

**CASSILTOUN HOUSING ASSOCIATION**

**MINUTE OF MEETING OF BOARD OF MANAGEMENT**  
**HELD ON WEDNESDAY 31<sup>ST</sup> OCTOBER 2018 AT 6.00 PM**  
**IN CASTLEMILK STABLES, 59 MACHRIE ROAD**

**Present:**

Anna Stuart MBE	George Kelly
Evelyn Ferguson	William Craig
James Garrow	Teresa McGowan
Debbie MacKenzie	James Garrow
Julie McNeill	Richard Sullivan (Observer)

**In Attendance:**

Charlie Millar	Chief Executive Officer
Fiona McGowan	Director of Operations
Paula Brownlie	Corporate Services Manager
Gamal Haddou	Director of Finance/IT

**1a. WELCOME, INTRODUCTIONS, SEDERUNT & APOLOGIES**

Apologies received Adam Milligan and Donna Ferguson

The Chair welcomed Richard Sullivan to the board meeting. Richard has expressed an interest in joining the Board of Management and will be serving in the capacity of an observer.

The Chair also intimated that the Chief Executive and Corporate Services Manager would be meeting with Kim McKee, Senior Lecturer Social Policy (Housing) tomorrow as she has expressed a wish to join the Board of Management. Kim currently works closely with the GWSF; she supports the community based Housing Association movement and shares our vision and values.

**1b. QUORUM**

As per the Association's Rules, the Quorum for the Board of Management Meeting stands at 4 members.

**2. CONFLICT OF INTEREST (PERMANENT REGISTER)**

None

**3. MINUTE OF MEETING HELD ON 17<sup>TH</sup> SEPTEMBER 2018**

The minutes was noted and approved on the motion of George Kelly and seconded by Teresa McGowan.

#### 4. **MATTERS ARISING FROM MINUTE OF MEETING HELD ON 17<sup>TH</sup> SEPTEMBER 2018**

**Page 4, Item 10: Selection of Contractor : Fabric Repairs Maintenance Contract 2018-19:** Teresa McGowan enquired as to the contractor selected to carry out this work. Director of Operations confirmed that City Building were the successful contractor and the pre start meeting was held on 10<sup>th</sup> October 2018 with view to beginning the work week commencing 5<sup>th</sup> November 2018.

**Page 6, Item 13: GDPR:** The Chair enquired as to whether there was a cost for someone to seeking information under GDPR. Director of Operations confirmed in most cases you cannot charge a fee to comply with a subject access request. However, where the request is manifestly unfounded or excessive you may charge a “reasonable fee” for the administrative costs of complying with the request.

#### 5. **ACTION LIST FROM MEETING HELD ON 17<sup>TH</sup> SEPTEMBER 2018**

**Notifiable Event re properties at 46, 48 and 50 Machrie Drive and 99 and 113 Barlia Drive:** Chief Executive intimated that he was awaiting approval from the Council for the disposal of the land.

All other items have been actioned.

#### 6. **CHAIRS REPORT**

The Chair reported.

27<sup>th</sup> September: Attended the Nursery Board Meeting  
 28<sup>th</sup> September: Evelyn Ferguson and the Chair attended a coffee morning in James Dornan's office to raise funds for the McMillan Nurses.

Teresa McGowan, Evelyn Ferguson, Jim Garrow and the Chair attended the EVH 40<sup>th</sup> Anniversary Dinner – fantastic night had by all

15<sup>th</sup> October: H&S Committee Meeting  
 16<sup>th</sup> October: Crudens Building Contract signed by Chair and Gordon Lee from Crudens  
 18<sup>th</sup> October: Attended GWSF forum meeting with Evelyn Ferguson, Teresa McGowan, Paula Brownlie and Karen Graham. Speakers where from Keep Scotland Beautiful and David Bookbinder presenting an analysis of the main proposals in the Scottish Housing Regulator's consultation on the new regulatory framework from April 2019  
 23<sup>rd</sup> October: Chair, Evelyn Ferguson and Teresa McGowan attended the opening of Tollcross Housing Association's new offices. Very impressive. It was designed by Tom Connelly, Elder and Cannon  
 25<sup>th</sup> October: Chair and Evelyn Ferguson attended the 4th Annual John Wheatley Lecture at Parkhead School. The speaker was Josh Littlejohn, the co founder of Social Bite  
 26/28 October: Chair and Evelyn Ferguson attended the EVH Conference in St Andrews. Attended workshops on Ageing Population and the new Social Security Scotland Office. Chair met Baroness Floella Benjamin.  
 30<sup>th</sup> October: Attended the H&S Landlord Meeting

During September and October, board appraisals were carried out.

## **7. MANAGEMENT ACCOUNTS – SEPTEMBER 2018**

Director of Finance & IT presented the Management Accounts for September 2018 previously circulated with the agenda.

This is the fourth set of accounts which covers half of the financial year. In performance terms the actual surplus is £267k. This is temporarily higher than the £223k budget. This arises due to four favourable variances being greater than the three adverse ones.

The full year forecast is almost identical to the budget but we do have a few large variances.

Reactive maintenance plus the recruitment of the CEO will exceed the budget. Big timing changes made to development activity – grant and Barlia 3 expenditure.

HAG grant to be £510k lower than we budgeted and spend £700k lower this year. Both will be rolled over into next year. This has a knock on effect to our cashflows and pushing back CAF borrowing to Apr/May 2019.

Bank balance high at £4.6 million. Running costs, some of which are 6% higher than last year (excl CAF arrange fee and depreciation) and day to day maintenance is 11%

Factoring cost centre is breaking even. Arrears trend continues to be good and remains slightly lower than start of year. Major repairs spending to start in December and the first Barlia 3 development invoice in October/November. We can delay the CAF drawdown and avoid unnecessary interest.

KPIs have all been achieved.

These management accounts were issued to Barclays and Nationwide on 29 October.

***The Board unanimously approved the Management Accounts for September 2018 on the motion of William Craig and Teresa McGowan.***

## **8. SHAPS PENSION – INDIVIDUAL VALUATION**

Director of Finance and IT presented the above report previously circulated with the agenda.

This change to having individual valuations arises from a small number of housing Associations putting pressure on SHAPS.

There will be a cost for this work to be undertaken which for Cassiltoun Housing Association is currently £1,920 per annum plus a one off £385 (introduction fee).

After discussion, the Board noted the cost associated with the individual valuation for the Association.

## **9. 6 MONTH TRAFFIC LIGHT MONITORING REPORT 2018/19 – 6 MONTH REVIEW**

Chief Executive presented the above report previously circulated with the agenda.

18 operational objectives – 5 currently standing at amber

1. Continue to recruit new board members – board currently sitting at 11. The Association will continue to promote board membership. Potential for 2 co-optees.
2. By the end of 2018 complete a new Tenants Handbook – Director of Operations currently working on.
3. During 2018, review the initial business planning assessment for social enterprise 4 – Board have approved to move to Business Planning stage. **TC Young Solicitors to be contacted re setting up the company.**
4. To complete an internal audit of our housing development procedures/activity- The SHR have reviewed the Association's process during medium engagement.
5. To action the outcome of the internal audit of the Association's procurement by Excel Scotland – Procurement Strategy plan to be created.

***The Board noted and approved the 6 month traffic light report.***

## 10. VALUE FOR MONEY STRATEGY

The Chief Executive presented the Value for Money Strategy previously circulated with the agenda. He further presented a summary of the Strategy via a powerpoint presentation.

The Strategy will outline our Value for Money (VFM) commitment and how we aim to improve it. For example, Procurement, Performance and diversity. The Association are required to outline our commitment to VFM as per the SHR's Regulatory Standards (Standard 3). The Strategy will keep the Association focussed on VFM.

All future plans should make reference to VFM e.g 2018/22 Development Plan.

The Strategy outlines

Economy	Resources – competitive price
Efficiency	Delivering same level of service for less – joint working (e.g. Castlemilk Park, Stables)
Effectiveness	Meet the needs of our customers e.g. Local people

Value for money definition “Is to ensure that the Group continuously manage all of their resources, providing quality homes and services, achieved through a performance culture of improvement and sustainability”.

Training will be carried out with Board and Staff. The Board will receive a one hour master class to discuss what VFM means and to ensure that the Association pursue VFM to comply with Regulatory Standards. This will include subsidiaries. Staff workshops will be arranged to discuss strategy and how we implement the strategy.

***After discussion, the Board unanimously approved the Value for Money Strategy on the motion of Evelyn Ferguson and Jim Garrow.***

## 11. BUSINESS PLANNING – SWOT EXERCISE

Chief Executive presented the above report previously circulated with the agenda.

The staff team had reviewed the SWOT and the changes were highlighted in yellow.

A workshop will be set up with the Board to review the SWOT exercise for the Association. This will tie in with the VFM workshop.

## 12. **COMPLAINTS REGISTER**

Director of Operations presented the Complaints Register for 1st April 2018 – 30th September 2018 (Quarter 1 & 2).

Number of Complaints	33 – 1st Stage received (27 Upheld)
	2 – 2nd Stage (progressed from 1st stage)
	1 – 2nd Stage (progressed straight to 2nd Stage)

Number of complaints that have been resolved	33 x 1 <sup>st</sup> stage
	3 x 2nd stage

Evelyn Ferguson enquired if the complaints figure had gone up compared to last year. Director of Operations confirmed that we are currently sitting on less complaints than last year.

Julie McNeil enquired if staff carry out quality control checks of repairs carried out. Director of Operations reported that staff carry out checks on 10% of all repairs that have been carried out.

Director of Operations reported that 3 members of staff had received handmade thank you notes and a small paperweight (De minimus value) thanking them for their help and support in a tenancy matter.

***The Board noted and approved the number of complaints received during Quarter 1 and 2.***

## 13a. **ANNUAL BOARD APPRAISAL – FEEDBACK**

Corporate Services Manager presented the above report previously circulated with the agenda.

Ten board members had completed and returned self-assessment forms. One board member has still to meet with the Chairperson and Corporate Services Manager. This date has been arranged.

The annual review process determines how effectively our Board of Management are able to carry out their role and responsibilities and it ensures that our Association has clear direction and purpose. It also confirms that the Association has good governance processes in place and highlights areas for improvement going forward.

The Board appraisal process also includes a self-assessment against the Scottish Housing Regulator's Regulatory Standards of Governance and Financial Management.

This is consistent with the Regulator's requirement that all landlords are aware of the Standards and the need to assess their organisation's achievement of them.

The report highlighted the effectiveness of governing body members and also any areas of weaknesses that need to be supported and development.

Discussions also took place with those Governing Body members with 9 years service and over to appraise their effectiveness to continue with their board membership.

The Board noted and approved the Annual Board Appraisal Feedback report.

**13b. BOARD OF MANAGEMENT TRAINING PLAN**

Corporate Services Manager presented the above report previously circulated with the agenda.

The Board noted and approved the training plan for all board members.

**14. POLICY REVIEW – PAYMENT OF EXPENSES TO BOARD OF MANAGEMENT AND STAFF MEMBERS**

Corporate Services Manager presented the above Policy previously circulated with the agenda.

The changes noted in red in the policy were in connection with up to date subsistence allowances.

***The Board unanimously noted and approved the changes made to the Payment of Expenses to Board of Management and Staff Members policy.***

**15. GDPR UPDATE**

Director of Operations reported that we had received one subject access request. This matter was dealt with and the Register was updated.

**16. CORRESPONDENCE**

***Letter from Isla Dundas:*** Thanking the Association for all their help and support during her time at Cassiltoun Housing Association

***Letter from Castlemilk High School:*** Requesting a donation towards Christmas Hampers for the Senior Centre at Castlemilk. ***The Board agreed to donate £100.00.***

***SHARE Committee Training Bulletins:*** Available from the Association's offices

***SHARE Autumn Newsletter:*** Available from the Association's offices

***Thank you note:*** Thank you note from Anne Millar, Financial Inclusion Officer for all the get well wishes

**Letter from SHR to Chairperson** – Feedback from their observation at Board Meeting held on 13<sup>th</sup> August: A copy will be circulated to the Board for their information. Good feedback was received. The SHR also intimated that they following the engagement that they had undertaken and the documentation that had been provided. Key points had been addressed and significant assurance had been taken from this.

**17. APPLICATIONS FOR MEMBERSHIP**

The Board considered 6 membership applications as outlined by the Corporate Services Manager.

The Board noted the eligibility of the applications had been checked.

The Board noted and unanimously approved for the members to be added to the Share Membership Register and that Share Certificates would be issued.

**18. USE OF SEAL**

The use of seal was used on 7 occasions.

**19. ENTITLEMENTS, PAYMENT AND BENEFITS**

Register updated with thank you cards and paperweight gifts from a tenant to three members of staff. De minimus value.

**20. SUBSIDIARY & SUB-COMMITTEE DECISIONS MADE BETWEEN 18<sup>TH</sup> SEPTEMBER 2018 – 31<sup>ST</sup> OCTOBER 2018**

**Cassiltoun Stables Nursery – 27<sup>th</sup> September 2018**

Management Accounts to 31<sup>st</sup> August 2018 – Approved

Advertise for Admin Assistant – 25 hours per week – temporary until 28<sup>th</sup> June 2018 – National Minimum Wage – Approved

Ellis McGuigan to form part of the bank staff to provide admin support one day per week until Admin Assistant post filled – Approved

**Operations Sub Committee – 3<sup>rd</sup> October 2018**

Election of Teresa McGowan as Chairperson - Approved

Improving Home Safety – Changes to Fire and Smoke Alarm Regulations:-

Approval granted to include smoke and heat detectors in the 2019/2020 programme to be fitted by the Association's current contractor City Technical Services in conjunction with the annual gas service visit and in order to remain within the spend contained within the business plan to re-programme the major improvements programme for the next 5 years, to be brought back to the Operations Sub Committee for approval.

Asset Management Plan – Approved

Former Tenant arrears and credit write offs - Approval to write off the following:-

- £11,678.68 in former tenant arrears
- £364.86 in housing benefit overpayments
- £8,210.29 in former tenant credits

Approval given to go out to tender using Quick Quotes for the laundry equipment at Barlia Grove – Machrie Drive.

Live Notice of Proceedings re rent arrears and anti-social behaviour:-

- Approval to proceed with court action if necessary re 24 live cases for rent arrears
- Approval to proceed with court action if necessary re 2 live cases for anti-social behaviour.
- Satellite Dishes:-

Approval to remove the obsolete satellite dishes at the point the property becomes void or a fabric repair programme is being carried out and to offer those tenants from another country who require their dish to watch television from their home country the option to have the communal system upgraded, but be charged as a charge tenant repair.

Complaints Policy and Procedure – Approved

Right to Repair Policy – Approved

Health and Safety Landlord Manual (HSLM) Committee:-

- Delegated Authority to be given to the Health and Safety Landlord Manual (HSLM) Committee to approve health and safety related policies.
- Remit of HSLM Committee to be updated accordingly.
- Remit of Operations Sub Committee to be updated accordingly.
- Board of Management to be informed under Sub Committee and subsidiary Decisions

### **Staffing Sub Committee – 3<sup>th</sup> October 2018**

Tender Brief for Recruitment Consultant – approved

### **Staffing Sub Committee – 12<sup>th</sup> October 2018**

Approval to appoint Aspen as the successful recruitment consultant for the post of CEO

The Board noted the Subsidiary and Sub Committee decisions.



21. **HEALTH & SAFETY/HWL**

**H&S:** No issues to report. H&S Landlord Meeting was held on 30<sup>th</sup> October 2018.

**HWL:** Ongoing work to meet the criteria to sustain the Gold Award.

22. **A.O.C.B**

***Christmas Lunch:*** Group Board and Staff lunch will be held on Wednesday 19<sup>th</sup> December 2018 in the Croft immediately after the Board meeting.

23. **DATE OF NEXT MEETING**

Wednesday 28<sup>th</sup> November 2018 at 6.00 pm

There being no further business the meeting concluded at 7.18 pm

Signature:  
**Chair of Board of Management**

Date: