

CASSILTOUN HOUSING ASSOCIATION

MINUTE OF MEETING OF BOARD OF MANAGEMENT
HELD ON WEDNESDAY 29TH APRIL 2026 AT 6.00 PM CASTLEMILK STABLES, 59 MACHRIE
ROAD, GLASGOW VIA ZOOM/IN PERSON

Present: Anne M Stuart MBE, Chairperson
Faye Mitchell (Zoom)
Bridget Crossan, (Zoom)
Teresa McGowan (Zoom)
Karen Devin (Zoom)
Richard Sullivan (Zoom)
Ryan Barclay
Pamela Gibson

In Attendance: Clair Malpas Chief Executive Officer
John Williams Head of Asset Management
Clare MacLean Housing Manager
Paula Brownlie Head of Corporate, HR & Finance
Amanda Laing Finance Manager

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.

Apologies were received from Natalie Tobin, Julie McNeil, Mark Tedford and Allana Hammell. Leave of absence, Gayle Fitzpatrick.

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 31 – AOCB: Housing Manager declared an interest.

3a. MINUTE OF MEETING HELD ON 25TH MARCH 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 March 2026 were noted and approved on the motion of Faye Mitchell and seconded by Bridget Crossan.

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

Page 9a: Write Off Report: HM to present reasons why tenants have left their tenancies. This will be reported to the Board meeting in May 26

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

Details	Person Responsible	Status
Actions from meeting held on 28th October 2025		
<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		
Tenants Satisfaction Survey Action Plan to be drafted from TSS Report	HM	To be presented to the Board at their meeting in April 26
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 (May26)
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 March 2026		
Gayle Fitzspatrick – leave of absence granted for 2 months – Gayle to be informed and attendance register to be updated	HCF	Completed
Register of interest to be updated – HM declared an interest in Agenda item 21 – AOCB	HCF	Completed
Insurance cover for 26/27 approved – Budget for 26/27 to be updated	FM	Final Budget on April Board agenda
<i>Item redacted as contains sensitive information.</i>	<i>Item redacted as contains sensitive information.</i>	<i>Item redacted as contains sensitive information.</i>
Business Plan – Board approved to extend for one year pending <i>Item redacted as contains sensitive information</i> review	CEO	Completed
CHA Business Plan Project Plan – approved	CEO	Completed
Trust Business Plan to be presented to the Board for approval at their meeting on 29 th April 2026	HaM	Completed
Operational serviced agreements with Nursery and Trust approved – to be signed off by CHA/Nursery and Trust at their meetings in June 2026	HCF	To be added to Trust and Nursery Board agendas for June 26 – completed
Write offs – approved	HM	Completed
Court actions – approved	HM	Completed
Calendar of Priorities approved – CEO granted delegated to make changes if necessary	HCF	Completed

throughout the year. Delegated authority register to be updated		
SDFP Report – approved. CEO to submit to Council	CEO	Completed
Retention policy and schedule – approved Website and policy register to be update	HCF	Completed
Policies to be deferred to June 26 Policy register to be updated	SLT	Completed
<i>Item redacted as contains sensitive information</i>	<i>Item redacted as contains sensitive information</i>	<i>Item redacted as contains sensitive information</i>
Chair to attend SFHA Governing Body Conference on 21 April 26	HCF	Completed
Chair to attend SHARE Conference	HCF	Completed
Share membership – approved SHARE certificate to be sent out	HCF	Completed

4. CHAIRPERSON'S REPORT

The Chairperson presented her report previously circulated with the agenda.

27 th March	Attended Director of Operations Retirement Event
30 th March	EVH Meeting Open Meeting – Guest Speaker discussed re Absence Management
8 th April	1-2-1 meeting with Head of Corporate, HR & Finance
15 th April	CHLEG meeting with Amy Myles reporter for Evening Times
16 th April	Staffing Sub Committee meeting
17 th April	Attended an interview for chair of Pride and Place. Jodie Armour was appointed as Chairperson
21 st April	Attended SFHA Governance Conference. Good presentation by Linda Ewart re Assurance. The Chair invited the Chair of SHR to visit Cassiltoun HA
28 th April	Attended CHLEG meeting in Ardenglen Hub. Craig McLaughlin, a media worker with SFHA also attended as he wants to film the group at their next scheduled meeting
30 th April	Attending the SHARE Conference and Awards Ceremony

5A. CEO BI MONTHLY REPORT

The CEO presented her Bi Monthly Report previously circulated with the agenda.

Assurance Action Plan: The rolling Action plan was attached in Appendix 1. The Board noted progress against two of the longstanding areas. The CAP Group have reviewed, and will be providing feedback, on the Annual Report and it has been agreed that they will look at some of the areas of the Regulatory Framework relevant to tenant engagement over the course of the next few months.

Connecting with our tenants: The investment programme has given us the opportunity to reconnect with some of our tenants (and get some very positive feedback). The Housing team have been completing Cassiltoun Connects visits and over the Easter period there was the opportunity for informal discussions with tenants at the two Easter events.

As part of their May planning day the SLT will discuss how they can better utilise tenant engagement opportunities over the course of this financial year.

Cassiltoun Trust and Stables Nursery: Both Cassiltoun Trust and Cassiltoun Stables Nursery are completing their year end.

Stables Nursery: Performance continues to improve with the Nursery now having 51 Full Time Equivalent children. This will drop when children leave in the summer but the Nursery Manager will continue with their efforts to increase numbers. Most of the new children/parents are learning about the Nursery through positive referrals from other parents. Currently undergoing external audit.

Cassiltoun Trust: We are waiting for an inspection from Building Control and some further work on a system of alerts (scheduled for next week). Currently undergoing external audit.

Item redacted as contains sensitive information

IT/Cyber/AI Developments: Our latest Cyber report (Jan 2026) shows that we now have no high risks. This report was attached to the CEO Bi Monthly. *Item redacted as contains sensitive information*

Item redacted as contains sensitive information

Industry Updates : The SHR have produced has issued a letter to all landlords and it highlights that this year the SHR expects landlords to provide specific assurance on two areas:

- Data on homes.
- Compliance with the Scottish Government's minimum site standards for Gypsy/Traveller sites.

Cassiltoun does not have any gypsy/traveller sites. The SHR will be looking for landlords to confirm in the Annual Assurance Statement that they have comprehensive, good quality and up to date information on the construction, components and condition of their homes.

As part of our Assurance process this year we will specifically focus on providing assurance in this area.

The SFHA have produced a revised Assurance Toolkit in preparation for this years Assurance process SFHA have updated their Assurance toolkit. Cassiltoun will refresh its template to take into consideration the updated indicators.

Training/Networking: Attended the CIH Conference

Item redacted as contains sensitive information

SHR Annual Assurance Visit: The Association has been selected for an Annual Assurance Visit. This will take place on the 12th May 2026

KPI report: As part of the calendar of priorities and KPI report is due. This looks at global KPI's from 25/26 and also sets KPI's for 26/27. As we are currently undertaking an external audit of our ARC return which may adjust some of our 25/26 figures and on the agenda are both the Housing and Technical Service plans which contain proposed KPI's for approval. ***The CEO sought approval to defer the KPI report to May. The Board approved.***

The Board noted and approved the contents of the CEO's Bi Monthly Report.

5B. **ASSURANCE PROCESS**

As previously agreed with the Board, we follow the undernoted process for reviewing the Association's compliance with the Regulatory Framework:

- The Framework is divided into 4 areas
- These 4 areas are allocated a 2 hour evening workshop
- Senior staff facilitate the workshops
- Board members are asked to attend at least one of the workshops to review evidence and determine compliance.

In the November 2025 CEO Bi-monthly report, it was agreed that we would review the Assurance process to ensure that it is still 'fit for purpose' and to ensure that it is Board led and that it still an effective mechanism for effective scrutiny.

The Board were happy to review the process and to have a training session on the assurance process. The Board intimated that they were happy with the current process for reviewing the Association's compliance with the Regulatory Framework with the addition of:-

- Assurance questionnaire issued to all Board members prior to the process commencing which asks Board members to identify areas that they believe require additional assurance information
- Provide a 'deep dive' into one area of Assurance to the full Board (data on our homes)
- Board agreed to appoint an independent consultant on a periodic basis to review our assurance against the Framework – set aside monies in 2027/28 budget for this piece of work

6. **TRAFFIC LIGHT REPORT – REVIEW OF STRATEGIC AND OPERATIONAL OBJECTIVES 2025/26**

The CEO presented the Traffic Light Report previously circulated with the agenda.

The Board noted and approved the Traffic Light Report update for 2025/26.

6.35 pm Finance Manager joined the meeting

7. **REVISED BUDGET 2026-27**

The Finance Manager presented the revised Budget for 2026-27.

At the meeting in February 2026 when the Budget was presented for approval, we did not have the final insurance premium, and we had used the major repairs and capitalisation of the component figures from the Business Plan. During the last couple of months, we have received the insurance premium which is higher than we anticipated. This is due to the number of claims we had made. The premium increased by 25% on the year before.

The Budget has been amended to take into account the insurance premium of £29,000. We have also updated major repairs and fees and major repairs and fees transferred to the balance sheet. We have now received the investment plan from the Head of Asset management regarding what is being spent this year and have revised the totals to actuals. This has allowed us to calculate the depreciation due in the year – this has reduced by £81,000 from the previous budget. There has been a revision of owners and service charges. This has reduced from the original budget by £2k.

Due to the changes in the budget, the surplus has gone down by £53k. The ratio for covenants has gone down to 4.4 and although we have a big reduction in depreciation, this is not included in the calculation for covenants.

The Finance Manager confirmed that we are meeting all covenants comfortably.

After discussion, the Board noted and approved the revised Budget for 2026/27.

8. **MANAGEMENT ACCOUNTS – MARCH 2026**

The Finance Manager presented the Management Accounts for March 2026 previously circulated with the agenda. The Finance Manager reminded the Board that the External Auditor is currently in the office carrying out the audit of 2025/26 and as a result the March accounts are in draft format until the audit has been finalised.

The budget for the period ended March 2026 projected a surplus of around £452k. Based on the results for the period the actual surplus is sitting at around £663k, therefore there is an overall favourable variance of around £210k for the period.

Main variances to date are as follows:

- Lower Factoring and Other Sales (£30k)
- Higher Grants £183k (Grants being awarded after the budget was drafted)
- Higher interest receivable £85k
- Higher repair costs (£125k)
- Lower overheads £46k
- Lower interest costs £52k

Factoring and Other Sales revenue has come in below budget by around £30k partly due to the timing of factoring charges eligible to be recharged.

Grant Income is higher than budgeted for wider role activities with additional funding being secured after the budget was set. Wider Role funding totalling £265k has been allocated against project costs £165k and salary and other staff costs £100k in the year. Disabled adaptation funding of £35k is included within grant income, this will be partly the

administration allowance paid with claims but there may also still be some capitalisation of grant along with associated costs required which will be determined during the year end process.

The Association is still benefitting from being able to invest any excess funds taking advantage of higher than usual deposit rates. Interest income in the year is anticipated to be around £145k.

Repairs and Maintenance expenditure is over budget in total by around £125k. Reactive maintenance is over budget for the year by £151k, every effort has been made by the team to ensure all costs for the year are included so as not to impact next year's budgets. Estate Maintenance is also over budget in the year by £11k.

The overspend showing against salaries and pension is offset by grant funding of around £100k in the period.

Computer consumables and software and Consultancy Fees are over budget in the year by around £13k and £39k respectively. The main cause is due to our IT contract – we have paid out more due to IT threats and we have spent a lot more than what was anticipated. The consultancy fees are in relation to the Pension Review.

The overspend showing against Regeneration and wider role activities is offset by additional funding received for that purpose.

Actual spend under office repairs and maintenance includes £118k to date relating to the heating project for the building and has come in under the budgeted value.

Depreciation charges have come in under budget by £60k. With most planned maintenance component capitalisations taking place in the latter part of the year, in hindsight, this budget was set too high.

Bad debt expense & write off is under budget by £90k. It was noted that the provision was set higher than required at the year end 2024/25. The provision has been reduced each quarter to bring the bad debt provision to the required level for year end 2025/26.

Total net assets stated at around £11m.

Capital spend in the year of around £1.43m comprises two acquisitions £177k, component replacements of boilers £180k, doors & windows £754k, kitchens £126k, bathrooms £171k, housing equipment £12k and IT capital spend on laptops £8k.

The cash position of the Association remains healthy with overall cash just over £5.3m.

The Pension Deficit will be dealt with as part of the year end process. The Pension Fund will provide us with the information for the end of year accounts.

Covenants – well in excess of meeting our covenants

KPIs are better than budgeted

Money on deposit – need to do an analysis as to what we can deposit this year as monies are being spent on the investment programme.

The Board noted and approved the Management Accounts for March 2026 pending the External Audit completion.

9. EXTERNAL AUDIT PLANNING AND ENGAGEMENT LETTERS

The Finance Manager presented the External Audit Planning and Engagement Letters previously circulated with the agenda.

The Board approved the External Audit and Engagement Letters and agreed for the chairperson to sign off.

10. PROCUREMENT REPORT

The Head of Asset Management presented the Procurement Report previously circulated with the agenda.

The report sets out the Association's procurement activities during 2025/26 ie

Item redacted as contains sensitive information

The Board noted and approved the contents of the Procurement Report. The Report will be forwarded to the Scottish Government.

11. CONTRACT MANAGEMENT – UPDATE

The Head of Asset Management presented the Contract Management Update report.

Landlord Lighting & Utilities: The Head of Asset Management is currently working with the broker Utility Aid, to review landlord supply to common closes. Delegated authority was sought to finalise these utility contracts to ensure continuity of supply to communal lighting. There are various contracts ending throughout the year commencing August 2026 with other tariffs being on variable rates.

The Board approved to delegate authority to the Head of Asset Management to work with the Item redacted as contains sensitive information to finalise utility contracts

Contract Administration: This contract ended on 31st March 2026 however the tender intimated this could be extended for a further 2 years until 31st March 2028.

The Head of Asset Management reviewed the initial contract award notice and noted it referenced the Board of Management extending this contract. To ensure continuity in the delivery of our investment programme, a retrospective extension of the Contract Administrators *Item redacted as contains sensitive information* service is required. The proposed extension will secure these services through to 31st March 2028.

The Board approved to delegate authority to the Head of Asset Management to extend the contract administrators contract until 31st March 2028 Item redacted as contains sensitive information

Procurement Strategy for 2027

Reactive and Major Repair Frameworks: To provide comprehensive cover for day to day repairs and larger scale component replacement / failures. The Reactive Framework ends on 31st March 2027. The Major repair framework is 31st March 2028.

Gutter Cleaning: A dedicated cyclical contract to protect the envelope of our buildings and complete preventative maintenance. The current contract ends on 31st March 2027.

Gas Service and Maintenance Contract: To ensure 100% compliance with gas safety regulations and provide responsive heating repairs for tenants. The current contract ends on 31st March 2027.

The Board of Management approved to delegate authority to the Head of Asset Management to progress procurement plans for the above frameworks and service contracts.

Planned Maintenance Activity 2026/2027

Window and door replacements have been completed in 2025/2026 by *Item redacted as contains sensitive information* following the 2025 procurement exercise. The contract can be awarded on a year by year basis (maximum 5 years). As there is a continuation of window and door replacement requirements throughout 2026/2027, it is recommended to extend the contract until 31st March 2027. Tenant satisfaction has been exceptional.

The Board of Management approved to delegate authority to the Head of Asset Management to extend the contract of Item redacted as contains sensitive information until 31st March 2027.

Pamela Gibson enquired of the Procurement Framework and are we getting feedback from the contractors on how it is working. The Head of Asset Management intimated that an analysis is provided to the Board on Procurement and Resources in September each year.

12. CLAIMS REPORT 2025-26

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

The report covers a total of 24 logged claims, encompassing all currently open files and those closed within the previous 12 months.

The overall claim position is as follows for the period up to 1st April 2026 for the prior 12 months.

- Total Claims Count: 24
- Open Claims: 15 (62.5% of total)
- Closed Claims: 9 (37.5% of total)
- Total Settled: £44,102.94
- Total Outstanding Reserve: £128,907.89
- Total claim value (incurred): £173,010.83

However, the Head of Asset Management intimated that in terms of the total claim value incurred, within our dashboard, it states that we still have some open claims which is not true. A further analysis needs to be carried out and brought back to the Board once clarification has been sought from the Insurance Company. We need to ensure that claims are closed down.

The CEO asked the Head of Asset Management to clarify 9.1 Concentration Risk: Over 80% of current claims are linked to escape of water, suggesting a systemic risk regarding plumbing or infrastructure within the stock base. The Head of Asset Management intimated that we have noticed in some of our areas that component replacements are overdue (stock inherited from GHA). When we look at where the claims are being sought, these properties are in the ex GHA stock. This stock are receiving windows this year with kitchens and bathrooms in the next few years.

The Board noted the contents of the Claim Report for 2025/26.

13A. *Item redacted as contains sensitive information*

13B. *Item redacted as contains sensitive information*

14. HOUSING & ADVICE TEAM SERVICE PLAN 2026/27

The Housing Manager presented the Housing & Advice Team Service Plan previously circulated with the agenda.

Cassiltoun Connect visits – we started the visits last year and by June this year with have achieved 100%% of visits but have not gained access to a 100% of our stock. We did not record the no access. These will now be recorded and information will be provided to the Board. We are looking to achieve 10% access to properties.

Close Inspections – *Item redacted as contains sensitive information* will provide close inspections

Gross rent arrears – reduced to 3.8%

The Board noted and approved the Housing and Advice Team Service Plan for 2026/27.

15. TECHNICAL TEAM SERVICE PLAN 2026/27

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

Some new KPIs will be added in with regards to Damp and Mould. As part of the Asset Manager's report, the Board will see the Association reporting on these new indicators. We are adopting new standards with regards to Damp and Mould. We advise our tenants with regards to mechanisms on how to prevent damp and mould. We are looking at installing eco sensors in properties and report back to the Board with our findings.

The Board noted and approved the Technical Services Plan for 2026/27.

16. CASSILTOUN TRUST BUSINESS PLAN 2026/27

The Head of Asset Management presented the Cassiltoun Trust Business Plan 2026/27.

The Board noted and approved the contents of the Cassiltoun Trust Business Plan and Budget for 2026/27.

17. FCA RETURN

The Housing Manager presented the FCA Return.

As we are a non profit organisation we do not charge for debt advice. The content of the return gives the Board assurance of compliance with the FCA.

The Board noted the contents of the FCA Return.

18. FRAUD REGISTER 2025/26

The Head of Corporate, HR & Finance presented the Fraud Register for 2025/26.

The Register highlights that there were no reports of Fraud during 2025/26.

The Register will be signed off by the Chairperson and Chief Executive.

The Board noted and approved the Fraud Register for 2025/26.

19. SENIOR LEADERSHIP TEAM SMART PLANS 2026/27

The Chief Executive Officer presented the SLT's SMART Plans for 2026-27.

The Board noted and approved the contents of the SLT's SMART Plans for 2026-27.

20. COMPLAINTS REPORT 1 APRIL 2025 – 31 MARCH 2026

The Head of Corporate, HR & Finance presented the Complaints Report for 1st April 2025 – 31 March 2026.

Stage 1

	2025/26
Stage 1 complaints received in 2025/26	105
Number of Stage 1 complaints carried forward from previous period	3
Total complaints in period 2025/26	108
Number of Stage 1 complaints responded to in full in 2025/26	107
Percentage of stage 1 complaints responded to in 2025/26	99.07%
Time Taken in working days to provide a full response in 2025/26	483
Average time in working days for a full response at stage 1 in 2025/26	4.5

Stage 2

	2025/26
Stage 2 complaints received in 2025/26	43
Number of Stage 2 complaints carried forward from previous period	3
Total complaints in 2025/26	46
Number of Stage 2 complaints responded to in full in 2025/26	45
Percentage of stage 2 complaints responded to in 2025/26	97.83%
Time Taken in working days to provide a full response in 2025/26	758
Average time in working days for a full response at stage 1 in 2025/26	16.8

Stage 1 Complaints – Seventeen stage 1 complaints were handled outwith the timescale.

Stage 1 escalated to Stage 2 – Twelve Stage 1 complaints were escalated to Stage 2.

Stage 2 complaints – Three Stage 2 complaints were handled outwith the timescale.

Complaints referred to the Ombudsman – One complaint was referred to the Ombudsman within Q1 which was not upheld.

As the Board are aware, we have been undergoing an internal audit of our ARC statistics. As part of the audit, it was discovered that Homemaster is not recording the stage 1 complaints that have been escalated to stage 2 which effectively means that the stage 1 complaint total is inaccurate. This matter is currently being investigated with Homemaster and a new report with the accurate figures will be presented to the Board at their meeting in May 2026 for approval.

21. 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 January 2026 – 31 March 2026

During this period, we had received 0 FOI, 2 x SAR and 0 EIR requests.

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

22. HEALTH AND SAFETY REPORT – CONTROL MANUAL

The Head of Corporate, HR & Finance presented the above report previously circulated with the agenda. As the Board are aware, we affiliate to EVH's H&S Control Manual. They update the manual twice per year.

The Board were made aware of the training carried out for all staff during 2025/26.

Risk Assessment reviews will form part of the quarterly staff meetings to allow staff to have an input.

The Board noted the accidents and near misses that were detailed in the report.

The Board also noted the compliance against the Facility Management indicators for the Stables Building.

Fire Risk Assessment: The latest Fire Risk Assessment was completed on December 8, 2025

Fire Extinguisher Actions: The fire extinguisher testing was carried out in May 2025. West Coast Fire replaced 6 extinguishers which was a recommendation from this service.

Lift Safety: Contractor undertakes a service of the lift every 6 months. The last service was completed in April 26.

Smoke Vent: Serviced in March 2026

After discussion, the Board noted and approved the content of the Health and Safety Report.

23. TENANT SATISFACTION SURVEY ACTION PLAN

The Housing Manager presented the Tenant Satisfaction Survey Action Plan that had been previously circulated with the agenda.

The Board noted and approved the contents of the Tenant Satisfaction Survey Action Plan. The Board will receive updates on the status of the Action Plan.

24. POLICIES FOR APPROVAL

- (a) Code of Conduct for Board Members - *approved*
- (b) Equality and Diversity Statement – *approved*

(c) Equality & Human Rights Policy – *approved*

25. CORRESPONDENCE

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

<i>Item redacted as contains sensitive information</i>	<i>Item redacted as contains sensitive information</i>
<i>Item redacted as contains sensitive information</i>	<i>Item redacted as contains sensitive information</i>
EVH's 28th AGM, Monday 8th June 2026 at 5.30 pm at 200 SVS Conference and Events	Anyone wishing to attend should contact any member of the Corporate Team
EVH's Monthly Report (April)	A copy of the EVH's Monthly report was circulated to the Board for their information
SFHA Annual Conference, 9 & 10 June 2026, Radisson Blu, Glasgow	Pamela Gibson intimated that she may be interested in attending the conference
GWSF Open Meeting, Wednesday 20th May 2026, Roystonhill Hub, Glasgow	The Chair, Bridget Crossan and Head of Corporate, HR & Finance will attend on behalf of the Association

26. APPLICATIONS FOR MEMBERSHIP

None

27. USE OF SEAL

The Use of Seal was used on one occasion.

28. 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.

29. NOTIFIABLE EVENTS

Item redacted as contains sensitive information

30. SUBSIDIARY & SUB-COMMITTEE DECISIONS MADE BETWEEN 26TH MARCH – 29TH APRIL 2026

Staffing Sub Committee – 16th April 2026

Salary Scales inclusive of CEO salary: approved to put on the Association's website

Electric Car Scheme: approved to investigate and come back with options

Corporate HR Report for Q3 and Q4: approved

IIP Review for 2026: approved costs of £5,500 + VAT (included in budget for 26/27)

H&S Control Manual – January 2026 updates : approved

Review of Terms and Conditions: approved

Policies

Disciplinary: approved

Smoke Free: approved

Settlement: approved

Entitlement, Payment and Benefits: approved

Health and Safety: approved

Sabbatical: approved

The Board noted and approved the decisions made between 26th March 2026 – 29th April 2026.

31. AOCB

Board Business Planning Day: The Board were reminded that the Board Business Planning Day will take place on Saturday 24th October in Radisson Blu Hotel, Glasgow

Staff Team Building Day - Friday 28th August 2026: Board approval was sought to close the office to facilitate the Staff Team Building Day. The Board approved.

May 2026 Board Meeting: Our Energy Advisor will carry out a short information session to the Board at their meeting in May 2026. This will start at 5.40 pm for 15 minutes.

Estate and Close Cleaning Contracts: Board member enquired of costs and how the contract is broken down. This will be reported back to the Board in May 2026

Housing Manager and Head of Asset Manager left the meeting

Complaint referred to Ombudsman: Letter from Ombudsman that the complaint was not upheld.

Invitation from Barclays to attend Ladies Football semi-final at Hampden: CEO invited to attend and has accepted the invitation. Register to be updated

Audit and Risk Sub Committee: The Audit and Risk Sub Committee was due to take place on Monday 15th June 2026 at 6pm. As this is now a public holiday, the Audit and Risk Sub Committee will move to Tuesday 16th June 2026. The Audit and Risk Sub Committee members have been informed.

8.00 pm – Standing Orders, Board approved to continue with the meeting

Item redacted as contains sensitive information

32. DATE AND TIME OF NEXT MEETING

27th May 2026 at 6.00 pm

There being no further business the meeting concluded at 8.10 pm

Signature:
Chair of Board of Management

Date: