

**CASSILTOUN HOUSING ASSOCIATION**

**MINUTE OF MEETING OF BOARD OF MANAGEMENT  
HELD ON WEDNESDAY 24<sup>TH</sup> SEPTEMBER 2025 at 6PM WITHIN CASTLEMILK STABLES, 59  
MACHRIE ROAD, GLASGOW/ZOOM**

**Present:** Allana Hammell (Zoom)  
Julie McNeil (Zoom)  
Faye Mitchell (Zoom)  
Natalie Tobin (Zoom)  
Richard Sullivan (Zoom – Part meeting)  
Anna Stuart MBE  
Ryan Barclay  
Pamela Gibson

**In Attendance:** Clair Malpas, Chief Executive Officer  
John Williams, Head of Asset Management  
Clare MacLean, Housing Manager  
Karen Graham, Corporate Services Officer (Minutes)

**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 Bridget Crossan and Gayle Fitzpatrick.

The Chief Executive Officer welcomed all board members to the new governance term.

**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)**

None

**3a. MINUTE OF MEETING HELD ON 11<sup>TH</sup> AUGUST 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 11<sup>th</sup> August 2025 were noted and approved on the motion of Ryan Barclay and seconded by Allana Hammell.***

**3b. MATTERS ARISING FROM MEETING HELD ON 11<sup>TH</sup> AUGUST 2025**

Page 7 - Item 8a – Rent Arrears – Chairperson and the Board members present wished to pass on their thanks to the staff team for their hard work in getting the arrears down.

**3c. ACTION LIST FROM MEETING HELD ON 11<sup>TH</sup> AUGUST 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.	Procurement and Resources 2025/26 – report to be presented to Board in September 2025 re tender programme	Tom Atkinson	<b>Covered under agenda item 9</b>
3.	<i>Item redacted as contains sensitive information.</i>	Finance Manager	<b>This will be brought to the October board meeting</b>
4.	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 October Board meeting</b>
<b>Actions from meeting held on 11<sup>th</sup> August 2025</b>			
5.	<i>Item redacted as contains sensitive information.</i>	<i>Item redacted as contains sensitive information.</i>	<i>Item redacted as contains sensitive information.</i>
6.	<i>Item redacted as contains sensitive information.</i>	<i>Item redacted as contains sensitive information.</i>	<i>Item redacted as contains sensitive information.</i>
7.	Court Actions – approved	HM	<b>Completed</b>
8.	<i>Item redacted as contains sensitive information.</i>	<i>Item redacted as contains sensitive information.</i>	<i>Item redacted as contains sensitive information.</i>
	Board approved to delegate authority to the Housing Manager/Director of Operations to allow timely progression of the procurement to appoint a consultant to carry out the work.  Delegated authority register to be updated	HCF	<b>Completed</b>
9.	Policies approved  Abandonment Policy Board and Staff Expenses  Medical Adaptations policy deferred to Sept 25	HaM	<b>On agenda</b>

	Policy register to be updated and staff informed	HCF	
10.	SFHA Governance Conference – 10 <sup>th</sup> Sept 2025  <i>Item redacted as contains sensitive information.</i>	HCF	<b>Completed</b>
11.	Strathclyde Pension Trust, Celebrating 50 Years on 18th September 2025, Royal Concert Hall 2pm – 5pm. <i>Item redacted as contains sensitive information.</i>	HCF	<b>Completed</b>
12.	Board approved to upgrade CCTV Camera Install a new door entry system at the side exit door	HaM	<b>Ongoing</b>
13.	<i>Item redacted as contains sensitive information.</i>	CEO	<b>Complete</b>
14.	LLP – Board approved to keep 30% of our lets to homeless	HM	<b>Completed</b>
15.	Board approved for the return of unused HAG to the Council - £101,000	CEO	<b>Complete</b>

### 3d. CHAIRS REPORT

Anna Stuart MBE, Chairperson provided her report as follows:

- 14<sup>th</sup> August – attended Community Council meeting. There was a presentation from Ardenglen HA for their 35<sup>th</sup> Anniversary. Planning permission has been submitted for the TSB building at Crofffoot on behalf of the Scotsman Group for open as 101 Convenience Store.
- 19<sup>th</sup> August – Attended the CLEG meeting at Ardenglen HA's office. Training on how to submit an FOI in the morning and the meeting in the afternoon. Gordon McKee MP came with his aid. He stayed for around 20 minutes and confirmed he would stay in touch with the group.
- 20<sup>th</sup> August – GWSF Meeting and AGM. Paul Sweeney MP and Bob Dorris SNP for Maryhill were both there. Highlighted the issues regarding asylum seekers.
- 21<sup>st</sup> August – attended first steering group meeting of the locality plan. Clair Malpas and Diana Morton gave a presentation on how Cassiltoun could work as an anchor for the group if we were successful.
- 29<sup>th</sup> August – Met with two members of staff from the Human Rights Scottish Commission about how CLEG operates.
- 3<sup>rd</sup> September – Trust board meeting and an update on the heating system was provided.
- 4<sup>th</sup> September – Nursery board meeting. New parent member and new board member from the HA attended. Allana Hammell was elected as Chairperson.
- 9<sup>th</sup> September – Attended funeral of Nanette Reid's. She was a board member of Linthouse HA and active on EVH board.
- 10<sup>th</sup> September – finance training with Amanda Laing.
- 16<sup>th</sup> & 17<sup>th</sup> September – attended conference in Seamill Hydro. Quite poorly attended, only about 20 people attended. Both Ryan and Chairperson sat on different panels. Ryan's panel was about diverse Boards. Chairperson's was on where will we be in the next 50 years. Good discussions took place about homelessness issues.
- 18<sup>th</sup> September – attended special Board meeting in relation to pensions.

- 19<sup>th</sup> September – met with Angie, a volunteer from the Marmite Project. Spent 2 hours talking about living in Bridgeton and moving to Castlemilk. This was recorded and will be put into the archives.
- Chairperson indicated that she is due to start treatment so might have to miss a few meetings.

***It was agreed by the Board that Item 5 on the agenda would take place before item 4.***

## **5. CHIEF EXECUTIVE'S BI-MONTHLY**

The Chief Executive Officer went over her Bi-monthly report that was previously circulated with the papers. She advised as follows:-

- Assurance Action Plan – Chief Executive Officer thanked everyone who attended the scheduled assurance workshops for the Regulatory Framework. There was nothing that had come up that was of material concern. The Assurance Action Plan is part of the report at appendix 1. A few changes regarding dates etc have been made.
- Connecting with our tenants - In terms of connecting with our tenants, the staff have participated in the Cassiltoun Connects initiative and the tenants conference which had more attendees this year. The technical team are now concentrating on the investment work so it is the housing services team who are carrying out the Cassiltoun Connections initiative. Detailed feedback regarding the tenants conference and feedback from repairs is also contained in the report.
- Subsidiaries – nothing of any concern regard these.
  - Lewis MacSween has been appointed the Chairperson for the Trust and Allana Hammell has been appointed the Chairperson for the Nursery. **The Board unanimously approved the appointment of Lewis MacSween as Chairperson for the Trust and Allana Hammell as Chairperson for the Nursery.**
  - Heating upgrade remains underway. Still on time and within costs. It is hoped that this will be completed next week and the system will be tested.
  - *Item redacted as contains sensitive information.*
- IT Developments – we have migrated over to Sharepoint and due to the work carried out by the team, the IT provider only took 2 days instead of 5. Speaking with the IT provider regarding closing the server down, clearing it and removing it. The Association obtained funding through SCVO for some consultancy to assist with Cyber Essentials. The Consultant worked with the CEO on the areas that are assessed for Cyber Essentials and this was granted. This is recommended by the Regulator.
- Training/Networking – CEO went over the training and networking since her last bi-monthly.
- Industry Updates – key areas of interest SHR report on notifiable events and SHR report on Assurance Statements. CEO went over the key areas of each report. CEO, Head of Asset Management and Corporate Services Officer attended the Meet the Regulator event earlier today, which covered Assurance Statements and Notifiable Events. All came away from this assured that Cassiltoun were complying with both Assurance Statements and Notifiable Events.

With regard to Assurance Statements the report by SHR recommended the followings:-

- Areas of material non-compliance should be disclosed in the Statement.
- Landlords should consider how they get tenants and other service users views on the organisations' performance as part of their assurance framework.

- Landlords should consider the frequency and level of information being providing to its Governing Body/committee regarding tenant and resident safety, to provide it with sufficient assurance about compliance with requirements.
- The Governing Body/committee should ensure it leads and has ownership of the self-assurance process.
- The Annual Assurance Statement should be considered and submitted on time.
- RSLs should consider how financial information is presented to governing bodies to ensure it is clear, accessible, timely, and supports effective scrutiny and challenge. RSLs should also consider the frequency with which they report on covenant compliance and whether the Governing Body is satisfied it is able to have effective oversight in this area.

As part of their recent planning session the SLT reviewed this document and are considering how the Association can make the Assurance process even more robust and Board member led. A report will be presented to the Board in November (after the current Assurance cycle closes).

- Business Planning Session 7<sup>th</sup> November - The Annual Board business planning session is confirmed for the 7<sup>th</sup> November. The session will be facilitated by Alison Smith and Carolyn Lochhead from SFHA will also deliver a short presentation. Further details will be circulated as the agenda is confirmed.
- Staff Team Building – 13<sup>th</sup> & 15<sup>th</sup> September - the staff team building took place over two sessions. The first was with Kirsty Innes on Wednesday 13<sup>th</sup> August at Barlia Football pitches and the second in Stirling jail. Feedback has been positive and a report will be presented to the Staffing Sub Committee.
- New Pathway Funding - *Item redacted as contains sensitive information.*
- *Item redacted as contains sensitive information.*

#### 4. **ASSURANCE STATEMENT**

Chief Executive Officer presented the draft Assurance Statement that was previously circulated with the papers. **The Board unanimously approved the Assurance Statement for 2025.**

#### 6. **CHARTER BENCHMARKING**

Housing Manager presented the Charter Benchmarking via Powerpoint presentation. She advised as follows:

- Each year the Association submits its Annual Return on the Charter and in September the Scottish Housing Regulator publishes every Landlords' performance.
- Annual 'Report Card' issued to tenants on performance including benchmarking information to compare against other organisations and the Scottish Average.
- Presentation to the Board for approval and to provide assurance on the performance of the Association against other local landlords.

Housing Manager then went through the benchmarking figures for the following:

- Rent Increase
- Average Rents
- Rental Income

- Access to Housing & Support
- Homelessness
- Tenancy Sustainment
- Quality and Maintenance of Homes
- Neighbourhood and community – complaints
- Neighbourhood and community – Anti social behaviour and court actions

In summary, the agreed areas for improvement for 2024/25 contained within the Report Card were:-

- To reduce rent arrears (6.28%) – Achieved 3.59%
- Improved void loss performance (0.75%) – Achieved 0.65%
- Improved days to let (38.03 days) – Achieved 29.09%

Our objectives for Our objectives for 2025/26 will include:

- Continued reduction in rent arrears
- Further improved days to let
- Reduction in offers refused

To achieve this we have:

- Continued staff training
- Regular audits
- Regular performance meetings with contractors
- Waiting List review
- Matching process for Homeless cases

Also continue to improve levels of tenant satisfaction:

- Tenant Satisfaction Survey to commence September 2025

*Richard Sullivan joined the meeting at 6.40pm*

## 7. COURT ACTION

Housing Manager went over the Court Action paper that was previously circulated with the papers. There are currently 2 cases and they were both working with the teams. The Advice Team are actively contacting people who are migrating over to UC to try to avoid them getting into arrears. **The Board of Management unanimously approved 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.**

## 8. TENANT SATISFACTION SURVEY TENDER REPORT

Housing Manager advised that the Board had previously provided delegated authority to go ahead with a quick quote to appoint a consultant for the tenant satisfaction survey, equality survey and rent survey consultation. *Item redacted as contains sensitive information.* and a report and presentation will be provided to the Board once the survey has been complete. The survey will commence on 13<sup>th</sup> October. Previously we have looked for 40% minimum and have increased

this to 50% for this year. They will carry ID and carry out door to door surveys between 13<sup>th</sup> October and 13<sup>th</sup> November.

The Board noted the update in relation to the Tenant Satisfaction Survey Tender Report.

## **9. MAINTENANCE CONTRACTS**

Head of Asset Management went over the Procurement and Resources Report provided by Atkinson Partnership.

### **Veranda Maintenance Contract 2025-31:-**

Following on from the June board meeting and as part of the Stock Condition Survey veranda's were highlighted. The report outlines the methodology and this will be done on a trial base with a contractor for 1 block with a view to bringing them online to our framework.

**The Board of Management unanimously approved the verandah programme as follows:-**

**Review & agree requirements, identify & appoint 'trial' contractor requirements by 13/10/25**

**Trial veranda works 27/10/25-21/11/25**

**Review trial findings and finalise tenders by 05/12/25**

**Tender issue 08/12/25**

**Tender return 09/01/26**

**Tender report 19/01/26**

**Tender report approval 28/01/26**

**Award & Acceptance 16/02/26**

### **Cost Condition & Life Cycle Costs:-**

JMP were the consultants contracted to 31/03/25, extended to 31/03/26 and their HUB database is utilised by the Association. Head of Asset Management went over the methodology and the **Board unanimously approved the procurement of the cost condition and life cycle costs as follows:-**

**Review & agree requirements, existing info & ITT list by 19/01/26**

**Mini-competition Tender issue 02/02/26**

**Tender return 02/03/26**

**Tender report 17/03/26**

**Tender report approval 25/03/26**

**Award & Acceptance 28/03/26**

**Commencement from 01/04/26**

**Lift Maintenance Contract:-**

City Building have been the incumbent contractor, including for 2025-26 and provide a good level of service. The City Building contract was extended for 2025-26 which complies with the Association's procurement policy, the intention being to and introduce City Building onto a new Framework Lot for 2026-27, when the Association will also introduce competition onto that Lot via mini-tender with other suppliers.

**The Board unanimously approved the lift procurement programme as follows:**

**Review & agree requirements, existing info & ITT list by 15/12/25**

**Mini-competition Tender issue w/c 05/01/26**

**Tender return 02/02/26**

**Tender report 16/02/26**

**Tender report approval 25/02/26**

**Award & Acceptance 28/02/26**

**AOV Smoke Vents Maintenance Contract:**

Kirkpatrick Blane have been the incumbent contractor up to and including 2025-26. the specialist AOV's contract was extended for 2025-26 which complies with the Association's procurement policy and the intention moving forward is to introduce Kirkpatrick Blane onto a new Framework Lot for 2026-27.

**The Board unanimously approved the AOV's procurement programme as follows:**

**Review & agree requirements, existing info & ITT list by 19/01/26**

**Mini-competition Tender issue 02/02/26**

**Tender return 02/03/26**

**Tender report 17/03/26**

**Tender report approval 25/03/26**

**Award & Acceptance 28/03/26**

**Landscaping Maintenance Contract 2026-31**

Caledonian Maintenance Services are the incumbent contractor for 2021-26 services.

**The Board unanimously approved the Landscaping procurement programme as follows:-**

**Tender issue- 17/11/25**



**Tender return- 19/12/25**

**Tender report by- 19/01/26**

**Board for approval- 28/01/26**

**Award & Acceptance- 12/02/26**

**Commencement 01/04/26.**

**Staircleaning Maintenance Contract 2026-31:-**

CAS are the incumbent contractor for 2021-26 services.

**The Board unanimously approved the Staircleaning procurement programme as follows:-**

**Tender issue- 17/11/25**

**Tender return- 19/12/25**

**Tender report by- 19/01/26**

**Board for approval- 28/01/26**

**Award & Acceptance- 12/02/26**

**Commencement 01/04/26**

Julie McNeil enquired if we have received complaints for the current landscaping and staircleaning contractors. Head of Asset Management advised that the SLT have been out on the estate and there are a few issues. As part of the tender pack we are pulling together we are looking to strengthen the reporting back to the Association, to have the contractors in the office signing off the reports etc. Julie McNeil then asked if we should be letting tenants know what they should be expecting. Head of Asset Management advised that we will be letting them know through social media, tenants portal, Cassiltoun Connects etc.

Anna Stuart MBE asked if the year on year will remain the same price. Head of Asset Management advised that as part of the tender process there will be uplifts to the contracts year on year.

Anna Stuart MBE also asked about the tree cutting – will it be a programme. Head of Asset Management advised that this will be looked at when looking at the stock, however to bear in mind that the more things contained within the tender the higher the contract price will be.

**10. POLICIES**

- 10a. **Equality & Human Rights Policy:** The Board approved to defer until results of tenants satisfaction survey are received.
- 10b. **Equality & Diversity Strategy:** the Board approved to defer until results of tenants satisfaction.
- 10c. **Community Benefits:** Unanimously approved by the Board
- 10d. **Chip & Pin Policy -** Unanimously approved by the Board
- 10e. **Shared Ownership Buy Back Policy -** unanimously approved by the Board
- 10f. **Subletting Policy -** unanimously approved by the Board
- 10g. **Tenant Alterations & Improvements & Compensation Policy –** approval to defer
- 10h. **Medical Adaptations Policy -** approval to defer
- 10i. **Right to Repair Policy –** approval to defer

**11. CORRESPONDENCE**

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

<b>GWSF Research Paper</b>	Corporate Services Officer will distribute to the Board members for their information
<b>EVH</b>	Brief Monthly Report to Member Organisations – previously issued by email to Board members.
<b>Google Review</b>	Positive Google review received “staff are brilliant, have helped me so much over the last 20 years, thanks”.
<b>GWSF Annual Conference</b>	Board members to contact Head of Corporate, HR & Finance if wishing to attend.
<i>Item redacted as contains sensitive information.</i>	<i>Item redacted as contains sensitive information.</i>
<b>Cyber Essentials</b>	Cyber Essentials Certificate of Assurance has been received.

**12. APPLICATIONS FOR MEMBERSHIP**

There were no applications for membership received since the last Board of Management meeting.

**13. USE OF SEAL**

There were six uses of the Association Seal.

**14. ENTITLEMENT, BENEFIT AND PAYMENTS REPORT**

The Head of Corporate, HR & Finance presented the above report previously circulated with the agenda. It was noted by the Board that an entry has been added for the Chief Executive Officer's son taking up a week work experience placement with ECG.

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

**15. NOTIFIABLE EVENTS**

None

**16. SUBSIDIARY AND SUB COMMITTEE DECISIONS MADE BETWEEN 12<sup>th</sup> AUGUST AND 24<sup>TH</sup> SEPTEMBER 2025**

**Cassiltoun Trust AGM – 3<sup>rd</sup> September 2025**

- Audited Accounts for 2024/25 – Approved
- Appointment of Office Bearers - Approved:
  - Chairperson – Lewis MacSween
  - Vice Chairperson – Charlie Turner
  - Treasurer – Charlie Millar
- Board Membership for 2024/25 - Approved:
  - Lewis MacSween
  - Charlie Turner
  - Charlie Millar
  - Anna Stuart MBE
  - Christine Devine MBE
  - Susan Casey
  - Glenn Elder
  - Councillor Margaret Morgan
  - Deborah McGlashan
  - Bridget Crossan

**Cassiltoun Trust Board Meeting – 3<sup>rd</sup> September 2025**

- Election of Chairperson – Lewis MacSween – Approved
- Management Accounts to 31<sup>st</sup> July 2025 – Approved
- *Item redacted as contains sensitive information.*
- *Item redacted as contains sensitive information.*
- Traffic Light Report - Approved

**Cassiltoun Stables Nursery Board meeting – 4<sup>th</sup> September 2025** - The decisions from the Nursery Board Meeting will be reported to the October Board Meeting.

***The Board noted and approved the decisions made between 12<sup>th</sup> August and 24<sup>th</sup> September 2025.***

**17. AOCB**

- 1. CASS SHAR AFS Return 2025** – CEO confirmed that this has been Submitted to SHR and was for information only.
- 2. *Item redacted as contains sensitive information.***

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

Tuesday 28<sup>th</sup> October 2025 at 6pm

There being no further business the meeting concluded at 7.40 pm

Signature:  
**Chair of Board of Management**

Date: