ABERTAY HOUSING ASSOCIATION LIMITED
Minutes of the Board Meeting
Wednesday 08 July 2026 17:00

Present: Ron Neave (Chair), Kath Mands (Vice-Chair), Alan Fraser, Graeme Watson and Michelle Murray. Callum Main, Ian Byers and Kevin Braidwood attended via VC.

In Attendance: Barry Moore (CE), Marjorie Sloan (CSD and Secretary) and Clare Talbot (CSO).

26/07/01 Apologies: Jennifer McAughtrie.
In accordance with Rule 44.3 of the Association's Rules Darren Keddie was granted special leave of absence.

The Chair welcomed everyone to the meeting.

26/07/02 Declarations of Conflicting Interests
No Member declared a conflicting interest.

26/07/03 Minute of Board Meeting 27 May 2026 and Tracker

The Chair reviewed the minutes of the meeting held on 27 May 2026 and invited comments. No amendments were noted.

Approved. Proposed by Kath Mands, **Seconded** by Graeme Watson.

The CE provided a detailed update on the tracker, noting that good progress has been made since the previous meeting. The CE advised that all outstanding items currently on the tracker are expected to be actioned prior to the August 2026 Board Meeting, subject to work commitments, which will be discussed under Any Other Business.

26/07/04 Matters Arising
There were no matters arising.

26/07/05 Chair's Actions / Decisions between meetings

The CE presented the report and advised that two Chair's Actions had been taken since the Board meeting held on 27 May 2026.

The CE outlined the details of the two Chair's Actions. The first related to the approval of the purchase of land for the Clepington Road development. The second related to the Chair signing the Building Contract with Campion Homes in respect of the Clepington Road development.

The CE confirmed that neither Chair's Action required ratification, as both had previously been approved by the Board.

The Board **noted** the Chair's Actions as detailed in the report and the record of the actions taken.

26/07/06 Confidential HR Annual Report

The CE presented the report and provided a comprehensive overview.

With regard to the number of staff leaving the Association and the number of staff joining, the CE advised that, following a review of certain individual positions the responsibilities associated with those positions had been redistributed and accommodated within the existing staffing structure.

The CE further advised that the Association's Organisational Structure would be reviewed in full at the next Board Away Day.

The Board **noted** the Human Resources Annual Report 2025/26.

26/07/07 SHR Communication and Correspondence

The CE presented the report, highlighting the communications received during the quarter.

The CE also updated the Board on the Notifiable Event submitted to the SHR in respect of the fire at 30 Finavon Street and confirmed that periodic updates would be provided to the SHR.

Board **noted** the content of the communication and correspondence with the Scottish Housing Regulator.

26/07/08 Risk Management Tables: Quarter 4

The CE presented the report and advised that all updates to the Risk Management Tables had been highlighted in blue.

The CE noted that the Risk Management Tables support the accuracy and robustness of the Association's Annual Assurance Statement. Each Risk Management Table was reviewed in detail, with the CE providing an update on the key risks and any changes since the previous reporting period.

The CSD provided an update in relation to the Finance section of the report, advising that the bank had previously suggested they may want to increase margins on previously agreed loan facilities. However, since this was not mentioned in the recent loan tender and indeed some of the margins suggested were lower, this did not present a significant risk to the Association at the present time.

Board **approved** the 10 Serious and Significant Risks.

26/07/09 Tenancy Sustainment Annual Report

The CE presented the report, highlighting the important role of the Tenancy Sustainment Officer in supporting tenants to sustain their tenancies. The CE emphasised that early intervention and support are provided from the commencement of each tenancy, contributing significantly to positive tenancy outcomes.

The CE provided a comprehensive overview of the Tenancy Sustainment Officer's work during 2025/26, drawing Members' attention to Appendix 1, which detailed the wide range of activities undertaken in conjunction with the Income Team. The CE also highlighted the support provided to tenants and the external funding secured for their benefit.

A Member suggested that it would be beneficial to record the number of referrals made to external agencies as part of future reporting. The CE welcomed the suggestion and confirmed that this information would be included in future Annual Reports.

Board **noted** the Tenancy Sustainment Annual Report.

26/07/10 Tenant Involvement and Empowerment Annual Report

This report will be presented at the Board Meeting on 26 August 2026.

26/07/11 Tenant Allowances Report: Quarter 4

The CE presented the report highlighting that there had been one tenant allowance approved in Quarter 4. The CE provided an overview of the case.

Board **noted** the Tenant Allowances Report: Quarter 4 2025/26

26/07/12 Procurement Quarterly Report: Quarter 4

The CSD presented the report, advising that one contract with a value exceeding £50,000 had been awarded during the reporting period.

The CE provided Members with a detailed overview of the contract.

Board **noted** the Procurement Quarterly Report: Quarter 4 2025/26

26/07/13 Procurement Strategy Annual Report

The CSD presented the report, advising that the Annual Procurement Report had been prepared in accordance with Section 18 of the Procurement Reform (Scotland) Act 2014.

The CSD provided an overview of the regulated procurements undertaken during 2025/26 and the proposed procurement activity for 2026/27. Members were advised of the key updates since the previous reporting period, including the planned renewal of the Association's IT procurement arrangements. The CSD confirmed that preparatory work for this procurement would commence towards the end of the financial year.

The CSD confirmed that the Annual Procurement Report would be published on the Association's website in accordance with legislative requirements.

The CSD drew Members' attention to the Procurement Strategy statement contained within Appendix 2 and provided further context on the proposed procurement programme for 2026/27 and 2027/28. It was emphasised that the programme remained indicative and that any procurement activity would be subject to the Board's approval in accordance with the Association's governance arrangements.

Board **approved** the Procurement Strategy Annual Report.

26/07/14 Complaints Annual Report

The CSD presented the report explaining that as a Registered Social Landlord, the Association was required to comply with the Scottish Public Services Ombudsman Model Complaints Handling Procedure and as such were to produce an Annual Report on complaints. The CSD highlighted that the annual complaints report would be published on the Association’s website.

A Member enquired as to whether the Association was receiving a lot of complaints aided by AI. The CE responded advising, this will be covered under Any Other Business, as this was the case with some complaints.

Board **noted** the Complaints Annual Report for 2025/26.

26/07/15 GDPR and FOI Annual Report

The CSD presented the report and provided details of four GDPR data breaches or potential breaches during the year. None of these were significant enough to require reporting to the ICO.

With regard to the Subject Access Requests and Freedom of Information Requests, the CSD confirmed that have been dealt with appropriately by the Association throughout the year.

Board **noted** the GDPR and Freedom of Information Annual Report.

26/07/16 Gifts and Hospitality Annual Report

The CE presented the report, advising that the Board receives an Annual Report each May detailing the value of gifts and hospitality both offered and received during the year.

The CE provided an overview of the information recorded and confirmed that all relevant declarations had been appropriately entered into the Register of Gifts and Hospitality in accordance with the Association's policy.

Board **noted** the Gifts and Hospitality Annual Report.

26/07/17 Entitlements, Payments and Benefits Report

The CE presented the report and confirmed that all names and relevant information had been noted on the Register.

Board **noted** the Entitlements, Payments and Benefits Report.

26/07/18 Owners Satisfaction Survey

The CSD presented the report, advising that the Scottish Housing Regulator requires social landlords to survey owners at least every three years to measure performance against the Scottish Social Housing Charter. The CSD confirmed that the previous survey had been undertaken in 2022.

The CSD reported that the overall survey response rate was 5.8% (110 responses), a reduction from the 2022 response rate of 6.8% (149 responses). The CSD provided Members with further detail on the responses received from factored and non-factored owners, together with an overview of the survey statistics and feedback received.

The CE advised that an Owners Satisfaction Group would be established during 2026/27, following agreement at the Board Away Day held in March 2026.

The Board **noted** the results of the Owners Satisfaction Survey 2026.

26/07/19 The Association's Rules

The CSD presented the report, advising that a revised version of the Association's Rules had been prepared. The proposed amendments to the current Rules were set out in Appendix 1, with a clean version of the revised Rules provided in Appendix 2.

The CSD highlighted that the proposed Rule changes require approval by Members at a Special General Meeting, which will be held on 16 September 2026, immediately prior to the AGM.

The CSD advised that, following Member approval, the Association will be required to apply to the Financial Conduct Authority to formally register the amended Rules.

Board **noted** the draft Rules for submission to a Special General Meeting in September 2026.

26/07/20 CGPR: Entitlements, Payments and Benefits Policy

The CSD presented the report, stating that the Entitlements, Payments and Benefits Policy was last approved in 2021 and is now due for review. The policy has been reviewed and updated, to ensure continued compliance with best practice and Regulatory Standards.

Board **approved** the adoption of the revised Entitlements, Payments and Benefits Policy.

26/07/21 CGPR: Whistleblowing Policy
The CSD presented the report, advising that the Whistleblowing Policy was last approved in May 2023 and is based on the EVH Model Policy. The CSD confirmed that the policy had been reviewed and updated to reflect changes to regulatory requirements and terminology. The CE confirmed that the reviewed policy will be circulated to all staff following the meeting.

Board **approved** the Whistleblowing Policy.

26/07/22 Share Membership Register
The CSD presented the report stating that the Share Membership for Michelle Murray was approved at the Board Meeting on 27 May 2026 prior to her appointment to the casual vacancy on the Board.

No Members have been recommended for removal and there have been no applications to become a share member since the last report.

Board **approved** the changes to the Share Membership Register as set out at s2.3 and 2.4

26/07/23 Board Training Report
The CSD presented the report and advised that any Members wishing to attend the Governance Conference on 15 September 2026 should notify the CSO as soon as possible to secure bookings and take advantage of any available early bird rates.

Board **noted** the Board Training update.

26/07/24 AOB
Board Appraisals
The CE advised that he had been liaising with Linda Ewart regarding the Annual Board Member Appraisals. The CSO would circulate the proposed dates in the coming days, the CE requested that Members confirm their availability to enable the appraisal programme to be scheduled.

SGM and AGM Dates
The CE confirmed that the Special General Meeting and Annual General Meeting would take place on Wednesday, 16 September 2026. The CSO will circulate the Schedule of Board and Committee Meeting dates for 2026/27.

Complaints / Freedom of Information / Subject Access Requests
The CE raised concerns regarding the increasing use of artificial intelligence (AI) in complaints submitted by tenants and residents, noting that complaints are becoming more extensive and complex, with tenants often expecting responses within increasingly demanding timescales. The CE advised that this trend is having a significant impact on the workload of both the CE and the CSD and provided examples to illustrate the challenges being experienced.

The CE invited Members to comment on whether they were encountering similar issues. Some Members confirmed they had experienced a similar increase in the volume and complexity of complaints using AI and the associated resource implications. One Member suggested that in light of the time being consumed, consideration should be given to making more use of the ability to charge for the provision of some information.

Board **noted** the discussions.

Meeting closed at 18.17hrs.