

CASSILTOUN HOUSING ASSOCIATION

MINUTE OF MEETING OF BOARD OF MANAGEMENT
HELD ON WEDNESDAY 26TH OCTOBER 2022 AT 5.30 PM IN CASTLEMILK STABLES, 59
MACHRIE ROAD/VIA ZOOM

Present: George Kelly Anna Stuart MBE
Chris O'Brien (Zoom) Julie McNeil (Zoom)
Kim McKee (Zoom) Evelyn Ferguson

In Attendance: Clair Malpas Chief Executive Officer
Paula Brownlie Head of Corporate, HR & Finance
Fiona McGowan Director of Operations (Part Meeting)
Amanda Laing Finance Officer (Part Meeting)
Laura Edwards Development Consultant (Part Meeting)
David Davison Spence & Partners (Pension Consultant, Part Meeting)

1a. WELCOME, INTRODUCTIONS, SEDERUNT & APOLOGIES

The Chairperson welcomed everyone to the meeting. There was no fire drill tonight and reminded Board Members of the evacuation procedures.

Redacted as contains sensitive information.

Apologies were received from Richard Sullivan and Barbara Dusik.

The Chairperson enquired if all board members had received their board papers on time and if they had read over them and understood them. All board members confirmed that they had received their papers on time and that they had read and understood the papers.

The Chairperson sought the Board's approval to move some items forward on the agenda due to the Spooky Walk taking place to allow staff to leave to help at the event.

After agenda item 3c, Action List, the following agenda items will take place

Agenda Item 5
Agenda Item 9
Agenda Item 6
Agenda Item 4
Agenda Item 10

The Board unanimously approved.

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)

Item 10: Chief Executive Officer, Director of Operations and Head of Corporate Services, HR & Finance registered an interest. They will all leave the meeting when this item is discussed.

3a. MINUTE OF MEETING HELD ON 28TH SEPTEMBER 2022

Amendment to the Minute of meeting held on 28th September 2022: The minute should be change to read that the meeting started at 6pm and not 7pm. The meeting finished at 6.47 pm and not 7.47 pm. The Chairperson welcomed everyone to the meeting and not the CEO. The Chairperson enquired if all board members had received their board papers on time and if they had read over them and understood them and not the CEO.

The minute of meeting held on 28th September 2022 where then noted and approved on the motion of Chris O'Brien and seconded by George Kelly.

3b. MATTERS ARISING FROM MEETING HELD ON 28TH SEPTEMBER 2022

None.

3c. ACTION LIST FROM MEETING HELD ON 28TH SEPTEMBER 2022

	Details	Person Responsible	Status
Actions from meeting held on 28th September 2022			
1.	<i>Redacted as contains sensitive information</i>		
2.	Asset Management Strategy – approved pending formatting. Policy Register to be updated and Strategy circulated to staff	HOCHR&F	Completed
3.	Equality and Human Rights Policy - approved Policy Register to be updated and Policy circulated to staff	HOCHR&F	Completed
4.	Equality and Diversity Strategy And Action Plan – approved. Policy Register to be updated and Strategy and Action Plan to be circulated to staff	HOCHR&F	Completed
5.	Policies approved – Policy Register to be updated and Policies circulated to staff Shared Ownership Buy Back Policy – revised Chip & Pin Policy – revised Rechargeable Repairs Policy Pet Policy – revised	HOCHR&F	Completed

	Repairs & Maintenance Policy – revised Community Benefits Policy – revised Tenants Alterations Improvements and Compensation Policy – revised Group Financial Regulations Policy		
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5. MAINTENANCE FRAMEWORK PROCUREMENT UPDATE

Laura Edwards, Development Consultant presented the above report previously circulated with the agenda.

The purpose of the report was to

- Update the Board on progress with the procurement of maintenance contractors following approval in June to set up a Framework
- Seek further delegated authority to allow the procurement to progress in a timely manner
- seek Board members to attend the planned tender opening in November

Redacted as contains commercially sensitive information.

Laura Edwards left the meeting at 5.36 pm

9. MANAGEMENT ACCOUNTS - SEPTEMBER 2022

The Finance Manager presented the Management Accounts for September 2022 previously circulated with the agenda.

On the budget report, we are actually ahead of budget. The variances are detailed in the report. The main variances are in the rental income and this was due to the new build stock being budget to come in line sooner than what they did. Voids are higher than budget and the Housing Services team are working hard along with City Building to bring this down. They are monitoring voids on a day to day basis.

Income and Expenditure – repair costs. We have not spent up to budget for the period. This is due to phasing of contracts and timing issues. We have accrued £248,00 from delays of invoices from City Building. The majority of this variance is made up of cyclical maintenance which has just started recently. This is expected to come down in the next couple of months.

Staff overheads – there is a saving within the budget due to an adjustment which is carried out at the year end which takes account of annual leave accrual. This provision has now been released which shows a saving in staff overheads. This adjustment will take place again at the end of March 2023.

We also have savings in other overheads section of around £50,000. This is due to timing etc and we don't spend evenly across the year.

Julie McNeil joined the meeting – 5.41 pm

The accounts also takes into account the purchase of two new vans.

Our cash position remains healthy and it takes account of the operating surplus plus capital expenditure.

The covenant calculations – we are meeting all covenants.

There is a budget cashflow will be updated with actuals for the next meeting.

The Board noted and approved the contents of the Management Accounts for September 2022.

Treasury Management update

With regards to the information presented to the Board by Fettes McDonald with regards to Treasury Management, there has been a recent update.

A recent valuation has been updated we have the ability to raise approx £28m, £16m coming from our existing lenders were there is excess security and £12m on free stock

The Chief Executive Officer intimated that the valuation of Nationwide stock and valuation of our incumbent stock has all been completed.

The Chief Executive Officer also reminded the Board, that the Board previously approved to deposit money in a high interest account; one is still running as it was for 12 months; the other is coming to an end. We are awaiting word of interests' rates. The Chief Executive has delegated authority to deposit these monies into another high interest account.

Finance Officer left the meeting at 5.45 pm

6. CHARTER BENCHMARKING PRESENTATION

The Director of Operations presented Charter Benchmarking information via a power point presentation.

As the Board are aware, every year after the ARC has been submitted, the SHR provides benchmarking information around September that feeds into the Report Card.

We benchmark against our local landlords, GHA (half of our stock came from GHA) and the Scottish Average.

Summary

The agreed areas for improvement for 2022/23 contained within the Report Card are:-

Continue to reduce rent arrears (3.29%)

Improved void loss performance (0.68%)

Improved days to let (33.09 days)

To ensure that 100% of our properties receive their gas servicing within the anniversary date

To achieve this we have:

- Increased staff team

- We are introducing a new IT analysis system Mobysoft to assist with rent management.
- Regular performance meetings with contractors.

The Chairperson thanked the Director of Operations for the detailed presentation.

The Board noted the contents of the Charter presentation.

Fiona McGowan left the meeting at 6.10 pm

4. CHAIRPERSON'S REPORT

The Chairperson reported.

The Chair had reported that he had not presented a report since the Board Meeting in June 2022 and outlined a summary of work that he had carried out since then.

July

July began with Board Appraisals and interviews were carried out with potential new board members.

The Chair confirmed that he had attended a Regulatory Framework Assurance Evidence workshop and a SHAPS Pension workshop.

The tender opening for Buchanan Lodge facilities contractor took place.

August

The Chair attended a Regulatory Framework Assurance Evidence Workshop on Standards 4 to 7.

The Chair attended the GWSF AGM and Open Meeting. A good discussion took place regarding the SHR and their interventions that have taken place.

Board appraisals were completed.

The Association's AGM took place on Monday 22nd August 2022. At the Board meeting immediately after, George Kelly was elected as Chairperson for another year.

The Chair attended the Landlord Health & Safety Committee meeting as well as the Operations & Regeneration Sub Committee.

September

The Chair attended a Regulatory Framework Assurance Evidence Workshop on Standards 1-3.

The Chair took part in the interviews for the post of Housing Officer.

The Chair attended a Regulatory Framework Assurance Evidence Workshop on AN1 to AN 5, CH 1 to CH 5, TS 1 to TS 3 and OC 1 to OC 3

Share AGM was attended and Anna Stuart was elected onto their Board.

October

This month began with a pension discussion between the board and pension advisors which is on the agenda.

On 8th, the Chair attended the fantastic tree planting event with Stuart, Cassiltoun volunteers and the children who are members of the little explorer's group. We were all delighted to

receive the Scottish Wildlife Trustees Trust Award for the Castlemilk Explorers Volunteers. This was for the work they do in the park and for the education of the children.

It is a prestigious award taking in all the projects of Scotland. The award was presented by Linda Rosborough, Chair of the Trust and the Trust Engagement Manager Gill Hatcher.

On 12th, the Chair attended the Audit and Risk Sub Committee and was happy that our Internal Audit was strong and that the risk register was compatible with what is required.

On 13th, the Chair attended the Regeneration and Operations Sub Committee

25th October, the Chair attended SHARE's Chairs Network Meeting. The planned speaker for the night could not make it so Olwyn took the group through his report which covered all that is happening in today's housing sector.

Meeting with Chair and Chairs of Subsidiaries

The Chair reported that he had met with the Chair of Cassiltoun Trust and Chair of Stables Nursery to discuss areas of work.

The Board noted the content of the Chairperson's report.

10. PENSION REVIEW UPDATE REPORT

6.15 pm - David Davison, Spence & Partners (Pension Consultant) joined the meeting.

Chief Executive Officer and Head of Corporate, HR & Finance left the meeting.

Redacted as contains sensitive information.

David Davison left the meeting at 6.25 pm

Chief Executive Officer and Head of Corporate, HR and Finance rejoined the meeting at 6.26 pm.

7. CHIEF EXECUTIVE'S BI MONTHLY REPORT

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

SHR's Regulatory Framework and Assurance Improvement Plan

The Board have completed their Annual Assurance review process. The Board members attending the workshops did not identify any areas of material non-compliance. As previously reported the Risk and Audit subcommittee held on the 12th October heard from our internal auditors that they had reviewed our Assurance process and were confident that our processes were robust, our review was thorough and that there was evidence available to confirm compliance with the Framework and Standards.

The rolling Assurance Action Plan has been updated to reflect any areas of improvement as outlined in Appendix 1. ***These amendments were approved by the Board.***

Our Draft Assurance Statement will be presented under Agenda Item 11. One area that is required to be identified on the Statement relates to compliance with the required EICR checks.

Cassiltoun has not completed 100% of its required EICR checks. Despite numerous attempts there are still 29 tenants who have not provided access to their homes to get the checks completed. Unlike gas safety checks we are not permitted to force access. We will continue to work proactively to get access to the properties try and access the properties

Governance Action Plan

All actions on this are now complete. The SHR will be updated after the Board meeting

Industry Updates

Key updates are:

SHR- Advice on rent setting:

<https://www.housingregulator.gov.scot/about-us/news/shr-issues-advice-to-social-landlords-on-rent-setting-annual-assurance-statements-and-business-planning>

SHR – Rent setting – a thematic review

<https://www.housingregulator.gov.scot/landlord-performance/nationalreports/thematic-work/rent-increases-by-scottish-social-landlords-a-thematic-review>

CEO Training/networking

Since the August Board meeting the CEO has attended:

- CEO Network meeting
- Meeting with Mentor
- SFHA Resilience Group
- Castlemilk CEO network meeting
- Speaker at SFHA Governance Conference
- Speaker at GSEN event
- Attended Scottish economics, politics and financial wellbeing session at Barclays

IT and Digital Update

Our quarterly proactive visit from TSG has been completed with no issues

Mobysoft software has been purchased.

Discussion are ongoing with regards to procurement of a new telephone system and lease line

We are now using SDM finance software which allows for electronic authorisation of invoices

We have been discussing a procurement plan for new housing software and hope to begin this process this financial year. **The Board approved to start this procurement process.**

Redacted as contains sensitive information.

Inflation & Rent Cap

The Board will be aware that the Cost of Living (Tenant Protection) Act has been passed by then Scottish Government.

The new legislation only bans eviction for six months from the date an eviction order is granted. Following a six-month period from the date it was granted, the eviction order will be enforceable. It essentially creates a six-month delay to eviction, rather than an outright ban.

There are exemptions to the ban which are as follows:

- anti-social or criminal activity
- where a tenant has over £2,250 rent arrears.
- the landlord requires a tenant to leave the property to allow for significant improvement works or demolition

It has introduced a variable cap on rent in both the social and private rented sector until 31 March 2023, with the opportunity to extend this by two six-month periods

The Scottish Government must confirm by 14 January 2023 whether it proposes to retain the rent cap at 0% for the social sector, increase it or remove it entirely. Importantly, this amendment will give Ministers the powers to give notice in the instance of a cap not applying beyond 31 March 2023 and ensure housing associations are able to inform tenants of any rent increase within the required period.

Inflation is currently 10.1% and discussion on inflation, interest rates and rent restrictions will form part of our Business planning afternoon later in October.

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

8. TRAFFIC LIGHT REPORT

The Chief Executive Officer presented the Traffic Light Report Mid-Year Review.

The Board noted that a lot of our operational objectives are currently ongoing but making progress.

Eight operational objectives have been completed.

The Board noted and approved the update to the Traffic Light Report.

11. DRAFT ASSURANCE STATEMENT

The Chief Executive Officer presented the draft Assurance Statement previously circulated with the agenda.

At the time of signing this statement we have 29 properties where an EICR has not been completed. This is due to the tenants refusing access and we will continue to work with these tenants to ensure these are completed.

With regards to equalities and human rights, the Association has been working on an action plan and are in the process of collecting further equalities data that we will utilize to improve our planning, practices and services to tenants.

After discussion, the Board unanimously approved the Assurance Statement for 2022.

12. GDPR/FOI

12A. QUARTERLY RETURN TO INFORMATION COMMISSIONER

Head of Corporate, HR and Finance presented the Quarterly Return statistics which were previously circulated with the agenda. For the last quarter there were 1 SAR request.

The Board unanimously approved the contents of the Quarterly Return to the Scottish Information Commissioner. The return will be sent to the Scottish Information Commissioner.

13. CORPORATE/HR REPORT

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

Redacted as contains sensitive information.

Recruitment: A very busy time during the second quarter of the year. We have been recruiting for

- Community Woodland Assistant
- Digital Media and Communications Assistant
- Volunteer Engagement Assistant
- Sessional Events/Activities Assistant

All postholders are in place.

No one left Behind Programme – Funded posts x 6
1 applicant has been successful for the Advice Assistant post.

Equal Opportunities: Our next report will include Equal Opportunities Statistics in relation to protected characteristics (Board & Staff).

The Board noted and approved the contents of the HR/Corporate Report.

14. COMPLAINTS REGISTER

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

The complaints received from 1 July – 30 September 2022 were

Stage 1 Complaints – 14 stage 1 complaints were handled within timescales.

Stage 2 complaints – There was 1 stage 2 complaint that was handled within timescale.

The Board noted and approved the Complaints report for Quarter 2.

15A. OFFICER BEARERS ROLE DESCRIPTIONS

The Head of Corporate, HR & Finance presented the revised Office Bearers Role Descriptions. These role descriptions have been updated in line with the SFHA template.

The Board unanimously approved the revised GBM Role Description.

15B. GOVERNING BODY MEMBERS ROLE DESCRIPTION

The Head of Corporate, HR & Finance presented the revised Governing Body Members Role Description. This role description has been updated in line with the SFHA template.

The Board unanimously approved the revised GBM Role Description.

16. POLICIES

16A. STANDING ORDERS AND DELEGATED AUTHORITY

The Head of Corporate, HR & Finance presented the revised Standing Orders and Delegated Authority. The revised version took into account personnel changes within the organisation and the amalgamation of the Operations and Regeneration Committee.

After discussion, the Board unanimously approved the Standing Orders and Delegated Authority Policy.

17. CORRESPONDENCE

Poverty Alliance AGM, Friday 25th November 2022 at 9.30 am - 4.00 pm, Royal Concert Hall, Glasgow: Anna Stuart MBE to attend on behalf of the Association.

Redacted as contains sensitive information.

SHARE HR & Corporate Governance Conference, 29th November 2022 at Radisson Blu Hotel, Glasgow: Head of Corporate, HR & Finance will be hosting a workshop alongside another RSL entitled "Health and well-being in the workplace: Resilience"

Our Chairperson will attend the conference on behalf of the Board.

Nature of Scotland Awards, 17th November 2022 in Edinburgh: Anna Stuart MBE will attend with the Community Woodland Officer and two volunteers as we have been shortlisted for an award.

Letter from Stewart McDonald MP: Letter outlined Stewarts congratulations to the Association on winning the Wildlife Trust Trustees Group Award for Volunteering 2022.

18. APPLICATIONS FOR MEMBERSHIP

The Board considered 1 membership application as outlined by the Head of Corporate, HR & Finance.

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

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

19. USE OF SEAL

Used on two occasions.

20. ENTITLEMENT, BENEFIT AND PAYMENTS

Redacted as contains sensitive information.

21. NOTIFIABLE EVENTS

Redacted as contains sensitive information.

22. HEALTH & SAFETY

The Board approved to remove this agenda item to quarterly.

23. SUBSIDIARY AND SUB COMMITTEE DECISIONS MADE BETWEEN 29TH SEPTEMBER 2022 – 26TH OCTOBER 2022

Group Audit and Risk Sub Committee Meeting – 12th October 2022

Group Risk Register – approved

Date and time of meetings to change to a Friday at 2pm - approved

Regeneration & Operation Sub Committee Meeting – 13th October 2022

Approval to continue the necessary action for those who have breached their tenancy agreement, including court action up to and including decree for eviction for recovery or possession, debt outstanding and expenses which if granted will result in the repossession of the property.

24. AOCB

Simon Community: Looking for donations of nightwear and bedding.

Gift Bank: All donations welcome

Redacted as contains sensitive information.

The Board unanimously approved the updated bank signatories.

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

Wednesday 23rd November 2022 at 5.30 pm

There being no further business the meeting concluded at 6.50 pm

Signature:
Chair of Board of Management

Date: