hebridean housing partnership

ITEM NO 3.1

HEBRIDEAN HOUSING PARTNERSHIP

Board

Minutes of Meeting held via Microsoft Teams on Tuesday 20 May 2025 at 5.30pm

PRELIMINARY ITEM	
ATTENDANCE & APOLOGIES	
1	**Attendance & Apologies** **Attendees via MS Teams** Alison Maccorquodale Calum Mackay Fiona Macleod Helen Mackenzie Colin Gilmour Valerie Russell Gary Lamont **Apologies Received** Duncan Macinnes Gordon Macleod Iain M Macleod **Apologies Not Received** Norman Macdonald **Staff & Consultants in Attendance** Dena Macleod (Chief Executive) Donald Macleod (Director of Finance & Corporate Services) John Maciver (Director of Operations) Angus E MacNeil (Assets & Contracts Manager) Iona France (Governance Officer) Peter O'Donnell (Investment Manager) James Morrison (Finance Manager) Joel Martin (Corporate Services Officer – Minute Taker) Calum Mackay chaired the meeting. Calum Mackay welcomed Colin Gilmour to the Board.
PRELIMINARY PROCEDURAL MATTERS	
2	**Declaration of Interest** **There were no declarations of interest made.**
3.1	**Minute of Board Meeting 25 March 2025** **The minute of the Board meeting of 25 March 2025 was submitted and approved as a true and accurate record of the proceedings of the meeting.**
3.3	**Action Sheet** **The Action Sheet was noted.**
4	**Date of Next Meeting** **The date of the next meeting will be Tuesday 24 June 2025.**
5	**Health & Safety** **Nothing to report.**

ITEMS FOR DECISION	
6.1	**<u>Annual Return on the Charter 2024/25</u>** The Governance Officer presented the Annual Return on the Charter 2024/25 to the Board for consideration and approval, subject to the reconciliation of any queries raised. The report highlighted the variances with some of the key indicators from both the 2022/23 and 2023/24 charter returns: • Repairs performance had improved over the last two years across all areas; • Repairs satisfaction figures had decreased by 5%; • The value of arrears had increased year on year by 8.5%, with former tenants' arrears increasing by 12.59%. However, the percentage of arrears remains steady at 3%; • Gross rent arrears as a % of rent due remained at 3%; • 91.8% of our stock was meeting the SHQS; and • Average time to relet properties had decreased by 6.99% Ms Mackenzie raised questions about the data on new tenants versus returning tenants and the satisfaction of factored owners. The Director of Operations advised the Board the Annual Allocations Report would be going to Board in June 2025 and this would provide more detail on the allocations process. Mr Maciver then provided a brief overview of the potential reasons for five of our tenants stating they were very dissatisfied with factoring services provided by their landlord. Ms Mackenzie queried whether the 6.3% drop in repairs satisfaction specifically related to those who were dissatisfied or those who were ambivalent. The Director of Operations stated a shift to ambivalence had occurred as more tenants stated they were neither satisfied nor dissatisfied when compared to last year's return. Mr Maciver added these figures came from the Tenant Satisfaction Surveys whereas the point of service surveys showed higher satisfaction rates. The Director of Operations commented tenants would promptly be asked to provide feedback regarding repairs which took place in their home and satisfaction surveys are made available to tenants through our online portal. Mr Gilmour enquired about benchmarking and feedback from the Regulator. The Chief Executive and the Governance Officer explained the benchmarking process and the availability of information on the Scottish Housing Regulator website. **The Board reviewed and approved the Draft Annual Return on the Charter at Appendix 1, subject to the reconciliation of any queries raised.**
6.2	**<u>Five Year Financial Plans – Scottish Housing Regulator Return</u>** The DF&CS presented the Five-Year Financial Plans (FYFP) (2025/26-2029/30) required by the Scottish Housing Regulator (SHR) for consideration and approval and explained the provisional figures and assumptions behind the plans. Ms Mackenzie asked for clarity regarding the difference between our debt per unit and net debt per unit figures and whether this difference might be a risk. The DF&CS explained the reason for the difference between our debt and net debt per unit figures and reassured the Board that no risk would be posed as a result of this, with both figures under the threshold set by Board of £11,500 per unit. **The Board noted the SHR Engagement Plan for 2025/26 at Appendix 1.**

POLICIES & STRATEGIES	
7.1	**<u>Neonatal Care Leave Policy</u>** The Chief Executive presented a new Neonatal Care Leave Policy to ensure we are compliant with a recent change in the law. A member of staff had a premature baby on 5 April 2025 and the Chief Executive asked the Board to homologate her decision to apply the policy to that member of staff. **The Board:** **a) approved the Neonatal Care Leave Policy at Appendix 1; and** **b) Homologated the decision by the Chief Executive to apply the policy to a staff member whose baby was born prematurely on 5 April 2025 and required neo-natal care.**

MONITORING REPORTS	
8.1	**<u>SHR Engagement Plan</u>** The Chief Executive presented the SHR Engagement Plan for information and advised the Board there had been no change to our regulatory status and our Regulation Manager planned to be at our meeting in November 2025. **The Board noted the SHR Engagement Plan for 2025/26 at Appendix 1.**
8.2	**<u>Annual Assurance Statement Review</u>** The Governance Officer explained the process for reviewing the Annual Assurance Statement and the supplementary evidence bank and encouraged Board members to provide feedback regarding both. A Sharepoint link was made available to Board members to review the evidence and Ms Mackenzie proposed Board members select an aspect they felt they had a level of expertise within and provide feedback to the Governance Officer. **The Board noted the review of the Annual Assurance Statement checklist and backing evidence.**

Chairperson Mr Calum Mackay

SIGNED ……………………………………………………

DATE ……………………………………………………