

**Meeting of the Board of Management to be held at 6pm
on Tuesday 16 April 2024 either in person at 423 London Road
or remotely via Microsoft Teams**

AGENDA

	Lead Person	Decision or information
1. Apologies	Pauline Casey	
2. Declaration of Interests	Pauline Casey	
3. Minute of previous meeting held on 12 March 2024	Pauline Casey	For approval
4. Matters arising from previous meeting of 12 March 2024	Pauline Casey	
5. Chief Executive's Report	Gary Naylor	For information
<ul style="list-style-type: none"> - Staff Salary Ballot Outcome - SHR Engagement Plan 2024/25 - End of Cost of Living (Tenant Protection) Act - Memberships - Dates of meetings 2024/25 		
6. Staff Code of Conduct	Barry Allan	For approval
7. Flexible Working Policy	Barry Allan	For approval
8. Staff Policy Handbook	Barry Allan	For approval
9. Lettings Targets 2024/25	Michael Byrne	For approval
10. Tenancy Management Policy Handbook	Michael Byrne	For approval
11. Estate Management & Community Safety Policy Handbook	Michael Byrne	For approval
12. Subsidiary Companies and Other Minutes:	Pauline Casey	For information
12.1 Health and Safety Committee 04 March 2024		
12.2 Thenue Communities Board – 3 rd April 2024		
13. Any other competent business	Pauline Casey	
14. Résumé of meeting	Pauline Casey	To Note
15. Date of next meeting Tuesday 28th May 2024		

THENUE HOUSING ASSOCIATION LTD

**Minute of the Board of Management meeting
held on Tuesday 26 April 2024 at 6.00pm
within 423 London Road, Glasgow, G40 1AG and
remotely on Microsoft Teams**

Attending: Pauline Casey (Chairperson), Maureen Dowden, Abdifatah Hayde, Ruth Hewitt, Robert Kelly, David Keltie-Armstrong, Bryan McMahon and Howard Mole

Present: Gary Naylor, Barry Allan, Michael Byrne, Eleanor Derbyshire and Ray Macleod

1. APOLOGIES

Apologies were received from Linda Chelton.

NOTED

2. DECLARATIONS OF INTERESTS

There were no declarations of interests.

NOTED

3. MINUTE OF THE PREVIOUS MEETING HELD ON 12 MARCH 2024

With reference to the previous meeting and discussion of the current ratio there had been no mention of the revolving credit facility (RCF) within the minute, Board members agreed for this to be recorded. Barry Allan advised that there is a RCF in place with sufficient funds available to draw down which would increase the cash balance to a level required to meet the current ratio target. As the failure to meet the target is seen as temporary, there has been no additional draw down of funds. The annual treasury management report will be presented to the Board in May and the future plans to resolve this matter will be included within that report.

The minute of the previous meeting was approved a correct and accurate record of the proceedings subject to amendment of the current ratio draw down being minuted. Proposed by Howard Mole and seconded by Maureen Dowden.

APPROVED

4. MATTERS ARISING FROM THE PREVIOUS MEETING HELD ON 12 MARCH 2024

There were no matters arising.

NOTED

5. CHIEF EXECUTIVE'S REPORT

Gary Naylor overviewed the report highlighting:

- The staff salaries being agreed by the Union and EVH Employers for a 6% increase as from 01 April 2024. This is inline with the approval of the Business Plan at the previous meeting.
- The Scottish Housing Regulator (SHR) had issued the annual Engagement Plan similar to the previous year focussing on our development plan. Our Business Plan will be submitted to the SHR as required by 30 April 2024. Any questions will require a meeting with the SHR.
- The Cost of Living (Tenant Protection) Act and its extension had been implemented post Covid to prevent evictions. The Act has come to a natural end allowing private and social landlords the ability to evict. Homelessness in the City of Glasgow will be closely monitored for impact.
- Disappointment and sadness that the Tureen Street Development is unable to progress at the moment due to the lack of funding for derelict and historic buildings. Funding alternatives are being investigated with the Scottish Government. Eleanor Derbyshire reported there had been further deterioration in the building over the last year and would be sad to demolish the external façade in the absence of funding.
- Six new membership applications had been received with residents interested in being involved in their local community.
- Proposed dates for 2024/2025 Board of Management meetings, clarified the date for the February and March should be 2025 and a date for the Business Planning meeting will be decided in due course.

Board members were invited to ask questions or make comments. There were none noted.

The Board of Management approved the six new membership applications and noted the contents of the report.

DECIDED

6. STAFF CODE OF CONDUCT

Barry Allan advised as part of the review of the Staff Policy Handbook the Code of Conduct for Staff had been revised by adopting the EVH/SFHA Model Policy document which is more comprehensive, split into 3 main parts and gives clarity if there are any breaches.

The previous code of conduct included a section on personal relationships at work and the EVH model policy on personal relationships has been included in the Staff Policy Handbook.

Board members were invited to ask questions and/or make comments. There were none noted.

The Board of Management approved the revised Staff Code of Conduct.

DECIDED

7. FLEXIBLE WORKING POLICY

Barry Allan intimated the Flexible Working Policy had been updated to reflect the legislative change from 6 April 2024 whereby an employee may request from day 1 and twice a year flexible working and significantly adjusted to give better clarity and understanding for staff and line managers.

Board members were invited to ask questions and/or make comments. There were none noted.

The Board of Management approved the revised Flexible Working Policy.

DECIDED**8. STAFF POLICY HANDBOOK**

Barry Allan reported the Staff Policy Handbook had been reviewed mainly to update the changes to job titles, processes and best practice as detailed in the summary report. Policies with significant change are reported separately eg Code of Conduct and Flexible Working, see above. The Attendance Management Policy updates are progressing with Managers and will be presented at a future meeting.

Board members were invited to ask questions and/or make comments. There were none noted.

The Board of Management approved the revised Staff Policy Handbook.

DECIDED**9. LETTINGS TARGETS 2024/25**

Michael Byrne referred to the report which is reviewed at least annually and highlighted table 3.1 detailing the current and proposed future targets. Michael advised S5 referrals had increased with Glasgow City Council sending a letter requesting an increase to 67%. On analysis of Thenue's out turn Michael proposed a letting target for Section 5s of a minimum of 45% of let's net of transfers for 2024/25 which would be closely monitored for the year ahead. He also indicated that the rate of refusals had reduced from approximately 19% to 12%.

Board members were invited to ask questions and/or make comments. The following was noted:

- Board members requested that Glasgow City Council are made clear that it is not our trend to commit to their full request, however, 45% is achievable and will be looked at if needed to change. Michael Byrne advised Glasgow City Council are not nominating enough S5 referrals for 67%.
- With reference to the number of refusals Michael Byrne confirmed only 9% refused which is better than previous years.

- Does Glasgow City Council give funding towards the administration costs for the time spent on S5 referrals refusals? Michael Byrne confirmed there is no funding, however, the process is better streamlined more efficient.
- What is the process for assessing a S5 referral, do we consider one or more people at a time? Michael Byrne explained we have a matching process and Glasgow City Council Housing First's process asks people the areas they would like to live. If an offer is refused there is another S5 referral available.
- How many S5 Referral tenancies have been sustained for 2023/24? Michael Byrne explained these are currently being analysed for the year end and will be reported next month in the Annual Return of the Charter. Last year was 95% and 93% for Q3 this year.

The Board of Management approved the Lettings Targets for 2024/25.

DECIDED

10. TENANCY MANAGEMENT POLICY HANDBOOK

Michael Byrne acknowledged the large volume within the policy handbooks was a lot to read.

The amendments in the Tenancy Management Policy Handbook were mainly cosmetic to reflect organisational changes eg job titles, etc. The Handbook will be circulated for tenant consultation on our website and through our Area Association groups for a period of one month. Subject to consultation Board approval was sought.

Board members were invited to ask questions and/or make comments. There were none noted.

The Board of Management approved the amendments to the Tenancy Management Policy Handbook subject to tenant consultation.

DECIDED

11. ESTATE MANAGEMENT & COMMUNITY SAFETY POLICY HANDBOOK

Michael Byrne referred to the lengthy summary of changes to the Estate Management & Community Safety Policy Handbook. The Handbook will be circulated for tenant consultation on our website and through our Area Association groups for a period of one month. Subject to consultation Board approval was sought.

Board members were invited to ask questions and/or make comments. There were none noted.

The Board of Management approved the amendments to the Tenancy Management Policy Handbook subject to tenant consultation.

DECIDED

Board members agreed the policy review method was an excellent piece of work and well laid out for reading.

NOTED

12. SUBSIDIARY COMPANIES AND OTHER MINUTES

12.1 Health and Safety Committee 04 March 2024

12.2 Thenue Communities Board 03 April 2024

Pauline Casey intimated the minutes were for information only and any questions to be directed to the relevant Chair or lead officer outwith the meeting.

NOTED

13. ANY OTHER COMPETENT BUSINESS

There was no other business to report.

NOTED

14. RESUME OF MEETING

There were no further comments made.

NOTED

15. DATE OF NEXT MEETING

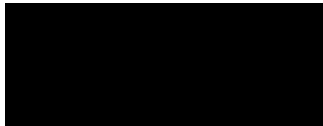
The next meeting will be held on Tuesday 28 May 2024.

Pauline and Bryan apologies in advance. Maureen will Chair the meeting.

NOTED

The meeting concluded at 18:33

I certify that the above meeting has been approved as a true and accurate record of the proceedings.



Pauline Casey
Chairperson

Date: 28 May 2024