

CASSILTOUN HOUSING ASSOCIATION

MINUTE OF MEETING OF BOARD OF MANAGEMENT

**HELD ON WEDNESDAY 22ND FEBRUARY 2023 AT 6.10 PM IN CASTLEMILK STABLES, 59
MACHRIE ROAD/VIA ZOOM**

Present: Anna Stuart MBE George Kelly
Julie McNeill Teresa McGowan (via Zoom)
Chris O'Brien Jennifer McInnes

In Attendance: Clair Malpas Chief Executive Officer
Paula Brownlie Head of Corporate, HR & Finance
Fiona McGowan Director of Operations
John Williams Asset Manager
Amanda Laing Finance Manager (Part meeting, left at 7.00 pm)
Laura Edwards Development Consultant
Claire Beckley Data Protection Officer, RGDP (Part meeting, left at 6.40 pm)

1a. WELCOME, INTRODUCTIONS, SEDERUNT & APOLOGIES

The Chairperson welcomed everyone to the meeting and apologised for the meeting starting 10 minutes late which was due to technical reasons. There was no fire drill tonight and reminded Board Members of the evacuation procedures. *Redacted as contains sensitive information.*

Apologies were received from Barbara Dusik, Richard Sullivan and Evelyn Ferguson.

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 bring forward agenda items 5a and 5b which will take place after agenda item 2. **The Board 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)

Permanent Register.

5a. GDPR – DATA PROTECTION REPORT

Claire Beckley, Data Protection Officer informed the Board that the Association meets with her on a monthly basis. The Association sets up a 12 month plan (shown to the Board via a presentation) at the beginning of the year which is tracked though on a weekly/monthly basis as to what is required to be carried out.

We ensure that the Association is registered with the ICO and that it is up to date

The DPO has been appointed and notified to the Data Subjects that they can notify her if there are any issues

The Data Audit is continually updated

The ICO can request a copy of the Association's Record of processing activities

We review and implement relevant policies and procedures

Ensure our staff and Board receive general GDPR training and identify any specialist training required

Ensure we have Data Protection Impact Assessments are in place

Ensure we have internal procedures are in place with regards to any Breaches in relation to GDPR

Disposal of data – Retention Schedules are in place

Ensure data is kept up to date

Data processes and data sharing – ensure agreements are in place

Audit – Claire will be on site to carry out an audit on Wednesday 22nd March 2023

ICO accountability tracker – ensure everything is kept up to data

Website is accurate and up to date

Privacy Notices and Cookie Notices are all up to date

The Chief Executive enquired if the DPO was satisfied with the way in which staff deal with SAR, FOI and any breaches. The DPO intimated that she highly satisfied in the way staff dealt with these matters.

Anna Stuart enquired as to how long the Association should be holding information in relation to staff and tenants. The DPO intimated that this is normally around 6 years. Retention Schedules will highlight what is required to be disposed and when is should be disposed off.

Anna Stuart enquired of the redaction of information from minutes etc. DPO outlined that information is only redacted when a person can be identifiable and personal information.

Teresa McGowan enquired if tenants hold a CCTV do they need to inform the Association. The Association has only to get involved as to whether the person can erect the CCTV, the Association has no ownership on what the tenant holds on the CCTV. Tenants should be informing the ICO as a data controller that they have a CCTV in their home.

The Board noted the Data Protection update.

5b. GDPR TRAINING

Claire Beckley, Data Protection Officer intimated that the Board need to be aware of the personal data that the Association are processing and took the Board through a GDPR Training session on the basic principles in line with the legislation as well as what is meant by Data Processors and Data Controllers and the reasons for establishing and documenting a lawful basis for processing personal data. Claire also outlined the definition of ‘personal data’ and ‘sensitive personal data’.

The Board noted the contents of the GDPR training.

3a. MINUTE OF SPECIAL MEETING HELD ON 20TH JANUARY 2023

The minute of meeting held on 20th January 2023 where noted and approved on the motion of Anna Stuart MBE and seconded by Chris O’Brien.

3b. MATTERS ARISING FROM SPECIAL MEETING HELD ON 20TH JANUARY 2023

None

3c. MINUTE OF MEETING HELD ON 25TH JANUARY 2023

The minute of meeting held on 25th January 2023 where noted and approved on the motion of Julie McNeil and seconded by Anna Stuart MBE.

3d. MATTERS ARISING FROM MEETING HELD ON 25TH JANUARY 2023

Page 6, Agenda Item 6, Chief Executive’s Bi Monthly: Anna Stuart MBE enquired as to the staff’s attendance at the Damp and Mould training on 15th February 2023. Asset Manager informed the Board that the staff concerned will receive certification as to their attendance on this course. Staff were trained on identifying and treating on mould, dampness and condensation.

3e. ACTION LIST FROM MEETING HELD ON 25TH JANUARY 2023

	Details	Person Responsible	Status
Actions from meeting held 23rd November 2023			
1.	<i>Redacted as contains commercially sensitive information</i> to investigate if there were specific areas in the Tenant Satisfaction Survey that highlighted specific areas that had higher levels of dissatisfaction compared to others	HM	Director of Operations intimated that <i>redacted as contains commercially sensitive information</i> had provided this information. The information will be issued to the Board and will be

			presented at a future meeting via a powerpoint presentation. However, there was no one particular area that showed higher levels of dissatisfaction compared to others.
Actions from meeting held on 25th January 2023			
2.	Register of interest to be updated with regards to Agenda Item 3b Pension Update and Item 5 Pay Award 2023/25	HCHR&F	Completed
3.	Tenants to be educated on how to prevent Damp & Mould. Newsletter articles as well as posters being erected in closes to inform tenants	AM	To be completed
4.	Inflationary Pay Award – staff to be informed <i>Redacted as contains sensitive information</i>	CEO	Completed
5.	Rent Increase for 2023-24 6.6% - tenants to be informed as well as HB <i>Redacted as contains sensitive information.</i>	HM CSO	Completed
6.	Procurement of Contract Administrator for 2023-26 <i>Redacted as contains sensitive information.</i>	DoO	Completed
7.	Abandonment Policy – approved Policy Register updated Staff to be informed	HCHR&F	Completed
8.	Chip and Policy – renewal date approved Policy Register to be updated	HCHR&F	Completed
9.	Quarterly Return to the ICO – approved. CSO to update to ICO portal	CSO	Completed
10.	SHARE Conference – <i>Redacted as contains sensitive information.</i>	HCHR&F	Completed
11.	EVH Annual Conference – <i>Redacted as contains sensitive information.</i>	HCHR&F	Completed
12.	March Board meeting to be moved to 29 th March 2022	HCHR&F	Completed

4. CHAIR'S REPORT

Thursday 26th January: Attended the Regeneration and Operations Sub Committee. Decisions will be reported at agenda item 18.

Tuesday 31st January: *Redacted as contains commercially sensitive information.*

On the same day, I attended via zoom a training session on the Code of Conduct and other topics with Stuart Eglington. This was a comprehensive session covering the Code, Notifiable Events, Register of Interest and Whistleblowing.

Thursday 2nd February: Met with CEO for a catch up on her well being and to discuss business topics.

Attended tender opening for the new IT System

Friday 10th February: Attended the Audit and Risk Sub Committee. Decisions will be covered under agenda Item 18.

Saturday 11th February: Attended the Stables with Vice Chairperson to meet James Dornan MSP who was presenting an acknowledgement Certificate from the Scottish Parliament in recognition of the great work of the Castlemilk Explorers and Volunteers who not only look after the park but care and protect the profusion of wildlife that live there.

The Board noted the contents of the Chair's report.

6. **CASSILTOUN HOUSING ASSOCIATION BUDGET 2023-24**

The Chief Executive Officer presented the above report previously circulated with the agenda.

The Chief Executive intimated that the budget report is a culmination of previous discussions with the Board, consultation with the Senior Management team and budget holders. She expressed her thanks to all those who contributed to the budget process and thanked our Finance Manager for co-ordinating and collating all of the financial information.

Our Income is based (principally) on the previously discussed and agreed 6.6% rent increase or Association tenants. The majority of the expenditure is based on the previously agreed *Redacted as contains sensitive information* and previously approved contract costs.

The majority of the income and expenditure has already been agreed by the Board, however the Board were invited to review and scrutinise the budget and comment or change any of the expenditure that can still be amended.

It was recommended that the Board approve the 2023-24 budget and to take into account

- All corporate memberships (SFHA, SHARE etc)
- *Redacted as contains sensitive information.*

Regulator focus and compliance is also feed through to the budget with regards to landlord health and safety compliance; equality and diversity monitoring and EESSH and SHQS compliance.

Increasing costs from suppliers have impacted this budget which can be seen with the increase in costs from the Association's estate maintenance, gas safety and housing management system suppliers.

Costs associated with the reactive maintenance contract are likely to increase and a separate report will be presented to the Board with regards to this contract.

Insurance costs are likely to increase, however these costs will not be confirmed until after the Board meeting. The Chief Executive Officer sought delegated authority to allow her to proceed with these agreements once the details are provided by the Insurance Brokers.

The Board unanimously approved to delegate authority to the Chief Executive Officer to proceed with the insurance agreements once details are provided by the Insurance Brokers.

Areas of expenditure on business improvements can also be seen in the budget ie

New Housing Management system

New phone system

Redacted as contains commercially sensitive information.

New IT Hardware

Costs associated with these changes peak in 2023/24 where there is an overlap in some of our IT systems.

Other IT costs will appear in 2024/25 budget as the Association moves from existing Microsoft products and an on premise server to cloud based systems and Office 365.

Income from new areas of the business (factoring) can also be seen in this budget as the income from the factoring service to the new homes on Machrie Road starts to be received.

The Finance Manager intimated that this budget is an update from what the Board had received before and incorporates new information that we have received during this time.

The summary pages shows the budget in comparison with the Business Plan. We have higher rental income due to the rent increase. As part of the rent increase decision, the Board have approved to cut back on our major repairs which is incorporated in the budget. We have higher cyclical and estate maintenance costs as per the contracts that are already in place. Lower grant funding in comparison to other years.

Interest rates have increased for the variable parts of the loans but we have made a gain in interest from putting cash on deposits.

The Cashflow illustrates that at the year end we hope to have in the region of £4.3m.

Covenant Ratios are sitting at green which illustrates to our lenders that we confident to meet our obligations to them.

The Finance Manager informed the Board that the budget is based on all the information that we have to date apart from waiting on insurance costs.

Staff will need to be vigilant throughout the year in ensuring that they monitor their budgets to ensure compliance against budget.

After discussion, the Board unanimously approved the 2023/24 budget.

7.00 pm Finance Manager left the meeting.

7. **EPC UPDATE AND ACTION PLAN**

The Director of Operations presented the Energy Performance Certificates (EPC) Update and Action Plan.

The Energy Efficiency Standard for Social Housing (EESH) aims to improve the energy efficiency of social housing in Scotland. It will help to reduce energy consumption, fuel poverty and the emission of greenhouse gases. The EESH is based on the minimum Energy Performance Certificate (EPC) rating. EPCs are calculated using the Standard Assessment Procedure (SAP) for energy rating of dwellings 2012 methodology. The EESH was introduced in March 2014 and set a first milestone for social landlords to meet for social rented homes by 31 December 2020. A second milestone (EESH2) was confirmed in June 2019, for social rented houses to meet by December 2032. However, this has now been delayed.

Out of a total stock of 1078, we currently have a total of 687 EPCs meaning that 391 properties do not have a valid EPC. Of the 687 EPCs, 662 Pass and 34 fail. An Action Plan has been

created in order to address this. (Appendix 1). In June 2019, *Redacted as contains commercially sensitive information* carried out a cloning exercise on behalf of the Association. (Appendix 2). At that time only 1 property was a fail. *Redacted as contains commercially sensitive information* currently carry out EPC at void stage when required. The contractor who previously carried out EPC for the Association no longer carries out this work since COVID 19.

Our next steps

Procure contractor to carry out EPCs.

Assess all fails to see if they can be brought up to pass or if they will be exemptions or abeyances.

Complete EPC Action Plan.

Carry out further cloning exercise in line with Scottish Government Guidance.

Anna Stuart MBE enquired if there is a cost related to this work. The Director of Operations confirmed that these costs will be charged to the reactive repairs budget.

The Board noted the EPC update and Action Plan.

8. *Redacted as contains commercially sensitive information.*

The Board noted the update.

9. PROCUREMENT OF CONTRACTORS FOR MAINTENANCE FRAMEWORK

Director of Operations presented the above report previously circulated with the agenda.

Director of Operations reminded the Board of the benefits of setting up a Maintenance Framework and intimated that we can add contractors to the framework at any time.

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
- Detail the outcome of the quality and price assessment undertaken
- Seek approval to appoint contractors to the 11 No. Lots.

After discussion, the Board unanimously approved to appoint contractors to the 11 No. Lots for a period of 4 years.

Redacted as contains sensitive information.

10. PROCUREMENT OF CLOUD/HOSTED INTEGRATED IT SYSTEM

The Asset Manager presented the above report previously circulated with the agenda.

The Association has completed a robust procurement exercise for a cloud/hosted integrated IT System. Board members have been shown the potential of what *Redacted as contains sensitive information.* can do and how efficient the system can summarise huge volumes of data on for example, how we manage ESSHH, how we manage budgets and how we cope with our repairs service.

It is recommended that the Association appoint *Redacted as contains sensitive information.*
Redacted as contains commercially sensitive information.

After discussion, the Board unanimously approved and noted

- the compliant procurement process that has been followed to select a new IT system
- that subject to a satisfactory outcome of due diligence checks, Cassiltoun HA enter into a contract with *Redacted as contains sensitive information* for provision of cloud/hosted integrated IT system via their *Redacted as contains sensitive information* product as follows:
 - Costs *Redacted as contains commercially sensitive information.*

Redacted as contains commercially sensitive information.

11. REACTIVE MAINTENANCE PROCUREMENT OF CONTRACTOR

Director of Operations presented the above report previously circulated with the agenda .
Redacted as contains commercially sensitive information.

12. FORMER TENANT ARREARS WRITE OFF

Director of Operations presented the above report previously circulated with the agenda.

After discussion, the Board unanimously approved to write off Redacted as contains sensitive information in former tenant arrears.

13. CORRESPONDENCE

GWSF Affiliation fees for 2023/24: *Redacted as contains sensitive information* (included in the Budget)

Redacted as contains sensitive information.

SHR Request for our rent increase figure for 2023/24: CEO has furnished the SHR with this information.

GWSF Regeneration Conference – Friday 23rd June 2023: *Redacted as contains sensitive information.*

GCVS – Open Table for Round Discussion, 8th March 2023: Bank of England will be in attendance. The topic of discussion will be the cost of living crisis.

SHR Letter – update on Tenant and Resident Survey: The Chief Executive Officer intimated that the SHR are asking landlords to make an explicit statement in their Annual Assurance Statements on their compliance with their obligations in relation to tenant and resident safety. In the 2022/23 ARC form due to be submitted by 31st May, the SHR will make the Housing Quality and Maintenance comment field mandatory. This means they will expect landlords to provide detailed comments on their performance. They will be particularly interested in any non-compliance with electrical, gas and fire safety and plans to address this.

Thank you card: A tenant had sent a thank you card to the Operations Team thanking them for all they had done in supporting them in their tenancy.

15. **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.

16. **USE OF ASSOCIATION SEAL**

None

17. **ENTITLEMENTS, PAYMENTS & BENEFITS REGISTER**

None

18. **NOTIFIABLE EVENTS**

Redacted as contains sensitive information.

19. **SUBSIDIARY AND SUB COMMITTEE DECISIONS MADE BETWEEN 26TH JANUARY 2023 – 22ND FEBRUARY 2023**

Regeneration & Operation Sub Committee – 26th January 2023

- 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 or possession, debt outstanding and expenses which if granted will result in the repossession of the property.
- Approval to allow a review of the procedural process for undertaking electrical testing with specific changes being forcing access to undertake this test.
- Approval to change H & S Committee and H & S Landlord Committee date to 27th February 2023.
- Letting Plan for 2023/24 – approved

Audit and Risk Sub Committee – 10th February 2023

- Approved Audit Plan for 2023/24

20. **AOCB**

Lighting upgrade to Castlemilk Stables: The Asset Manager intimated that Cassiltoun Trust have approached the Association to enquire if they could carry out the procurement of the upgrade works, including taking responsibility for payment of the works

Cassiltoun Trust will approach Cassiltoun Housing Association and Stables Nursery to seek their agreement to fund their respective share of the capital costs associated with upgrade of lighting at Stables to LED fittings

Cassiltoun Trust will seek approval of Stables Nursery to accept the re-charge of applicable costs for the upgrade work directly from Cassiltoun Housing Association

The Board unanimously approved for the Association to carry out the procurement exercise for the lighting upgrade to Castlemilk Stables on behalf of Cassiltoun Trust.

21. DATE AND TIME OF NEXT MEETING

Wednesday 26th April 2023 at 6.00 pm

There being no further business the meeting concluded at 7.57 pm

Signature
Chair of Board of Management

Date