

BOARD MINUTES

Date of Meeting - 2 February 2026

Please note that these minutes have been edited to remove any commercially sensitive or confidential discussions.

If you need this publication in larger print, audio form, Braille, or in another language, please contact our office and we will try to help you.



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	2 February 2026
Venue of Meeting	Bill Dickie Suite	Time of Meeting	5.15pm

1. Welcome

In person

A McFarlane, K Gibb, N McKay, A Glen, S Dodson

Apologies

Teams

S Watson, A Newlands, R Brown, R Hughes, E Walker

In Attendance

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

Attendees

Naomi Battison attended the meeting to observe as a potential Board Member

Customer Panel Members in attendance for part of Agenda Item 4.1: Janette Moran, Mary Gallagher and Morag Davies.

David Denholm (Director), Rachel Houghton (Associate & Lead Consultant) and David Locke (Associate & PAS 2035 Coordinator) from Mast Architects who will present Agenda Item 4.2

A McFarlane welcomed all to the meeting and confirmed that the meeting was quorate.

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

3. For Approval

3.1. Rent Increase – Confidential

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

3.1.2. A McFarlane thanked the Customer Panel Members for their continued support.

Customer Panel Members left the meeting.

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

3.1.4. With no further questions Members **approved** a rent and service charge increase for 2026/27 and agreed to written confirmation being provided to all tenants, giving 28 days' notice of the increase.

3.2. **Douglas Update - Confidential**

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

3.3. **Procurement Updates and Approvals – Non-Confidential**

3.3.1. N Macholla introduced this report advising the purpose of report is to provide the Board with assurance and awareness of three significant procurement exercises currently underway as noted in the report namely.

- Group wide insurance tender, and not just procurement of insurance broker.
- Electrical Installation Condition Report (EICR), LD2 compliance, PAT and rewire tender and associated works.
- Secure Door Entry Servicing and Maintenance Tender.

3.3.2. Board all agreed they would prefer to attend short meetings on Teams to approve each tender, and they felt assured that this would provide good governance and board oversight and provide effective risk management. They acknowledged that this process would ensure continued compliance with regulatory and statutory obligations, ensure a timely award and mobilisation of each contract.

3.3.3. Board noted the progress on the three key areas of procurement outlined in this report and requested that short Teams meetings are set up with full tender reports provided to all Board Members to support full oversight before approval to award all three contracts.

3.4. **Share Membership Approval – Non-confidential**

This section was moved to the end of meeting, to allow N Battison to leave the meeting, as her Share Membership was being considered for approval.

3.4.1. A McFarlane introduced this report, advising the purpose is to seek approval of 2 share membership applications and accept both as Members of Clyde Valley Housing Association.

3.4.2. A McFarlane advised Members that both members being approved this evening were potential new Board Members who if Board agreed would be out forward for election at the AGM in September. He agreed to suggestions by Members that both or either could be elected either as a casual vacancy or a Co-optee at our upcoming meetings. Board were advised that this paper was not approving the potential Board membership but the Share Membership and a separate paper would be brought to Board in respect of Board Membership.

3.4.3. A McFarlane agreed to explore this option with both nominees and if this were an option and reports would be presented for approval.

3.4.4. With no further questions Members **approved** the applications.

4. Oversight and Monitoring

4.1. New Supply Report - Confidential

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

4.1.2. With no further questions Members **noted** the contents of this report.

4.2. Customer Experience Annual Update – Non-confidential

4.2.1. F Smith introduced this report advising the purpose is to provide Board members with a comprehensive overview of Customer Experience across a range of measures and methods. This report pulls together all these elements below in order to give a full rounded picture of Customer Experience, allowing for Members to have view of our strengths and areas of improvement.

- Annual Customer Satisfaction Survey
- Customer Promises (measured through our transactional surveys)
- Institute of Customer Service's (ICS) Business Benchmarking Survey
- Customer Service Excellence
- Complaints

F Smith advised all that this was the fourth year of the report, and he concluded that customer satisfaction was trending in a positive direction, he also noted that all feedback received provided valuable customer insight that is shared with all staff.

4.2.2. A McFarlane acknowledged the upward trajectory and asked F Smith to thank the many people who have contributed to the improvement in results.

4.3. Operational Delivery Report - Non-confidential

4.3.1. N Macholla presented the report advising members that was a new report that combines the Delivery Plan and Health and Safety Compliance Report, she advised that a comprehensive update on the Delivery Plan has been provided, she reminded Members that 2026/27 Delivery Plan would be presented to Members for approval at March's meeting.

4.3.2. In response to a Members concerns regarding resourcing constraints, N Macholla confirmed that the Head of Assurance was continuing to support the Compliance Team due to resourcing challenges within the Property and Development Directorate. She noted that despite this, progress had been made across Q3 to recover time on areas such as the Assurance Framework and the Sustainability Roadmap which was presented to Board at the recent Board Strategy Day. She also noted that significant progress has been made across Compliance and therefore moving the focus for this role in the short term has been beneficial for Clyde Valley overall.

- 4.3.3. C Garmory informed Members that the Asset Manager had resigned after 3 weeks in the role. In response to a query from a member regarding difficulty recruiting she advised that recruitment for Property related posts is really challenging and that this is not unique to Clyde Valley but to the sector as a whole. However, she advised that the role was critical to the organisation and recruitment of this would be prioritised.
- 4.3.4. With regards to a Members query around readiness for the upcoming damp and mould changes, N Macholla advised that Housing H&S Safety Compliance UK had recently completed a Damp and Mould business assurance review which would be presented to Audit Committee for review and approval at its February 2026 meeting. She noted that if it was felt that further assurance was required, we could consider this following the Audit Committee meeting.
- 4.3.5. With no further questions Members **noted** the update on progress against the agreed 2025/26 Delivery Plan, including achievements to date, key milestones, revised timelines, and noted the assurance provided regarding the Groups health and safety requirements.

5. Minutes of Meetings and Action Log

5.1. Action Log

- 5.1.1. With no comments the action log was **approved**.

5.2. CVHA Minutes – 17 November 2025 and 28 November 2025

- 5.2.1. **Approved** the minutes as a true record of the meeting

6. Group Parent Monitoring – Confidential

- 6.1. Board **noted** Audit Committee Minutes – 24 November 2025
- 6.2. Board **noted** CVPS Minutes – 12 December 2025
 - 6.2.1. A McFarlane advised Members that Gordon Smith had resigned from CVPS Board.
- 6.3. Board **noted** Innov8 Minutes – 13 November 2025 and 9 January 2026

7. AOCB

7.1. Allocation Update (Report to Chair) – Confidential

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

8. Date of next meeting

Monday 16 March 2026

All staff left the meeting.

9. Check Out

The Chair reminded members that he and the Chair of Audit Committee would be conducting the CEO Appraisal shortly and asked for any feedback to inform their discussions to be forwarded as soon as possible.