



**Minutes of the Board meeting held on Wednesday 31<sup>st</sup> January 2024 in the Boardroom, Parkhead Housing Association, 40 Helenvale Street, G31 4TF**

**Present:** John Buchanan, , Sandra Cole, William Pearson, Susan McKeown, Izabela Trzcielinska, Fatih Vursavas, Kayla Roden, Jimmy Reilly, Sher McKenzie, Liz Kennedy, Jon Cowlan.

**In Attendance:** Aileen McGuire, Gillian McKenzie, Matthew Reid, Graeme Aitken, Andy Duffus, Karen Edgar, Myles Millar, Alan Kennedy (The Knowledge Partnership)

1. **WELCOME & APOLOGIES**

Apologies were received from Linda Pike, Adele Edwards, Isla Dundas,

2. **PRESENTATION – ALAN KENNEDY**

Alan Kennedy was welcomed to the meeting from the Chair and talked the Board through a detailed presentation relating to the outcome of the 2023 tenant and owner satisfaction surveys. The presentation covered a wide range of information including –

- Overall tenant satisfaction and the typical drivers that affect satisfaction.
- Satisfaction with repairs and potential areas to improve the Association's repair service#
- Value for money
- Quality of homes
- Management of the neighbourhood

The Board thanked Alan for his detailed presentation and extended their thanks to the staff team for a considerable upturn in scores across a number of indicators.

Alan Kennedy left the meeting at this point.

3. **MINUTES OF PREVIOUS MEETING**

The minutes were moved by John Buchanan and seconded by Jimmy Reilly.

3. **MATTERS ARISING**

There were no matters arising.

4 **DECLARATIONS OF INTEREST**

There were no declarations of interest

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There were no declarations of interest.

6. **EXTERNAL BODIES FEEDBACK**

John Buchanan provided the Board with an update relating to the RTO rent consultation meeting that took place on 10<sup>th</sup> January 2023 and a GWSF Board meeting that took place on 17<sup>th</sup> January 2024.

7. **ITEMS FOR APPROVAL**

**Revised Draft Budget** - The Finance Manager presented the Board with a revised set of figures relating to the budget for 2024/2025. It was noted that at the Board meeting on 20<sup>th</sup> December 2023 the draft budget was presented to the Board in full and following this discussion it was agreed to consult with the tenants on a rent increase of 5%.

Since the Board meeting in December the Board noted that there has been further analysis of all income and expenditure categories. As such minor changes were reflected in the budget covering areas such as close cleaning service charges, MMR leasing service charge and other areas such as cyber essentials plus accreditation.

The Board noted an increase in the budget deficit of £39,933, an increase of just over £7k from the budget presented in December. Some general discussion took place and the Board approved the final budget.

**Rent Consultation Report** – The Director of Operations presented the report and redacted comments following the rent consultation process. The Board noted a significant turnout with 344 returns and 67% of those voting yes to the 5% rent increase. The Board noted some of the individual comments, including some of the issues raised relating to a visit for a damp/mould check. The Director of Operations advised that a number of

follow ups and visits have already taken place and will continue to do so. Some further general discussion took place and the Board approved the rent increase in line with the budget discussions previously.

**Membership Report** – The Board approved one application for membership.

8. **AOCB**

**Step Up to Net Zero** – The Board were advised that PHA have acquired funding for a placement and Louie Holland started with the Association in January. Louie will be working towards a defined action plan including an 'Eco Week' event taking place in the Parkhead community.

The meeting closed at 19.25

Signed: