board Members advised that the Public Contracts (Scotland) Regulations 2015 had been updated this year with quite a few changes made. Eleanor Derbyshire confirmed that she would look into this.

The Board of Management approved the updates to the Procurement Policy, as part of the Corporate Policy Handbook, subject to a check of Regulations.

APPROVED

8. LANDSCAPING AND ENVIRONMENTAL TENDER

8.1 Estates and Environmental

8.2 Landscaping

Eleanor Derbyshire explained our contract with ID Verde Ltd was coming to an end and the contract had gone out to tender. A consultation exercise with tenants and factored owners to discuss the option to carry out a grounds maintenance service options appraisal which would allow Thenue to understand how it compares to others in the sector.

Specialist consultant Thornton & Lowe carried out the options appraisal and following the report it was agreed we would retender and split the current contract into two lots, this being Lot 1 Landscaping Services and Lot 2 Estates and Environmental Services.

Reid Associates LLP were secured from Thenue's current Consultancy Framework to carry out the tender exercise and submit the subsequent tender report. Contract Administration duties would be delivered by Reid Associates for the duration of the new contract.

A notice was issued on the Public Contracts Scotland website on 5th December 2024 with a return date of the 16th January 2025. A total of four responses were received. Following the assessment, a quality score was awarded to each tender. Reid Associates applied the price element of the tenders and had issued a supplementary report. The combination of quality scoring and fee bid submissions resulted in the Most Economically Advantageous Tenders being submitted by Caledonian Maintenance Services Ltd and M Squared Ltd to deliver the 2 separate lots required over the initial 4-year contract period.

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

- Board members asked if having two different contracts would increase workload for the Organisation. Eleanor Derbyshire advised that having two separate contracts should be easier to manage and both contracts are within budget.
- Board Members asked if we had received good feedback regarding new contractors carrying out the service. Eleanor Derbyshire confirmed that we had received positive references for the two contractors. Gary Naylor intimated he was satisfied with the contractor in terms of providing a quality service.

The Board of Management approved the tenders from Caledonian Maintenance Services and M Squared Ltd.

APPROVED

9. FRENCH STREET DEVELOPMENT UPDATE

Eleanor Derbyshire overviewed the report and confirmed progression has been made with the project at French Street, Dalmarnock in partnership with CCG Homes. The site will have 119 flats for social rent to be owned by Thenue. A tender has been finalised for the project, and the tender grant application was expected to be assessed by Glasgow City Council within four weeks. Eleanor Derbyshire advised we had included a further four weeks for any negotiations around grant levels. The grant required would go to the Scottish Government for approval. Due to the high level of grant required, it was expected that this would be split over three financial years in our programme agreement with Glasgow City Council.

Eleanor Derbyshire invited Board Members to ask questions and/or make comment. There were no questions or comments noted.

The Board of Management approved the submission of the tender from CCG Ltd to Glasgow City Council.

APPROVED

10. SUSTAINABILITY STRATEGY UPDATE AND PROGRESS

Barry Allan explained that following on from Board approval of our Sustainability Strategy (2023-2028) in November 2023, a sustainability strategy had been developed. This sets out our strategic aims and the key milestones to help us become a business that reduces its impact, considers communities and people's wellbeing and builds resilience for today's and tomorrow's generations.

Thenue had been working with Carbon Change to update our carbon footprint based on data from 1 April 2023 to 31 March 2024. Barry Allan confirmed housing stock property emissions had reduced by 18%, which demonstrated that energy efficiency improvements and updated EPCs reflected the good work that Thenue was carrying out.

There would be a full review of the strategy in 2025, and our carbon footprint data would be updated for 1 April 2024 – 31 March 2025 and included in our first annual reporting to the Sustainability Reporting Standards by October 2025.

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

- Board Members agreed report was very interesting.
- Board Members asked if developments were performing as well as designed to and what affect this had on tenant's bills. Eleanor Derbyshire confirmed developments performing well and is cost efficient for tenants.

The Board of Management noted the contents of the report.

NOTED

11. SUBSIDIARY COMPANIES AND OTHER MINUTES

11.1 Thenue Communities 25 November 2024

11.2 Health and Safety Committee 02 December 2024

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

NOTED

12. ANY OTHER COMPETENT BUSINESS

There was no other competent business.

NOTED

13. RÉSUMÉ OF MEETING

There were no comments or observations noted.

NOTED

14. DATE OF NEXT MEETING TUESDAY 11 MARCH 2025

The next meeting will be held on Tuesday 11th March 2025 at 6:00pm

The meeting concluded at 18:35pm

NOTED

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



Pauline Casey
Chairperson

Date: 11th March 2025