

# Public Eildon Board Minutes



Meeting: Board Meeting of Eildon Housing Association Ltd.  
Date: 23 April 2025  
Time: 5.32pm – 7.35pm (2hrs 3mins)  
Location: The Board Room, Ettrick Mill, Dunsdale Road, Selkirk TD7 5EB

Present: Ms C Fancy (Chair) Mr B Frater (Vice-Chair), Ms A Harvie, Mr Highton, Mr R Kilshaw, Ms C Louch, Mr A Lundmark (left at 7.22pm after agenda item 2.05) Ms E McHugh, Mr E Swinton (from 5.43pm mid-way through item 2.01).

Virtual: Ms H MacLeod, Ms J Pashley

Attendance: Mr N Istephan, Chief Executive & Company Secretary (CEO)  
Ms L Mirley, Director Business Support (DBS)  
Ms A Miller, Director Community Services (DCS)  
Ms S Spence, Governance Officer (GO)

**Ms C Fancy, Chair presided**

Ref	Subject	Action
<b>Board Items</b>		
1.01	<b>Welcome &amp; Apologies</b> The Chair welcomed everyone and opened the meeting at 5.32pm. The Chair thanked Mr Highton for chairing the EHA March Board meeting and noted apologies from Mr Beardsley and Mr Wilson Prior. With 10 Board members present the Chair declared the meeting quorate.	
1.02	<b>Declarations of Interest</b> Mr Kilshaw declared an interest for 3.01 Legal Actions. The Chair thanked Mr Kilshaw for his declaration and advised he could remain in the meeting but would not be invited to speak or vote on the Legal Action Paper presented.	
1.03	<b>Minutes for Approval</b> The minutes of the Board meeting held on 19 March 2025 were approved as an accurate record on the motion of Mr Kilshaw and seconded by Ms Louch.	
1.04	<b>Action Points &amp; Matters Arising</b> There were no actions points reported.	
1.05	<b>Draft RemCo, 19 March 2025</b> With no questions from Board Members on the Draft RemCo minutes of 19 March 2025, the Chair moved to the Recommendation.  <b>Recommendation:</b> Board Members noted the draft minutes of RemCo from 19 March 2025.	

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<b>Strategic Items for Discussion/Approval</b>		
2.01	<p><b>5-Year Strategy</b></p> <p>The CEO presented the new 5-Year Strategy and introduced the 5-Year Strategy by explaining approval is sought before it being circulated and published online through Eildon's website and social media. The CEO noted the key points of the strategy:</p> <ul style="list-style-type: none"> <li>• Has been drawn up through consultation with external stakeholders, customers, staff and Board.</li> <li>• Reflects six key focus areas, with three overarching principles to guide the work.</li> <li>• Continues to be ambitious, albeit in the challenging contextual circumstances.</li> <li>• The Strategic Implementation Plan to accompany the 5-Year Strategy will be presented to May Board meeting.</li> </ul> <p>5.43pm: Mr Swinton joined the meeting at this point.</p> <p><b>Recommendation:</b> The Board approved the proposed 5-Year Strategy</p>	
2.02	<p><b>Medium and Long-Term Viability Plan 2025/26</b></p> <p>The DBS gave a PowerPoint presentation on the Medium- and Long-Term Viability Plan 2025/26.</p> <p><b>Recommendation - The Board:</b></p> <ol style="list-style-type: none"> <li>1. Approved the Medium and Long-Term Viability Plan as set out in Item 2.02a</li> <li>2. Agreed that the Executive Team undertake a comprehensive business review as part of the preparation for the 2026/27 Business Planning cycle which will be presented to the Board.</li> </ol>	
2.03	<p><b>Treasury and Management Strategy 2025/26</b></p> <p>DBS presented the Treasury and Management Strategy 2025/26 highlighting the Treasury Management Strategy is based on the Annual Budget 2025/26 and ensures Eildon has the funding and liquidity to deliver its plans.</p> <p><b>Recommendation – The Board:</b></p> <ol style="list-style-type: none"> <li>1. Noted and approved the 2.03 Treasury Management Strategy 2025/26 including the Treasury Management Golden Rules 2025/26 and the Treasury Management Action Plan.</li> <li>2. Agreed an update on the funding strategy work to be presented to the August 2025 Board.</li> </ol>	
2.04	<p><b>Board Member Reviews</b></p> <p>The Chair presented the Board Members Reviews 2024/25 report.</p> <p><b>Recommendation – The Board:</b></p> <ol style="list-style-type: none"> <li>1. Considered and endorsed the findings in this report and, agreed to the areas identified for action for training and awareness.</li> </ol>	

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	<p>2. In line with the 9-Year Rule, the Board explicitly endorsed the recommendation that Mr Swinton and Mr Lundmark continue to demonstrate 'continued effectiveness' and should continue as valued members.</p>	
2.05	<p><b>Procurement Strategy</b>  In the DPA's absence, the CEO gave an overview of the mandatory annual review of the Procurement Strategy, noting the strategy's review period will be extended to 3-Years.</p> <p><b>Recommendation:</b> The Board approved the review of the Procurement Strategy and approved its publication.</p> <p>Mr Lundmark left the meeting at this point 7.22pm</p>	
2.06	<p><b>Policy Reviews</b>  The CEO presented Policy Review paper for Membership of the Association, Board Members Code of conduct, Board Members Expenses, Board Members Recruitment and Board Members Training policies. CEO reported these policies are part of the Governance Handbook, and there had been minimal changes required as noted by the tracked changes to each document presented.</p> <p><b>Recommendations – The Board:</b></p> <ol style="list-style-type: none"> <li>1. Approved the policy reviews for Membership of the Association, Board Members Code of conduct, Board Members Expenses, Board Members Recruitment and Board Members Training policies.</li> <li>2. Noted that Entitlement, Benefits and Payment Policy work be presented to Board of its adoption once it has been published for use through SFHA.</li> <li>3. The Governance Handbook will be updated and circulated through the Board Portal.</li> </ol>	
2.07	<p><b>Customer Commitments and Service Standards.</b>  DBS presented the Customer Commitments and Service Standards report, which is proposed to replace the current Customer Service Standards to ensure the standards put our customers first and takes into consideration that Eildon is a larger, more complex and diverse organisation delivering a wide range of services.</p> <p>With no points raised or discussion the Chair moved to the recommendations.</p> <p><b>Recommendation - The Board:</b></p> <ol style="list-style-type: none"> <li>1. Approved Item 2.07a Customer Charter and Customer Service Standards.</li> <li>2. Approved that the monitoring against the Charter will become part of the new Annual Customer Experience report as from the year ending 2025/26.</li> </ol>	

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<b>Other items for Board Approval/Noting</b>		
3.01	<b>Legal Actions</b> <ul style="list-style-type: none"> <li>a) Rent Arrears There were no Rent Arrears reported.</li> <li>b) Other Tenancy Issue DCS presented the Legal Action – Other tenancy issues paper.</li> <li>c) Updates There were no further updates reported.</li> </ul>	
3.02	<b>Tenancy Write-Offs</b> There were no Tenancy Write-Offs reported	
<b>Standard Items</b>		
4.01	<b>Disposal of Land/Property/Leases and Grating of a Security</b> There were no disposals reported.	
4.02	<b>Payments &amp; Benefits</b> There were no payments or benefits reported.	
4.03	<b>List of Signings and Use of Seal</b> There were no signings or use of seal reported.	
4.04	<b>Membership Applications</b> There were no Membership Applications Reported	
<b>AOCB</b>		
5.00	<b>AOCB</b> <ul style="list-style-type: none"> <li>• CEO Quarterly Report – 2 April 2025, there were no further comments from Board Members on the CEO Quarterly Report.</li> </ul> The Chair closed the meeting at 7.35pm.	