

**CASSILTOUN HOUSING ASSOCIATION**

**MINUTE OF MEETING OF BOARD OF MANAGEMENT**

**HELD ON TUESDAY 29<sup>TH</sup> OCTOBER 2024 AT 6.00 PM CASTLEMILK STABLES, 59 MACHRIE ROAD, GLASGOW**

**Present:** Anne M Stuart MBE, Chairperson  
Julie McNeil, Vice Chairperson  
Teresa McGowan  
Natalie Tobin  
Jennifer McInnes, Zoom  
Gayle Fitzpatrick, Zoom  
Faye Mitchell  
Mark Tedford  
Ryan Barclay  
Bridget Crossan  
Allana Hammell, Zoom

**In Attendance:** Clair Malpas Chief Executive Officer  
Paula Brownlie Head of Corporate, HR & Finance  
John Williams Head of Asset Management  
Clare MacLean Housing Manager  
Emma Scott Asset Manager  
Pamela Gibson

**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 reminded to switch off mobile phones.

Apologies were received from Chris O'Brien.

The Chairperson welcomed Pamela Gibson who attended the last meeting as an observer with a view to joining the Board of Management. Pamela has gone through the Board of Management recruitment process. The Chairperson sought the Board's approval to elect Pamela onto the Board of Management in the capacity of a co-optee. ***The Board elected Pamela onto the Board of Management on the motion of Teresa McGowan and seconded by Anna Stuart MBE. SHR portal to be updated.***

**1b. QUORUM**

As per the Association's Rules, the Quorum for the Board of Management Meeting stands at 4 members. Today's meeting is therefore quorate.

**2. CONFLICT OF INTEREST (PERMANENT REGISTER)**

Agenda Item 6a/6b: Stables Heating. Anna Stuart and Bridget Crossan raised a conflict of interest as they are both Cassiltoun Trust Board Members

**3a. MINUTE OF MEETING HELD ON 25<sup>TH</sup> SEPTEMBER 2024**

The Chairperson asked all board members present at the meeting if that 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

It was noted that the Minute of 25<sup>th</sup> September 2024 stated: -

Minute of Meeting of Board of Management held on Wednesday 25th September 2024 at 6.00 pm Castlemilk Stables, 59 Machrie Road immediately after AGM (7.30 Pm)

“Immediately after AGM (7.30 pm) to be removed.

***The meeting of meeting held on 25<sup>th</sup> September 2024 were noted and approved on the motion of Ryan Barclay and seconded by Teresa McGowan.***

**3b. MATTERS ARISING FROM MEETING HELD ON 25<sup>TH</sup> SEPTEMBER 2024**

***Page 7, Factoring Report:*** The Chief Executive Officer intimated that at the last meeting she had been instructed to seek legal advice TC Young to ensure we owned the proposed lanes. The second issue was whether we had responsibility for the lighting poles and to check whether there were any conditions with regards to stock transfer as to whether we could bill owners and also to consult with owners.

The legal advice from TC Young was that the Council cannot confirm ownership and maintenance responsibility for the lampposts. TC Young have reviewed the land register and the lamp posts are situated outside Cassiltoun’s title boundaries, therefore “we do not expect you to have ownership or liability for their maintenance

Review Statement of Service – TC Young confirmed that we need to give owners 3 months notice.

The Action Plan will be brought back to the Board at the next meeting with any updates.

The biggest challenge is to change the property hierarchy on Homemaster. Representative from Homemaster will be attending the office on Monday 14<sup>th</sup> November 2024 and this matter will be discussed.

The Board noted the update from TC Young re the ongoing factoring issue.

3c. **ACTION LIST FROM MEETING HELD ON 25<sup>TH</sup> SEPTEMBER 2024**

	Details	Person Responsible	Status
<b>Actions from meeting held on 24<sup>th</sup> October 2023</b>			
1.	Apportionment Rules – Delegated Authority to CEO to contract with a solicitor/legal specialist to complete an analysis of the title deeds for all factored owned properties.	CEO	<b>Completed – this action can be removed</b>
<b>Actions from meeting held on 26<sup>th</sup> June 2024</b>			
2.	<p>Stables Heating To delegate authority to the Head of Asset Management <i>redacted as contains sensitive information</i> for a Gas Central Heating / Hybrid Gas Heating System proposal.</p> <p>That the Head of Asset Management obtain further design and costings information on a Gas Central Heating System / Hybrid Gas Central Heating System.</p> <p>That the option of the Air Source Heating System, the Gas Central Heating System / Hybrid Gas Central Heating is brought back to the Cassiltoun Housing Association Board of Management and Cassiltoun Trust for one option to be approved.</p> <p>Visit to sites that have air source pumps installed for Board Members</p>	HaM	<b>Completed - this action can be removed</b>
3.	Official opening of lights in the park. – Board of Management to be sent invitations	Communities Team	<b>CEO intimated that she had raised with the GCC re additional funding for fly tipping removal. This has been approved. The date is still to be determined for the official opening of the lights in the park.</b>
<b>Actions from meeting held on 25<sup>th</sup> September 2024</b>			
4.	Attendance Register to be updated	HCF	<b>Completed</b>
5.	Assurance Statement approved. CEO to send to SHR	CEO	<b>Completed</b>
6.	Refresher Assurance Statement Training to be organized for Board members	HCF	<b>Discussions with SHARE to confirm date and time</b>
7.	Board approved for Faye Mitchell to join Cassiltoun Trust Board	HCF	<b>To be co-opted at Board meeting held on 4 Dec 24</b>
8.	Feedback from tenants conference – actions to be posted on social media or next newsletter	CEO	<b>Article to be included in Winter Newsletter</b>

9.	<p>Approval given to defer revision of the undernoted policies to Nov Board meeting</p> <p>Donations Policy  Value for Money Strategy  Risk Policy (To be presented to the Audit and Risk Sub Committee in Oct 24)  Rent Setting Policy</p> <p>Policy register to be updated</p>	<p>CEO</p>           <p>HCF</p>	<p><b>Nov 2024 – Board meeting</b>  <b>Nov 2024 – Board meeting</b>  <b>Approved 11/10/24</b></p> <p><b>Nov 2024 – Board meeting</b></p> <p><b>Completed</b></p>
10.	<p>Factoring report – recommendations approved</p> <p>Delegated authority approved for HaM to instruct works of a critical nature (where there are health and safety concerns) prior to 01/04/2025. Register to be updated</p>	<p>CEO</p>   <p>HaM</p>  <p>HCF</p>	<p><b>Register updated</b></p>
11.	<p>Azets Engagement Letter – to be signed by Chairperson and sent to Azets</p>	<p>HCF</p>	<p><b>Completed</b></p>
12.	<p>Policies approved</p> <p>Chip &amp; Pin  Group Policy and procedure for Serious Complaints against the CEO</p> <p>Protocol for Managing an Alleged /Suspected Breach of Code of Conduct by Governing Body Members</p> <p>Policy Register to be updated  Staff to be informed</p>	<p>HCF</p>	<p><b>Completed</b></p>
13.	<p>GWSF Annual Conference – reserve a place for Chairperson</p>	<p>HCF</p>	<p><b>Completed</b></p>
14.	<p>Approval granted to close office on 14<sup>th</sup> November 2024 for Homemaster audit and training</p>	<p>CEO</p>	<p><b>Staff to be informed</b></p>
15.	<p>Approval granted to move date of next board meeting from 30/10/24 to 29/10/24  Board members and SLT to be informed</p>	<p>HCF</p>	<p><b>Completed</b></p>
16.	<p>Stables Heating – approval granted to hold a with the three Boards to discuss cost of installing a gas system into the building. TC Young to be invited to give legal advice re governance matters</p>	<p>HCF</p>	<p><b>Meeting held on 11 Oct 24</b>  <i>redacted as contains sensitive information gave legal advice</i></p>

#### 4. CHAIRPERSON'S REPORT

- 2<sup>nd</sup> October:** Attended Maureen Cope's retirement party in Birgidale Complex
- 3<sup>rd</sup> October:** Attended SHARE's AGM. Alan Scott re-elected as Chair. Anna was re-elected as Vice Chairperson
- 4<sup>th</sup> October:** Interview with Kim McKee in the Boardroom. Kim is working with GWSF on the history of women in the Housing Association movement over the last 50 years
- 9<sup>th</sup> October:** Attended Staff Award Ceremony in Senior Centre.
- 11<sup>th</sup> October:** Attended Audit and Risk Sub Committee meeting
- Could not attend the Stables Heating Workshop due to being unwell
- 14<sup>th</sup> October:** Castlemilk Lived Experience Group – Visit from Professor Angela O'Hagan Chair of Scottish Homes Rights Commission both Angela and her team were very impressed at what we have done so far
- She is going to find out what has happened about the Shopping Centre
- 16<sup>th</sup> October:** Attended GWSF Open Meeting and AGM
- 17<sup>th</sup> October:** Anna took part in filming Paths for All with Davie one of our volunteers
- 23<sup>rd</sup> October:** Did a presentation with Jodie up at Castlemilk High on Cassiltoun's history and the history of Castlemilk itself.

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

#### 5. TRAFFIC LIGHT REPORT UPDATE

The Chief Executive Officer presented the Traffic Light Report Update as previously circulated with the agenda.

**Develop EESSH2/Net Zero compliance plan (guidance pending) :** Approval is sought to mark as red and move to 2025/26 operational objectives. After discussing with Senior Leadership Team it was best to move this to next year pending the analysis of the stock condition survey which has just been completed. The analysis will determine any Net Zero implications. ***The Board approved.***

**Cyber Essentials accreditation:** Approval is sought to move this objective to 2025/26 due to the migration of 365 which will not be completed until Quarter 4. ***The Board approved.***

**Tenant Scrutiny Report:** Due to difficulties in recruiting members to the Community Advisory Panel it may not be possible to produce a Tenant Scrutiny Report. Board members were asked to encourage tenants to join the Community Advisory Panel.

***The Board noted and approved the Traffic Light Report Update.***

**6a/6b. STABLES HEATING PROJECT/STABLES HEATING COSTINGS**

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

As the Board are aware, there has been a lack of temperature control within the Stables Building over a number of years. Between the Association and Cassiltoun Trust, options are being looked at to install a heat source into the building.

There has been a number of feasibility studies carried out. The most recent study was brought to the Board of Management meeting in June 2024 to consider. This highlighted an air source heat system. At this meeting, the Board gave an instruction to look at a gas system. This was carried out and the designs were presented via a Heating Workshop which consisted of board members from Cassiltoun Housing Association, Cassiltoun Trust and Cassiltoun Stables Nursery. The remit of this workshop was to review the design and costings which were put together by the relevant consultants. The recommendation to the Board is to explore the option of installing gas into the building. The running costs are in par with an air source system. The next stage of the process would be to go to tender to obtain the actual costs for work to be undertaken to install a gas system.

The Chief Executive Officer informed the Board that Cassiltoun Trust had delegated authority to act on their behalf and that the Trust is happy with this proposal *redacted as contains sensitive information*.

Anna Stuart enquired if we need to inform Historic Scotland of the installation of the heating system. Head of Asset Management intimated that *redacted as contains sensitive information* Architects had carried out initial checks in relation to statutory consents and they have come back with no concerns. This is still to be received in writing. The Chief Executive Officer intimated that the stonework of the building will not be affected with the installation.

***After discussion, the Board approved to:***

***Delegate authority to the Head of Asset Management to tender for a Gas / Gas Hybrid heating system for the stables building.***

*redacted as contains sensitive information.*

The Head of Asset Management reminded the Board that this is tender stage and the costs could go up or down. The Board would still need to give approval for the works to go ahead. Anna Stuart intimated that she had given her apologies for the Heating Workshop and they had not been recorded in the notes. Notes to be amended.

**7a. H&S LANDLORD REPORT**

Head of Asset Management presented the H&S Landlord Report previously circulated with the agenda.

## **Electrical Safety**

An EICR (Electrical Installation Condition Report) is a document issued by a qualified electrician after inspecting a property's electrical system. It assesses safety and identifies potential hazards like faulty wiring or overloaded circuits. The report recommends repairs to ensure the electrical system meets current regulations. Cassiltoun Housing Association is 100% compliant with Electrical Installation Condition Report (EICR) anniversary dates. All EICRs are conducted by fully qualified and insured electricians from *redacted as contains sensitive information*.

**Independent Auditing:** To ensure continued vigilance, 10% of EICRs are audited by *redacted as contains sensitive information* for quality control. The Association recently went through a rigorous Audit of Electrical Safety Management in October 2024 and received a grading of Strong Assurance.

