

FULL BOARD MEETING MINUTES

Location: Dovecotes TMO office
Date: 19th May 2026
Time: 5pm - 6.56pm
Facilitator: Chief Officer
Chairperson

1. Attendance

Attendance,

- Board members, officers, invited local authority representatives and ward representatives attended.

2. Welcome, Housekeeping & Opening of Meeting

The Chair opened the meeting at 5.09pm, welcomed all attendees, and delivered housekeeping reminders consistent with the agenda notes circulated.

- Audio Recording
Consent was confirmed from all attendees for the meeting to be audio recorded for accuracy and governance compliance.
- Apologies & Absences
Apologies and absences were recorded as declared. A general message of thanks was noted.

3. Governing Board Matters

Quorum

- Quorum confirmed as met (minimum four Board members required).

Declarations of Interest

- A declared conflict of interest was recorded and managed in accordance with governance requirements.

Confidentiality Reminder

- The Chair reiterated confidentiality obligations under the Constitution and Code of Conduct. All members agreed.

Chair's Update / Power to Act

- No exceptional decisions taken under delegated authority since the previous meeting.

4. Financial Position, Budget & Projections

The Board received a summary of the organisation's financial position and budget projections, with detailed figures retained in confidential finance records.

Financial Governance Overview

- The Board reviewed the organisation's overall financial position and planning approach.
- Resources remain aligned to agreed organisational priorities and resident-focused outcomes.
- Detailed financial information is retained in confidential finance records.
- The Board noted the organisation's governance responsibilities and the need to align resources with service delivery and community priorities.
- The Board noted progress on financial governance arrangements, with detailed supporting information retained confidentially.
- The Board noted that finance arrangements had been reviewed and updated in line with relevant advice and governance requirements.
- The Board approved the overarching financial planning approach to support robust governance and alignment with strategic objectives.
- The year-end audit arrangements were noted, with detailed supplier, scheduling and submission information retained in confidential governance and finance records.
- Related organisational recommendations were approved at a high level, with detailed supporting information retained confidentially.

Action: Progress agreed financial governance actions through the appropriate reporting route.

5. Senior Housing Officer Tenancy Update

A high-level tenancy and service delivery update was provided, with detailed resident, casework and performance information retained internally.

- Rent collection performance was reviewed, with detailed figures retained in confidential performance reports.
- Arrears performance was reviewed, with detailed figures retained in confidential performance reports.
- Community management and tenancy-related casework were reviewed, with detailed figures and partner responsibilities retained in confidential performance records.
- The Board noted the importance of clear resident communication and effective service signposting.
- Service reporting and monitoring arrangements will continue to be developed to support Board oversight.
- Service resilience and continuity were discussed at a high level, with detailed operational matters retained internally.
- Operational arrangements were reviewed to support service resilience, shared organisational knowledge and effective continuity planning.

6. Correspondence & Performance

- **Complaints:** Performance reviewed, with detailed figures retained internally.
- **Compliments:** Positive resident feedback was noted, with detailed figures retained internally.
- **Freedom of Information:** Activity was reviewed, with detailed records retained internally.
- The Board noted continued focus on resident influence, accessibility and service assurance.

7. Approval of Previous Minutes

Minutes of 24 March 2026 were reviewed and approved as a true and accurate record by unanimous vote. The proposer and seconder were recorded internally.

Meeting Adjournment 5.56pm - 6.04pm.

8. Matters Arising (Not Covered in Agenda)

There were no matters arising.

9. Updates on Actions (Previous Meetings)

Outstanding actions will continue to be monitored through the agreed action-tracking process. The Board reviewed relevant outstanding actions at a high level, with detailed action-tracker information retained internally.

Action Reference	Action Update
A-GOV-02	Progress agreed governance correspondence through the appropriate approval route.
A-HSC-02	Progress agreed assurance and approval arrangements for planned service improvements.

10. Subcommittee Reports

Governance & Policy

The Board considered governance arrangements at a high level, with detailed supporting information retained internally.

Decision: Majority vote in favour – Approved

HR Subcommittee

The HR Subcommittee provided a high-level update on organisational resilience and policy development. Detailed workforce, employment and advisory information is retained confidentially and is not included in the public minutes.

- The Board considered and approved the Subcommittee's overarching recommendations to support effective governance and organisational continuity.

Decision: Unanimous vote in favour - Approved

- The Board considered a confidential HR matter at a summary level only.

The Board ratified the Subcommittee's recommendation, with all supporting information retained confidentially.

Decision: Unanimous vote in favour - Approved

- The Subcommittee also recommended continued development of related policy arrangements to support consistent governance across the organisation.

Decision: Unanimous vote in favour -Approved

Tenancy, Repairs & Maintenance

The Tenancy, Repairs and Maintenance Subcommittee provided a high-level update on service governance, property standards and resident outcomes. Detailed operational, technical and eligibility information is retained internally.

- The Board approved the Subcommittee's governance recommendations, with detailed terms and arrangements retained internally.

Decision: Unanimous vote in favour - Approved

- The Board approved a resident support scheme recommendation, with detailed eligibility criteria retained internally.

Decision: Unanimous vote in favour -Approved

- The Board endorsed continued development of estate investment and improvement priorities, with detailed specifications, funding information and delivery arrangements retained internally.

Decision: Unanimous vote in favour - Approved

- The Board considered future resident support arrangements at a high level. Further development work will be undertaken and detailed criteria will be retained internally.

Action: Chief Officer to investigate and develop for future Board approval.

Finance Subcommittee

The Finance Subcommittee provided a high-level update on financial governance, budget oversight and strategic financial planning. Detailed financial information, account arrangements and supporting papers are retained confidentially and are not included in the public minutes.

- The Board considered the Subcommittee's overarching finance recommendations and noted that detailed financial reports are retained in confidential records.
- The Board approved the Subcommittee's recommendations to support effective financial stewardship, transparency and strategic delivery.

Decision: Board decision - Unanimous vote in favour - approved

- The Board supported continued long-term financial planning to align resources with organisational priorities and resident-focused outcomes.

Decision: Board decision - Unanimous vote in favour – approved

Governance & Policy

The Governance and Policy update was presented at a high level.

- The Board considered recommendations intended to strengthen governance controls, support policy oversight and maintain alignment with organisational and regulatory requirements. Detailed policy lists, access arrangements and supporting correspondence are retained internally.

Decision: Unanimous vote in favour – Approved

The Board noted that further governance and policy development work would continue, with detailed workplans retained internally.

11. Chief Officer's Report

The Chief Officer provided a high-level update on strategic organisational matters, including property-related governance, regulatory assurance and operational planning. Detailed commercial, legal and supporting information is retained confidentially.

Decision: Unanimous vote in favour - Approved

- The Board considered the recommended approach for progressing the matter, with detailed considerations retained in confidential records.
- The Board agreed the recommended approach, with supporting information retained confidentially.

Decision: Unanimous vote in favour - Approved

- The Chief Officer provided a high-level organisational and regulatory update. The Board considered and approved the relevant policy recommendation, with supporting documentation retained internally.

Decision: Unanimous vote in favour – Approved

The Board noted organisational continuity considerations at a high level, with detailed operational information retained confidentially.

Board Development and Assurance

Board development and assurance requirements were noted, with detailed completion records retained internally.

Any individual arrangements are recorded confidentially.

Operational Assurance Updates

- Operational assurance activity was noted as progressing.
- Further operational planning updates were noted, with detailed delivery information retained internally.

12. Any Other Business

The Resident Engagement Strategy was noted as submitted for review for the next meeting. A community engagement opportunity was noted for inclusion in future communications.

Board Decisions and Actions Taken

Action	New / Ongoing Action	Voted Outcome Approved / Deferred / Rejected
Record approval of previous minutes, with supporting approval details retained internally.	New	Recorded internally
Record Board outcome on overarching finance recommendations, with supporting financial information retained confidentially.	New	Approved Unanimous
Record Board outcome on overarching organisational resilience recommendations, with supporting information retained confidentially.	New	Approved Unanimous
Record Board outcome on a confidential organisational matter, with supporting information retained confidentially.	New	Approved Unanimous
Progress related governance and policy development, with detailed arrangements retained internally.	New	Approved Unanimous
Record Board outcome on overarching governance and policy recommendations, with supporting details retained internally.	New	Approved Majority

Action	New / Ongoing Action	Voted Outcome Approved / Deferred / Rejected
Progress agreed governance and policy actions, with detailed workplans retained internally.	New	Approved Unanimous
Record Board outcome on subcommittee governance arrangements, with supporting details retained internally.	New	Approved Unanimous
Record Board outcome on resident support arrangements, with detailed criteria retained internally.	New	Approved Unanimous
Continue development of estate investment and improvement priorities, with detailed specifications retained internally.	New	Approved Unanimous
Record Board outcome on strategic property arrangements, with commercial details retained confidentially.	New	Approved Unanimous
Record Board outcome on the strategic property matter, with legal and commercial details retained confidentially.	New	Approved Unanimous
Record Board outcome on policy approval, with supporting documentation retained internally.	New	Approved Unanimous
Bring the resident engagement update back for review at the next meeting.	New	Approved Unanimous

Notes and Context

The following summary records the key public themes discussed at the meeting.

- The meeting reflected a continued focus on good governance, compliance, regulatory assurance and strengthening Board oversight.
- The Board considered the balance between visible tenant-facing services, local community presence and the formal evidence requirements expected by the regulator.
- Financial governance remained a key theme, with detailed financial and planning information retained confidentially.
- Resource planning was discussed in the context of supporting agreed organisational priorities and resident-focused outcomes.
- Housing management and resident service delivery remained key areas of Board oversight.
- Members noted the importance of clear resident communication and service signposting.
- Organisational resilience was discussed at a high level, with detailed operational matters retained confidentially.
- The Board supported continued organisational resilience planning and related policy development.
- Asset management and estate investment remained priorities, with detailed capital works specifications retained internally.
- Governance and policy development continued to progress, with detailed workplans and supporting documentation retained internally.
- The Board considered strategic property matters, with detailed commercial and legal considerations retained confidentially.
- Operational improvement activity was noted, with detailed delivery plans retained internally.

- The meeting demonstrated a proactive approach to governance, assurance, resident-focused delivery and long-term organisational resilience.

The meeting concluded at 6.56pm.

Future meeting schedule

Future meeting dates are maintained internally and shared through the appropriate governance route.

True Record Acknowledgement

The minutes were agreed as a true record on 14 July 2026.