



CUNNINGHAME
HOUSING ASSOCIATION

More than just a landlord

Board of Management Minutes

Date of Meeting: 17th August 2023

Please note that these minutes have been edited to remove any information relating to personal/confidential/commercially sensitive or of a personal nature.

CUNNINGHAME HOUSING ASSOCIATION LTD

Minutes of Board of Management Meeting

Held on Thursday 17th August 2023 at 2:15 pm in the Association's Quayside Offices,
Marina Quay, Dock Road, Ardrossan KA22 8DA



Present	In Attendance
Lesley Keenan (Chair) Janet Strang via MS Teams Drew Hall Brenda Johnstone Brian McCabe Elizabeth Shedden John Kelly June Fenelon Margaret Davison Willie Gibson	Linda Anderson, Acting CEO Jacqueline Cameron, Executive Director of Housing & Property Services Eddy Graham, IBP Strategy & Research Elaine Nimmo, Minute Secretary

PRIORITY RED – SECTION 1 – STANDING ORDER ITEM AND GOVERNANCE ITEMS		ACTION
1.	<p>Apologies Apologies were received from Frank Sweeney, John Nisbet, Cllr Eleanor Collier (NAC) and Cllr Stephen Canning (EAC).</p>	
2.	<p>Chairperson's Remarks</p> <ol style="list-style-type: none"> 1 The Chair welcomed everyone to the meeting. 2 The Chair asked all Members to ensure that their mobile phones are switched off. 3 As there were confidential items on the Agenda the Chair read out the following confidentiality statement: In compliance with the Regulatory Code of Governance and Board Members' Code of Conduct all items detailed in this notice as being confidential should not be discussed with any external party either prior to or after said meeting by any Member of the Board of Management. All members should note that when the Group CEO/Executive Directors/Officers are giving or presenting their report that there will be no interruptions to allow them to finish their reports. Questions can be asked after the presentation. 4 The Chair gave an update of the CEO's absence. 5 The Chair gave an update of the Executive Director of Finance & Corporate Services absence. 6 The Chair reminded members of the Special Board of Management meeting scheduled for 24th August 2023 to receive the annual accounts. 7 The Acting CEO advised that a further Special Board of Management is being scheduled to allow members to consider the annual assurance report and validation evidence prior to submitting the Annual Assurance Statement. The meeting has been confirmed as 19th October 2023 at 2.15pm, calendar invites will be issued. 	CEO

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2.	<p>8 The Chair reminded members of the SFHA Governance Conference on Friday 1st September and encouraged members to attend if available. To book a place members should contact Joanne Martin.</p> <p>9 The Chair advised members of a change to the agenda, informing everyone that, item 17, 'Customer Satisfaction Survey Results', would be taken immediately after item 4 to allow Eddy Graham to leave the meeting.</p> <p>10 The Chair advised that nominations to serve on the Board of Management have now closed as of 16th August 2023 at 5.00 pm and confirmed there is no requirement for a ballot at the AGM. The Chair also reminded members of the new procedure and advised members to email the CEO's department by 31st August 2023 if anyone wishes to be considered as an office bearer.</p>	<p>BOM</p> <p>BOM</p>
3.	<p>Declaration of Interest None.</p>	
4.	<p>Requirement of the Writing (Scotland) Act 1995 The Acting CEO referred members to the previously circulated report and informed members that in accordance with the Requirement of Writing (Scotland) Act 1995 a report had been provided listing the Seal and Non-Sealed documents that had been signed on behalf of the Association since the last Board meeting.</p> <p>No updates have been recorded since the last meeting on 6th July 2023.</p> <p>The Board noted the content of the report.</p>	
<p><i>**The Executive Director of Housing & Property Services and Eddy Graham, IBP Strategy & Research joined the meeting.**</i></p>		
17.	<p>Customer Satisfaction Survey Results The Executive Director of Housing & Property Services referred members to the previously circulated report and introduced Eddy Graham from IBP Strategy & Research who presented the survey results. This year's survey was conducted face to face (2021 was via telephone due to COVID) between May and July 2023. Board members noted the number of tenants interviewed in the report differs from the presentation. Eddy Graham confirmed that the 1,361 tenants interviewed figure (report) included a small number of individuals who had been interviewed from the same household. The data has since been cleansed to ensure only one response from each household is included. The final sample figure is 1,342 tenants interviewed during the survey period, representing 40% of CHA tenants. The Executive Director of Housing & Property Services confirmed that, over the coming months, the Scrutiny Panel will produce an outline action plan based on the survey findings. This will, thereafter, be reviewed with staff from Housing and Property Services and submitted to the Board of Management for consideration.</p>	

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<p>17. The Board of Management noted most results have changed only marginally over time, with overall satisfaction and the level of positive ratings for the ARC indicators remaining high.</p> <ul style="list-style-type: none"> • Value for Money of Rent (Charter Indicator 25) – Board noted that this indicator has positive ratings and has increased again from 72% to 83%. • Satisfaction with management of the neighbourhood (Charter Indicator 13) has increased slightly from 87% to 89% remaining at a high level. <p>** Brenda Johnstone joined meeting **</p> <ul style="list-style-type: none"> • Extent of Fuel Poverty – the Board noted this indicator is based on the proportion of spend on fuel and were surprised the figures were not higher. • Levels of satisfaction with various services – high levels of satisfaction however Board noted the awareness of services is down particularly in Stevenston and Saltcoats for CFRC. The Executive Director of Housing & Property Services advised staff will drill down into these figures and explore avenues to increase awareness. • Satisfaction with opportunities to take part in decision making (Charter Indicator 5) – Board noted the figures have improved slightly from 88% to 89%. • Preferred methods of contact – Board noted the strong preference for remote contact (primarily telephone). • Overall satisfaction (Charter Indicator 1) – Board welcomed the increase from 85% to 92% and noted that more people have indicated they are very satisfied. <p>Eddy Graham confirmed an owners survey was also carried out face to face during May – July 2023. The satisfaction with factoring services (Charter Indicator 29) reflected in improved ratings for communication, contact, service and provision and clarity of statements increasing from 60% (2021) to 82% this year.</p> <p>The Board of Management noted that the next stage will involve the Tenant Scrutiny Group working alongside the Association staff to develop an action plan arising out of the findings.</p> <p>The Board queried the household samples asked to complete the survey. Eddy Graham confirmed that there is a range of different households in the sample of 1342 responses which represents approximately 40% of tenant (SHR guidance target is 40%) and all data collected can be drilled down further and analysed as required.</p> <p>The Board noted the content of the report and thanked Eddy Graham and the Executive Director for the results presented.</p>	

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5.	<p>Adoption of Minutes and Business Arising from same</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;">Meeting</th> <th style="width: 25%;">Proposed</th> <th style="width: 25%;">Seconded</th> </tr> </thead> <tbody> <tr> <td>Board of Management Meeting (CONFIDENTIAL) 6th July 2023</td> <td>Drew Hall</td> <td>Willie Gibson</td> </tr> <tr> <td colspan="3">Matters Arising: None</td> </tr> <tr> <th style="width: 50%;">Meeting</th> <th style="width: 25%;">Proposed</th> <th style="width: 25%;">Seconded</th> </tr> <tr> <td>Development Services Sub Committee 13th July 2023 (CONFIDENTIAL)</td> <td>Brian McCabe</td> <td>June Fenelon</td> </tr> <tr> <td colspan="3">Matters Arising: None</td> </tr> <tr> <th style="width: 50%;">Meeting</th> <th style="width: 25%;">Proposed</th> <th style="width: 25%;">Seconded</th> </tr> <tr> <td>Housing & Property Services Sub Committee 3rd August 2023 (CONFIDENTIAL)</td> <td>John Kelly</td> <td>June Fenelon</td> </tr> <tr> <td colspan="3"> Matters Arising: Board members noted that their names are detailed in the body of the minute with regard to questions being asked. After discussion it was agreed questions raised by members do not require their names to be highlighted therefore the minute will be amended. </td> </tr> </tbody> </table>	Meeting	Proposed	Seconded	Board of Management Meeting (CONFIDENTIAL) 6 th July 2023	Drew Hall	Willie Gibson	Matters Arising: None			Meeting	Proposed	Seconded	Development Services Sub Committee 13 th July 2023 (CONFIDENTIAL)	Brian McCabe	June Fenelon	Matters Arising: None			Meeting	Proposed	Seconded	Housing & Property Services Sub Committee 3 rd August 2023 (CONFIDENTIAL)	John Kelly	June Fenelon	Matters Arising: Board members noted that their names are detailed in the body of the minute with regard to questions being asked. After discussion it was agreed questions raised by members do not require their names to be highlighted therefore the minute will be amended.			CEO
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6.	<p>Risk Management Monitoring/Review (CONFIDENTIAL) <i>(Confidential Report is commercially sensitive therefore has been withheld because disclosure would harm commercial interests.)</i></p> <p>The Acting CEO presented the strategic risk matrix and register via the Clearview system on screen to the Board of Management and advised there has been no amendments or changes to the register since the last Board meeting.</p>																												
7.	<p>Scheme of Delegation</p> <p>The Acting CEO advised that that the Scheme of Delegation, document 1 and 2 has been reviewed and accepted by members on 22nd June 2023 and as previously advised Document 3 is now being reviewed by the relevant Sub Committees.</p> <p>The Board noted.</p>	EMT																											
8.	<p>Making Our Communities Better Places Fund (North & East Ayrshire) (CONFIDENTIAL) <i>(Confidential Report is commercially sensitive therefore has been withheld because disclosure would harm commercial interests.)</i></p> <p>The Acting CEO referred members to the previously circulated report for members to consider the funding requests received. After discussion the Board of Management agreed to award funding to the following MOCBP applications:</p>																												

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<p>8. Olivia Fisher (Athletics) – approved £1,000 St Peter's Children's Centre Flying Start Toddler Group – approved £1,000 Choose Kilwinning – approved £1,000 Tidelines Book Festival – approved £450</p>	CEO
<p>9. Making Our Communities Better Places Fund (Dumfries & Galloway) (CONFIDENTIAL) <i>(Confidential Report is commercially sensitive therefore has been withheld because disclosure would harm commercial interests.)</i> The Acting CEO referred members to the previously circulated report and advised no MOCBP funding applications have been received for the Dumfries & Galloway region since the last Board meeting. Board noted.</p>	
<p>10. Notifiable Events (CONFIDENTIAL) None.</p>	
<p>11. Secretary's Report The Secretary reported the following: Correspondence</p> <ul style="list-style-type: none"> An email of thanks has been received from the Wednesday Friendship Club for their recent funding award. <p>The Board noted.</p>	
<p>12. Subsidiary Company Report (CONFIDENTIAL) <i>(Confidential Report is commercially sensitive therefore has been withheld because disclosure would harm commercial interests.)</i> The Acting CEO referred members to the previously circulated report and minutes of the subsidiary companies most recent meetings for information. The Board noted the content of the report.</p>	
<p>13. EVH Report to Board Members The board noted the content of the monthly briefing report received from EVH.</p>	
<p>14. Health & Safety Year End Health & Safety Report The Acting CEO referred members to the previously circulated report which is produced annually in line with the Scheme of Delegation Ref No 8. Board noted the expansion of Direct Works has resulted in a review of the Health and Safety Management System which has incorporated additional staff training to ensure operatives are competent in matters relating to construction health and safety. A Direct Works Operatives Manual has also been introduced over the year</p>	

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<p>14. and issued to all operatives. The Board noted that dynamic risk assessments have also been introduced if tasks are not covered within the DW Operatives Manual.</p> <p>The Acting CEO advised that random onsite inspections have also been introduced which are carried out by the Health & Safety Manager and Depute Health & Safety Manager every two months.</p> <p>Correction to page 8 of report – Health & Safety Spend year is 2022/2023 not 2021/2022.</p> <p>The Board noted the content of the report.</p>	<p>CEO</p>
<p>15. Policies for Ratification The Acting CEO referred members to the previously circulated report.</p> <p>The undernoted policies have been reviewed in accordance with the timescales in the departmental workplans, with changes to the policies marked in red. The policy documents are now recommended for ratification.</p> <p>Health & Safety Policy Statement – CE0001 <i>Proposed: June Fenelon Seconded: Brenda Johnstone</i></p> <p>Health & Safety Policy – CE0001A The Board noted that the Health & Safety Administrator has a number of responsibilities detailed throughout the policy and queried if this should be amended to reflect that the Health & Safety Manager has overall responsibility. After discussion it was agreed that the Acting CEO would consider and provide feedback at the next meeting. <i>Proposed: Brenda Johnstone Seconded: Drew Hall</i></p> <p>EAC Housing Common Allocations Policy – PSH015 <i>Proposed: John Kelly Seconded: June Fenelon</i></p> <p>Homes4D&G Letting Policy – PSH003 <i>Proposed: Drew Hall Seconded: June Fenelon</i></p> <p>Customer Care Policy – CE0030 <i>Proposed: Elizabeth Shedden Seconded: Brenda Johnstone</i></p> <p>Tenancy Sustainment Policy – PSH022 <i>Proposed: John Kelly Seconded: Brian McCabe</i></p> <p>Scheme of Delegation – Sub Committee Delegated Authority Doc3 – CE0021B HPS <i>Proposed: June Fenelon Seconded: Elizabeth Shedden</i></p>	<p>CEO</p>

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16.	<p>Development Programme Overview (CONFIDENTIAL) <i>(Confidential Report is commercially sensitive therefore has been withheld because disclosure would harm commercial interests.)</i></p> <p>No questions were received from Board members prior to the meeting on this item and no questions were raised at the meeting.</p> <p>The Acting CEO advised members the problem with the water pressure at Green Street is now being temporarily fixed via an overland supply. Scottish Water are on site today to install the temporary solution and a new mains water supply running down Green Street will be installed in October and we can then permanently connect into this new pipework.</p> <p>The Acting CEO provided a brief update on Lockerbie Old School advising that she is attending a meeting with the LOS board on 28th September to discuss various matters relating to the project which remain unresolved.</p>	

PRIORITY RED – SECTION 2 – IMPORTANT ITEMS MUST BE TAKEN		ACTION
18.	<p>Secretary's Pre AGM Report (CONFIDENTIAL) <i>(Confidential Report is commercially sensitive therefore has been withheld because disclosure would harm commercial interests.)</i></p> <p>The Secretary presented the previously circulated report to the Board of Management in line with Rule 68 "At the last Board Meeting before the annual general meeting, the Secretary must confirm in writing to the Board that Rules 62 to 67 have been followed or, if they have not been followed, the reasons for this. The Secretary's confirmation or report must be recorded in the minutes of the Board Meeting."</p> <p>The Secretary confirmed to Board of Management that all actions for 2022/2023 required in advance of the Annual General Meeting by our Rules (62 to 67 and 68) have been complied with within the required timescales.</p>	
19.	<p>Board of Management Performance Report (CONFIDENTIAL) <i>(Confidential Report is commercially sensitive therefore has been withheld because disclosure would harm commercial interests.)</i></p> <p>The Acting CEO referred members to the previously circulated report which provided details of the Board of Management's performance for the session 2022-2023.</p> <p>Members noted the attendance levels at meetings has dropped slightly over the year when compared to last year however remain good. Board noted the volunteer time/costs remain high for 2022/23 which continue to reflect the commitment of board members.</p> <p>The Board of Management discussed in detail the targets not achieved for the year and the reasons for not achieving, these will carry over to 2023/24 targets.</p>	CEO

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19.	<p>The Acting CEO assured members that the targets not achieved have been assigned timelines for completion.</p> <p>The Board of Management noted the policy reviews not completed within the year will be carried over to 2023/24 session.</p> <p>The Board noted the content of the report.</p>	CEO
20.	<p>Year End Governance Report (CONFIDENTIAL) <i>(Confidential Report is commercially sensitive therefore has been withheld because disclosure would harm commercial interests.)</i></p> <p>The Acting CEO referred members to the previously circulated which provide Board of Management with evidence of compliance with SHR's Financial and Governance Performance Standards.</p> <p>The report illustrates items covered by the Board during the year 2022/23 and provides details of the regulatory return submission dates. Also contained in the report was a copy of the Association's registers at year end for sign off by the Chair.</p> <p>The Board noted the content of the report.</p>	Chair
21.	<p>Individual & Collective Self-Assessment Appraisal Feedback Report (CONFIDENTIAL) <i>(Confidential Report is commercially sensitive therefore has been withheld because disclosure would harm commercial interests.)</i></p> <p>The Acting CEO referred members to the previously circulated report which provided feedback from this year's Board of Management Self-Assessment Appraisal process.</p> <p>The Board of Management discussed the main themes coming out of the individual appraisals detailed in the report and acknowledged that a review of the board agenda is required to try and streamline with more emphasis on strategic and important items. Training identified at the appraisals will be incorporated into the board individual and collective training plans for 2023/24. It was also agreed that a date for the tenant scrutiny group requires to be scheduled into the board calendar for 2023/24.</p> <p>The Acting CEO advised the skills analysis form has not been issued to date however staff are working on this with a view to issuing shortly.</p> <p>The Board of Management noted the content of the report.</p>	CEO CEO CEO CEO
22.	<p>360 Chairs Appraisal Feedback Report (CONFIDENTIAL) <i>(Confidential Report is commercially sensitive therefore has been withheld because disclosure would harm commercial interests.)</i></p> <p>The Acting CEO referred members to the previously circulated report which provided a summary of appraisal feedback from members on the Chair and Sub-Committee Chairs.</p>	

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22.	The Board of Management noted the content of the report.	
23.	<p>Quarterly Performance against Strategic Objectives (CONFIDENTIAL) <i>(Confidential Report is commercially sensitive therefore has been withheld because disclosure would harm commercial interests.)</i></p> <p>The Acting CEO referred members to the previously circulated report which provides an update with the quarterly performance against strategic objectives. Board of Management noted the progress detailed for the strategic actions in quarter one.</p> <p>The Board of Management noted the content of the report.</p>	

PRIORITY ORANGE – SECTION 3 – ITEMS TO BE TAKEN		ACTION
24.	<p>Collective Training Calendar Dates</p> <p>The Acting CEO referred members to the previously circulated report. The Board discussed and supported the idea of providing scheduled dates for the collective training calendar going forward. It was agreed that Thursday remains the best day of the week for members and they liked the idea of training days to make best use of their time – perhaps two training sessions (morning and afternoon).</p> <p>After discussion it was agreed that staff will review diaries and provide potential training dates every couple of months and feedback to members.</p>	CEO
25.	<p>Sub Committee Members for 2023/2024</p> <p>The Acting CEO referred members to the previously circulated report which provided a list of sub committee members for the new session and advised that Housing & Property Services Sub Committee and Citrus Energy do not have 7 members as required.</p> <p>After discussion Brenda Johnstone agreed to join the Housing & Property Services Sub Committee increasing the members to 7.</p> <p>With regard to the Citrus Energy board of director – the Board of Management requested that staff endeavour to source an external member to increase the board membership. Board members advised of a website “Changing the Chemistry” which may be of interest with a view to advertising on for recruitment of board members.</p>	CEO
26.	<p>EV Charging Points (CONFIDENTIAL)</p> <p>The Acting CEO referred members to the previously circulated report which provided an update on the joint project being undertaken with North Ayrshire Council to install electric vehicle charging stations in CHA's car park at Dock Road (Cecchini's).</p> <p>The Board noted the content of the report and welcomed the addition of the electric vehicle charging points to the area.</p>	

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27.	<p>Sponsorship Request (CONFIDENTIAL) <i>(Confidential Report is commercially sensitive therefore has been withheld because disclosure would harm commercial interests.)</i></p> <p>The Acting CEO referred members to the previously circulated report for members to consider the sponsorship request received. The Board noted that the Association has previously supported the Lockerbie Ice Rink via MOCBP fund in 2022 to provide children under the age of 6 years with free ice-skating sessions for over a period of 20 weeks.</p> <p>After discussion the Board of Management agreed to purchase an ice logo sponsor for 1 season at a cost of £250 ex VAT.</p>	CEO
28.	<p>SHR – Our Regulation of Social Housing: a discussion paper – Response</p> <p>The Acting CEO referred members to the previously circulated report which provided CHA's response to the Scottish Housing Regulator's consultation on the Regulatory Framework Review 2023.</p> <p>The Board noted the content of the report</p>	

PRIORITY GREEN – SECTION 4 – ITEMS FOR INFORMATION ONLY		ACTION
29.	<p>Board of Management Log of Electronic Signatures</p> <p>The Board of Management noted the content of the report.</p>	
30.	<p>Internal Audit Year End Report to Board of Management</p> <p>The Board of Management noted the content of the report.</p>	

AOCB
<p>The Chair advised the Board of Management that she will not be standing for re-election at the AGM on 6th September 2023. She advised members that after careful consideration she has decided to retire from CHA. Lesley confirmed her last meeting attendance will be at the AGM and confirmed she has enjoyed being a Board member for 8 ½ years and will miss everyone.</p> <p>The Board of Management thanked Lesley for her contribution over the years and wished her a happy retirement.</p>

The meeting closed at 4:10 pm

	Signature	Date
Approved to Proceed to Chairperson for Sign-Off:		25/08/2023
Approved for Circulation By:		25/08/2023
Proposed By:		
Seconded by:		