




Cloch Housing Association

Board Meeting

To be held on Tuesday 28 May 2024 at 6.00pm
Hybrid meeting (on MS Teams and in the office)

AGENDA

Item	Description		Timings
0	Reminder Bitesize Training on Covenants starts at 5.45pm before the meeting commences (deferred from February 2024)		5.45pm – 6.00pm
0	Lorna Shaw of Research Resource presents findings from Factoring Satisfaction Survey ^(p)		6.00pm – 6.15pm
1.	Apologies & Declarations of Interest	Chair	6.15pm – 6.20pm
2.	Minutes of the Meeting held on 13 February 2024 * These contain confidential information and will be sent “under separate cover”.	Chair	
3.	Matters Arising & Outstanding Actions **	CEO	6.20pm – 6.25pm
4.	Resignation of Secretary *	CEO	
	ITEMS FOR APPROVAL *		
5.	SHR Stock Return	DCSC	6.25pm – 6.45pm
6.	SHR ARC Return – the presentation is the report ^(p)	DCSC	
7.	SHR Return – 5 Year Financial Plan	DCEO	6.45pm – 6.55pm
8.	Annual Disposal & Acquisitions Report	DPA	6.55pm – 7.05pm
9.	Annual Complaints Report	QPIO	7.05pm – 7.10pm
10.	Governance Appraisal (previously issued, attached again)	CEO	7.20pm – 7.35pm
	POLICIES FOR REVIEW – APPROVAL *		
11.	Being Complained About	QPIA	7.35pm – 7.40pm
	ITEMS FOR NOTING		
12.	Q4 – KPI’s/Risk Register/Global Action Plan Review and new KPI targets for 2024/25	CEO	7.40pm – 8.00pm

* for approval

^(p) Presentation at Meeting

** for noting

13.	Assurance Statement Process 2024 and Update on the 2023 Action Plan	CEO	
14.	Review of Business Plan 2023/24 for 2024/25 (inc feedback from Away Day) - verbal	CEO	
15.	Landlord Safety Manual – Annual Report	DPA	8.00pm – 8.10pm
16.	Gifts & Hospitality, Donations Register	CSO	8.10pm – 8.15pm
17.	Notifiable Events – verbal	CEO	
18.	Health & Safety Report	CSO	8.15pm – 8.20pm
19.	GDPR – verbal	CSO	
20.	Internal Audit Plan 24/25 – verbal	DCEO	8.20pm – 8.25pm
21.	AOCB & Reflections	Chair	8.25pm – 8.30pm
21.1	Application for Membership & Application for Board*	CEO	
22.	Date of Next Meeting – 20 August 2024		
	DEFERRED ITEMS		
(i)	Asset Management Strategy – to 20 August 2024 Board Meeting	DPA	
(ii)	Flexible Working Policy – to 20 August 2024 Board Meeting	CEO	
(iii)	Risk Management Strategy – to 20 August 2024 Board, along with the new Risk Register	DCEO	
(iv)	Review of Rents & Service Charges (Value for Money) report from Indigo House, <i>(awaiting report from Director of Indigo House, following quality concerns raised)</i>	CEO	

* for approval
** for noting

(p) Presentation at Meeting