

BOARD MINUTES

Date of Meeting - 25 August 2025

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Minute/information removed or edited due to information relating to personal/confidential items or being commercially sensitive.

Board Minutes

Name of Meeting	Board Meeting	Date of Meeting	25 August 2025
Venue of Meeting	Bill Dickie Suite	Time of Meeting	5.15pm

1. Welcome

In person

A McFarlane, K Gibb, R Brown, N McKay, A Newlands, A Glen, E Walker, S Dodson

Teams

S Watson, D Boyle, R Hughes

Apologies

None

In Attendance

C Garmory (Chief Executive), L Beresford (People Director), N Macholla (Finance and Corporate Services Director), F Smith (Customer Service Director), S Young (Property and Development Director), J Hands (Head of Assurance), L Hughes (Minute)

Attendees

Freya Lees – North Star Consultancy – Agenda Item 7.1

The Chair confirmed that the meeting was quorate.

Chair, A McFarlane welcomed Members and recognised Board Member Billy Quinn who passed away suddenly on 9th July. A McFarlane noted that Billy was also a member of our Customer Panel, and he brought a great experience and a customer perspective to our Board. Billy will be missed by colleagues, and we will continue to seek a customer member to join our Board.

He then reminded Members that if any points made during the meeting would indicate non assurance, then these should be raised. He also asked Members to alert him if they considered any points could result in a notifiable event.

Members were advised that any substantive questions raised on the portal should be addressed to the relevant Director at the appropriate time.

2. Declaration of Interest

- 2.1. The Chair advised Members that they could declare an interest at any point and reminded them if they wished to have a discussion without staff present then they could ask for staff to leave the room at any point in the meeting.

3. For Approval

3.1. Annual Accounts and Audit Findings Report - Confidential

3.1.1. Minute/information removed or edited due to information relating to personal/confidential items or being commercially sensitive.

3.1.2. With no further questions or comments Board;

- **Noted** the full report provided to Audit Committee to support their review of the statutory accounts and external audit at Appendix 1 of this report.
- **Noted** the contents of the audit findings report at Appendix 2 of this report.
- **Approved** statutory accounts for the year ending 31 March 2025 at Appendix 3 of this report.
- **Approved** audited covenant compliance certificate at Appendix 4 of this report.
- **Approved** letter of representation for the year ending 31 March 2025 at Appendix 5 of this report
- **Noted** the letter of comfort provided by C Garmory at Appendix 6 to support the Letter of Representation.

3.2. Asset Management Plan and Strategy - Non-Confidential

3.2.1. S Young introduced this report advising the purpose is for Board to understand the rationale for the strategy and how it will be delivered in line with our Corporate Strategy 2025-30.

3.2.2. He confirmed the strategy was closely aligned with the Corporate Strategy and will focus on ensuring our customers are living in homes that are fit for purpose, safe and in accordance with regulatory requirements. He confirmed that it was flexible and could adapt to government changes to legislation in regards energy efficiency targets and other legislative changes.

3.2.3. A Member asked for clarification on the EPC ratings graded C and below. S Young confirmed that the majority of these properties were in Douglas, with many of them out of management. He confirmed that there is a project in the Delivery Plan for 2025/26 to review all properties below EPC Band C and to develop an action plan to address these.

3.2.4. In response to a question regarding the reason for SHQS fails, S Young confirmed that the majority were as a result of energy performance and some were kitchen compliance, he confirmed that kitchen compliance fails will be addressed via the kitchen replacement programme.

3.2.5. S Young went on to further detail that stock condition surveys will be completed on a regular basis, and the plan of homes to survey will be kept flexible with a focus on all homes being surveyed over the next 3–5-year period. He also advised that the works planned for the regeneration of Douglas were not included as part of the Asset Management Strategy as this would be managed as a part of the corporate delivery plan.

3.2.6. A Member raised that they were unable to open the links on the Asset Management Strategy within Decision Time. S Young confirmed that a copy

of the Asset Management Strategy would be shared via email to Members to access the links. **(Action Log)**

3.2.7. With no further questions or comments Board:

- **Approved** the Asset Management Strategy for 2025 – 2030
- **Approved** the delivery plan for year 1 of the strategy

3.3. **Annual Procurement Report – Non-Confidential**

3.3.1. N Macholla introduced this report and provided a short overview of the annual Procurement Report for 2024/25. She noted that it has been prepared in accordance with the requirements of the Procurement Reform (Scotland) Act 2014 and the Association's Procurement Strategy. She confirmed that it outlines procurement activity over the reporting year, assesses performance against procurement objectives, and provides detail of our procurement activity in 2024/25 and planned procurement for 2025/26 and 2026/27.

3.3.2. In response to a question regarding the proposed tender amount for Communication and Marketing, she confirmed that this was in line with our current contract but also included for some potential works required for the website. She noted that these were all just estimated costs at this stage to give a sense of value to the market. She confirmed that all procurement activities will be carried out through the most appropriate procurement method and in order to deliver value for money.

3.3.3. In response to a question on whether we are using HACT to assess social value, N Macholla confirmed that we do not currently use the HACT tool, but we could consider this as part of our wider Strategy and the reference to determining social value. She noted that we always consider community benefits, and we have been working to incorporate the sustainable procurement framework within our procurement activities, in line with good practice.

3.3.4. With no further questions or comments Board;

- **Approved** the Annual Procurement Report to be shared with the Scottish Government and to be published on our website

3.4. **Rewards and Recognition– Confidential**

3.4.1. **Minute/information removed or edited due to information relating to personal/confidential items or being commercially sensitive.**

All CVHA Officers left the meeting to allow members to discuss the proposal without staff present.

3.5. **Innov8 Next Steps – Confidential**

3.5.1. **Minute/information removed or edited due to information relating to personal/confidential items or being commercially sensitive.**

3.6. Governance Report – Confidential

3.6.1. Minute/information removed or edited due to information relating to personal/confidential items or being commercially sensitive.

3.6.2. With no further questions or comments Board:

- **Approved** the Gifts and Hospitality Register in line with our Entitlements, Payments and Benefits Policy.
- **Note** Board Annual Declarations.
- **Noted** the date and details of our Annual General Meeting

4. For Oversight and Monitoring

4.1. Annual Assurance Statement Plan - Confidential

4.1.1. Minute/information removed or edited due to information relating to personal/confidential items or being commercially sensitive.

4.2. Health and Safety Compliance Report – Non-Confidential

4.2.1. N Macholla introduced this report advising Members that the report had been structured to provide clarity on our key areas of health and safety, notably: landlord, corporate and people.

4.2.2. In response to a question regarding damp and mould, S Young advised that there were currently 4 damp and mould cases open. He noted that total cases this year were around 1% of our stock profile which is in keeping with this time of year and our stock type. He stated he expected an increase during the winter periods in Q3 and Q4.

4.2.3. L Beresford replied to a concern regarding sickness levels, confirming long term sickness was higher than last year and that her team were supporting staff to return to work.

4.2.4. Board **noted** the contents of the report.

4.3. New Supply Report – Confidential

4.3.1. Minute/information removed or edited due to information relating to personal/confidential items or being commercially sensitive.

4.3.2. With no further questions or comments board **noted** the contents of this report.

4.4. Q1 Performance Report – Non-Confidential

4.4.1. N Macholla introduced this report providing Board with an update on the performance for the period April to June 2025 against the approved targets.

4.4.2. A Member asked if there was any benchmarking or good practice noted around tolerance levels. N Macholla noted that each Executive team consider the performance and tolerance for each indicator. It was highlighted that the tolerance is reviewed for each indicator with agreement from the team around

the acceptable level of tolerance in line with the target set. This for each indicator is different and based on a number of parameters which again are different for each.

4.4.3. F Smith agreed that moving forward reporting of the Customer Promise indicator would change from monthly to quarterly and the narrative would reflect this. **(Action Log)**

4.4.4. In response to a question on the void timescales, C Garmory confirmed that our target days for voids are 5, 8 and 13 days. She acknowledged that for voids that are returned that may require significant planned maintenance work, i.e., kitchens and bathrooms there may be a new target that needs to be considered to account for the void timescales required for these. This is being reviewed currently by our Repairs Manager.

4.4.5. In response to a query around the downturn in Right First-Time performance, S Young advised that the right first time metric has been impacted by the overhang of Storm Eowyn, with some fence repairs not being completed satisfactorily. He noted that this has been addressed directly with the contractor.

4.4.6. Members noted concern that the employee satisfaction score had dropped in June, whilst agreeing this, L Beresford reminded Members that a NPS score over 40 is classed as excellent. She advised that all survey results are shared with the Leadership Team and analysed at team meetings.

4.4.7. Board **noted** the contents of this report.

4.5. **Annual Secretary Report – Non-Confidential**

4.5.1. With no questions Board **acknowledged** the report and compliance with Rule 68.

4.6. **Pension Viability Report –Confidential**

4.6.1. **Minute/information removed or edited due to information relating to personal/confidential items or being commercially sensitive.**

4.6.2. Board **noted** the contents of this report.

5. **Minutes of Meetings and Action Log**

5.1. **Action Log**

5.1.1. C Garmory introduced the log and asked Members to confirm they were content with action point 3.4.2. She noted that she felt it was still appropriate to bring allocations to staff members to the Board but suggested that a change was made. This was approval by the Chair if the timing of the next Board meeting is likely to delay the allocation. She noted that where this arose then a report would be brought to Board at its next meeting to approve retrospectively the Chairs decision.

5.1.2. All Members confirmed that they were content with this process.

5.1.3. With no further comments the action log was **approved**.

5.2. **CVHA Minutes – 2 June 2025**

5.2.1. Board **approved** the minutes as a true record of the meeting of 2 June 2025.

6. **Group Parent Monitoring - Confidential**

6.1. Board **noted** the CVPS minutes from meeting on 12 June 2025.

All CVHA Officers left the meeting except for C Garmory and L Hughes (minute)

7. **Board Annual Appraisal Report – Confidential**

7.1. **Minute/information removed or edited due to information relating to personal/confidential items or being commercially sensitive.**

7.2. Board **considered** and **approved** the Annual Appraisal Report 2025 at Appendix 1 of this report. **Noted** the actions as outline above in point 7.4.

8. **AOCB**

8.1. None.

9. **Date of Next Meeting – 15 September 2025 which is also the Annual General Meeting**