

**Meeting of the Board of Management to be held at 6pm
on Tuesday 19 August 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 17 June 2025	Pauline Casey	For approval
4. Matters arising from the meeting of 17 June 2025	Pauline Casey	If required
5. Chief Executive's Report	Alex McGuire	For information/ approval
6. Chief Executive's Recruitment	Alex McGuire	For approval
7. Preparations for AGM 2025 and Annual Review	Alex McGuire	For approval
8. Annual Audited Accounts for year ending 31 March 2025	Barry Allan	For approval and recommending to AGM
8.1 Annual Accounts		
8.2 Audit Summary Report		
8.3 Auditor's Letter of Representation		
8.4 Re-appointment of Auditor		
9. Repairs Strategy Presentation	Alex McGuire	For approval
10. Kitchen and Bathrooms Tender Report	Eleanor Derbyshire	For approval
11. Estate Management and Community Safety Policy Handbook	Michael Byrne	For approval
12. Performance Reports	Alex McGuire	For information
12.1 Management Account for period ending 30 June 2025		
12.2 Loan Portfolio		
12.3 Q1 Performance Report and Dashboard		
12.4 Internal Audit Recommendations Monitoring		
13. Subsidiary Companies and other minutes:	Pauline Casey	To note
13.1 Audit and Risk Sub-Committee 05 August 2025		

		<u>Lead person</u>	<u>Decision or information</u>
14.	Any other competent business	Pauline Casey	If required
15.	Résumé of meeting	Pauline Casey	
16.	Date of next meeting on 09 September 2025 after the Annual General Meeting		To note

THENUE HOUSING ASSOCIATION LTD**Minute of the Board of Management meeting held on Tuesday 19 August 2025
at 6.00pm within 423 London Road, Glasgow, G40 1AG**

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

Attending: Alex McGuire, Barry Allan, Michael Byrne, Eleanor Derbyshire and Ray Macleod
Steven Cunningham, Auditor, Alexander Sloans (Agenda Items 1 to 8.3)

1. APOLOGIES

Apologies were received from Abdifatah Hayde.

NOTED**2. DECLARATIONS OF INTERESTS**

There were no declarations of interests noted.

NOTED**3. MINUTE OF THE PREVIOUS MEETING HELD ON 17 JUNE 2025**

The minute of the previous meeting held on 17 June 2025 was approved a correct and accurate record of the proceedings. Proposed by Linda Chelton and seconded by Maureen Dowden.

APPROVED**4. MATTERS ARISING FROM THE PREVIOUS MEETING HELD ON 17 JUNE 2025**

There were no matters arising from the previous meeting held on 17 June 2025.

NOTED**5. CHIEF EXECUTIVE'S REPORT**

Alex McGuire overviewed the Chief Executive's report and highlighted:

- The meeting with the Scottish Housing Regulator, the closure of Notifiable Events and their positive feedback with no other concerns.
- Described the plans and arrangements to discuss and action succession planning, customer scrutiny and introduce the Pathways Programme for our Boards and Area Associations. Michael Byrne explained the reasons and decisions for the ending of the Resident Empowerment Scrutiny Team (REST) which will require revising how we approach customer scrutiny and changes to the our REST Remit.
- At the recent Audit and Risk Sub-Committee meeting and an outstanding recommendation to review our Risk Appetite, there had been agreement to have a training session on Risk prior to revising our Risk Appetite criteria with a suggestion to share costs with another Association requiring similar training.

- The office is now open to the public 5 days a week with footfall being monitored.
- To encourage take up of the new Customer Portal, a prize draw will be introduced to sign up.
- An external consultant has been recruited to assist with Repairs strategy and procurement of the new repairs contract.
- Funding has been received from Clyde Gateway for volunteering co-ordinator post.
- Glasgow Housing and Social Care Partnership have formally requested of all housing associations a target 67% of lets to be given to S5 Homelessness People. Following recent approval of our own Lettings Policy and target of 50%, we will do as much as we can. Michael Byrne confirmed we had surpassed with 55% to date with this being monitored and a 91% tenancy sustainment reported in the ARC. Michael confirmed the nominations process had improved and we had a good relationship with the S5 Team.
- There had been three new applications for membership for approval.
- The July customer newsletter had been issued digitally and also on this occasion printed to ensure coverage as it contained key and important information.
- There had been a few drug consumption room evaluation meetings which had been attended by Thenue representatives.
- Area Association Chairs had met with Alex McGuire and he had attended their AGMs. The meetings had been productive and to expect Board nomination forms for Thenue's AGM.
- There are various training sessions available for Board members to attend.
- The annual staff conference will be held in the CHLC with the agreed facilitator.

