

CASSILTOUN HOUSING ASSOCIATION

**MINUTE OF MEETING OF BOARD OF MANAGEMENT
HELD ON WEDNESDAY 25TH MARCH 2026 AT 6.00 PM CASTLEMILK STABLES, 59 MACHRIE
ROAD, GLASGOW VIA ZOOM/IN PERSON**

Present: Anne M Stuart MBE, Chairperson
Julie McNeil, Vice Chairperson (Zoom)
Faye Mitchell (Zoom)
Mark Tedford (Zoom)
Karen Devin
Bridget Crossan
Allana Hammell
Ryan Barclay
Pamela Gibson

In Attendance: Clair Malpas Chief Executive Officer
Clare MacLean Housing Manager
Paula Brownlie Head of Corporate, HR & Finance

1a. WELCOME, INTRODUCTIONS, SEDERUNT & APOLOGIES

The Chairperson welcomed everyone to the meeting. There was no fire drill planned and reminded Board Members of the evacuation procedures. Board members were reminded to switch off mobile phones. Board members were reminded to speak through the Chairperson.

The Chairperson informed the meeting that she had received a request for a two-month leave of absence from Gayle Fitzpatrick. *Item redacted as contains sensitive information. **The Board approved Gayle's request for a two-month leave of absence.***

Apologies were received from Richard Sullivan, Teresa McGowan, Natalie Tobin and John Williams, Head of Asset Management.

1b. QUORUM

As per the Association's Rules, the Quorum for the Board of Management Meeting stands at 4 members. Today's meeting is therefore quorate.

2. CONFLICT OF INTEREST (PERMANENT REGISTER)

Agenda Item 21 – AOCB: Housing Manager declared an interest.

3a. MINUTE OF MEETING HELD ON 25TH FEBRUARY 2026

The Chairperson asked all board members present at the meeting if they had received their board papers on time and if they had read and understood the papers. All board members present confirmed that they had received their board papers on time and that they had read and understood the papers.

The minute of the meeting held on 25th February 2026 were noted and approved on the motion of Allana Hammell and seconded by Ryan Barclay.

3b. MATTERS ARISING FROM MEETING HELD ON 25TH FEBRUARY 2026

Page 12: Item 9, Budget for 26/27: Delegated authority was given to CEO to accept the Insurance quotation once it had been received. *Item redacted as contains sensitive information.*

The Board noted and approved the quotation of Item redacted as contains sensitive information for insurance cover for 26/27. The Budget for 26/27 will be updated accordingly.

Page 15, Item 19: AOCB: Buchanan Lodge: *Item redacted as contains sensitive information.*

BBC: have confirmed that we will form part of the Stacy Dooley programme.

Lived Experience Group: Ardenglen HA have nominated the Castlemik Lived Experience Group for an Community Award with SHARE. The Lived Experience Group received confirmation that they had been shortlisted for the award.

3c. ACTION LIST FROM MEETING HELD ON 25TH FEBRUARY 2026

	Details	Person Responsible	Status
Actions from meeting held on 28th October 2025			
1.	<i>Item redacted as contains sensitive information.</i>	<i>Item redacted as contains sensitive information.</i>	<i>Item redacted as contains sensitive information.</i>
Actions from meeting held on 28th January 2026			
2.	Tenants Satisfaction Survey Action Plan to be drafted from TSS Report	HM	To be presented to the Board at their meeting in April 26
3.	Water Hygiene – report to be presented to the next Tech Performance Board meeting re the outcome of risk assessment carried out regarding tank removals	HaM	To be presented at the next Technical Performance Meeting
4.	Rent Setting policy – approval to extend the current policy by one year Delegated authority granted for the CEO to obtain quotes for and appoint an external consultant to undertake a Rent Review.	CEO	Awaiting costs
Actions from meeting held on 25th February 2026			
5.	SHR Portal to be updated with new coopted board member, Karen Devin	HCF	Completed
6.	Page 15: Agenda item 9b: Acquisition Update: The properties in question are in relation to Cavin Drive and not Gavan Road as stated in the minute. The Board approved	HCF	Completed

	to amend the minute to reflect the correct address		
7.	Court Action Report – approved	HM	Completed
8.	Assurance Action Plan – removed areas highlighted green to mark completed	CEO	Completed
9.	Additional public holiday on Monday 15th June 2026 – approved. Staff to be notified	CEO	Completed
10.	The Board also approved to grant delegated authority to the Chief Executive Officer to accept the proposed Association (and subsidiary) insurances once the quotes are obtained through the broker. Register to be updated	CEO HCF	Completed

4. CHAIRPERSON'S REPORT

The Chairperson presented her report previously circulated with the agenda.

2nd March 2026	Attended meeting with <i>Item redacted as contains sensitive information.</i>
3rd March 2026 – CIH Conference	<p>Attended with Clair and Bridget</p> <p>Opening Session Gillian McLees Director CIH She spoke about tenants and stakeholders working together</p> <p>Keynote. The Housing Emergency Duncan McLellan spoke about all parties working together</p> <p>Housing affordability Child Poverty</p> <p>Sabin Zazai Scottish Refuge Council spoke about how much refugees were given if living in hotels £9 per week and if in a flat £49 per week</p> <p>So where is the stories coming from that they get loads of money and first in line for housing In the hotel</p> <p>There is no cooking facilities so they have to buy food outside</p> <p>Vanessa Taafe STV reporter chaired this session</p> <p>Break Out. Cycle on Release from Prison</p> <p>SACRO Bail and Release Policy Manager Housing and Welfare (Scottish Prison Service)</p> <p>They all spoke about what happens when a prisoner is released and the different procedures they have to deal with.</p>
4th March 2026 – CIH Conference	<p>Keynote. The Whole Rented Sector</p> <p>How we have to make houses available - Mairi McAllan (Cabinet Secretary MSP)</p> <p>Was one of the speakers Alison Watson Shelter also spoke about the lack of housing all about funding</p>

	<p>Break out. Community as an Asset - Clair Bridget and I spoke at this Clair explained about what Cassiltoun did in the community and about the funding volunteers what an asset they are and how some have gained employment. Bridget spoke about the work her group, has done the hub giving out soup, packs providing meals in the Hub Monday and Friday help with digital problems loads of clothes for nothing Running activities to raise money for all the things her team does. I spoke about the Castlemilk Lived Experience Group how it was set up by learning about Human Rights All the research we have done the guest speakers from the various government depts our submission to the committee in Geneva about more money for housing adaptations Free Wi-Fi in homes the lack of a supermarket funding for zero omission At the end of our session some people came over and said we were the best session of the Conference</p>
<p>5th March 2026</p>	<p>Nursery Board meeting – decisions reported to Board under Subsidiary Decisions</p>
<p>24th March 2026</p>	<p>Lived Experience Group met to discuss how the chair would be elected for the Pride and Place Committee. The structure would be the Councillor who would be selected and Gordon McKee. Anna Stuart intimated that she had put herself forward for Chair</p> <p>CEO reported that Gordon McKee MP held 3 meetings locally re Pride and Place and the award of £2m. Reps from the Association were present. He was asking how the Board should look and where the money should go. He was being inclusive of residents suggestions.</p> <p>CEO intimated that we should set up a Windfarm Trust and litter and flying tipping (bulk uploads in the area). Bridget Crossan intimated that the CEO was excellent in putting suggestions forward</p>

The Board noted the contents of the Chairperson’s Report.

5. CHIEF EXECUTIVE’S APPRAISAL 2025/26 AND SMART PLAN 2026/27

The Chairperson advised the Board that she had carried out the Chief Executive Officer’s Appraisal and Smart Plan which were previously circulated with the board papers. She went over the main points and advised that all targets have been met and that the CEO was doing a great job. In terms of learning and development for next year the Chief Executive Officer will continue to meet with her mentor, attend the SFHA Finance Conference, CIH Housing Festival and continue to complete global training through IHASCO along with networking etc.

The Chief Executive Officer also informed the Board that a 360 appraisal was carried out among staff – results were presented to the Board for their information.

The Chief Executive Officer's Appraisal for 2025/26 and SMART Plan for 2026/27 were unanimously approved by the Board of Management.

6a. CHA BUSINESS PLAN

The Chief Executive Officer reported that as the Board are aware *Item redacted as contains sensitive information* has been appointed to revise our Strategic Plan (as it will be known). The existing business plan will expire as of now but the Board's approval is sought to extend the current business plan. There is nothing in the narrative that cannot be tweaked if needed and the supplementary information ie strategic and operational objectives, service plans etc will be updated annually

The Board approved to extend the current Business Plan for one year.

6b. CHA BUSINESS PLANNING DAY 7/11/2025 REPORT

The Chief Executive Officer presented the Business Planning Day report (7/11/2025) that had been drafted by *Item redacted as contains sensitive information* who had facilitated the day.

The Board noted the contents of the Business Planning Day (7/11/2025) report.

6c. CHA BUSINESS PLAN – PROJECT PLAN

The Chief Executive Officer presented the Project Plan for the rewrite of the Association's Business Plan (will be known as Strategic Plan) previously circulated with the agenda.

The Board noted and approved the project plan drafted by Item redacted as contains sensitive information for the rewrite of the Association's Business Plan.

7a. CASSILTOUN STABLES NURSERY BUSINESS PLAN AND BUDGET 2026/27

The Chief Executive Officer presented the Stables Nursery Business Plan and Budget for 2026/27 previously circulated with the agenda.

Chief Executive Officer advised that the Nursery approved their Business Plan and budget for 2026/27. They looked at their objectives, fees, budget etc. The nursery fees have gone up slightly. These have been benchmarked and are still under those of a similar size etc. *Item redacted as contains sensitive information.*

The Business Plan needs to be updated with its 5 year financial projections which the Finance Manager will bring to the June Nursery Board for approval.

Bridget Crossan enquired of the nursery's FTEs. Head of Corporate, HR & Finance informed the Board that the nursery's FTEs had increased to 49 FTEs.

The Nursery Business plan and budget for 2026/76 was unanimously approved by the Board of Management.

7b. CASSILTOUN TRUST BUSINESS PLAN AND BUDGET 2026/27

The Chief Executive Officer informed the Board that the Trust Business Plan for 2026/27 which had been circulated to them for approval was a draft version. This version had been updated and will be presented to the Board for approval in April 2026.

The Trust Budget for 2026/27 had been approved by the Trust Board. It indicates a surplus of £27,409 and a cash position at 31st March 2027 £162k.

Rental uplift of 4.6% has been assumed, calculated as CPI + 1%.

The Board unanimously approved the Cassiltoun Trust Budget for 2026/27.

8. OPERATIONAL SERVICE AGREEMENTS FOR SUBSIDIARIES 2026/27

Chief Executive Officer advised that the agreements were between the Housing Association and the Nursery and the Housing Association and the Trust for services provided *Item redacted as contains sensitive information* which was based on CPI from the budget in October.

After discussion the Board unanimously approved the Operational Service agreements for the subsidiaries.

9a. WRITE OFF REPORT

Housing Manager presented the Former Tenant and Former Owners Arrears Write Off Report previously circulated with the agenda.

Former tenants arrears: £43,485.57

Owner Arrears: £542.24

The Board noted and approved to write off the above arrears.

Housing Manager to present to the next Board meeting the reason why tenants have left their tenancies.

9b. COURT ACTION FOR COMMITTEE APPROVAL

The Housing Manager presented the Court Action Report previously circulated with the agenda.

We have five cases that we have issued Notice of Proceedings.

However, a few have contacted the Association and payment arrangements have been made.

The Board noted and approved the five court actions if required.

10. INSURANCE RENEWAL 2026/27

Chief Executive Officer had previously reported on the insurance renewal 2026/27 under matters arising.

11. GOVERNANCE TIMETABLE FOR 2026/27

The Chief Executive Officer presented the Governance Calendar for 2026/27 previously circulated with the agenda.

The Board noted the change of the meeting in October to accommodate the annual Halloween event.

The Board noted and approved the Governance Calendar for 2026/27.

12. CALENDAR OF PRIORITIES

The Chief Executive Officer presented the Calendar of Priorities for 2026/267 previously circulated with the agenda.

The Housing Manager confirmed that the FCA return needs to be submitted in April each year rather than May. Calendar of Priorities to be updated.

The Board noted and approved the Calendar of Priorities for 2026/27 and agreed to delegate authority to the Chief Executive Officer to make any changes necessary throughout the year.

13. SDFP REPORT

The Chief Executive Officer presented the SDFP Report previously circulated with the agenda. This is an aspirational report.

Item redacted as contains sensitive information to be included in our report.

The Board noted and approved the contents of the SDFP Report.

14. POLICIES FOR APPROVAL

- (a) Retention Policy and Schedule – ***noted and approved.***
- (b) Procurement Strategy : due to some clarifications, the strategy will be deferred to the April Board meeting for approval
- (c) ICT Strategy /Acceptable Usage Policy – ***noted and approved***

Policies to be deferred:-

- (d) Tenants Alterations & Improvements & Compensation Policy
- (e) Equality & Human Rights Policy
- (f) Equality & Diversity Strategy
- (g) Equality & Diversity Strategy and Action Plan
- (h) Void Management
- (i) Rechargeable Repairs
- (j) Right to Repair Policy
- (k) Medical Adaptations Policy
- (l) Board of Management Standing Orders & Delegated Authority including Remits of Sub Committees

- (m) Disposal of Land and Assets
- (n) Asbestos
- (o) Asbestos Management Strategy
- (p) Repairs & Maintenance Policy
- (q) Neighbour Relations Policy
- (r) Pet Policy
- (s) Tenant Participation Strategy & Action Plan

The Board noted and approved the above policies to be deferred to June 2026.

15. **CORRESPONDENCE**

Head of Corporate, HR & Finance presented correspondence received:-

GWSF	GWSF Update Report Circulated to Board for their information
EVH	EVH are appealing for a donation towards their CHAS Appeal (staff participating in the Kiltwalk) <i>Item redacted as contains sensitive information</i>
SFHA	SFHA Governing Body Conference 21 April 2026. The Lighthouse The Chairperson will attend on behalf of the Association
SHARE	SHARE Annual Conference & Award Ceremony – 30 April 26 The Chairperson will attend on behalf of the Association
CHA	A few staff members have expressed their thanks to the Board for granting the extra days public holiday in recognition of Scotland playing in the World Cup

16. **APPLICATIONS FOR MEMBERSHIP**

The Board considered one membership application as outlined by the Head of Corporate, HR & Finance.

The Board noted that eligibility of the application had been checked.

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

17. **USE OF SEAL**

None

18. **ENTITLEMENT, BENEFIT AND PAYMENTS**

The Head of Corporate, HR and Finance presented the above report previously circulated with the agenda.

After discussion, the Board noted the contents of the Entitlement, Benefit and Payments report.

19. NOTIFIABLE EVENTS

Item redacted as contains sensitive information

20. SUBSIDIARY & SUB-COMMITTEE DECISIONS MADE BETWEEN 26TH FEBRUARY – 25TH MARCH 2026

Cassiltoun Trust – 4th March 2026

Minutes of meeting held on 27th November 2025 – approved

Management accounts to 31st January 2026 – approved

Cassiltoun Trust Budget for 2026/27 – approved

Cassiltoun Trust Business Plan 2026/27 – approved

Cassiltoun Trust – Governance Matter – ongoing

Cassiltoun Trust Board Member Christine Devine MBE – resignation accepted and approval to invite in for lunch before next meeting and present with flowers and card.

Cassiltoun Stables Nursery – 5th March 2026

Minutes of meeting held on 27th November 2025 – approved

Management Accounts – January 2026 approved

Cassiltoun Stables Nursery Budget for 2026/27 – approved

The Board approved writing off the prepaid and former arrears of £243 and £3.40 former prepaid credits.

The Board approved the Operational Report

The Board approved the increase in Nursery fees as per table below for 26/27

	0-3			3-5			Extra hour rate in relation to partnership hours
	FT	Daily	½ Day	FT	Daily	½ Day	
	£	£	£	£	£	£	
Current	235	52	30	230	51	30	£7.50
Proposed	265	56	33		55	33	£8.00

Item redacted as contains sensitive information.

Strategic and Operational Objectives for 2026/27 - approved

SWOT Analysis for 2026/27 – approved

Risk Register update – approved

Business Plan for 2026/27 – approved

Update Traffic Light Report 2025/26 – approved

Change to delivery of funded hours – approved

Policies

Cookie Notice – approved

Cookies Policy – approved

Appropriate Policy Document - approved

21. AOCB

SHARE Award Ceremony: As previously reported, Lived Experience Group have been nominated for an award at the SHARE Award Ceremony.

The Chief Executive Officer also informed the Board, as she is a member of the Board of Management at Cloch Housing Association, Cloch have also been nominated for an award at the SHARE Award Ceremony.

Potential Cyber Attack: The Chief Executive Officer informed the Board that there had been a cyber attack going around the sector. An organization has been circulating phishing emails trying to get people to click in to give their Microsoft details and password which would allow them to take over their computers. One of our consultants had been hacked. Fortunately for Cassiltoun HA there was no malware in the attachments we had received. We took action right away and contacted our IT supplier.

Board 1-2-1s: Head of Corporate, HR & Finance will be in contact with Board members re a date and time to carry out Board members 1-2-1s.

Board appraisals: An independent Board appraisal will be carried out with *Item redacted as contains sensitive information*. Dates and times will be agreed with Board members.

Director of Operations Retirement Function: Board were reminded that Fiona McGowan's retirement farewell will be held in the Association's office on Friday 27th March 2026 at 4.30 pm. Anyone wishing to contribute to Fiona's gift should contact the Chairperson direct.

7.10 pm – Housing Manager and Head of Corporate, HR & Finance left the meeting.

Item redacted as contains sensitive information.

22. DATE AND TIME OF NEXT MEETING

29th April 2026 at 6.00 pm

There being no further business the meeting concluded at 7.20 pm

Signature:
Chair of Board of Management

Date: