

**CASSILTOUN HOUSING ASSOCIATION**

**MINUTE OF MEETING OF BOARD OF MANAGEMENT**  
**HELD ON TUESDAY 28<sup>TH</sup> OCTOBER 2025 6PM WITHIN CASTLEMILK STABLES/VIA ZOOM, 59**  
**MACHRIE ROAD, GLASGOW/ZOOM**

**Present:** Anna Stuart MBE, Chairperson  
Gayle Fitzpatrick (Zoom – joined at 6.15 pm))  
Faye Mitchell (Zoom)  
Bridget Crossan  
Mark Tedford (Zoom)  
Ryan Barclay (Zoom)  
Pamela Gibson  
Richard Sullivan (Zoom – left meeting at 7.10 pm)

**In Attendance:** Clair Malpas, Chief Executive Officer  
John Williams, Head of Asset Management  
Fiona McGowan, Director of Operations  
Paula Brownlie, Head of Corporate, HR & Finance

The Chairperson sought the Board's approval to bring forward Agenda Items 4a and 4b. These agenda items will be taken after agenda item 2. ***The Board approved.***

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

The Chief Executive Officer welcomed everyone to the meeting. There is no fire drill tonight and reminded Board Members of the evacuation procedures.

Apologies were received from Julie McNeil, Allana Hammell and Natalie Tobin.

**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 4a – Special Board Meeting held on 18<sup>th</sup> September 2025.*** All Officers apart from Chief Executive Officer will not be present at this point of the agenda.

**4a. MINUTE OF SPECIAL BOARD MEETING HELD ON 18<sup>TH</sup> SEPTEMBER 2025**

Minute sent to Board of Management via separate correspondence.

**4b. MATTERS ARISING FROM SPECIAL BOARD MEETING HELD ON 18<sup>TH</sup> SEPTEMBER 2025**

Minute sent to Board of Management via separate correspondence

Director of Operations, Head of Asset Management and Head of Corporate, HR & Finance joined the meeting.

6.15 pm Gayle Fitzpatrick joined the meeting

**3a. MINUTE OF MEETING HELD ON 24<sup>TH</sup> SEPTEMBER 2025**

The Chairperson asked all board members present at today's meeting received their papers in time and have read and understood the papers.

All board members confirmed that they had received their papers in time and that they had read and understood the papers.

*The minute of meeting held on 24<sup>th</sup> September 2025 were noted and approved on the motion of Faye Mitchell and seconded by Ryan Barclay.*

**3b. MATTERS ARISING FROM MEETING HELD ON 24<sup>TH</sup> SEPTEMBER 2025**

None

**3c. ACTION LIST FROM MEETING HELD ON 24<sup>TH</sup> SEPTEMBER 2025**

	Details	Person Responsible	Status
<b>Actions from meeting held on 26<sup>th</sup> March 2025</b>			
1.	Cyber Fraud refresher training to be arranged for Board members	HCHR&F	<i>Item redacted as contains sensitive information.</i>
<b>Actions from meeting held on 25<sup>th</sup> June 2025</b>			
2.	Cash flow statements in quarter 2 (August) to be drawn up to inform the deposit sums that can be placed when the two other current deposits mature in September 2025.	Finance Manager	<b>Board will be advised at November Board meeting</b>
3.	White Paper on changes to Welfare Reform – Summary on the changes to be circulated to the Board	CEO	<b>Advice Team to provide this for the November Board meeting</b>
<b>Actions from meeting held on 11<sup>th</sup> August 2025</b>			
4.	Board approved to upgrade CCTV Camera Install a new door entry system at the side exit door	HaM	<b>Completed. Two things outstanding are</b>  <b>Bell to be put in open space at reception</b>  <b>There is an issue with a cable to the camera</b>
<b>Actions from meeting held on 24<sup>th</sup> September 2025</b>			

5.	<i>Item redacted as contains sensitive information.</i>	CEO	<b>Ongoing</b>  <i>Item redacted as contains sensitive information.</i>
6.	Locality Plan – Approval that the CEO sign the offer of grant on behalf of the Board once this is reviewed and to retrospectively provide the Board with the conditions of funding	CEO	<b>Grant Award offered – need to clarify what logos they wish to go on the job advert. Job Description drafted</b>
7.	Assurance Statement – approval to submit to SHR	CEO	<b>Complete</b>
8.	Court Action – approval with the continuation of the necessary action for those who have breached their tenancy agreement, including court action up to and including decree for eviction for recovery of possession, debt outstanding and expenses which if granted will result in the repossession of the property	HM	<b>Complete</b>
9.	Maintenance Contracts – approval to proceed with the following procurement programmes:-  <ul style="list-style-type: none"> <li>• Verandah Maintenance Contract</li> <li>• Cost Condition &amp; Life Cycle Costs</li> <li>• Lift Maintenance Contract</li> <li>• AOV Smoke Vents Maintenance Contract</li> <li>• Landscaping Maintenance Contract</li> <li>• Staircleaning Maintenance Contract</li> </ul>	HoAM	<b>Completed</b>
10.	<p>Policies:</p> <p><b>Approval to Defer until Q4:-</b></p> <ul style="list-style-type: none"> <li>• Equality &amp; Human Rights Policy: The Board approved to defer until results of tenants satisfaction survey are received.</li> <li>• Equality &amp; Diversity Strategy: the Board approved to defer until results of tenants satisfaction.</li> <li>• Tenant Alterations &amp; Improvements &amp; Compensation Policy – approval to defer</li> <li>• Medical Adaptations Policy - approval to defer</li> <li>• Right to Repair Policy – approval to defer</li> </ul> <p><b>Policies Approved:</b></p> <ul style="list-style-type: none"> <li>• Community Benefits</li> <li>• Chip &amp; Pin Policy</li> </ul>	<p>SLT</p> <p>CSO to update register and inform staff</p>	<b>Complete</b>

	<ul style="list-style-type: none"> <li>Shared Ownership Buy Back Policy</li> <li>Subletting Policy</li> </ul>		
11.	Entitlement, Benefits & Payments Register to be updated <i>Item redacted as contains sensitive information.</i>	CSO	<b>Complete</b>
12.	Barlia Grove – Options for reconfiguration of property to be presented at October board meeting	HM HoAM	<b>On board agenda</b>
13.	<i>Item redacted as contains sensitive information.</i>	HCHR&F	<b>Complete</b>
14.	GWSF Research Paper – CSO to distribute to the Board	CSO	<b>Complete</b>

## 5. **CHAIRS REPORT**

Anna Stuart MBE, Chairperson provided her report as follows:

Audit and Risk Sub Committee – 13 Oct 2025 (Chair submitted apologies due to feeling unwell)

Staffing Sub Committee – 16<sup>th</sup> October 2025 – Chair attended

Decisions made at both meetings are reported under Agenda Item 20

**The Board noted the contents of the Chairperson's Report.**

## 6. **TRAFFIC LIGHT REPORT UPDATE**

The Chief Executive Officer presented the Traffic Light Report Update previously circulated with the agenda.

The Chief Executive Officer reminded the Board of the definitions for Red, Amber and Green

<b>Green:</b> On track with no major issues. Progress is satisfactory.	<b>Amber:</b> There are minor issues or a potential risk that could lead to problems if not addressed. Monitor situation closely	<b>Red:</b> Serious issues or risks that are likely to cause significant delays or budget overruns. Immediate intervention is needed to get the project back on track.
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***The Board noted and approved the 6 month traffic light report update.***

## 7a. **H&S LANDLORD REPORT**

The Head of Asset Management presented the H&S Landlord Report previously circulated with the agenda.

The Board were advised that the Association had recently undergone a H&S Landlord Audit with *Item redacted as contains sensitive information.* and are currently waiting on the findings report.

The Board were advised that it seemed to be a positive audit and we do not envisage any concerns.

EICR: 100% compliant with Electrical Installation Condition Report (EICR) anniversary dates.

Gas Safety Checks: 100% complaint

Lifts: On track with regards to our inspection regime

Water Hygiene: All risk assessments have been completed. We are actively going through a work programme to remove tanks from our 5 apartment properties. At the next Board meeting we will circulate our programme to remove tanks from the Association's stock base (5 apartments). Tenement properties will be a bit more complicated due to additional works required. The contractor is developing a work plan which will be costed.

Appendix 1 – Report Card highlights compliance against KPIs for April – September 2025. Within electrical safety there is a number of properties being picked up with unsatisfactory works needing to be completed. At the time of writing the report, there was 33 properties but this is now down to below 20 as we have been getting into properties to carry out the work.

Richard Sullivan enquired as to how many tanks do we have and when do we anticipate when these will be completed. Head of Asset Management to include full details in his next report.

Richard Sullivan enquired Fire Escapes in closes – is this due to tenants putting items in the fire escape routes. Head of Asset Management intimated that we are undertaking fire risk assessments within common areas early next year. We are currently carrying out EICR inspections within common closes, once this is completed we will instruct the fire risk assessments. We need to tighten up on routine inspections that prams and bins etc are not being left in commons closes. Our close cleaners would report to the housing team if they come across any items.

The Chairperson enquired if its 34 x 5 apartments that tanks will be removed from. Head of Asset Management confirmed that the properties we have tested will be removed first and a programme will be developed to remove them. Tanks are not in all 5 apartments as well as common closes.

Bridget Crossan enquired of tenants who are disabled and leaving wheelchairs etc in common closes. Head of Asset Management intimated that we need to ensure there is no obstructions of the common pathways. Nothing should be left on landings within closes.

The Board noted the contents of the H&S Landlord Report.

## **7b. TECHNICAL SERVICES UPDATE**

Head of Asset Management presented the Technical Services Update report previously circulated with the agenda.

The report highlights the Technical Team's priorities for the next 6-8 weeks.

Asset Management Strategy to be reviewed in conjunction with the Stock Condition Survey.

Planned maintenance activity – currently have *Item redacted as contains sensitive information*. on site. They are completing 69 window and door replacements within Oaktree Gardens and Barlia Drive. The contract is going well and we are capturing positive tenant satisfaction. The Board will receive a report once the programme is completed that outlines tenant satisfaction results and quality control checks. We have a Clerk of Works who is overseeing the quality control area of the contract.

Veranda Work pilot: Over the next two weeks we will instruct the contractor to undertake the pilot work. Once completed we will report back to the Board the cost summary, quality control which has been carried out and the likely works that we will need to undertake over the next year and coming years on verandas in our stock.

Kitchen, bathroom and central heating replacements will then be programmed for replacement by March 2026 within the 5 apartment properties within Barlia Drive. There will also be 17 properties within Barlia Grove programmed for window and door replacement by March 2026. These works will be instructed subject to budget assessment following the pilot works of the veranda activity.

The Heating project was delayed due to the installation of a Gas meter on site, however this was installed on 27<sup>th</sup> October 2025. The system was turned on and is currently working. We are at the early stages of implementation and we have still to complete temperature controls within the building.

Richard Sullivan enquired of adaptations. We have made an application for £110,000. How does this break down to adaptations per household and how does this compare to other years. Head of Asset Management intimated that the Board took the decision not to undertake any adaptations last year. However this year, we have been awarded £110,000 and we have used these monies to action outstanding adaptations. We are at the point where we have cleared the outstanding adaptations for last year and we are starting to work through referrals received for this financial year. We hope to have these completed by January/February 2026. A report can be provided outlining the breakdown of information that is requested.

Richard Sullivan intimated that with regards to the Stock Condition Survey – 27% was a good sample and enquired when we expect to get the results of the survey. Head of Asset Management reported the results have been received and informed the investment programme for this year. We are procuring another contractor to undertake the stock condition survey to inform next year's investment programme. We want to achieve over the course of a 5 year period a 100% sample of all out stock.

Richard Sullivan enquired of section 9.1 Quality and Assurance: "There is a risk that contractors may not meet with quality standards which are set within the criteria."

Head of Asset Management intimated that as the Board took the decision to move away from one fixed contractor and implemented a Reactive Maintenance Framework, we are now using a variety of contractors, we need to ensure that we monitor contractor performance with regards to quality assurance and value for money.

The Chairperson enquired if the £110,000 medical adaptations monies included the £50,000 that the Association has set aside in the budget. Head of Asset Management confirmed that it does not. Mark Tedford suggested including days to complete adaptations in the Performance Report.

***The Board noted the contents of the Technical Services Performance Report.***

## **7c. TECHNICAL SERVICES PERFORMANCE**

The Head of Asset Management presented the Technical Services Performance Report previously circulated with the agenda.

Referral was made to page 2, Traffic Light Report

	Target	Current Performance	Comments
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Voids	95%	83.33%	Average turnaround time for voids is 11.  Average re-let of voids is 16.1 which is an improvement from this time last year which was 37.2 average days.
Right to Repair carried out within timescale	100%	100%	Meeting Target
Average length of time to complete emergency repairs	4 hours	2.7 hours	Above performance
%age emergency repairs completed within target	100%	99.4%	%age emergency repairs completed within target
Average length of time to complete non-emergency repairs	4 working days	6.99	Average length of time to complete non-emergency repairs
%age of reactive repairs carried out in last year on time	95%	95.76%	%age of reactive repairs carried out in last year on time
Pre Inspections	10%	9.35%	
Post Inspections	10%	11.02%	
Mould and Damp Cases Reported		18	This figure represents the number of Mould and Damp cases reported between 1/4/25 – 30/9/25
<b>Cyclical Maintenance</b>			
%age gas safety checks completed by anniversary date	100%	100%	Meeting Target
%age EICR safety checks completed by anniversary date	100%	100%	Meeting Target
Concluded Gutter Cleaning programme by October	100%	100%	Complete
<b>Medical Adaptations</b>			

Percentage of medical adaptations completed	75%	<b>42.10%</b>	This figure is based on the 8 adaptations which are complete.
<b>Factoring</b>			
Factoring Arrears	£40,000	<b>£45,983.73</b>	The outstanding balance at the end of September was <b>£45,983.73</b>

Factoring Arrears last year we carried out a factoring review and how owners were charged for repairs. As of 1 April 2025, owners are being charged and receiving apportionment of charges for works that have been carried out. Arrears have increased and the number of factored owners in arrears.

Insurance claims: As of 30th September 2025, we have logged 11 insurance claims this financial year, with a total reserved value of £106,456.57.

The rise in claims is predominately driven by water escape incidents in the Tormusk area which is showing a trend where no recent investment work has been carried out in these properties. This increase may result in a higher insurance premium next financial year.

Mark Tedford intimated that in light of recent guidance on Damp and Mould ie cases being opened and cases being reopened. Mark asked if more details could be provided in future reports. Head of Asset Management reported that it is hoped that we will use a Damp and Mould module provided by Homemaster.

Richard Sullivan, enquired of non emergency repairs and the Association failing this target through not fault of our own. Should we be revisiting the target. Head of Asset Management intimated that we have a target in house of 4 working days. When we compared the Association against the sector, the average time is 4-6 days. We have been under the target of 4 days historically. However, with the change in our framework and the introduction of new contractors, we are endeavouring to bring this down. Our routine time scale for completing repairs is 10 days, which we are performing well.

Richard Sullivan also raised the increase of factoring arrears and the number of owners in arrears. This is mainly due to the new billing arrangements for owners and how we are apportioning costs. We need to look at how we manage and monitor arrears internally. The Chief Executive Officer intimated that the new billing process will take a while to embed. Richard Sullivan asked if the Association foresees the arrears rising. It was confirmed that the Association does foresee a rise but we are hopeful that this will come down.

Bridget Crossan thanked the Head of Asset Management for such detailed and informative reports.

**The Board noted the contents of the Technical Services Performance Report.**

#### **8a. HOUSING SERVICES AND ADVICE TEAM PERFORMANCE REPORT**

Director of Operations presented the Housing Services and Advice Team Performance Report.



**ARC 2025/26 – 15 Percentage of Tenancy sustained more than a year**

	Number	>1 Year	Percent
(a) Existing Tenants	7	6	85.7%
(b) Homeless	9	8	88.9%
(c) Housing List	19	19	100.0%
(d) Nominations	0	0	
(e) Other Sources	0	0	
<b>Overall</b>	<b>35</b>	<b>33</b>	<b>94.3%</b>
<i>Mutual Exchange tenancies, not included above</i>	<i>1</i>	<i>1</i>	<i>100.0%</i>

Tenancies commenced in July to September 2024 – 2 tenancies not sustained more than a year. Existing tenant passed away. Homeless didn't like area.

**Target – 85%**

**Actual – 94.3%**

**ARC 2025/26 – 17 Percentage of rent loss through empty properties**

17.1 Total amount of Rent Due	£2,859,044.81
17.2 Total amount of Rent Loss through empty properties	£12,143.95
<b>17. Percentage of Rent Loss through empty properties</b>	<b>0.42%</b>

Void turnaround to continue improve.

**Target – 0.52%**

**Actual 0.42%**

**ARC 2025/26 – 23 Gross rent arrears (all tenants) as percentage of rent due for year.**

1. Full Closing Arrears before Write Offs x Eligible ratio*	£190,869.92	see ARC 23 annex report
2. Closing Technical Arrears to deduct	£32,848.26	
3. Benefit Overpayments to deduct	£00.00	
4. Late Payer Deductions	£00.00	
<b>23.1 Gross Arrears (1 - (2 +3 +4))</b>	<b>£158,021.66</b>	
5. Sum of Debits on Accounts in scope (from ARC 17*)	£2,846,900.86	
6. Void rents in period (from ARC 17*)	£11,542.42	
<b>23.2 Rent Due in Year (5 + 6)</b>	<b>£2,858,443.28</b>	
<b>23. Percentage gross rent arrears of rent due</b>	<b>5.53%</b>	

To calculate correct figure need to calculate the rent for total year with exclusions as in guidance.

**Annual Rent Debit £5,861,786.89**

**Target – 4.1%**

**Actual including Tech arrears 3.26 –%**

**Actual excluding Tech arrears – 2.70%**

ARC 2025/26 – 26 Average length of time to relet properties		Pre allocation improving Performance and confident will meet target this year. 1 void longer than expected due allocation checks	Target – 15 days  Actual – 16.1 days
26.1 Number of Properties Re-let in Period	36		
26.2 Number of Lettable Days prior to the re-let	579		
Number of Elapsed Days prior to the re-let (for information only)	986		
26. Average Length of time taken to re-let properties (days)	16.1		

Annual Home Visits 30% per annum	Cassiltoun Connects plan 25/26 commenced – 4 Wednesday's in June 2025 Need to revisit the number of visits per year due to the length of time during each visit	<b>359 Visits</b> <b>per year</b>  <b>78 visits</b> <b>carried out</b> <b>(appendix</b> <b>1)</b>
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Number of tenants in arrears has increased – we think it may be due to timing of benefits and change over from housing benefit to Universal Credit. A further analysis will be carried out to determine the reason for the increase.

### Advice Team

Income generated for Cassiltoun Housing Association tenants, factored owners and other service users:

<b>Period</b> <b>01/07/2025 – 30/09/2025</b>	<b>Comparison</b> <b>01/07/2024 – 30/09/2024</b>
<b>£177,794.06</b>	<b>£148,318.67</b>

Over the reporting period the highest gain was from Disability Benefits, Adult Disability, Personal Independence and Disability Living Allowance followed by Universal Credit and Housing Benefit.

<b>BENEFIT TYPE</b>	<b>AMOUNT</b>
<b>Personal Independence Payment, Adult and Child Disability Payments and Attendance Allowance/Disability Living Allowance</b>	<b>£65,621.13</b>
<b>Housing Benefit</b>	<b>£12524.81</b>
<b>Universal Credit Housing Costs</b>	<b>£22,858.98</b>

**Caseload: -**

In reporting period from 01/07/2025 to 30/09/2025 a total of 231 cases were opened to address appointments and referrals made to advice team.

Case Matter Category	Details	Case Count	Number of Cases	Details
Debt		7		
Energy		46		
Money Guidance		3		
Welfare Rights		175		
Report Total		230		

**Food and Fuel Bank: -**

In the reporting period from 01/07/25 to 30/09/25, the team assisted families in need of food and fuel.

The team provided the last of their Glasgow Loves Local vouchers to help with food support throughout this period. They also continued to provide emergency fuel support. In total they provided £1074 for 20 families in need of emergency food and fuel.

**Glasgow Loves Local – £50 supporting 2 families****Fuel Bank – £870 supporting 17 families**

One of the case studies illustrated that the team assisted a tenant who received a backdated payment of £19,536.15.

Energy Industry Voluntary Redress Scheme - Quarter 2 targets were highlighted in Appendix 1 of the report.

**The Board noted the contents of the Housing Services & Advice Team Performance Report.**

7.10 pm Richard Sullivan left the meeting

**8b. COURT ACTIONS FOR APPROVAL**

The Director of Operations presented the above report previously circulated with the agenda. We have one case that we have issued Notice of Proceedings.

The Board noted and approved the one case to be presented to Court.

**9. COMPLAINTS REPORT**

The Head of Corporate, HR & Finance presented the Complaints Report previously circulated with the agenda.

This report covers the period 1<sup>st</sup> July 2025 to 30<sup>th</sup> September 2025 (Q2):-

### Stage 1

	2025/26 (Q2)
Stage 1 complaints received in Q2	36
Number of Stage 1 complaints carried forward from previous period	0
Total complaints in period Q2	36
Number of Stage 1 complaints responded to in full in Q2	35
Percentage of stage 1 complaints responded to in Q2	97.22%
Time Taken in working days to provide a full response in Q2	131
Average time in working days for a full response at stage 1 in Q2	3.7

### Stage 2

	2025/26 (Q2)
Stage 2 complaints received in Q2	10
Number of Stage 2 complaints carried forward from previous period	4
Total complaints in Q2	14
Number of Stage 2 complaints responded to in full in Q2	10
Percentage of stage 2 complaints responded to in Q2	71.43%
Time Taken in working days to provide a full response in Q2	194
Average time in working days for a full response at stage 1 in Q2	19.4

**Stage 1 Complaints** – Five stage 1 complaints were handled outwith the timescale. One extension of time was applied, the remaining four were due to staff error.

**Stage 1 escalated to Stage 2** – 3 of the Stage 1 complaints were escalated to Stage 2.

**Stage 2 complaints** – All Stage 2 complaints were handled within timescale.

**Complaints referred to the Ombudsman** – None

## COMPLAINT OUTCOMES

The outcomes of the stage 1 and stage 2 complaints for the reporting year are as follows:-

Complaints Outcomes	Upheld	Partially Upheld	Not upheld	Total
Stage 1	26	5	4	35
Stage 2	8	2	0	10

***The Board noted and approved the complaints report for Q2.***

### 10. **GDPR/FOI – QUARTERLY RETURN TO THE SCOTTISH INFORMATION COMMISSIONER**

The Head of Corporate, HR & Finance presented the quarterly Return to the Scottish Information Commissioner for the period 1 July 2025 – 30 September 2025.

During this period, we had received 5 x FOIs and 5 x SAR requests.

***The Board approved the contents of the Quarterly Return to the Commissioner. The Return will be uploaded to the Scottish Information Commissioner portal.***

### 11. **DESIGN OPTIONS FOR BARLIA GROVE**

The Head of Asset Management presented the above design previously circulated with the agenda.

*Item redacted as contains sensitive information.*

### 12. **ACQUISITION OF** *Item redacted as contains sensitive information.*

The Head of Asset Management presented the above report previously circulated with the agenda.

*Item redacted as contains sensitive information* was up for sale (property within our stock base). NRS have already indicated that there may be potential funding for acquisitions. Unfortunately, the property is now sold.

The Board's approval was sought to delegate authority to the Chief Executive Officer to progress potential acquisition of properties in our area utilising the relevant financial analysis via FMD Consultants and make a case for purchase. Acquisition funding has increased from 70% to 85%.

*Item redacted as contains sensitive information.*

***The Board approved to delegate authority to the Chief Executive Officer to pursue acquisitions in the area provided it stacks up financially. It was also agreed to draft an Acquisition Strategy.***

### 13.. **POLICIES**

#### 13a. **Data Protection Policy: Board approved reviewed Data Protection Policy**

- 13b. **Information Security Incident and Personal Data Breach Management Procedure: *Board approved reviewed Information Security Incident and Personal Data Breach Management Procedure***
- 13c. **Data Subjects Rights Procedure: *Board approved Data Subjects Rights Procedure***
- 13d. **Standing Orders and Delegated Authority: *Board approved to defer Standing Orders and Delegated Authority to January 2026***

**14. BUSINESS PLANNING DAY – 7<sup>TH</sup> NOVEMBER 2025**

The Chief Executive Officer presented the Business Planning Day agenda previously circulated with the agenda. *Item redacted as contains sensitive information* will be facilitating the day. The Board noted the contents of the agenda.

*Item redacted as contains sensitive information.*

**15. CORRESPONDENCE**

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

<b>EVH</b>	EVH SHAPS Support Group – Governing Body Event 18 <sup>th</sup> Nov 25 at 12.30 pm. Anna Stuart to attend on behalf of the Association
<b>Email from student at Stirling University</b>	Head of Asset Management provided a talk to housing students at Stirling University. The student thanked HaM for his presentation and enquired if we had any vacancies within the Association.  HaM informed the student that when vacancies arise they are normally advertised via EVH and our website. He also outlined vacancies for volunteering with the Association, ie Board and community groups

**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 REPORT**

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

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

**19. NOTIFIABLE EVENTS**

None

**16. SUBSIDIARY AND SUB COMMITTEE DECISIONS MADE BETWEEN 25<sup>TH</sup> SEPTEMBER 2025 – 28<sup>TH</sup> OCTOBER 2025**

**Cassiltoun Stables Nursery Board meeting – 4<sup>th</sup> September 2025**

Chairperson appointed – Allana Hammell

Board membership for 2025/26 – Jean Farrell; Anna Stuart MBE and Heather Nisbet (Parent Board Member)

Operational Report – approved

Management Accounts July 2025 – approved

Traffic Light Report as at 31 Aug 25 – approved

Policies approved

Information Security and Personal Data Breach Management Procedure

Data Protection

Privacy Notice

Data Subject Rights Procedure

Stable Block Building 10 Year Fabric And M&E : Scope of Service/Fee Proposal – approved

**Audit and Risk Sub Committee – 13 October 2025**

Chairperson appointed – Gayle Fitzpatrick

Group Risk Register update – approved

**Staffing Sub Committee – 16<sup>th</sup> October 2025**

Chairperson appointed – Faye Mitchell

*Item redacted as contains sensitive information.*

Corporate/HR Report – approved

Whistleblowing Policy - approved

***The Board noted and approved the decisions made between 25<sup>th</sup> September 2025 – 28<sup>th</sup> October 2025.***

17. **AOCB**

**Lived Experience Group Agenda and Minutes:** Circulated to the Board for their information

**Christmas Eve:** Delegated authority had previously been given to the Chief Executive Officer in previous years to close the office on Christmas Eve with staff using their annual leave. The normal emergency services will be put in place during this time. ***The Board noted and approved to close the office on Christmas Eve.***

*Item redacted as contains sensitive information.*

**Poverty and human rights in Scotland, 5 November 2025, Edinburgh:** *Item redacted as contains sensitive information* will be attending this round table event on behalf of the Lived Experienced Group.

**Board Training:** H&S Responsibilities training has been rescheduled due to lack of interest.

Risk Management, hosted by *Item redacted as contains sensitive information*, 18th Nov 25 at 6pm via zoom

Code of Conduct, Notifiable events etc, hosted by *Item redacted as contains sensitive information* 20th Jan 26 at 6pm via zoom

H&S Employers Responsibilities, hosted by EVH, 10th Feb 26 at 6pm via zoom

The Board were asked to note the dates and times of the next three training events. Head of Corporate will also send the dates out via email.

*Item redacted as contains sensitive information.*

22. **DATE AND TIME OF NEXT MEETING**

Wednesday 26<sup>th</sup> November 2025 at 6pm

There being no further business the meeting concluded at 7.40 pm

Signature:  
**Chair of Board of Management**

Date: