

**Meeting of the Board of Management to be held at 6pm
on Tuesday 17 June 2025 in person at 423 London Road, Glasgow, G40 1AG
or at remote locations via Microsoft Teams**

AGENDA

	<u>Lead person</u>	<u>Decision or information</u>
1. Apologies for absence	Pauline Casey	For information
2. Declarations of interests	Pauline Casey	For information
3. Minute of the previous meeting held on 27 May 2025	Pauline Casey	For approval
4. Matters arising from the meeting of 27 May 2025	Pauline Casey	If required
5. Tenant Portal Demonstration	John Batey	For information
6. Chief Executive's Report	Alex McGuire	For information/ approval
7. Preparations for AGM 2025	Alex McGuire	For approval
8. Major Repairs Programme 2025/26	Eleanor Derbyshire	For information
9. Development Update Report	Eleanor Derbyshire	For information
10. Income Maximisation Policy Handbook	Michael Byrne	For approval
11. Subsidiary Companies and other minutes: 9.1 No meetings held in between Board meetings.	Pauline Casey	To note
12. Any other competent business	Pauline Casey	If required
13. Résumé of meeting	Pauline Casey	
14. Date of next meeting on 19 August 2025		To note

THENUE HOUSING ASSOCIATION LTD

**Minute of the Board of Management meeting held on 17 June 2025
at 6.00pm within 423 London Road, Glasgow, G40 1AG**

Present: Pauline Casey (Chairperson), Neve Beaton, Linda Chelton, Julia Cheung-Buchanan, Maureen Dowden, Ruth Hewitt and Robert Kelly

Attending: Alex McGuire, Barry Allan, Michael Byrne, Eleanor Derbyshire and Ray Macleod
John Batey, items 1 - 5

EXECUTIVE SESSION

The Board of Management agreed to an Executive Session prior to the Board meeting.

NOTED

1. APOLOGIES

Apologies were received from Bryan McMahon and Abdifatah Hayde.

NOTED

2. DECLARATIONS OF INTERESTS

There were no declarations of interests.

NOTED

3. MINUTE OF THE PREVIOUS MEETING HELD ON 27 MAY 2025

The minute of the previous meeting held on 27 May 2025 was approved as a correct and accurate record of the proceedings, with one correction to record that Maureen Dowden is a co-optee to the Board of Management and not an observer. Proposed by Linda Chelton and seconded by Ruth Hewitt.

APPROVED

4. MATTERS ARISING FROM THE PREVIOUS MEETING HELD ON 27 MAY 2025

There were no matters arising.

NOTED

5. TENANT PORTAL DEMONSTRATION

Alex McGuire intimated he was impressed with the new Homemaster system, looking forward to learning more and introduced John Batey, ICT Manager to demonstrate the integration of the new customer APP and portal to the Board of Management, prior to rolling out to customers.

John Batey outlined the background and explained the APP software had been acquired by Homemaster to give improved integration and access for customers to their account. John demonstrated how customers can:

- Update their personal details with some actions requiring verification and approval by staff eg household additions/reductions, email contact;
- Select their preferred method/s of contact eg email, text, phone, letter;
- Make rent payments by linking to the ALLPAY payment platform;
- Request rent statements;
- Log non-emergency repairs, however, emergencies require telephoning or visit to the office to ensure an immediate response and there is a separate repairs number for telephoning.
- Automatic surveys following repairs completion to check customer satisfaction.
- Documents/letters uploaded for customers to view and download.

John Batey invited Board members to ask questions and/or make comment. Following several questions and discussion the following was confirmed:

- There had been approximately 1,400 users with the previous APP and John is expecting this to significantly increase.
- Most customers have email addresses with mainly older people still reluctant, not interested or have no electronic devices.
- Staff will be trained to support customers who's skills are limited.
- New tenants are automatically set up when signing their tenancy agreement.
- Homemaster has an audit trail to capture changes.
- There will be a Communications plan to promote and encourage customers to use the APP and the July Newsletter to feature this update.
- The APP/portal is web based and can be used across multiple devices eg mobile, tablet, laptop, desktop.
- There is potential to develop and expand customer satisfaction surveys for other topics.
- Factored owners will be able to access their own accounts, however, can only report a repair for property communal and/or close areas.
- The Repairs strategy to be developed to make better use and integration of ICT when planning and procuring the next repairs contractor.

Alex McGuire advised the original timeline for the new APP/portal was September 2025 and expressed a well done to staff for achieving this ahead of schedule of which this was endorsed by Board members.

In relation to the update of Board member electronic devices, it was noted this will happen later in the year.

The Board of Management approved the implementation of the new customer APP/portal.

DECIDED

John Batey left the meeting at this point.

6. CHIEF EXECUTIVE'S REPORT

Alex McGuire expected Board members to have read the report and therefore gave an update on the matters in his report.

6.1 Scottish Housing Regulator (SHR) Lead Officer

A meeting has been arranged for 1 July 2025 with Linda McKenna and Kevin Gavigan who are Thenue's lead officers from SHR.

6.2 Enquiries Over Interim Chief Executive Appointment

Glasgow and West of Scotland Forum (GWSF) and Glasgow Evening Times enquiries had been responded to. Alex McGuire had now met with Thenue's union representatives and would continue to do so monthly. To date there had been no response or feedback to our reply from the Unite union official.

Alex McGuire indicated that all responses had confirmed that the Board had followed our Rules as approved by our members.

6.3 Process to Appoint Permanent Chief Executive

Alex McGuire suggested the appointment of the Chief Executive could take time to find the right person and expressed the importance to obtain the right outcome rather than simply be quick. Alex proposed to bring to the August Board meeting the job description and person specification including the expected skills and behaviours, and asked Board members to consider a recruitment sub-group for the process. Recruitment in the first instance would follow the normal advertising procedure and if unsuccessful only at that point a specialist agency may be used for targeting suitable candidates.

6.4 RTS Switch Off

Eleanor Derbyshire confirmed there are 37 electrically heated properties with only 3 currently having RTS switches. Eleanor reassured Board members that we are working directly with the 3 tenants to ensure either replacement smart meters are installed, or alternative temporary provisions are in place by the 30th of June 2025 for the switch off date.

6.5 Fire Safety Return

Alex McGuire indicated that post Grenfell fire safety relating to external cladding had focused on buildings over 18 meters in height. The Scottish Government (SG) was now looking at cladding on buildings exceeding 11m high and now includes our building containing the offices at 423 London Road. A Fire Risk Assessment is in place but that only covered a visual inspection of the cladding, albeit the original design, specification and building warrant drawings indicate non-combustible cladding and insulation so this should be minimal. We had considered taking the opportunity whilst the building repair is actioned to look behind the cladding however this is in the wrong area for the metal cladding to be examined. Through the return we may get funding from SG to complete a single building system assessment. A Board member commented that we should get the cladding and insulation assessed even if we don't get the funding. The Board of Management agreed this.

6.6 Training

Alex McGuire advised various Governing Body training events are available for any Board member to attend, via links to the various opportunities in his report.

6.7 Annual Staff Conference

Board members expressed concern that the costs and bookings for the proposed Conference could be viewed as extravagant considering the recent perceptions, enquiries following the departure of the Chief Executive and rent increase levels over the last two years. The Board of Management discussed and considered the options to reduce the costs and focus the event on business objectives. The Board of

Management requested future events like this are approved by them. It was noted this may require a change in delegated authority and the aim is to avoid potential complaints and bad press.

With regards to expenditure, Board members asked where the budget for the Staff Conference was held?

Barry Allan confirmed that the Annual Staff Conference was covered within the overall training budget.

Alex McGuire confirmed the hotel venue booking had been cancelled and the deposit refunded. After discussion it was agreed that we would proceed with the event including the external facilitators as they had been paid a non-refundable deposit covering more than half their fee. We would cancel the booked motivational speaker and Alex confirmed that the event be held inhouse in the CHLC. Local caterers would be used and Ruth Hewitt asked if possible we find a caterer with a charitable or social enterprise status.

6.8 Recommendations

The Board of Management:

- Noted the meeting arranged with the Scottish Housing Regulator on 1 July 2025.
- Noted the enquiries received and our responses.
- Agreed the process for the recruitment of the Chief Executive would be brought for approval at the meeting in August.
- Noted the arrangements for the RTS switch off.
- Noted the Fire Safety Return to the Scottish Government.
- Noted the training sessions available with SHARE and EVH.
- Approved the revisions for the Annual Staff Conference.

7. PREPARATIONS FOR AGM 2025

Alex McGuire explained the reasons for bringing the AGM forward to Tuesday 09 September 2025 and also having the Board meeting on the same evening, to immediately follow the AGM. Alex confirmed no new membership applications had been received.

As per the Rules one third of the Board of Management require to stand down at the Annual General Meeting and can be re-elected if eligible. This year two require to stand down with the longest serving Board member being Abdifatah Hayde and due to the 9 years service rule Pauline Casey. To ensure consistency and assist with succession planning Pauline Casey is willing to stand for re-election at the Annual General Meeting in line with the 9 years plus 1 year service approach. Abdifatah Hayde requires to confirm re-election.

Thenue has been invited to provide a representative for a forthcoming independent evaluation of the local Thistle Centre, drug consumption facility, and it is proposed at the Board meeting following AGM on 09 September 2025 that Derek Quinn with his local knowledge is considered for co-option to cover this issue. In the meantime, the Board agreed for Derek to commence representing Thenue on this matter until the co-option could be made.

The annual audited accounts will be scrutinised by the Audit and Risk Sub-Committee on 05 August 2025 prior to Board approval and recommendation to members at the AGM. As a Board member had recently resigned, who was also on the Audit and Risk Sub-Committee,

Board members were asked to agree one additional member until the September meeting. The Board of Management agreed that Linda Chelton join the Audit and Risk Sub-Committee meeting.

The Board of Management approved the revised Annual General Meeting date of 09 September 2025, the standing down of Abdifatah Hayde (re-election to be confirmed) and Pauline Casey who has confirmed willingness to be re-elected, and Linda Chelton to join the Audit and Risk Sub-Committee. The other arrangements and proposals were noted.

DECIDED

8. MAJOR REPAIRS PROGRAMME 2025/2026

Eleanor Derbyshire overviewed the report which was in line with budget and business planning. The Appendix detailed the proposed programme and anticipated costs of replacements and action eg windows, doors, bathrooms/showerrooms, kitchen/utility rooms, heating sources, walls, asbestos, voids, etc.

Eleanor Derbyshire invited Board members to ask questions and/or make comment. There were none noted.

The Board of Management noted the planned Major Repairs programme for 2025-2026.

NOTED

9. DEVELOPMENT UPDATE REPORT

Eleanor Derbyshire advised the report provided an update on progress and action for each development project. Eleanor highlighted:

- There had been settlement with Cruden for the delays and additional grant approved. Subject to a defect issue to be fixed the development is now complete.
- Anticipating the contractor to be onsite at French Street in July.
- Tureen Street planning is progressing with a potential site start at the end of 2025.
- Liaising with Clyde Gateway and Glasgow City Council for Compulsory Purchase Orders at Anson Street which has been complicated due to tracing multi owners and will take time to resolve.
- The same with Tobago Street and tracing land ownership.
- The pipeline programme will expand stock into towards Rutherglen with South Lanarkshire Council keen to work with Thenu and using modern methods of construction to reduce programme times and improve quality.

Eleanor Derbyshire invited Board members to ask questions and/or make comment/s. The following was noted:

- In relation to the two contractors who had gone bust, what due diligence checks are in place and how do we assess the risks?
Eleanor Derbyshire advised Protection Bonds are in place for each individual building contract and the SPS regulatory procurement framework process which has very specific criteria and risk assessment to be followed.
- Alex McGuire shared his positive experience of the new modern construction methods described for the South Lanarkshire project supporting better quality and with a shorter building timescale turning into additional rental streams.

The Board of Management noted the report on the current and future development projects.

NOTED

10. INCOME MAXIMISATION POLICY HANDBOOK

Michael Byrne reported the Income Maximisation Policy Handbook had been revised and refreshed to reflect regulation and rental changes. It is 3 years since the last review and Michael confirmed there were no material changes that required consultation with tenants and groups. The summary abbreviated the changes and the full Handbook with tracked changes followed for approval.

Michael Byrne invited Board members to ask questions and/or make comment/s. The following was noted:

- In relation to 7.1, second point – remove the wording “whichever is greater”. The change to reflect persistent underpayment and an arrears situation unlikely to improve.
- Clarification of the roles – Financial Inclusion Officer, assists customers with Universal Credit and welfare benefit issues. Income Maximisation Officer, receives, monitors and chase rental payments.

The Board of Management approved the Income Maximisation Policy Handbook subject to the change in section 7.1, second point.

DECIDED

11. SUBSIDIARY COMPANIES AND OTHER MINUTES

There were no subsidiary company or other meetings since the last meeting.

NOTED

12. ANY OTHER COMPETENT BUSINESS

There was no other competent business.

NOTED

13. RESUME OF MEETING

There was no feedback noted.

NOTED

14. DATE OF NEXT MEETING

The next meeting will be held on Tuesday 19 August 2025.

NOTED

The meeting concluded at 7.40pm

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

Pauline Casey
Chairperson



Date: 19 August 2025

