

CONFIDENTIAL

	Minutes of Berwickshire Housing Association Limited Board of Directors Tuesday, 02 June 2026, at 17:30 Hybrid meeting – in person and via video conference	
PRESENT	IN ATTENDANCE	
In person	In person	
Via Teams Hugh Carr (Chair) – joined at 17:39 Caroline Wallace Paul Walker Karen Featherstone (Chaired from 17.30 – 17:42) Calum Boag Siobhan Archibald Sandra Leece Clair Elliot	Via Teams Michelle Meldrum (MM), Chief Executive (CE) Richard Hukin (RH), Executive Director – Business Support (EDBS) Evie Copland (EC), Director of Customer and Communities (DOCC) Selena Nichol (SN), Head of Finance & Governance (HoFG) Pat Monaghan (PM), Asset Lead (AL) Nikki Allman, Executive Assistant (Minute Taker)	
PARA		ACTION
	1. Apologies for Absence & Declarations of Interest	Noting
1	Apologies were received from John Urwin, Claire McMillan and Carolyn Wood	
	2. Declarations of Interest	Noting
2	There are no Declarations of Interest.	
	3. Minutes of meetings held on the 24th March 2026 and Matters Arising & Board Strategy Day Notes held on the 8th May.	Approval
3	The Board approved the minutes of the meeting of the 24 th March 2026 as a true record of the meeting and noted the actions are in progress or completed. Matters Arising : <u>Action : 24/03/26-03 BHA Enterprise & BCR Budget</u> The EDBS advised the power purchase agreement (PPA) price has been fixed for three months until the end of July 2026 at a favourable rate during the finalisation of the loan variation with Triodos.	
	<i>Hugh Carr joined at 17:39</i>	
	4. Loan Portfolio	Approval
4	The EDBS reported on the Loan Portfolio (LPF) annual requirement for the SHR, summarising the association's loans as of 31 st March 2026 with details of the number and value of stock securitised under each loan agreement and covenants. It was noted that the loans data is presented as required by the SHR and is consistent with that reported to the Board within the quarterly Treasury update. The Board were requested to note this will be required to be updated following the completion of the refinancing activity.	
5	RESOLVED that the Board:	

CONFIDENTIAL

	a) Approved the LPF return and delegated authority to the EDBS to approve and submit the return by the 30 th June 2026 and Noted that the LPF will need to be updated accordingly upon completion of the refinancing. [1]	EDBS
	section 33 (1)(b) commercial interests and the economy	
	section 33 (1)(b) commercial interests and the economy	
	section 33 (1)(b) commercial interests and the economy	
	6. CEO Performance 2025-26 and Proposed Objectives for 2026-27	Approval
8	The CE presented the progress on the objectives set for 2025-26 and provided an overview of both the business and personal objectives set for 2026-27, which have been agreed in principle with the BHA Chair. Overall, providing alignment and continuity from some of the 2025/26 objectives due to the scale and importance of the agendas.	
9	RESOLVED that the Board: a) Noted the progress for 2025/26 and approved the 2026/27 objectives.	
	7. Business Plan Objectives – Progress Update	Noting
10	The CE presented the report on progress made for 2025/26, with 66% of actions being completed, 24% in progress and 10% not started. Reporting good overall progress being made during the year with no key risks. section 33 (1)(b) commercial interests and the	
11	RESOLVED that the Board: a) Noted the progress update for the Business Plan Objectives.	
	8. Quarterly Reports (Q4)	Noting
12	1. <u>Board Dashboard</u> The Board reviewed the Q4 dashboard noting areas of improvement and discussed the significant capital spend vs budget percentage increase from previous years.	
13	2. <u>Management Accounts</u> The HoFG reported on the final quarter of 2025/26 with a YTD surplus of £456k against a budget deficit of £154k, presenting a positive variance with Q4 forecast having anticipated a deficit of £368k, providing a year-end position of £824k ahead of forecast. section 33 (1)(b) commercial interests and the	

	The Board noted the adverse variance within the Responsive and Void Repairs budget. The HOFG advised this is partially due to the increased void costs with an average of £6,689 (based upon a previous budget of £4,386) per property to restore to a lettable standard due to the poor quality of homes being returned. The Repairs budget remains overspent by £22k and adaptations funded by the association have exceeded the budget by £48k. The Board requested a full breakdown of balances on works not commenced or completed, including the demolition costs to be provided. [2] The EDBS reported on the surplus from the windfarm being £206.4k behind budget which is driven predominately by Gift Aid receivable from wind farm. Triodos require adequate cash reserves to be held in line with the loan agreement, ensuring six months operating costs should be held as 'free cashflow'.	EDBS
14	3. <u>Treasury Management</u> The EDBS reported the treasury operations are in line with the approved policy and reported no significant treasury events, with all covenants being met. The Board requested a more comprehensive cashflow & liquidity forecasting report, in a graphical form to provide ongoing monitoring for a minimum 2-year forecast and to longer term forecasting. [3]	EDBS
15	4. <u>Governance Report</u> The EDBS reported no notifiable events reported to the Scottish Housing Regulator (SHR), 1 x EISRs, 3 x FOISAs and six subject access requests for the period January-March 2026. Reporting on Board changes; Jim McDevitt left on the 30th March and outwith of the quarter, Jordan Manning stepped down from the Board on 27th April, because of the pressure of her other commitments. There will be no advertising for new Members at this time, and this will be reviewed following the Board Member reviews and skills review during the Summer. The Board recorded its thanks to Jordan for her contribution to BHA during her time with the Board. The Board noted the following Trustees are due for re-election at the AGM in September; Hugh Carr, Carolyn Wood, Karen Featherstone and John Urwin.	
16	5. <u>Customer Report</u> The DOCC reported on the success of the implementation of the Horizon Contact Centre solution this year allowing the CX Team to provide improved quality resolution time for customer enquiries and supported	

CONFIDENTIAL

	colleagues to manage contact resolution accurately, which has seen an increase to 90.4% in Q4 from 78%. Highlighting the 14% increase in referrals from the previous year for the Tenancy Sustainability Team and a 110% increase to the BeWell Mental Support Service by Penbumbra indicates the continued need for these services to customers. The Board were advised that following the successful completion of the Domestic Abuse pilot project an outcome report will follow to detail the project's activities and findings. [4]	CE
17	6. Asset & Repairs Report Reporting to the Board, the AL provided explanation to the overspend on the capital works due to a number of unplanned kitchen/bathroom, window, air source heat pump and commercial boiler installation costs which were unbudgeted for. The Board were requested to note the retendering of the painter work contract following the short contract award resulting in poor quality of works, with re-framing of the procurement taking place with the aim of attracting potentially more local contractors. section 33 (1)(b) commercial interests and the economy The Board were provided an update on the outstanding stock condition surveys, with data currently being updated with a view to completing the outstanding surveys by the end of the year.	
18	7. Write Off Report The DOCC reported 13 accounts for noting and the Board recommending the report be presented bi-annually only in May and October, unless exceptional cases require Board awareness. [5]	DOCC
19	8. Customer Voice Presenting the report, the DOCC provided the outcomes for both Q4 and year-end, with scrutiny and assurance work continuing to progress across repairs, allocations and voids.	
20	RESOLVED that the Board: a) Noted the Q4 Reports	
	9. Strategic Risk Review	Noting

CONFIDENTIAL

21	The EDBS reported the current economic environment continues to be the key factor impacting the risk profiles and scores, with the current war in the Middle East impacting the price of goods and energy prices along with UK inflation rising to 3.3%. The Board were requested to note the new strategic risk being (SR-15) Legal and other claims against the Association as a result of non-compliance where the customer has failed to act but the Association is deemed to be liable. The EDBS advised that the current risk register, scoring and narrative is very restrictive with the present software and this is currently being reviewed to be improved. The Board agreed a full overview of the risk register would be beneficial including adding financial risk and insurance coverage. [6]	EDBS
22	RESOLVED that the Board: a) Noted the Strategic Risk Review and noted the new risk.	
	10. Annual Report of the Chair of Risk & Assurance Committee	Noting
23	The Chair of the Risk & Assurance Committee (Karen Featherstone) presented a summary of key activities by the Committee during 2025/26. The EDBS provided a verbal update on the Internal Audit Tender which is currently being progressed.	
24	RESOLVED that the Board: a) Noted the report.	
	11. Annual Report of the Chair of Operations Committee	Noting
25	The Board were presented with a summary of key activities by the Committee during 2025/26.	
	12. Policies for review	Approval
26	No policies were due for review.	
	13. Subsidiary Board Minutes	
27	1) BCR Partnership Board (30th April 2026) 2) BHA Enterprise Board (30th April 2026) 3) BCR Partnership Board (21st April) – Deed of Loan Variation	
28	RESOLVED that the Board: a) Noted the subsidiary Board minutes for both BCR & BHA Enterprise and noted the new risk associated with the current landowner.	
	14. BHA Committee Minutes	Homologation
29	The Board homologated the following: 1) Risk & Assurance Committee (21st April 2026)	
	15. Any other competent Business	
30	There was no other competent business.	
	Date of next meeting: 18th August 2026 at 17:30	

CONFIDENTIAL

The meeting closed at 18:52

Signed: (Chair) Date:

CONFIDENTIAL

BHA BOARD ACTION LOG

Item	DETAILS	RESPONSIBILITY	TARGET COMPLETION	STATUS
04/02/25-01	Executive Team Salary Benchmarking Review: Develop a policy and procedure to pay and reward for the Executive Team.	Board Dev Team /EDBS	End Q2 2026/27	Not started
[REDACTED]	[REDACTED] section 33 (1)(b) commercial interests and the economy [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	section 33 (1)(b) commercial interests and the economy [REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
03/02/26-06	Item 7 – Quarterly Reports (Management Accounts): Provide additional information on significant void costs and include additional forecast to year end column within the covenants report.	EDBS	02/06/2026	In progress – update to be provided with year-end accounts and forecast in 2026/27 management accounts
03/02/26-07	Item 9 – Health & Safety Report: Remove the RAG status colour indicators that relate to the accident and incident reporting.	EDBS	02/06/2026	Completed
03/02/26-07	Item 10 – Policies for renewal (Assets) (Damp & Mould): Further explanation and guidance to be drafted with final policy to be presented to Board before October 2026.	DOAS	18/08/26	Completed – Update: Revised policy has been issued to key colleagues for initial check. To be presented at August board
03/02/26-08	Item 10 - Policies for renewal (Protecting Vulnerable Customers): Distribute following approval.	DOCC	Unknown	Awaiting Government Guidance

CONFIDENTIAL

Item	DETAILS	RESPONSIBILITY	TARGET COMPLETION	STATUS
24/03/26-03	Item 5: BHA Enterprise & BCR Budget: Provide revised budgets with new agreed PPA prices.	EDBS	02/06/2026	Revised pricing for PPA is now agreed for 1 October. BCR Board agreed to revise forecast from Q2 reports to reflect the change. Current price fix is higher than budgeted assumption so risk is low
24/03/26-04	Item 6: BHA 2026/27 Budget & Business Plan Priorities: Provide report on Discretionary spend key levers and liquidity changes.	EDBS	02/06/2026	In progress – this will be provided within the first quarter reporting of 2026/27
24/03/26-07	Item 8: Independent Living Supportive Technology Warden Call: Provide Board with revised paper	DOAS	18/08/2026	In Progress – Update: Passed over to new DOAS
02/06/26-01	Item 4 : Loan Portfolio : Submit the LPF return by the 30 th June 2026 and update accordingly upon completion of the refinancing.	EDBS	30/06/2026	In progress - At completion of refinancing Q2 reports
02/06/26-02	Item 8.2 : Management Accounts : Provide report with full breakdown of balances on works not commenced or completed, including the demolition costs for 2025/26.	EDBS	24/11/26	
02/06/26-03	Item 8.3 : Treasury Report : Provide a comprehensive cashflow & liquidity forecasting report, in a graphical form to provide ongoing monitoring for a minimum 2-year forecast and to longer term forecasting	EDBS	24/11/26	Q2 reports
02/06/26-04	Item 8.5 : Customer Report : Circulate outcome report from Domestic Abuse project to the Board.	CE	ASAP	Completed
02/06/26-05	Item 8.7 : Write Off Report : Provide bi-annual report on write offs at tend Q2 and Q4. Update policy document to reflect the amendment.	DOCC	24/11/26	Q2 reports
02/06/26-06	Item 9 : Strategic Risk Review : Review Risk reporting format and establish risk appetite with Board at Q4.	EDBS	End March 2027	Q4
	Action completion overdue			
	Action ongoing and date not due			
	Action complete			

CONFIDENTIAL

Item	DETAILS	RESPONSIBILITY	TARGET COMPLETION	STATUS