

Readers may note that some information within these documents have been omitted / redacted.

Some information has been omitted / redacted as disclosure may prejudice the commercial interests of Irvine Housing Association trading as Riverside Scotland.

We recognise that the commercial sensitivity of information may decline over time and the harm arising from disclosure may be outweighed by the public interest in openness and transparency. We commit to review the redaction of any such information from time to time.

Some information has been redacted as it contains personal data which identifies an individual. Disclosure of this information would place Irvine Housing Association t/a Riverside Scotland in breach of the Data Protection Act 2018.

THE RIVERSIDE GROUP LIMITED
IRVINE HOUSING ASSOCIATION LIMITED

Two Hundred and Sixty-First Meeting of the Board held at 5.30 p.m. on
Tuesday 25 June 2024 at 44-46 Bank Street, Irvine and via MS Teams.

Minutes

Present:

Mr J. Strang (In the Chair), Mrs J. Deans-Regan, Mr S. Easton, Mr R. Hill (T)(From Item 3), Mr J. Miller, Mr P. Mason (T), Mr P. New (T) and Mr S. Stewart.

In attendance were: Mrs D. MacLean (Items 1-14), Ms H. Duff (Items 1-14), Mrs J. Humphries (T)(Items 1-12), Mrs M. Hutchinson (Items 1-14) and Ms P. Forrest (Items 1-14).

Apologies for Absence

Mrs M. Burgess, Mr G. Darroch, Mrs. J Galbraith, Mr P. Lynn and Mrs S. Petrie.

Declarations of Interests

Mr P. New declared an interest at Item 4, as sponsor to the report. Mrs D. MacLean declared a conflict of interest at Item 4, as an employee of Irvine Housing Association.

1. **Apologies for Absence**

Mrs M. Burgess, Mr G. Darroch, Mrs. J Galbraith, Mr P. Lynn and Mrs S. Petrie.

2. **Declarations of Interest**

No declarations of interest were received.

3. **Minutes of Previous Meeting – 260th Board Meeting held on 23 May 2024**

The minutes of the 260th Board Meeting held on 23 May 2024 were APPROVED as an accurate record.

4. **Chair's Remarks**

The Chair advised that further to recent Board recruitment discussions, two further individuals planned stand for election to join the Irvine Housing Association Board at the AGM to be held September 2024 and the related membership applications were due to be considered at item 8.

The Chair highlighted that Riverside Group CEO Paul Dolan would undergo surgery soon and was expected to have some time off work for his recovery and recuperation. The Board extended their best wishes and a speedy recovery.

Mr. R. Hill joined the meeting.

Members extended their congratulations to Ms H. Duff and her team for their recent achievements at the Housing Energy Efficiency Awards for their IWI Project which focused on retrofitting efficiency improvements and customer support.

The Chair stated that Mr S. Easton was expected to stand down from the Board at the September 2024 AGM. Due to other commitments, this would be Mr. Easton's last meeting of the Board, however, he offered his future support and advice on decarbonisation and energy efficiency. The Chair and members thanked Mr. Easton for his time served on the Board.

5. **Matters Arising from the Previous Minutes**

Members NOTED the Matters Arising and were satisfied with the closure of five actions.

6. **Verbal Update on the Audit & Risk Committee Meeting (24 June 2024)**

Mr. Hill provided the Board with a verbal update of the Audit and Risk Committee meeting held on Monday 24 June 2024. The following was highlighted:

- The Risk Register was reviewed. There had been no changes to the profile of risks. Ownership of risks had been updated to reflect organisational changes.

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- The Audit and Risk Committee received a further update on the income management improvement plan. Good progress had been made. Next years' plan, however, was expected to be adversely impacted by the OHG integration.
- The Audit and Risk Committee were not in a position to recommend to the Board the sign off of the Draft Financial Statements as two reconciliation issues had been identified relating to stock numbers and rents. It was expected that both issues would be resolved by the end of the week. The Auditors had confirmed that they didn't expect any further material issues to be identified. This item was discussed further under at item 7.

The Board NOTED the verbal update from the Audit and Risk Committee meeting held on 24 June 2024.

7. **Draft Financial Statements**

An update had been provided by Mr. R. Hill at Item 6. The Board thereafter DELEGATED AUTHORITY to the Audit and Risk Committee, and Mr. Strang, with support from Mrs. D. MacLean, to review and approve the Financial Statements for the year ended March 2024 for Irvine Housing Association.

8. **Membership Applications**

A recent recruitment exercise had successfully been completed. Some members of the Board were expected to finish their tenure within the next few months and planned replacement members were detailed within the report. The Board then considered Brett Sadler and Sophia Greene's membership applications.

The Board AUTHORISED the approval of Brett Sadler and Sophia Greene's Membership Applications and AUTHORISED the Managing Director/Secretary to enter Brett Sadler and Sophia Greene's details in the Membership Register and issue them with a share certificate and a copy of the Rules of Association. It was expected that the two applicants will be nominated for Board Membership at the September 2024 AGM.

9. **Succession Planning – AGM Board Elections**

Members were presented with a paper that highlighted the requirements, in accordance with our Rules, with regard to the Election of Board Members at our Annual General Meeting (AGM) in September this year.

The Board NOTED that three Board Members were required to stand down at the AGM as a third of the Board (in the absence of voluntary stand downs).

The Board NOTED that Robin Hill, Steven Easton and Scott Stewart had indicated their plans to retire from the Board at the AGM.

The Board NOTED that Paul Mason, who was currently filling a casual vacancy on the Board, will be required to stand down from the Board at the AGM.

The Board NOTED that as co-optees, Joanne Deans-Regan and John Miller were also required to stand down from the Board at the AGM.

10. **People Plan**

Members were presented with a report that outlined the actions to be taken in response to the Employee Engagement Survey which took place in December 2023. The plan had evolved through team meetings, feedback and input from Group's People Partner and would continue to be developed over the next two years.

Mr. P. New congratulated the team on the excellent results achieved, a good plan and the progress made so far. A new survey provider for annual employee engagement was currently going through the procurement process and was expected before the end of this year.

The Board NOTED the Riverside Scotland People Plan.

11. **Operational Performance Report**

The Board was presented with the Operational Performance Report which provided the Associations operational performance position as at the end of P2 2024/25 (29 April 2024 – 26 May 2024). Members had reviewed the report and were happy with the format.

Overall, performance was good, with the following points highlighted:

- P2 showed very low turnover at 0.7% which represented 18 tenancy ends, however the organisation had 17 voids so far in P3 (7 of these were tenant deaths which were unavoidable) therefore P3 could see quite an increase in our turnover figure. This was in line with last year's figure which was 1.72% at the end of Q1. The Tenant Partners continued to carry out their annual tenancy visits to try and intervene as early as possible if a tenancy was at risk.
- Arrears performance at P2 was 4.43% against end of year target of 5.03%. Income Collection and Tenant Partner teams continued to work together to manage arrears cases supported by the Affordability Officer.
- Average void re-let days were 42 days. Tenant Partners were completing pre end of tenancy visits to establish property condition, process reactive repairs during the notice period and identify any rechargeable repairs that tenants should fix before they leave. The Asset and Housing Teams met every week to monitor the progress of every void property, and weekly discussions also took place with the contractor. The team continued to experience meter issues which could delay works from starting and there continued to be more challenging void properties in the Dumfries area. The team were exploring the option of a scheme where tenants who leave their

properties clean and tidy were offered a cash incentive, which had been successful for other organisations.

The Board NOTED the Operational Performance Report.

12. **Financial Performance Report**

Members thanked Mrs. Hutchinson for The Financial Performance Report which included graphs which helped with reporting. Mrs. Hutchinson stated that when there was no meeting within the month, the report was available to members on Convene.

[REDACTED] the organisation remained well within the loan facilities and all loan covenants were compliant.

The Board NOTED the Finance Performance Report.

13. **Managing Director's Report**

The Managing Director's report provided an overview of current issues and activity across the business. Mrs. MacLean reported on the recent positive meeting with the new CEO of the Riverside Group Paul Dolan. Staff were impressed with Mr. Dolan's passion, commitment and understanding of the housing sector. Staff feedback was very positive.

The new organisation structure and new members of staff were embedded, and improvements were being realised.

Mrs. MacLean discussed a recent meeting with the People Services Team regarding the Riverside Deal. This was viewed as a good deal and this would be communicated to the team and members shared support of the Riverside Deal for Irvine HA employees.

The Board NOTED the Managing Directors report.

14. **Minutes / Updates**

The Board NOTED the minutes of the Customer Experience Committee meeting held on 25 April 2024 and the May 2024 Group Board Highlights.

15. **Any Other Business**

All staff members left the meeting. The Chair facilitated a confidential discussion with Board members only.

[Redacted]

[Redacted]

16. **Date of Next Meetings**

262nd Board Meeting – 5.30 p.m. on Wednesday 21 August 2024 at 44-46 Bank Street, Irvine and via MS Teams.

D MacLean
Secretary
28 May 2024
DMcL/jh

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Date: