

**CASSILTOUN HOUSING ASSOCIATION**

**MINUTE OF MEETING OF BOARD OF MANAGEMENT  
HELD ON WEDNESDAY 28<sup>TH</sup> MAY 2025 AT 6.00 PM CASTLEMILK STABLES, 59 MACHRIE  
ROAD, GLASGOW/ZOOM**

**Present:** Anne M Stuart MBE, Chairperson  
Ryan Barclay, Board Member  
Allana Hammell, Board Member  
Gayle Fitzpatrick, Board Member (Zoom)  
Faye Mitchell, Board Member (Zoom)  
Natalie Tobin, Board Member (Zoom)  
Bridget Crossan, Board Member (Zoom)  
Jennifer Gilbert, Board Member (Zoom)  
Richard Sullivan, Co-opted Board Member (Zoom, part meeting)

**In Attendance:** Fiona McGowan, Director of Operations  
Clare MacLean, Housing Manager  
Paula Brownlie, Head of Corporate, HR & Finance  
Diana Morton, Community Development & Engagement Manager (part meeting)

**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 Mark Tedford, Teresa McGowan, Pamela Gibson, Julie McNeil, Clair Malpas and John Williams.

**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 30<sup>TH</sup> APRIL 2025**

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 30<sup>th</sup> April 2025 were noted and approved on the motion of Faye Mitchell and seconded by Gayle Fitzpatrick.***

**3b. MATTERS ARISING FROM MEETING HELD ON 30<sup>TH</sup> APRIL 2025**

None

**3c. ACTION LIST FROM MEETING HELD ON 30<sup>TH</sup> APRIL 2025**

|  | Details   | Person Responsible                                      | Status  |
|--|---|---|---|
| <b>Actions from meeting held on 29<sup>th</sup> October 2024</b> |   |   |   |
| 1.   | Report to the Board required in relation to delegated authority to: <ul style="list-style-type: none"> <li>• appoint a lift maintenance Contractor, following the quick quote exercise.</li> <li>• appoint a Smoke Vent Maintenance contractor, following the quick quote exercise</li> </ul> | HaM   | <b>The contractor will be in place – the contracts are just being finalized. <i>Item redacted as contains sensitive information.</i> assessing the tenders. This will be reported to the June Board meeting</b> |
| <b>Actions from meeting held on 29<sup>th</sup> January 2025</b> |   |   |   |
| 2.   | Business Planning Report – <i>Item redacted as contains sensitive information.</i>  | CEO   | <b>Ongoing</b>  |
| 3.   | <i>Item redacted as contains sensitive information.</i>   | <i>Item redacted as contains sensitive information.</i> | <i>Item redacted as contains sensitive information.</i>   |
| <b>Actions from meeting held on 26<sup>th</sup> March 2025</b>   |   |   |   |
| 4.   | Cyber Fraud refresher training to be arranged for Board members   | HCHR&F  | <b>Supplier to be sought</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>   |
| <b>Actions from meeting held on 30<sup>th</sup> April 2025</b>   |   |   |   |
| 6.   | FYFP approved. David Ampofo will upload to the SHR portal.  | DA  | <b>Complete</b>   |
| 7.   | Business plan priorities – CEO to bring back report to the Board in June on the status of our business plan priorities as per the SLT Planning Day  | CEO   | <b>To be included in Board agenda for June 25</b>   |
| 8.   | Business plan updates approved – Business Plan to be amended and uploaded to the website  | CEO   | <b>Ongoing</b>  |
| 9.   | Court Actions approved  | HM  | <b>Complete – HomeMaster updated</b>  |
| 10.  | Procurement Strategy and Procurement Annual Report to be sent to Scottish Govt  | HCF   | <b>Complete</b>   |

|     |   |                       |  |
|-----|---|-----------------------|--|
| 11. | Veranda Report to be presented to Board in June   | HaM                   | <b>To be included in Board agenda for June 2025</b>  |
| 12. | <p>Policies</p> <p>Membership: noted and approved</p> <p>Value For Money Strategy: noted and approved</p> <p>Safeguarding: approved to defer to June 2025</p> <p>Contractor And Supplier Management Strategy: Approved</p> <p>Procurement Policy – Appendix 1: The Board noted that the Procurement Policy Appendix 1 is not to be reviewed until December 2025</p> <p>Policy register to be updated and staff informed of Policy approvals</p> | <p>CEO</p> <p>HCF</p> | <b>Complete</b>  |
| 13. | Cassiltoun Stables Nursery Workshop with Board – date to be organized   | HCF                   | <b>Ongoing - date to be set. This will be in the new term after the AGM</b>                                |
| 14. | Tour of stock for board members – date to be organized  | HCF                   | <b>Dates set – email sent to Board. Board members were encouraged to let HCF know their preferred date</b> |

**4. CHAIRPERSON’S REPORT**

| <b>Date</b>                                | <b>Event</b>  |
|--|---|
| 14 <sup>th</sup> May 25                    | <p>Equality Impact Assessment Training, SE Consultants</p> <p>Carried out training with Board members</p>   |
| 16 <sup>th</sup> – 18 <sup>th</sup> May 25 | <p>EVH Annual Conference, Dunblane Hydro</p> <p>Attended with Bridget Crossan, Board member</p> <p>Friday workshops<br/>                     Nicola Dillan, Beeworks<br/>                     Robyn Collins – Investors in People. Training young people and empowering them.<br/>                     Emma and Professor Willey, ACS. They both gave a presentation on H&amp;S<br/>                     Professor Ken Gibb, Glasgow University. His presentation was on housing tax, reform council tax, land and building transaction tax</p> <p>Saturday workshops<br/>                     Seamus Corry, Chief Wellbeing Officer. Told his story, how he managed his life and how wellbeing can change someones life</p> <p>Dr Donald McCaskill, CEO Scottish Care . Issue with ageism in Scotland. Human rights needs to work harder at what dignity for all means</p> |

|     |   |
|-----|---|
|     | <p>Using AI – communication gap. Really interesting – has helped housing applications list drop</p> <p>Sunday workshops</p> <p>Professor David Robinson, Housing Studies Sheffield University<br/>Comparing how HAs are run in Scotland and the rest of the UK<br/>We are the best because of what we do in our communities. Need to send him a copy of our newsletters and annual report</p> |
| May | Working with HCF in carrying out Board appraisals   |

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

5a. **COMMUNITY TEAM UPDATE**

Diana Morton, Community Development and Engagement Manager presented the above report previously circulated with the agenda. She summarised the main points via a Powerpoint presentation.

**Community Garden:** Continued funding via National Lottery for a garden worker. Small group of volunteers.

We were successful in receiving grants for composting and seed collecting projects. Bokashi bins and wormery.

**Stables Studio art group :** On Mondays we have a small pot of Lintel Trust/ Wellbeing for Longer money to pilot a Chatty Café for art, games and chat!

Tuesday group: Worked with Deidre Nelson- Glasgow Life resident artist on eco art.

We have been successful in gaining GCVS Health and wellbeing funds for an artist, trips and wellbeing activities.

**Community Lunches:** The lunches (funded by the national lottery) are extremely busy and it is a great opportunity to bring in new people and link with partners. we have currently brought in two more volunteers to help with the demand.

**Creative Writing Group:** Completed Oral History and digital literacy project with Mhor Collective.

Writer John Binnie worked with the group as part of his Glasgow Life Artist in Residency. The group collected stories of Castlemilk Park to make a book and worked with schools to create a play.

**Oral history:** This group is now a separate group meeting every 2nd Monday. Sessional Worker has been working to develop a website for their stories and is looking at developing a display.

Health walks have restarted on Monday evenings for summer.

**Youth Participation:** The Community Team visited Castlemilk High in September, to encourage young people to volunteer during pumpkin fest and since then then group has doubled in size.

**CAP:** have been meeting approximately 6 weekly advising on repairs, tenant conference and tenant participation strategy.

### **Woodland Maintenance**

**Woodlands:** We said goodbye to Ciara Vernon funded by Scottish Forestry/ Mushroom Trust- but have just recruited for a new Community Woodland Assistant who is hopefully starting early June. Funded by the GCC Low Emission Zone. We have a package of over £40k funding for work in the park. Ongoing maintenance work including the clear up after storm Eowyn. This also includes work around combatting anti social behaviour. We have made an agreement with street artist Frodrik who created the Oaktree mural to have a maintenance contract for a year. We are planting new trees to stop flytipping at Oaktree. The team have removed 128 bags of rubbish from the park since 1 April this year. All of this wouldn't be possible without the support of the volunteers.

**Education work:** The children's Castlemilk Explorers wildlife watch group continues to run as a monthly session with numbers steadily increasing. Community Woodland Officer has also been working with schools, particularly Miller Primary. The P4 class have been doing the JNR Forestry award. The new YEW group (Youth Environmental Wardens) for teenagers running on Saturdays.

### **Events:**

Halloween: Over 2000 attendees; 250 came to pumpkin carving; We gave 120 pumpkins to local schools; 400 came to the illumination event; 1400 came to the spooky walk; There were 45 volunteers.

### **Lighting project:** Lighting replacement and LNR in Castlemilk Park

Castlemilk Park is now the 100th local nature reserve, which really highlights the importance of this space and a recognition of the work in the park. A celebration event took place on 11th December. The new lights were unveiled on the same evening. The lighting replacement has seen a marked increase in visitors to the park when comparing September, October, November and December 2023 to 2024

**Winter:** Wreath making - 100 attended ; Santa's grotto - 117 attended; Holiday Cheer Exhibition at the community centre. This brought together all the different Nemo Art Groups across Glasgow. Snowdrop and Winter Tree ID Walk after Christmas.

Photo Competition, we received over 30 photographs in all categories,

### **Spring Trail**

190 people attended.

The Food and Fun Programme is funded by Glasgow City Council via Castlemilk Together.

We ran one session during the autumn holiday and one at Easter. These were well attended with all children taking part in activities and families receiving free food. We have scheduled a full programme for summer following the announcement of additional funding.

**Participatory Budgeting:** This is funded through HA National Lottery fund 24-26, Lintel Trust and Glasgow Health and Social Care Partnership. We had £11k to be given away to local groups. Over 800 people voted in person and online. 8 Projects received the £1,000 award and 6 projects received the £500 award.

## **Funding/Award Applications**

Details of all funding/award applications were outlined to the Board.

*Item redacted as contains sensitive information.*

The Board noted the contents of the Community Team update and thanked the community team for all their hard work.

## **5b. COMMUNITY DEVELOPMENT STRATEGY AND ACTION PLAN**

Diana Morton, Community Development and Engagement Manager presented the above Strategy and Action Plan previously circulated with the agenda.

***After discussion, the Board approved the Community Development Strategy and Action Plan.***

6.25 pm - Community Development and Engagement Manager left the meeting.

## **6a. HEALTH AND SAFETY LANDLORD REPORT**

The Housing Manager presented the above report previously circulated with the agenda. The Board's attention was brought to compliance spreadsheet with regards to the areas highlighted in amber or red as detailed below:-

Electrical Safety: Electrical EICR tests – Landlord Supply. These are currently undertaken by GCC Stair lighting Department.

Emergency Lighting – 'flick/drop' test – Stables Building: Emergency Lighting requires upgraded within office spaces in Building

Emergency Lighting discharge test: Emergency Lighting requires upgraded within office spaces in Building

Water Risk Assessments (Blocks): Programme of works currently being worked on

Cold water storage tanks – inspection & cleaning & disinfection: Programme of works will be created following risk assessments.

***The Board noted and approved the contents of the Health and Safety Landlord Report.***

## **6b. TECHNICAL SERVICES PERFORMANCE REPORT**

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

As the Board were aware, delegated authority was given to the Head of Asset Management to lead a quick quote exercise to procure services related to stock condition surveying, lift maintenance and servicing as well as smoke vent maintenance and servicing.

The Head of Asset Management is working alongside our appointed contract administrator, *Item redacted as contains sensitive information*. on these quick quotes. A tender approval report will be provided to the Board of Management following each appointment at the June Board meeting

Procurement has commenced for a window replacement contractor as window and door replacements have been identified as part of the stock condition survey. There was only one contractor on the planned maintenance framework. It is therefore prudent to fill out this lot. It is recommended that one Board member attend the tender opening on 16th June at 12.30pm via teams. ***It was agreed that Gayle Fitzpatrick will participate in the tender opening on behalf of the Board.***

### Key Performance Targets April 2024 – 31st March 2025

| Reactive Maintenance  | Target  | Current Performance | Comments  |
|---|---------|---------------------|---|
| Voids – Number of voids completed within timescale                            | 95%     | <b>47.7%</b>        | This data reflects 67 void properties completed between 1st April 2024 and 31st March 2025. Although the overall void turnaround time for the year was below target, a significant improvement is evident from August when the new process came into effect. This performance is calculated from the point at which void works are completed and the property is handed back for re-let.                  |
| Voids- Number of voids completed within timescale<br><b>August-31st March</b> | 95%     | <b>76%</b>          | This information focuses on the 42 voids re-let between 1st August 2024-31st March 2025. While improvements have been made, challenges remain in managing outgoing tenants. Specifically, there are delays associated with property clearance and unforeseen repair issues during the void period.  |
| Right to Repair carried out within timescale                                  | 100%    | <b>100%</b>         | This figure has changed since the last report. This is due to one right to repair job being incorrectly prioritised and the contractor providing evidence of a PDA error that showed the wrong completion time.   |
| Average length of time to complete emergency repairs                          | 4 hours | <b>2.6 hours</b>    | Above performance   |
| %age emergency repairs completed within target                                | 100%    | <b>98.59%</b>       | Between 1 <sup>st</sup> April 2024 and 31st March 2025, 19 emergency repairs were completed late. Here's a breakdown by contractor: <ul style="list-style-type: none"> <li>• City Building: <b>12</b> (7 of these were emergency out-of-hours calls and have been addressed)</li> <li>• City Technical: <b>7</b> (this related to one specific engineer, and this issue has now been resolved)</li> </ul> |

|   |                |               |  |
|---|----------------|---------------|--|
| Average length of time to complete non-emergency repairs  | 4 working days | <b>4.8</b>    | This target has drastically improved since the last report. This is down to bringing in new contractors and seeing better performance from our existing contractors.   |
| %age of reactive repairs carried out in last year on time | 95%            | <b>97.93%</b> | This figure has also improved due to the introduction of new contractors. Furthermore, some auditing identified incorrectly categorised jobs, which have now been corrected. We also worked with City Building, who clarified that some 11-day repairs were logged with the completion date entered by the operations manager, instead of the actual completion date. Where PDA evidence was available to confirm the correct dates, we have updated those records accordingly. <ul style="list-style-type: none"> <li>• <b>City Building:</b> 33 late jobs</li> <li>• <b>City Technical:</b> 23 late jobs.</li> <li>• <b>Magnus:</b> 7 late jobs.</li> <li>• <b>McGregor's:</b> 3 late jobs.</li> </ul> |
| Reactive Repair Satisfaction                              | 95%            | <b>95.6%</b>  | This figure is based on 356 satisfaction surveys answered by our tenants who had repairs carried out in the last 12 months 1 <sup>st</sup> April 2025 – 31 <sup>st</sup> December 2025. This has not been updated from the last 3 months due to an error with the Home master report not reflecting the correct number of surveys answered.  |
| Pre Inspections   | 10%            | <b>10.1%</b>  | Meeting Target   |
| Post Inspections  | 10%            | <b>11.55%</b> | Above Target   |
| Mould and Damp Cases Reported                             |                | <b>49</b>     | This is the number of Mould and Damp cases reported from 1 <sup>st</sup> April 2025-31 <sup>st</sup> December 2025   |

| <b>Cyclical Maintenance</b>                           | <b>Target</b> | <b>Current</b> | <b>Comments</b> |
|---|---------------|----------------|-----------------|
| %age gas safety checks completed by anniversary date  | 100%          | <b>100%</b>    | Meeting Target  |
| %age EICR safety checks completed by anniversary date | 100%          | <b>100%</b>    | Meeting Target  |
| Concluded Gutter Cleaning programme by October        | 100%          | <b>100%</b>    | Meeting Target  |

| <b>Medical Adaptations</b>                  | <b>Target</b> | <b>Current</b> | <b>Comments</b>  |
|---|---------------|----------------|--|
| Percentage of medical adaptations completed | 75%           | <b>69.2%</b>   | This financial year, we received 26 applications for adaptations, including those carried over from previous years. While 8 adaptations have been completed, 18 remain outstanding due to the funding limitations. |



| <b>Factoring Arrears</b>  | <b>Target</b> | <b>Current</b>    | <b>Comments</b>  |
|---------------------------|---------------|-------------------|--|
| Current Factoring Arrears | £40,000       | <b>£38,621.46</b> | <p>The figures presented may show some inconsistencies due to a change in our reporting structure, moving from periodic reporting to a purely monthly basis.</p> <p>Unfortunately, we were unable to retrospectively apply this change to align precisely with our accounts. This is because the factoring arrears report still includes credited and former accounts. This has been raised with homemaster.</p> <p>The outstanding balance at the end of March was £38,621.46, which reflects the application of the new debit to accounts.</p> |

The Chairperson enquired as to City Building and 33 late jobs. Clarification will be sought and brought back to the Board.

***The Board noted and approved the contents of the Technical Services Performance Reports.***

**6c. STABLES HEATING PROJECT – UPDATE**

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

The Board were advised that that the Heating Project was due to start on site on 27<sup>th</sup> May 2025, however this has been delayed due to *Item redacted as contains sensitive information*. carrying out Disclosure Checks. The contractor did come on site yesterday with *Item redacted as contains sensitive information*. looking at the areas where trenches will go. It is hoped that the project will start as soon as possible.

***The Board noted the update with regards to the Stables Heating Project.***

**6d. BALCONIES/MAJOR REPAIRS UPDATE**

The Housing Manager informed the Board that the Head of Asset Management will bring a full detailed report to the next Board of Management Meeting.

Work in relation to balconies has been highlighted in the stock condition survey. Remedial works will be carried out on a balcony which will be used as a pilot exercise. Full details will be reported back to the Board.

***The Board noted and approved the update with regards to Balconies/Major Repairs***

**7a. HOUSING SERVICES AND ADVICE TEAM PERFORMANCE REPORT - UPDATE**

Housing Manager presented the above report previously circulated with the agenda.

Key Performance Targets 1 April – 31 March 25

| Key Performance Indicator  | Summary of Progress  | Green = On Target<br>Amber = Making Progress<br>Red = Did not meet target                          |  |         |  |      |   |             |   |  |    |       |              |    |    |       |             |   |   |  |               |   |   |  |                |           |           |              |  |   |   |        |   |  |
|--|--|--|--|---------|--|------|---|-------------|---|--|----|-------|--------------|----|----|-------|-------------|---|---|--|---------------|---|---|--|----------------|-----------|-----------|--------------|--|---|---|--------|---|--|
| <p><b>ARC 2023 - 14 Percentage of Tenancy offers refused</b></p>   | <p>Pre-Allocation viewings prior to offer. Improved communication between team and contractors. Homeless offers now void lead.</p> | <p>Target - 15%<br/>Actual - 26.19%<br/>End of Q3 – 27.4%</p>                                      |  |         |  |      |   |             |   |  |    |       |              |    |    |       |             |   |   |  |               |   |   |  |                |           |           |              |  |   |   |        |   |  |
| <p><b>ARC 2023 - 16 Percentage of Tenancies sustained for more than 1 year</b></p> <table border="1" data-bbox="113 936 919 1223"> <thead> <tr> <th></th> <th>Number</th> <th>&gt;1 Year</th> <th>Percent</th> </tr> </thead> <tbody> <tr> <td>Existing Tenants</td> <td>11</td> <td>11</td> <td>100.0%</td> </tr> <tr> <td>Homeless</td> <td>16</td> <td>13</td> <td>81.3%</td> </tr> <tr> <td>Housing List</td> <td>44</td> <td>35</td> <td>79.5%</td> </tr> <tr> <td>Nominations</td> <td>0</td> <td>0</td> <td></td> </tr> <tr> <td>Other Sources</td> <td>0</td> <td>0</td> <td></td> </tr> <tr> <td><b>Overall</b></td> <td><b>71</b></td> <td><b>59</b></td> <td><b>83.1%</b></td> </tr> <tr> <td><i>Mutual Exchange tenancies, not included above</i></td> <td>7</td> <td>7</td> <td>100.0%</td> </tr> </tbody> </table> |  | Number   | >1 Year  | Percent | Existing Tenants   | 11   | 11  | 100.0%      | Homeless  | 16   | 13 | 81.3% | Housing List | 44 | 35 | 79.5% | Nominations | 0 | 0 |  | Other Sources | 0 | 0 |  | <b>Overall</b> | <b>71</b> | <b>59</b> | <b>83.1%</b> | <i>Mutual Exchange tenancies, not included above</i> | 7 | 7 | 100.0% | <p>Increase in % - online to meet target. Improved working between HS &amp; Advice teams with referral process to sustain tenancies</p> | <p>Target - 85%<br/>Actual – 83.1%<br/>End of Q3 – 82.1%</p> |
|  | Number   | >1 Year  | Percent  |         |  |      |   |             |   |  |    |       |              |    |    |       |             |   |   |  |               |   |   |  |                |           |           |              |  |   |   |        |   |  |
| Existing Tenants   | 11   | 11   | 100.0%   |         |  |      |   |             |   |  |    |       |              |    |    |       |             |   |   |  |               |   |   |  |                |           |           |              |  |   |   |        |   |  |
| Homeless   | 16   | 13   | 81.3%  |         |  |      |   |             |   |  |    |       |              |    |    |       |             |   |   |  |               |   |   |  |                |           |           |              |  |   |   |        |   |  |
| Housing List   | 44   | 35   | 79.5%  |         |  |      |   |             |   |  |    |       |              |    |    |       |             |   |   |  |               |   |   |  |                |           |           |              |  |   |   |        |   |  |
| Nominations  | 0  | 0  |  |         |  |      |   |             |   |  |    |       |              |    |    |       |             |   |   |  |               |   |   |  |                |           |           |              |  |   |   |        |   |  |
| Other Sources  | 0  | 0  |  |         |  |      |   |             |   |  |    |       |              |    |    |       |             |   |   |  |               |   |   |  |                |           |           |              |  |   |   |        |   |  |
| <b>Overall</b>   | <b>71</b>  | <b>59</b>  | <b>83.1%</b>                                     |         |  |      |   |             |   |  |    |       |              |    |    |       |             |   |   |  |               |   |   |  |                |           |           |              |  |   |   |        |   |  |
| <i>Mutual Exchange tenancies, not included above</i>   | 7  | 7  | 100.0%   |         |  |      |   |             |   |  |    |       |              |    |    |       |             |   |   |  |               |   |   |  |                |           |           |              |  |   |   |        |   |  |
| <p><b>ARC 2023 - 18 Percentage Rent Loss through empty properties</b></p> <p>Total amount rent due for the reporting year £5,434,688<br/>Total rent loss £35,519</p>   | <p>Void turnaround continuing to improve</p> <p>Rent loss included £9789.60 for 2 Barlia Grove</p>                                 | <p>Target - 0.52%<br/>Actual – 0.65%<br/>End of Q3 – 0.55% - BGR02 not included in this figure</p> |  |         |  |      |   |             |   |  |    |       |              |    |    |       |             |   |   |  |               |   |   |  |                |           |           |              |  |   |   |        |   |  |
| <p><b>ARC 2023 - 30 Average Length of Time to re-let</b></p> <table border="1" data-bbox="113 1576 919 1711"> <tbody> <tr> <td>30.1 Number of Properties Re-let in Period</td> <td>67</td> </tr> <tr> <td>30.2 Number of Lettable Days prior to the re-let</td> <td>1949</td> </tr> <tr> <td><i>Number of Elapsed Days prior to the re-let (for information only)</i></td> <td>2168</td> </tr> <tr> <td><b>30. Average Length of time taken to re-let properties (days)</b></td> <td><b>29.1</b></td> </tr> </tbody> </table>  | 30.1 Number of Properties Re-let in Period   | 67   | 30.2 Number of Lettable Days prior to the re-let | 1949    | <i>Number of Elapsed Days prior to the re-let (for information only)</i> | 2168 | <b>30. Average Length of time taken to re-let properties (days)</b> | <b>29.1</b> | <p>Improved communication between teams. Use of HomeMaster void recording commenced. Pre allocation improving</p> | <p>Target – 15 days<br/>Actual – 29.1 days<br/>End of Q3 – 31.7 days<br/>End of Q2 – 40.7 days</p> |    |       |              |    |    |       |             |   |   |  |               |   |   |  |                |           |           |              |  |   |   |        |   |  |
| 30.1 Number of Properties Re-let in Period   | 67   |  |  |         |  |      |   |             |   |  |    |       |              |    |    |       |             |   |   |  |               |   |   |  |                |           |           |              |  |   |   |        |   |  |
| 30.2 Number of Lettable Days prior to the re-let   | 1949   |  |  |         |  |      |   |             |   |  |    |       |              |    |    |       |             |   |   |  |               |   |   |  |                |           |           |              |  |   |   |        |   |  |
| <i>Number of Elapsed Days prior to the re-let (for information only)</i>   | 2168   |  |  |         |  |      |   |             |   |  |    |       |              |    |    |       |             |   |   |  |               |   |   |  |                |           |           |              |  |   |   |        |   |  |
| <b>30. Average Length of time taken to re-let properties (days)</b>  | <b>29.1</b>  |  |  |         |  |      |   |             |   |  |    |       |              |    |    |       |             |   |   |  |               |   |   |  |                |           |           |              |  |   |   |        |   |  |
| <p><b>ARC 2023 - C02 Number of Lets by Source of Let</b><br/>% to Section 5</p>  | <p>Working with GCC on referrals. Now allocating 3apt properties to single applicants. Homeless offers now void lead.</p>          | <p>Target - Minimum of 30%<br/>Actual – 21%<br/>End of Q3 – 22%</p>                                |  |         |  |      |   |             |   |  |    |       |              |    |    |       |             |   |   |  |               |   |   |  |                |           |           |              |  |   |   |        |   |  |

|   |                                  |   |  |    |  |               |            |  |  |    |                                 |   |                         |   |                           |   |  |   |  |    |  |  |  |
|---|----------------------------------|---|--|----|--|---------------|------------|--|--|----|---------------------------------|---|-------------------------|---|---------------------------|---|--|---|--|----|--|--|--|
| <table border="1"> <tr><td>Existing Tenant (i)</td><td>12</td></tr> <tr><td>Housing List Applicant (ii)</td><td>41</td></tr> <tr><td>Mutual Exchange (iii)</td><td>3</td></tr> <tr><td>Other (iv)</td><td>0</td></tr> <tr><td>LA Homeless - Section 5 (vi - a)</td><td>14</td></tr> <tr><td>LA Homeless Nomination (vi - b)</td><td>0</td></tr> <tr><td>Homeless Other (vi - c)</td><td>0</td></tr> <tr><td>LA Other Nomination (vii)</td><td>0</td></tr> <tr><td><i>Exclusions (see bottom of report)</i></td><td>2</td></tr> <tr><td></td><td>70</td></tr> </table> | Existing Tenant (i)              | 12  | Housing List Applicant (ii)                  | 41 | Mutual Exchange (iii)                                  | 3             | Other (iv) | 0  | LA Homeless - Section 5 (vi - a)         | 14 | LA Homeless Nomination (vi - b) | 0 | Homeless Other (vi - c) | 0 | LA Other Nomination (vii) | 0 | <i>Exclusions (see bottom of report)</i> | 2 |  | 70 |  |  |  |
| Existing Tenant (i)   | 12                               |   |  |    |  |               |            |  |  |    |                                 |   |                         |   |                           |   |  |   |  |    |  |  |  |
| Housing List Applicant (ii)   | 41                               |   |  |    |  |               |            |  |  |    |                                 |   |                         |   |                           |   |  |   |  |    |  |  |  |
| Mutual Exchange (iii)   | 3                                |   |  |    |  |               |            |  |  |    |                                 |   |                         |   |                           |   |  |   |  |    |  |  |  |
| Other (iv)  | 0                                |   |  |    |  |               |            |  |  |    |                                 |   |                         |   |                           |   |  |   |  |    |  |  |  |
| LA Homeless - Section 5 (vi - a)  | 14                               |   |  |    |  |               |            |  |  |    |                                 |   |                         |   |                           |   |  |   |  |    |  |  |  |
| LA Homeless Nomination (vi - b)   | 0                                |   |  |    |  |               |            |  |  |    |                                 |   |                         |   |                           |   |  |   |  |    |  |  |  |
| Homeless Other (vi - c)   | 0                                |   |  |    |  |               |            |  |  |    |                                 |   |                         |   |                           |   |  |   |  |    |  |  |  |
| LA Other Nomination (vii)   | 0                                |   |  |    |  |               |            |  |  |    |                                 |   |                         |   |                           |   |  |   |  |    |  |  |  |
| <i>Exclusions (see bottom of report)</i>  | 2                                |   |  |    |  |               |            |  |  |    |                                 |   |                         |   |                           |   |  |   |  |    |  |  |  |
|   | 70                               |   |  |    |  |               |            |  |  |    |                                 |   |                         |   |                           |   |  |   |  |    |  |  |  |
| <p>Gross Arrears (ARC Indicator 27) including Former Tenant Arrears (ARC Indicator C7)</p>  |                                  | <p>Arrears audits completed – focus time set aside for staff</p> <p>HomeMaster now reporting Technical arrears correctly as per validation visit.</p> | <p>Target - 4%</p> <p>Actual – 3.59%</p>     |    |  |               |            |  |  |    |                                 |   |                         |   |                           |   |  |   |  |    |  |  |  |
| <p><b>ARC 2023 - 15 Percentage of ASB cases resolved</b></p> <table border="1"> <tr><td>Number of ASB reported in period</td><td>55</td></tr> <tr><td>Of these, the number resolved in period</td><td>55</td></tr> <tr><td><b>Percentage of ASB Complaints Resolved In Period</b></td><td><b>100.0%</b></td></tr> </table>  | Number of ASB reported in period | 55  | Of these, the number resolved in period      | 55 | <b>Percentage of ASB Complaints Resolved In Period</b> | <b>100.0%</b> |            | <p>All cases checked after validation and linked correctly in HomeMaster</p> | <p>Target - 95%</p> <p>Actual – 100%</p> |    |                                 |   |                         |   |                           |   |  |   |  |    |  |  |  |
| Number of ASB reported in period  | 55                               |   |  |    |  |               |            |  |  |    |                                 |   |                         |   |                           |   |  |   |  |    |  |  |  |
| Of these, the number resolved in period   | 55                               |   |  |    |  |               |            |  |  |    |                                 |   |                         |   |                           |   |  |   |  |    |  |  |  |
| <b>Percentage of ASB Complaints Resolved In Period</b>  | <b>100.0%</b>                    |   |  |    |  |               |            |  |  |    |                                 |   |                         |   |                           |   |  |   |  |    |  |  |  |
| <p>%age new tenants happy with standard of home when moving in (SHN Statistic)</p>  |                                  | <p>Information not collected in 24/25. Plan in place to collect and record on Homemaster for 25/26</p>  | <p>90%</p> <p>Not reported to SHR</p>        |    |  |               |            |  |  |    |                                 |   |                         |   |                           |   |  |   |  |    |  |  |  |
| <p>Successful post allocation visit within 8 weeks</p>  |                                  | <p>Information not collected in 24/25. Plan in place to collect and record on Homemaster for 25/26</p>  | <p>90%</p> <p>Not reported to SHR</p>        |    |  |               |            |  |  |    |                                 |   |                         |   |                           |   |  |   |  |    |  |  |  |
| <p><b>ARC 2023 - 26 Rent collected as percentage of Total Rent due</b></p> <p>Total rent collected in reporting year £5,472,211<br/>Total rent due to be collected £5,399,169</p>   |                                  | <p>Monitoring – Improvement plan for arrears. Higher referrals to Advice Service and other organisations</p>  | <p>Target - 101%</p> <p>Actual – 101.35%</p> |    |  |               |            |  |  |    |                                 |   |                         |   |                           |   |  |   |  |    |  |  |  |
| <p>Annual Home Visits 10% per annum</p>   |                                  | <p>Visits being carried out but recording still to be improved for reporting. Cassiltoun Connects plan 25/26 – online</p>                             | <p>102 Visits</p> <p>Not reported to SHR</p> |    |  |               |            |  |  |    |                                 |   |                         |   |                           |   |  |   |  |    |  |  |  |

|   |  |                                     |
|---|--|-------------------------------------|
|   | form to be completed at home visit. Staff being issued with tablets  |                                     |
| Estate Visits once per Month  | Visits being carried out weekly but recording still to be improved for reporting – looking at HomeMaster for this. | Full Estate<br>Not reported to SHR  |
| <b>Advice</b>   |  |                                     |
| Emergency cases contacted within 1 working day<br>Non-emergency cases contacted within 5 working days | Target achieved  | Target 80%<br>Not reported to SHR   |
| Complex HBOP Processed within 28 days   | Target achieved  | Target - 80%<br>Not reported to SHR |
| Audit Passed with no major improvements (1 per month)   | Target achieved  | Target - 95%<br>Not reported to SHR |
| Customer Satisfaction   | No longer able to carryout satisfaction calls – this will be completed in the TSS 2025.                            | Target - 90%<br>Not reported to SHR |

**Advice Team Financial Gain: -**

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

| Period<br>01/04/2024 – 31/03/2025 | Comparison<br>01/04/2023 – 31/03/2024 |
|-----------------------------------|---------------------------------------|
| £633,264.57                       | £693,164.60                           |

Financial gain from 01/04/2024 to 31/03/2025 is lower compared to the last reporting year this has been due to:

- Periods over the year where we have been unable to provide a full service
- Timescales increased for Scottish Disability Benefits causing delays in decisions being reached

Total debt managed £ 41,110.47

Energy Advisor has been appointed and his services are being promoted to all tenants. Bridget Crossan intimated that this advice will be hugely appreciated by tenants as energy prices are rising.

***The Board noted and approved the Housing Services and Advice Team Performance Report.***

**7b. COURT ACTIONS**

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

We have one case that we have issued Notice of Proceedings.

***The Board noted and approved the one court action.***

**8. ARC 2024-25**

The Housing Manager presented the above report via a powerpoint presentation which had been previously circulated with the agenda.

The information that had been previously reported to the Board with regards to Housing Management and Technical performance form part of the ARC return.

The ARC has been completed and approval is being sought from the Board to submit to the SHR.

All evidence per each indicator is kept electronically.

Validation checks had been carried out by Christine Dugan and Ross Morris from Scotland's Housing Network. Scotland Housing Network will be taking over from Christine from next year. Their findings are attached as Agenda Item 8b.

Information in brackets relates to last year's figures.

**Satisfaction – indicator 1, 2, 5, 7, 12, 13, 25, 29**

| Satisfaction   |                             |
|--|-----------------------------|
| %age of tenants satisfied with the overall service   | 83.73% (91.25%)             |
| %age of tenants who feel Landlord is good at keeping them informed                                     | 94.81% (99.5%)              |
| %age of tenants satisfied with opportunities given to them to participate in decision making processes | 97.41% (99.75%)             |
| %age of tenants satisfied with the quality of their home   | 82.55% (90.50%)             |
| %age of tenants who have had a repair carried out in the last 12 months satisfied                      | 92.93% (91.62%)<br>(79.58%) |
| %age of tenants satisfied with the Landlord's contribution to the management of the neighbourhood      | 90.80% (93.75%)             |
| %age of tenants who feel rent is value for money   | 80.90% (82.50%)             |
| %age of factored owners satisfied with service   | 53.85% (81%)                |

**These figures are from our last Tenant Satisfaction Survey carried out in 2022 and 2019. Tenant Satisfaction Survey to be carried out this year by independent company,**

**Governance – Indicator C1**

| <b>Staff</b>                    |        |
|---------------------------------|--------|
| Senior Staff                    | 5      |
| Office Based Staff              | 23.11  |
| Direct Labour                   | 2      |
| Total                           | 30.11  |
| %age of senior staff turnover   | 0%     |
| %age staff turnover             | 13.95% |
| %age days lost through sickness | 3.76%  |

**1st and 2nd stage complaints – indicator 3 & 4  
Anti-Social Behaviour – indicator 15**

| <b>1<sup>st</sup> and 2<sup>nd</sup> Stage Complaints</b> | <b>1<sup>st</sup> Stage</b> | <b>2<sup>nd</sup> Stage</b> |
|---|-----------------------------|-----------------------------|
| Complaints Received in Reporting year                     | 83 (80)                     | 21 (13)                     |
| Carried forward from 23/24                                | 1                           | 1                           |
| Complaints Fully Responded to                             | 81                          | 19                          |
| % Complaints Responded to in full                         | 96.43%                      | 86.36%                      |
| Average working days for a full response                  | 4.36 (4.05)                 | 17.37 (16.50)               |

| <b>Anti-Social Behaviour Complaints</b>                                   |                |
|---|----------------|
| <b>Number of cases of anti-social behaviour reported in the last year</b> | <b>55 (66)</b> |
| <b>Number of cases resolved in the last year</b>                          | <b>55 (64)</b> |

**Tenancy sustainment – indicator 16  
Abandoned homes – Indicator C4  
Lettable houses that became vacant (void) – Indicator 17  
Average length of time to re-let – indicator 30**

| <b>Number of tenancies which began in previous reporting year</b> |    | <b>Tenants who remained for 1 year+</b> |        |
|---|----|---|--------|
| Existing tenants  | 11 | 11                                      | 100%   |
| Statutory homeless  | 16 | 13                                      | 81.25% |
| Waiting list  | 44 | 35                                      | 79.55% |

| Abandoned Homes                |         |
|--------------------------------|---------|
| Number of properties abandoned | 12 (17) |

| Void  |       |
|---|-------|
| Total number of lettable self contained stock | 1,050 |
| Number of empty dwellings that arose          | 67    |

| Time to re-let                                      |       |
|---|-------|
| Total number of properties re-let                   | 67    |
| Total number of calendar days properties were empty | 1,949 |
| Avg days to re-let                                  | 29.09 |

**Lets – Indictors C2 & C3**  
**Offers – indicator 14**  
**homeless (section 5 referrals) – indicator 23**

| Lets                |    |
|---------------------|----|
| General Needs Lets  | 60 |
| Supported Lets      | 7  |
| Existing Tenants    | 12 |
| Waiting List        | 41 |
| Section 5 Referrals | 14 |
| Short SST's         | 0  |
| SST's               | 67 |

| Offers                   |        |
|--------------------------|--------|
| Number offer made        | 84     |
| Number of offers refused | 22     |
| % Offers refused         | 26.19% |

| Homeless Referrals                  |    |
|-------------------------------------|----|
| Number Section 5 referrals received | 14 |
| Number other referrals              | 0  |

|   |    |
|---|----|
| Number Section 5 referral resulted in offer of permanent home | 14 |
| Number other referrals resulted in offer of permanent home    | 0  |
| Total number of accepted offers                               | 14 |

**Good value from rents & service charges – Indicators 26, 27,28, 18, C5, C6, C7**

|   |   |                                   |   |
|---|---|-----------------------------------|---|
|   |   |                                   |   |
| Total amount of rent collected                              | £5,472,211                                | Gross rent arrears                | £195,206<br>(£323,505)                      |
| Total due to be collected                                   | £5,399,169                                | %age gross rent arrears           | 3.59 (6.3%)                                 |
| %age collected  | 101.35%<br>(98.03%)                       | Void rent loss                    | 0.65 (0.75%)                                |
| Rent Increase   | 5.3%                                      | Total former tenant arrears       | £68,020<br>(£57,711)                        |
| Number of households receiving direct housing cost payments | 727 -<br>£3,233,883 (698<br>- £3,045,905) | Former tenant arrears written off | £37,442 –<br>46.61%<br>(£40,012 –<br>58.8%) |
| Average Management Fee for factored owners                  | £107.20<br>(£101.12)                      |                                   |   |

**Court action – indicator 22**

|   |                 |
|---|-----------------|
|   |                 |
| Total number of Court Actions initiated during reporting year                 | 11 (8)          |
| Number of properties recovered for non payment of rent                        | 6 (3)           |
| Number of properties recovered due to anti-social behaviour                   | 0 (0)           |
| %age of court actions which resulted in eviction due to non payment of rent   | 54.55% (37.5%)  |
| %age of court actions which resulted in eviction due to anti-social behaviour | 0% (0%)         |
| %age of court actions initiated which resulted in eviction                    | 54.55% (37.50%) |



**Scottish housing quality standard – Indicators C8, C9 & 6**

| Stock condition survey information                                |         |
|---|---------|
| Date stock was last surveyed or assessed for compliance with SHQS | 08/2024 |
| % Stock fully assessed for compliance in last 5 years             | 80%     |
| Date of next scheduled survey or assessment                       | 08/2025 |
| % Stock to be fully assessed in next survey for SHQS compliance   | 20%     |

| % Stock meeting SHQS                            |        |
|---|--------|
| Total number of properties in scope of the SHQS | 1,077  |
| Projected to end of next year                   | 1,077  |
| Number of properties meeting SHQS               | 1,075  |
| Projected to the end of next reporting year     | 1,075  |
| % Stock meeting SHQS                            | 99.81% |

**Repairs& Maintenance – indicators 8, 9, 10, 11,**

|   |              |  |                 |
|---|--------------|--|-----------------|
| Number of Emergency Repairs                                     | 1,351 (923)  | Total no. of repairs Right First Time                                    | 2,449 (2372)    |
| Average length of time to complete Emergency (hours)            | 2.63 (2.56)  | %age of repairs completed Right First Time                               | 90.44% (91.62%) |
| Number of Non-Emergency Repairs                                 | 2,708 (2362) | Number of times did not meet statutory duty to complete gas safety check | 0 properties    |
| Average length of time to complete Non-Emergency Repairs (days) | 4.84 (6.48)  |  |                 |

**Disabled adaptations – indicator 19, 20, 21**

|   |              |
|---|--------------|
| Number of approved applications                                     | 26 (37)      |
| Number of approved applications completed                           | 8 (12)       |
| Total number of households waiting for applications to be completed | 18 (25)      |
| Cost (£) that was landlord funded                                   | £0 (£21,108) |

|  |                   |
|--|-------------------|
| Cost (£) that was grant funded                                 | £41,542 (£26,968) |
| Total Cost (£)   | £41,542 (£48,076) |
| Total number of working days taken to complete all adaptations | 3,469 (1082)      |
| Total number of adaptations completed                          | 8 (13)            |
| Average working days to complete adaptation                    | 433.62 (83.23)    |

***After discussion, the Board noted the findings from the ARC Return and unanimously noted and approved the ARC Return to the SHR.***

The Chairperson thanked the staff for all their hard work and effort in gathering all the information for the ARC. Faye Mitchell also congratulated staff for all their hard work and for bringing down the arrears figure.

The CEO will authorise the online submission of the ARC Return on behalf of the Association.

#### **8c. ARC VALIDATION REPORT**

The Housing Manager presented the ARC Validation Report produced by Ross Morris and Christine Dugan, Scotland's Housing Network.

The Validation process was carried out over five days. Staff met with Ross and Christine via Teams. Evidence was provided as to how the figures was collated.

**The Board noted the contents of the ARC Validation Report.**

#### **8d. ARC VALIDATION ACTION PLAN**

Director of Operations presented the ARC Validation Action Plan previously circulated with the agenda.

***The Board noted and approved the contents of the ARC Validation Action Plan. Updates will be brought back to the Board when completed.***

#### **9. CASSILTOUN CONNECTS**

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

Cassiltoun Connects is a pilot programme of home visits which once completed will be reviewed and reported to the Board on what has been successful, not successful and what we can improve on.

In this first year we aim to target a third of our tenants (359 visits) and to continue this on annual basis. Therefore after 3 years the whole of our stock will have had a visit (1077 visits).

For the initial pilot this year it will be members of the Technical Team, Housing Services Team and Senior Leadership Team who will carry out the visits. An area will be picked and all tenants lettered to advise that the visits will be taking place and that staff will have I.D.

The form was populated into Homemaster but unfortunately, we cannot complete the form on the Association’s hand held device. We are currently looking into another method for completing the form.

The Board noted the pilot programme Cassiltoun Connects and agreed it will be good to get to know all of our tenants that we do not see on a regular basis. The Communities Team will also be in the area that is being visited to promote our services.

**10. RENT MANAGEMENT POLICY**

The Director of Operations presented the revised Rent Management Policy that had been circulated with the agenda.

***After discussion, the Board noted and approved the revised Rent Management Policy.***

**11. FINANCIAL CONDUCT AUTHORITY (FCA) CUSTOMER DUTY REPORT**

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

As the Board are aware, the focus of the report is to provide them with assurance that the Association continues to be compliant with regards to Consumer Duty for the Debt Advice Portfolio by the Financial Conduct Authority which came into effect on 31<sup>st</sup> July 2023. The Annual Assessment was attached to the report as Appendix 1.

***The Board noted and approved the contents of the FCA Customer Duty Report.***

**12. HEALTH AND SAFETY REPORT**

The Head of Corporate, HR and Finance presented the Health and Safety Report previously circulated with the agenda.

***The Board noted and approved the contents of the Health and Safety Report.***

**13. CORRESPONDENCE**

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

|   |   |
|---|---|
| <p><b>Poverty Alliance Members Meetings</b></p> | <p>Disability Green paper<br/>Friday 30<sup>th</sup> May 12-1pm via zoom</p> <p>Listen and Support – Poverty and Mental Health Resource Launch<br/>Thursday 12<sup>th</sup> June, 12-1pm via zoom</p> <p>Scotland Demands Better – Member Campaign launch<br/>25<sup>th</sup> June, 12-1pm via zoom</p> |
| <p><b>SHARE</b></p>                             | <p>Governing Body Convention, 16-17 Sept 25, Seamill Hydro<br/>Anna Stuart MBE to attend on behalf of the Association<br/>Anna Stuart and Ryan Barclay have been asked to speak at the Conference</p>   |

|   |   |
|---|---|
| <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> |

**14. APPLICATIONS FOR MEMBERSHIP**

None

**15. SHARE MEMBERSHIP REPORT**

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

In accordance with the Association’s Rules, Section 11, Ending Membership, if Committee are satisfied that “you have failed to attend five annual general meetings in a row and you did not submit apologies”, we will end your membership and cancel your share. This applied to two members.

The undernoted members will also be removed from the Share Register:-

- Deceased 1
  - Terminated 1
  - Resigned 1
  - Moved outwith the area 1
  - Failed to attend 5 AGM’s 2
- TOTAL 6**

Taking into account the above removals, the Share Register now stands at 159.

***The Board approved to write to those members who have not complied with Section 11 of the Association’s Rules to inform them of the decision to end their membership. The members will be removed from the share register as well as the above members who have died, resigned, terminated their tenancy and moved outwith the area.***

**16. USE OF SEAL**

One

**17. ENTITLEMENT, BENEFIT AND PAYMENTS**

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

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

18. **NOTIFIABLE EVENTS**

None

18. **SUBSIDIARY AND SUB COMMITTEE DECISIONS MADE BETWEEN 1<sup>ST</sup> MAY – 28<sup>TH</sup> MAY 2025**

**Staffing Sub Committee – 8<sup>th</sup> May 2025**

Corporate/HR Report – approved

Terms and Conditions – amendments made in line with legislation and best practice – approved

**Policies approved**

Health and Safety - revised

Grievance - revised

Flexi time and Toil – revised

Neonatal Care and Leave – new policy

**The Board noted and approved the Subsidiary decisions made during 1<sup>st</sup> May – 28<sup>th</sup> May 2025.**

19. **AOCB**

**CLEG:** CLEG have been shortlisted for an award by TPAS. The award ceremony will take place on 20<sup>th</sup> June 2025

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

Wednesday 25<sup>th</sup> June 2025 at 6pm

There being no further business the meeting concluded at 7.26 pm

Signature:  
**Chair of Board of Management**

Date: