

Cloch Housing Association

Board Meeting

To be held on Tuesday 19 December at 6.00pm
online (Teams)

AGENDA

Item	Description		Timings
1.	Apologies & Declarations of Interest	Chair	6.00pm-6.10pm
2.	Minutes of the Meeting held on 24 October 2023 *		
2.1	Minutes of the H&P Sub-Committee held on 14/11/2023 **		
3.	Matters Arising & Outstanding Actions **		
4.	Customer Involvement Team ^(p) – also links to item 5.1	TLCC/AS	6.10pm-6.20pm
	ITEMS FOR APPROVAL		
5.	Policies – New/For Review		
5.1	Customer Engagement Strategy/Customer Standards ^(p)	TLCC/AS	6.20pm-6.30pm
6.	Staff Structure Refresh (main papers previously issued)	CEO	6.30pm-6.45pm
7.	Mid-Year Budget Review 2023/24	DCEO	6.45pm-6.55pm
8.	Budget 202/25 – 1 st Draft (paper will be sent under separate cover)	DCEO	6.55pm-7.10pm
9.	Rent Increase Consultation	A Spence	7.10pm-7.30pm
	ITEMS FOR NOTING		
10.	Kilmacolm Road Flood Event Update	SPSO	7.30pm-7.40pm
11.	Reported case of Mould / Damp: Larkfield Grove	SPSO	
12.	CEO Report (Performance & Risk) and Global Action Plan Exception Report	CEO	7.40pm-7.55pm
13.	Board Bite Size Training Plan	CSO	
14.	Policy Deferment	CEO/SHO	
15.	AOCB & Reflections	Chair	7.55pm-8.00pm
16.	Date of Next Meeting - 30 January 2024		
	Items Deferred to Next Meeting		
(i)	Annual Assurance Statement Action Plan & Approach	CEO	
(ii)	Board Appraisal Action Plan	CSO	

* for approval

^(p) Presentation at Meeting

** for noting