THENUE HOUSING ASSOCIATION LTD

Minute of the Board of Management meeting
held on Tuesday 21 April 2026 at 6.00pm
at 423 London Road, Glasgow, G40 1AG and via Microsoft Teams

Present: Lindsay Forrest (Chairperson) (LF), Anne McIver (AMI), Ann McGuire (AMG), Sandra Nolan (SN), Janice Shields (JS), Anne Ramsey (AR), Tony Teasdale (TT), Gordon Anderson (GA), Nile Istephan (NI)

Attending: Brian Gannon (BG), Michael Byrne (MB), Helen Boath (HB), Gillian Logan (GL), John Watson (JW), Arlene Robertson (AR) and Nikita Watson (NW, Minute taker)

Consultants: Diana Litherland, Data Protection Officer for RGDP LLP (DL)

Observers: Zoe Purdie, Donna Henderson

Due to technical issues, the Board agrees that the presentation from Diana Litherland should be rescheduled. Diana leaves the meeting.

ACTION

LF welcomes Zoe Purdie to the meeting and confirms to the Board that this was Zoe's first Board of Management meeting as an observer. LF advised that Zoe Purdie was considering becoming a member of the Board of Management.

1. APOLOGIES

Apologies were received by Diane McCallum.

NOTED

2. DECLARATIONS OF INTERESTS

LF referred to agenda item 13 and advised that any Board members or staff involved in item 13 will have to declare an interest and leave the meeting. Chairperson confirmed that Staff members Helen Boath, Brian Gannon and Donna Henderson could stay during the discussion.

It was agreed that Managers who were at the meeting to present a report, could leave the meeting after their reports were presented to the Board.

NOTED

3. MINUTE OF MEETING HELD ON 10 MARCH 2026

The minute of the previous meeting held on 10th March 2026 was approved as a correct and accurate record of the proceedings. Proposed by AR and seconded by JS.

APPROVED

4. ACTION POINT REGISTER AND MATTERS ARISING FROM MEETING OF 10 MARCH 2026

LF explained that this agenda item was for information only.

NOTED

5. DATA PROTECTION OFFICER PRESENTATION

Due to the technical issues on Microsoft Teams, the Board agreed to reschedule this agenda item.

NOTED

6. STRATEGIC DEVELOPMENT FUNDING PLAN (SDFP)

GL gave a summary of the report, and intimated that the Strategic Development Funding Plan had been submitted to Glasgow City Council on 2nd April as part of a wider development and that the report was for noting only. GL confirmed that the report provided a summary of current projects and the completion date timeframe. A program review meeting with Glasgow City Council is scheduled for 12th May.

GL invited questions from the Board.

- TT asked if NRS had been given for this. GL confirmed this was for reference only.

The Board of Management noted the contents of the report.

NOTED

7. PROJECT PROPOSAL REPORT

GL confirmed that a Project Proposal Report Form would be submitted to Glasgow City Council along with a letter to Glasgow Building Preservation Trust confirming Thenue Housing Association's agreement to purchase the refurbished property at St James' Janitor House, subject to AHSP Grant funding.

GL highlighted that this was not in the Business Plan, as it is a new project. The project would deliver a refurbished two-bedroom, low-carbon social rented home at 88 Green Street. Glasgow Building Preservation Trust (GBPT) has confirmed that a significant proportion of Heritage grant funding had already been secured. GL explained that the property had been listed on Scotland's Buildings at Risk Register since 2010 and was in poor condition. GBPT planned to purchase the property from Glasgow City Council, undertake full refurbishment and then sell the completed unit to Thenue Housing Association. GL confirmed that this will be funded and that it aligns well with sustainability aims.

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

- AR asked if the project would be going ahead with the school behind it. GL confirmed yes.
- TT queried the Affordable Housing Supply Programme grant funding cost. GL explained that figures were initially discussed with [redacted] and confirmed plans to introduce heritage funding more.
- LF asked if work would be inspected on the project. GL confirmed a Clerk of Works would inspect the property and ensured that any grant conditions that come with the heritage grant are not passed on to the Association.

The Board of Management approved the Project Proposal Report.

APPROVED

8. GAS SERVICING AND BOILER REPLACEMENT REPORT

JW presented the report and confirmed that, following positive feedback from Thenue Housing Association staff, a 12-month extension with City Technical Services was proposed from November 2026, including the replacement of 200 boilers. Thereafter, the plan would be to tender before November 2027 and align the domestic and commercial boiler maintenance and servicing contracts.

JW confirmed that a [redacted]% increase was agreed on current servicing and maintenance costs and a [redacted]% reduction on current boiler installation costs over the extension period.

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

- JS asked if tenants were satisfied with contractors from City Technical Services. JW explained that gas servicing was at 100% with no issues.
- AMG agreed that extending the contract was a good idea as tenants got to know the contractors.

The Board of Management approved the Gas Servicing and Boiler Replacement Report.

APPROVED

9. HR REPORT

AR presented the HR report, highlighting a proposal to adopt the April 2026 EVH model terms and conditions in full to address a governance deviation whereby the CEO currently holds responsibility for dismissals. Board members discussed governance, process, support arrangements, conflicts of interest, and appeal rights in relation to dismissal decisions. AR also updated members on the Employment Rights Act 2025 and forthcoming changes to employment law, including unfair dismissal rights, probationary periods and sickness absence provisions. The Board noted the legislative changes and approved the adoption of the model EVH terms and conditions.

The Board of Management noted the changes being introduced by the Employment Rights Act 2025 and approved the adoption of the model EVH terms and conditions.

APPROVED

10. ARREARS WRITE-OFF

MB presented the report and confirmed that no write-offs were completed in quarter 4 of 2025/26, the report had been carried forward, and there would be a further write-off request to the Board of Management for quarter 1 of 2026/27.

MB summarised the table showing the debts by write-off criteria and by account type. MB explained that two accounts had been traced for criterion number six, but no contact had been received for six months. Criteria number 5 also had no trace. MB confirmed the Association remained under budget for the arrears write-offs.

MB invited Board members to ask questions and/or comment. The following had been noted:

- TT intimated that the write-offs seemed to be a relatively low amount and asked if this was mostly former tenants. MB confirmed the majority were former tenants and not high figures.

The Board Members approved the arrears write-off report.

APPROVED

11. 2026/27 LETTING TARGETS PROPOSAL REPORT

MB advised that the annual lettings targets outlined the outcome for 2025/26 and proposals for 2026/27. The main proposal was to agree on allocation quotas for the coming year. It was proposed that the homeless lets remain at 50%, transfers increased to 15%, and the waiting list be reduced to 20%.

MB confirmed that Glasgow City Council had written to all RSLs, proposing a target of 67% of lets for 2026/27. MB explained that Glasgow City Council had the same request for RSLs the previous year. As of 28th February 2026, the Association had achieved its agreed target of 50% of lets, net of transfers for Section 5 referrals. MB highlighted that the Association has a good working relationship with Glasgow Health and Social Care Partnership. It was proposed that the section 5 referral target remained at 50% for the year 2026/27.

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

- TT suggested more statistical information regarding numbers on the list, as well as needs that aren't getting met. TT intimated it would be a good idea to have a meeting with Glasgow City Council as to why the referral target would remain at 50%. MB confirmed he would be happy to meet with the Glasgow City Council and provide an update on this in his next report.

ACTION

- LF raised issues with development funding, and the number of properties that Thenue receives may also be an issue in increasing the referral target. MB confirmed that targets had always been achieved and the Association has a good working relationship with Glasgow City Council. BG intimated that Glasgow City Council may not make enough referrals to allow the Association to meet the targets. MB confirmed the sustainability of section 5 referrals was 99%.
- MB explained that the current number of people on the waiting list was 4000. AMI thought that this may be due to people looking to downsize, with the majority wanting to remain in the same area.

The Board of Management approved the lettings target for 2026/27.

APPROVED

12. INTERIM CEO REPORT

Damp and Mould Policy

BG confirmed that following a recent audit of the Association's Damp and Mould policy, it was recommended that the policy be updated to include that adjacent properties would also be checked for any damp and mould where there are reports of damp and mould due to structural issues.

Staff Recruitment

Following on from the recruitment for Director of Property Services, it was noted that Lisa Reynolds was successful in securing the position and was due to start on 8th June. Lisa Reynolds previously worked at Thenue Housing Association as Property Services Manager.

Board Recruitment

BG explained that for the next Audit and Risk Sub Committee, we would require one of the members to Chair the meeting. TT confirmed he would be happy to chair the next meeting.

SHR Engagement Plan

BG confirmed that the Scottish Housing Regulator had issued Thenue with a new engagement plan for 2026/27. This included a review of the governance and succession planning. BG intimated that the relationship with the Scottish Housing Regulator was positive and they were happy with the approach Thenue has taken on recent issues.

Bank of Scotland Signatories

Due to the recent staffing changes for the [redacted], the Finance Team is looking for two Board Members to be added as signatories to Thenue's bank accounts. Both the new [redacted] will be added on their start dates. Both [redacted] confirmed they were happy to be added as signatories.

BG invited Board Members to ask questions and/or comment. The following was noted:

- LF thanked Brian for his service during his time at Thenue. Board Members advised BG that it was appreciated that he stepped in to act as interim CEO and wished him all the best.
- BG thanked Board Members and staff for their support during his time at Thenue and intimated that progress had been made during his short time as interim CEO. BG highlighted he was happy with the appointment of the new CEO and wished everyone the best for the future.

The Board Members approved the contents of the report.

APPROVED

13. REPORT ON INVESTIGATION INTO COMPLAINTS ABOUT GOVERNANCE & RECRUITMENT - CONFIDENTIAL

Confidential Discussion

APPROVED

14. ANY OTHER COMPETENT BUSINESS

NOTED

Staff Conference
Board members were invited to attend the staff conference taking place in August. Members will be able to attend the morning session and the lunch.

15. DATE OF NEXT MEETING TUESDAY 19 MAY 2026

The next meeting will be held on Tuesday, 19th May 2026, at 6:00pm

NOTED

Lindsay Forrest
Chairperson

Date: 19th May 2026