

FINAL Albyn Housing Society Board Meeting | MINUTES

Date: Tuesday 25 June 2024
Time: 6:00pm
Location: Teams

Members Present

Lesley McInnes,
Chair

Lynne Holburn
Member

Ian Fosbrooke,
Member

Clea Warner,
Vice Chair

Fiona Mustarde,
Member

Scott MacLeod,
Member

Carl Patching
Member

Niall Owen,
Member

In Attendance

Maureen Knight,
Executive Dir. of Operations
(ExDO)

Graeme Hamilton,
Tenancy Sustainment Manager
(TSM)

Laura Morgan,
Corporate Governance Manager
(CGM) - minute

Andrew Martin,
Executive Dir. of Group Services
(ExDGS)

Chris Ellis,
Head of Performance & Projects
(HP&P)

Wil Blandford,
Finance Manager, Observer

Laurie MacLeod,
Head of Human Resources
(HHR)

Caroline Madden,
Head of Property Services
(HPS)

Kelly Adams,
RSM UK

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1. APOLOGIES & WELCOMES

- 1.1 Apologies had been received from Craig Russell, Angela Currie, Jackie Bugden, Craig Levy, and Kirsty Morrison.
- 1.2 It was noted that this would have been Angela Currie's final Board meeting before retirement. On behalf of the Board, the Chair noted its thanks to Angela for her contributions.
- 1.3 The Chair welcomed to the meeting: Graeme Hamilton, Tenancy Sustainment Manager; Chris Ellis, Head of Performance & Projects; and Caroline Madden, Head of Property Services; and Kelly Adams, RSM UK.
- 1.4 The Chair welcomed Wil Blandford, Finance Manager, to the meeting who joined as an observer.

2. CONFLICT OF INTEREST

- 2.1 With regard to agenda item 5.6 Novation of Assets, Board Members Carl Patching and Ian Fosbrooke noted that they were also Directors of Albyn Group subsidiary Boards.

3. STANDING ITEM

3.1 Board Remit

- 3.1.1 The meeting met the quorum as set out within the Board Remit.

4. PREVIOUS MEETING

4.1 Minute of Board Meeting: 21 May 2024

- 4.1.1 The minute of the last meeting was approved. This was proposed by Clea Warner and seconded by Carl Patching

4.2 Confidential Minute of Board Meeting: 21 May 2024

The confidential minute of the last meeting was approved. This was proposed by Clea Warner and seconded by Carl Patching.

4.3 Matters Arising

- 4.3.1 A written update on the action items had been provided and was reviewed. All actions were complete or in progress.

5. DECISION PAPERS

5.1 Group Financial Statements 2023/24

- 5.1.1 The ExDGS spoke to his paper and sought Board approval of the Annual Financial Statements 2023/24.
- 5.1.2 Kelly Adams, RSM UK, presented the Audit Findings Report to the Committee.
- 5.1.3 There was a discussion about the change to the calculation of materiality for Highland Residential (Inverness) Ltd (HRIL). RSM UK explained that previously the benchmark

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for calculating the materiality of HRIL had been expenditure, but that this had been changed to profit for the audit this year. The reason for this was that profit from HRIL was gift aided to the Society and therefore was a more appropriate benchmark to use. This was in line sector practice for subsidiaries.

- 5.1.4 It was noted that the Audit & Risk Management Committee had provided feedback to RSM UK on improvements that might be made to the format of the Audit Findings Report.
- 5.15 On behalf of the Board, the Chair thanked the Finance Team and RSM UK for a successful audit.
- 5.1.6 The Board approved the Group Annual Financial Statements 2023/24. This was proposed by Carl Patching and seconded by Lynne Holburn.

5.2 Q4 Management Accounts

- 5.2.1 The ExDGS presented the Q4 Management Accounts to Board for approval.
- 5.2.2 The Board did not have any queries.
- 5.2.3 The Board approved the Q4 Management Accounts. This was proposed by Fiona Mustarde and seconded by Niall Owen.

5.3 Annual Governance Review

- 5.3.1 The CGM spoke to her paper and sought Board approval of the recommendations made within it.
- 5.3.2 The Board did not have any queriers.
- 5.3.3 The Board approved the recommended governance improvements, and the succession and recruitment plan for Albyn Group Boards. This was proposed by Fiona Mustarde and seconded by Lynne Holburn.

5.4 Annual Assurance Approach

- 5.4.1 The CGM spoke to her paper and sought Board approval of the recommendations made within it.
- 5.4.2 The CGM accepted an **action** to email Board Members regarding their joining of the Annual Assurance Short Life Working Group.
- 5.4.3 The Board approved the recommended approach and timetable for annual assurance. This was proposed by Niall Owen and seconded by Clea Warner

**Laura
Morgan**

5.5 Highland Residential (Inverness) Ltd Performance & Risk Report

- 5.5.1 The ExDGS spoke to his paper and sought Board approval of the HRIL Performance & Risk Report.

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- 5.5.2 It was noted that improvements were needed with regard to void days and arrears, but that there had been strong resale and New Supply Shared Equity sales performance, with HRIL continuing to be profitable to the Society.
- 5.5.3 The Board enquired about the timeframe for implementing process improvements within HRIL. The ExDGS advised that many of these processes and procedures were already in place at the Society and so would be implemented fairly quickly.
- 5.5.4 It was noted that the Leadership Team and HRIL Board were confident in the direction of travel of HRIL and service improvements were already being realised.
- 5.5.5 The Board approved the HRIL Performance & Risk Report. This was proposed by Fiona Mustarde and seconded by Niall Owen.

5.6 Novation of Assets

- 5.6.1 The ExDGS spoke to his paper and sought Board approval of the recommendations within it.
- 5.6.2 It was noted that the Novation Agreement for the Transfer of Loan Agreement Obligations and Ownership of PV Panels had been reviewed by the Group subsidiary Boards.
- 5.6.3 The Board approved the Novation Agreement for the Transfer of Loan Agreement Obligations and Ownership of PV Panels. This was proposed by Nial Owen and seconded by Scott MacLeod.

6. POLICY & STRATEGY

6.1 Notifiable Events Procedure Review

- 6.1.1 The CGM presented the Notifiable Events Procedure to the Board for approval as part of its cyclical review.
- 6.1.2 The Board requested that the wording of 6.1 be clarified regarding interaction with the Regulation Manager, and also for a process flowchart to be included as an appendix to the policy.
- 6.1.3 Subject to the above changes, the Board approved the Notifiable Events Procedure. This was proposed by Carl Patching and seconded by Fiona Mustarde.

7. INFORMATION ITEMS

7.1 Customer Services Redesign

- 7.1.1 The HP&P delivered an update on the Customer Services Redesign to the Board for its information.

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- 7.1.2 The Board enquired about progress towards the customer portal being implemented and if this would have an associated app. The HP&P advised that the customer portal would be trialled with the tenant group in August 2024, and rolled out to all customers in October / November 2024. Following this, an app would be considered.
- 7.1.3 The Board enquired as to how much was being done to promote the tenancy sustainment work being carried out. The ExDO advised that resource to promote was currently limited, but that this would be a key task of the Head of Customer Services role which was currently being recruited to.
- 7.1.4 The Board welcomed the development of an evidence base which demonstrated the improvement and difference the Society made to customers.
- 7.1.5 The Board noted the update.

7.2 Reactive Repairs Procurement Update

- 7.2.1 The HPS delivered a presentation on reactive repairs procurement to the Board for its information.
- 7.2.2 The Board was advised that slide 3 of the presentation was commercially sensitive and should be treated as confidential.
- 7.2.3 The Board welcomed the completion of this piece of work and noted the benefit that it would bring to the Society and its customers. and tenants.
- 7.2.4 There was a discussion about the importance of appropriate administration of the community benefit payments to be made by contractors.
- 7.2.5 The Board noted the update.

8. **APPROVED MINUTES OF COMMITTEE MEETINGS FOR NOTING**

- 8.1 The Board noted the minute of the HRIL Board meeting which took place on the 07 March 2024..
- 8.2 The Board noted the minute of the Albyn Enterprises Ltd Board meeting which took place on 28 September 2023.

9. **AOCB**

9.1 Tenant Satisfaction Survey Presentation

- 9.1.1 The ExDO advised the Board that Research Resource would be delivering an online presentation of the tenant satisfaction survey results on 17 July at 2.00pm. The Board

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would be invited to attend, and the session would be recorded for those who could not make it.

10. CONFIDENTIAL ITEMS

Wil Blandford, Chris Ellis, Caroline Madden, and Graeme Hamilton left the meeting at this point.

10.1. Confidential Item

Maureen Knight and Andrew Martin left the meeting at this point.

10.2 Confidential Item

11. DATES OF FUTURE BOARD COMMITTEE MEETINGS

11.1 The dates of future meetings were noted.

The meeting ended.