

**Minute of meeting of River Clyde Homes' Board
held in hybrid format in River Clyde Homes' office and via Microsoft
Teams on Tuesday 4th February 2025 at 5.30pm**

	Name	Designation
Present	John Quinn (JQ) Gillian McLees (GMcL) Elizabeth Taylor (ET) Graeme Brooks (GB) Graham Wallace (GW) Stephen Black (SB)* Heike Noack (HN)* Lili Peters (LP)	Board Member (Chair) Board Member Board Member Board Member Board Member Board Member Board Member Co-optee
Apologies	Ellis Barilli (EB) Vera Karaba (VK) Charles Thompson (CT)	Board Member Board Member Board Member
Others in Attendance	Richard Turnock (RT) Aileen Metcalfe (AM) (up to conclusion of item 7) Stevie McLachlan (SMcL) (up to conclusion of item 7) Andrew Kubski (AK) (up to conclusion of item 7) Steven Duffy (SD) (up to conclusion of item 5.1) Siobhan O'Kane (SO) (* represents online attendance)	CEO Director of Group Services Director of Housing Services Director of Property Services Head of Finance and IT Minute Taker
1. Sederunt, welcome introduction and apologies		
1.1 Sederunt as outlined above.		
2. Declarations of Interest		
2.1 The Board noted the declarations of interest made by ET, JQ and LP regarding their positions on the subsidiary company Board. LP also noted a declaration of interest with regards to item 5.1 due to being a factored owner and it was noted with regards to this item that HN is a tenant.		
3.1 Draft Minute and Confidential Minute of meeting held on 19th September 2024		
The Board: <ul style="list-style-type: none"> • Approved the minutes as a true record. 		
3.2 Draft Confidential Minute of meeting held on 24th September 2024		
The Board:		

- **Approved minutes as a true record.**

3.3 Action Tracker

Board

3.3.1 The Board confirmed that this action has been completed and can therefore be removed from the tracker.

Audit & Risk Committee

3.3.2 The Board was advised that action 1,4,5,6,7 and 8 have been completed; action 3 is included on the Board agenda for this meeting; and action 2 will be completed at the next meeting of the Committee.

Social Landlord Operations Committee

3.3.3 The Board was advised that actions 1,2,3 and 6 have been completed and that the remaining actions will be completed in advance of the next Committee meeting.

HFS

3.3.4 The Board was advised that actions 2, 3, 5 and 6 have been completed. Action 7 has been removed as an alternative option has been considered by the HFS Board. Action 4 still requires further consideration, and a date requires to be identified for action 1.

3.4 Minutes of A&R Committee on 31st July 2024

The Board:

- **Noted the minutes.**

3.5 Minutes of SLOC Committee meeting on 6th August 2024

The Board:

- **Noted the minutes.**

3.6 Minutes of HFS Board meetings on 30th July 2024 and 17th September 2024

The Board:

- **Noted the minutes.**

3.7 Minutes of R&N Committee meetings on 5th September 2024, 12th December 2024 and 18th December 2024

The Board was reminded that the minutes of 12th December and 18th December were issued separately and any matters arising should be discussed during item 8 on the agenda.

The Board:

- **Noted the minutes.**

4.1 Ratification of Board Approvals (Confidential Item)

4.1.1 Board approvals were sought via email for finalisation of the Annual Assurance Statement and for tenancy allocations.

The Board:

- **Ratified the approval with regards to finalisation of the Annual Assurance Statement for submission to the SHR on 31st October 2024.**
- **Ratified the approvals given for tenancy allocations to people connected to one of our people (included within the 'Other Approvals' File in the Board SharePoint site).**

5.1 Rent and Service Charges 2025/26

5.1.1 This report was supplemented by a presentation given to Board. The presentation focussed on the proposal and consultation process, customer feedback and sector and business insight.

5.1.2 The Board was reminded of the rent increase options that were proposed to the customers (5%, 5.5% or 6%) and also of the approach to service charges. A breakdown of the responses was provided.

5.1.3 The Board noted the business and sector insight provided and a discussion took place regarding the comparison used when considering the increase. The Board sought assurance with regards to the correlation with pension increases and it was advised that in order to provide context, management seek to present sector and wider implications within the Board presentation.

5.1.4 The Board then discussed the consultation process and it was informed that the consultation allows for customers to include 'free text' in their responses. It was noted that generally the comments received are not related to the consultation exercise and are in relation to specific matters affecting certain customers. Assurance was given that an exercise is completed to review the comments received and respond where appropriate. Board requested that this information is included within the Board report for consideration.

5.1.5 A discussion then took place in relation to affordability, and it was acknowledged that RCH's position is more positive than last year. Confirmation was given that the affordability test is based on rent alone and does not take account of service charges.

5.1.6 With regards to the service charges, the Board sought clarity on the subsidy in place in relation to district heating charges. Confirmation was given that management have made significant efforts to reduce this, however, appreciate that a subsidy is still in place and that this is reflected in our financial plan, however, the aim is to continually reduce this subsidy. The Board enquired as to the charge required for this service to be self sufficient and management confirmed that this involves a detailed calculation and would be shared separately.

5.1.7 The Board was advised that adjustments to this charge are incremental and that

our approach to charging will be set out in our new District Heating Policy which will be presented to SLOC for approval in the coming months. The Board was also reminded of the longer term aspirations to expand the district heating offer and therefore ensure it achieves better VFM for the customer.

5.1.8 The Board noted its position with regards to services and the importance of them being self sufficient and fully funded by the customers who benefit from them. The Board was advised that the heating system was introduced with a lower price point to attract customers to the area and the challenge for management is implementation of the transition to a more realistic pricing strategy.

The Board:

- **Noted the various consultation activities in respect of the proposed rent and service charge increases.**
- **Approved the proposed annual increase of 5.0%, which will apply to; rents, garages, covered parking, ground sites and allotments.**
- **Approved the increases in respect of other services which are charged at a level that recovers the cost of delivery. These services include wardens, heating charges, multi-story caretakers, tenement service provision and factoring fees.**

5.2 Governance Matters (Confidential Item)

5.2.1 The Board was taken through all recommendations made within this report.

5.2.2 The Board noted progress against the SHR Engagement Plan actions and confirmation given that the SHR is currently in the process of compiling the 2025/26 Engagement Plan which will be shared with the Board as soon as it is available.

5.2.3 The Board considered the applications for General Membership received along with an update on RCH and HFS Board recruitment. The Board was reminded that the skills gap identified on the RCH Board was in relation to finance and the candidate as endorsed by the Remuneration and Nominations Committee has the skills required.

5.2.4 With regards to the Board Training and Development Plan, the Board noted progress with the actions and also noted that a number of Board members are due to attend the upcoming SFHA Conference.

5.3 Housing Support Update (Confidential Item)

5.3.1 The Board was provided with an update in relation to changes to the traditional sheltered housing model in 2 of our complexes due to a reduction in funding.

5.4 Factoring Review Update (Confidential Item)

5.4.1 The Board was reminded of the extensive review that had been undertaken and of the in depth Target Operating Model that was created. Assurance was given that the focus is now very much on delivery and the Delivery Plan will be monitored at the SLOC.

6.1 Health and Safety Update (Confidential Item)

6.1.1 The Board was reminded that this report features as a standing agenda item at all Board meetings. The Board was advised that management have taken the opportunity to highlight the work and initiatives that have been completed since last year. It was also advised that the new reporting system has gone live and reports so far are positive. The new system will also inform Board reporting going forward.

6.1.2 The Board noted its role in relation to H&S and the legal requirements placed on it and welcomed this reporting.

6.2 CEO Update (Confidential Item)

6.2.1 The Board was provided with an update on a number of activities including Board recruitment; SHR activity and the fact that we are expecting a revised Engagement Plan in the next few weeks; and general stakeholder activity.

7. AOB

There was no other business.

Date of next meetings

Date of next RCH Group Board meeting:

Date of next HFS Board meeting:

Date of next Committee meetings:

A&R meeting –

SLOC meeting –