

## **BOARD MINUTES**

### **Date of Meeting - 3 February 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	Bill Dickie Suite	Date of Meeting	3 February 2025
Venue of Meeting	Hybrid	Time of Meeting	5.15pm

### 1. Customer Panel Session

#### 2. Welcome

##### In person

A McFarlane, K Gibb, A Newlands, R Brown, R Hughes, A Glen, D Boyle

##### Teams

E Walker, S Watson

##### Apologies

N McKay, W Quinn

##### In Attendance

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

##### Observers

Customer Panel Members in attendance for part of Agenda Item 4.1: Margaret Parton, Mary Gallagher, Steven Edmont and Sharon Allerdice.

The Chair confirmed that the meeting was quorate.

A McFarlane (Chair) welcomed all to the meeting, introduced the Customer Panel and thanked them for joining for the Rent Approval agenda item 4.1.

The Chair 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.

### 3. Declaration of Interest

3.1. S Watson declared an interest on the EVH Terms and Condition ballot as she is an EVH Member.

3.2. 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.

## 4. For Approval

### 4.1. Rent Increase - Confidential

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

4.1.2. A McFarlane thanked the panel members for their support throughout the year and their invaluable feedback.

*Customer Panel Members left the meeting.*

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

4.1.4. With no further questions or comments, Members:

- **Approved** a rent and service charge increase for 2025/26 of 3% and agreed to written confirmation being provided to all tenants, giving 28 days' notice of the increase.
- **Approved** a move to a cycle of 12 calendar monthly periods from 1<sup>st</sup> April 2025 pending successful testing.

### 4.2. Douglas Selective Letting Report – Confidential

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

4.2.2. With no further questions or comments, Members:

- **Approved** the delegation of authority to the Customer Service Director and/or Chief Executive to make decisions on the selective letting of properties in Douglas, based on individual circumstances, including retrospective approval of the allocation of 96 Brownhill Avenue.

## 5. For Oversight and Monitoring

### 5.1. Delivery Plan Q3 - Confidential

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

5.1.2. Board **noted** the contents of this report and thanked C Garmory for the detailed summary.

### 5.2. New Supply Report – Confidential

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

5.2.2. With no further questions or comments Members **noted** the contents of this report.

### 5.3. Customer Experience Update – Non-confidential

- 5.3.1. F Smith introduced this annual update confirming the purpose of this report is to provide Board members with a comprehensive overview of Customer Experience across a range of measures and methods. Including:
- Annual Customer Satisfaction Survey
  - Transactional Surveys
  - Institute of Customer Service’s Business Benchmarking Survey
  - Customer Service Excellence
  - Complaints
- 5.3.2. He asked Members to recognise the overall upward trend of all customer service metrics, showing that all markers had seen a positive incremental change and noted that the success should be recognised across the business as all departments have had a direct input.
- 5.3.3. All present acknowledged and congratulated F Smith and the wider teams across CVHA on the positive results. A Member noted that it could be assumed that the incremental changes are building trust and confidence with CVHA customers.
- 5.3.4. A Member noted a concern at the complaints metric which was not demonstrating the same upward trend as other measures. F Smith responded noting that a Complaints Project had been undertaken across the last year to look at best practice and to see how other organisations are overseeing and managing complaints.
- 5.3.5. He advised that the Contact Centre Team Leader, triages all complaints and oversees the process, however all complaints in CVHA are managed and responded to by an appropriate staff member. He noted that improvement is still required given that complaints have an impact on overall customer satisfaction.
- 5.3.6. With no further comments, Members noted the report and asked for their thanks to be shared with the wider team.

## 6. Minutes of Meetings and Action Log

### 6.1. Action Log

6.1.1. C Garmory asked for permission to move two actions:

- Development Policy to be removed as this will be included in the Development Strategy Framework within the new Corporate Strategy.
- Deep dive of Customer Portal to be moved to the Audit Committee Action Log for moving forward.

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

### 6.2. CVHA Minutes – 18 November 2024

6.2.1. Members **approved** the minutes as a true record of the meeting of 18 November 2024.

**7. Group Parent Monitoring - Confidential**

7.1. Audit Committee – 21 November 2024 **Noted**

7.2. CVPS Board – 5 November 2024 - **Noted**

**8. AOCB**

**8.1. EVH Terms and Conditions**

8.1.1. No information has been provided by EVH to allow a discussion by Board. A McFarlane noted that an update would be provided to Members when this became available. He noted that this would align with a future meeting or be carried out by email if a decision is required before the next meeting. He noted that Members would be kept informed. (Action Log)

**8.2. CEO Appraisal**

8.2.1. The Chair outlined the process adopted in previous years and the Board agreed that the Annual Appraisal of the CEO would be undertaken by the Chair and the Chair of the Audit Committee.

**9. Date of Next Meeting – 17 March 2025**