The Board of Management approved the three new membership applications, agreed to the approach to facilitate Risk Workshop/Appetite training and noted the remaining contents of the report.

DECIDED

6. CHIEF EXECUTIVE'S RECRUITMENT

Alex McGuire referred to the report, explained the process and reasoning for flexibility with the remuneration to attract a suitably qualified and experienced senior leader. Alex recommended the setting up of a sub-group of three board members to oversee and implement the recruitment. He suggested the timeline.

The Board of Management approved the recruitment of a permanent Chief Executive and a sub-group consisting of the Chairperson (Pauline Casey), Audit and Risk Sub-Committee Chair (Robert Kelly) and two others Linda Chelton and Maureen Dowden.

DECIDED

7. PREPARATIONS FOR AGM 2025 AND ANNUAL REVIEW

Alex McGuire confirmed an election was not expected with the closing date for nominations on Thursday 21 August 2025. As Bryan McMahon had resigned as from the AGM there was no need for Abdifatah Hayde to stand down. Pauline Casey requires to automatically stand down as at the end of her 9 years of service and willing to be re-elected to fill a business need to ensure continuity to conclude the recruitment of a permanent Chief Executive and related matters and consistency of tenant member representation until an agreed succession plan is developed and in place. Alex McGuire the AGM papers were due to be issued on Friday 22 August 2025.

The Board of Management approved the update on who will be standing down and willing to be re-elected, however, expressed concern of possible conflicts of interests for nominees.

DECIDED**8. ANNUAL AUDITED ACCOUNTS FOR YEAR ENDING 31 MARCH 2025****8.1 Annual Accounts**

Barry Allan intimated the Annual Audited Accounts for the year ending 31 March 2025 had been presented to the Audit and Risk Sub-Committee by Steven Cunningham, Auditor, Alexander Sloans for scrutiny, approval by the Board of Management and recommendation to the Members at the Annual General Meeting on 9 September 2025.

Steven Cunningham reported a good and clean audit with a turnover of £21.7m. The papers circulated included a summary of the accounts and highlighted pension adjustments. Steven confirmed healthy reserves and a strong cash position. He thanked the Finance Team for their input and assistance. The Accounts will be signed off using the Docu Sign system.

Robert Kelly, Chair of the Audit and Risk-Committee echoed the good results and there were no surprises.

The Board of Management approved the Annual Audited Accounts for the year ending 31 March 2025 and recommended to the Members at the Annual General Meeting on 09 September 2025.

RECOMMENDATION TO MEMBERS AT THE AGM**8.2 Audit Summary Report**

Barry Allan advised the Audit and Risk Sub-Committee reviewed the Audit Summary Report with some small adjustments to the control between technical and non-technical arrears and recommended approval to the Board of Management.

The Board of Management approved the Audit Summary Report.

DECIDED

8.3 Auditor's Letter of Representation

Barry Allan explained this is a standard audit document which had been reviewed by the Audit and Risk Sub-Committee and recommended for approval to the Board of Management.

The Board of Management approved the Auditor's Letter of Representation.

DECIDED

8.4 Re-appointment of Auditor

Barry Allan advised requirement every year to confirm re-appointment of the Auditors. The Audit and Risk Sub-Committee recommended the re-appointment of Alexander Sloan LLP for the year ending 2026 which is now Year 2 of the contract for approval by the Board of Management.

The Board of Management approved the re-appointment of Alexander Sloan LLP for the year ending 31 March 2026 and recommendation to Members at the Annual General Meeting on 09 September 2025.

RECOMMENDATION TO MEMBERS AT THE AGM

9. REPAIRS STRATEGY PRESENTATION

Alex McGuire presented the Repairs & Maintenance Contract Strategy proposal highlighting:

- Our strategic objectives
- Current arrangements on planned and responsive repairs and maintenance delivered through 25 different contracts, plus the Capital Investment Programme
- Initial and ongoing consultation timetable and feedback from staff, Area Associations, Board and Area Association Chairs
- Ongoing consult
- Service Design Principles covering fundamentals and desirable outcomes
- Service Design Delivery and initial thoughts subject to options appraisal
- Next Steps and timeline through design, options, procurement, contract award, start and implementation

The Board of Management approved the Repairs & Maintenance Contract Strategy proposals.

DECIDED

10. KITCHEN AND BATHROOM TENDER REPORT

Eleanor Derbyshire referred to the Kitchen and Bathroom Tender Report giving a brief overview and intimated CCG were the Most Economic Advantageous Tender (MEAT).

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

- There appears to be a current trend of tenders coming within budget.

The Board of Management approved the Kitchen and Bathroom 2025/2026 Tender with CCG Limited.

DECIDED

11. ESTATE MANAGEMENT AND COMMUNITY SAFETY POLICY HANDBOOK

Michael Byrne outlined the main change to include a timeframe and the remainder cosmetic (eg Job Titles). Michael advised the Area Associations will be updated with the changes.

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

- In relation to the timeframe for initial responses to ASB complaints, clarification was requested for 24 hour responses.
Michael Byrne there is the aim to immediately resolve and acknowledge.
Alex McGuire advised the statistics are collected and reported monthly.

The Board of Management approved the revised Estate Management and Community Safety Policy Handbook.

DECIDED

12. PERFORMANCE REPORTS

12.1 Management Accounts for period ending 30 June 2025

Barry Allan referred to the quarterly Management Accounts for the period ending 30 June 2025, a better than expected surplus and the timing of cyclical repairs expenditure through the year. Barry advised a mid-year review of the budget would take place in November.

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

- Regarding the high level former tenant arrears, how is performance being monitored and recuperating the arrears?
Michael Byrne intimated the high rent arrears mainly attributed to two evictions and there is improvement in performance.

The Board of Management noted the Management Accounts for the period ending 30 June 2025.

NOTED

12.2 Loan Portfolio

Barry Allan reported the Loan Portfolio was in a good position and anticipated a few more adjustments to the Finance Policy Handbook to reflect revised practice prior to presenting to the Board of Management.

Barry Allan invited Board members to ask questions and or make comment/s. There were none noted.

The Board of Management noted the Loan Portfolio.

NOTED

12.3 Q1 Performance Report and Dashboard

Alex McGuire explained the purpose and format of the new Performance Dashboard and monthly reporting by Managers of performance targets. Alex advised Tenant Sustainment required to be added.

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

- Board members welcomed the visual aspects of the Performance Dashboard.
- With reference to improving tenant repairs targets, how is information gathered from customers and is their follow up on comments as there tends to be a low response and usually by dissatisfied customers? Is telephone calling an option as responses increase?
Michael Byrne the introduction of a prize draw funded by Mears will assist improvement of responses and follow up with dissatisfied customers.

The Board of Management noted the Q1 Performance Report and Dashboard.

NOTED**12.4 Internal Audit Recommendations Monitoring**

Barry Allan explained the Audit and Risk Sub-Committee agreed an Internal Audit Recommendations Monitor would be maintained and included as a standing performance agenda item for all future meetings. Barry gave a brief overview of the contents of the report.

The Board of Management noted the recommendation and new performance report for adding to the Agenda.

NOTED**13. SUBSIDIARY COMPANIES AND OTHER MINUTES****13.1 Audit and Risk Sub-Committee 05 August 2025**

Pauline Casey advised the minute was for information only and any questions to be directed to the Lead Officer or Chair.

NOTED**14. ANY OTHER COMPETENT BUSINESS**

Alex McGuire advised there had been an invitation by GWSF on behalf of an Housing Association looking for interested parties to participate in a fact finding meeting to develop housing.

The Board of Management declined the invitation.

DECIDED

15. RESUME OF MEETING

There were comments or feedback.

NOTED

16. DATE OF NEXT MEETING

The next meeting will be held on Tuesday 09 September 2025 after the Annual General Meeting.

The meeting concluded at 7.40pm.

EXECUTIVE SESSION

An Executive Session was held after the meeting.

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

Pauline Casey
Chairperson



Date: 09 September 2025