**Force Access as Last Resort:** Our procedures allow us to obtain access to properties for EICRs if necessary. However, we're pleased to report that this force access measure hasn't been required this financial year, demonstrating excellent tenant co-operation.

## **Gas Safety**

Landlords are legally obligated to have gas safety checks performed annually by a registered Gas Safe engineer and to issue a CP12 certificate as proof. Cassiltoun Housing Association is dedicated to ensuring the safety of its tenants when it comes to gas appliances. We achieve this by maintaining 100% compliance with annual gas safety checks.

**Regular Inspections:** We schedule gas safety checks on a 10-month cycle to stay well ahead of the legal requirement. This proactive approach minimises the risk of expired certificates and potential hazards.

**Independent Auditing:** Similar to our electrical inspections, we prioritise quality control by having 10% of gas safety checks audited by *redacted as contains sensitive information*. This ensures ongoing adherence to safety regulations.

## **Water Hygiene**

Water hygiene inspections are crucial for Cassiltoun Housing Association, particularly in communal loft spaces housing water tanks.

**Legionnaires' Disease Risk:** Legionella bacteria, found in stagnant or lukewarm water, can cause Legionnaires' disease, a severe lung infection with flu-like symptoms and potential for pneumonia.

**Communal Tanks as Potential Breeding Grounds:** Communal water tanks in loft spaces can create ideal conditions for Legionella growth if not properly maintained. Regular inspections identify and address factors that could promote bacterial growth.

**Legal Obligation:** Landlords in Scotland have a legal responsibility to manage the risk of Legionnaires' disease by conducting regular water temperature monitoring and implementing risk control measures.

**Risk Assessments:** We have proactively assessed all tanks to identify potential Legionnaires' disease risks.

**Recommendations and Action Plan:** Based on the assessments, recommendations have been made to address identified risks. However, implementing these recommendations across our entire housing stock requires further work.

**Moving Forward:** The Asset Manager will work closely with the Head of Asset Management to prioritise working through the backlog of recommendations and developing a comprehensive action plan for the Board of Management.

**Tank Removal:** Our long-term goal is the complete removal of all water tanks. We have already successfully removed two tanks this year. Teresa McGowan enquired if these are water tanks in the closes. Head of Asset Management confirmed that this was the case but also with regards to 5 apartments.

Our yearly inspections are about to commence during November 2024 – January 2025. The Board will be given a report on the findings of the inspections.

### **Fire Safety**

**Fire Risk Assessments:** We conduct regular fire risk assessments for all our properties, identifying potential fire hazards and implementing appropriate control measures. These have recently been carried out by *redacted as contains sensitive information* who have made a number of recommendations. *redacted as contains sensitive information* audit is due in the new year.

**Fire Alarms and Detection:** Smoke and heat detectors are crucial for early fire detection. We ensure all properties have properly functioning alarms that are regularly tested and maintained.

**Tenant Fire Safety Education:** We provide fire safety information and instruction to all tenants, including evacuation plans and fire prevention tips. This empowers them to take proactive measures and respond effectively in case of a fire.

### **Lift Management**

**Regular Inspections:** We adhere to the legal requirement of six-monthly thorough examinations conducted by qualified engineers from *redacted as contains sensitive information*. These inspections meticulously assess the condition of each lift, identifying and addressing potential hazards before they can arise.

**Annual Insurance Audits:** Our commitment extends beyond legal requirements. We actively involve our insurance company in the process. They conduct yearly audits of our lift maintenance procedures, providing an independent layer of scrutiny. Pleasingly, these audits have resulted in no recommendations for improvement, reflecting the high standards we maintain.

Head of Management will come back to the Board re a procurement plan for a Lift Management Contractor

### **Asbestos Management**

The Association currently uses *redacted as contains sensitive information* to undertake asbestos surveys within our tenants' homes with these records held both within *redacted as contains sensitive information* maintenance system and an internal database held within excel. These details will transfer to the new cloud-based housing management system as part of the data migration to *redacted as contains sensitive information*.



Our asbestos data is currently stored in an Excel spreadsheet. While this system has functioned adequately, it presents limitations for future scalability and accessibility. To enhance our asbestos management capabilities, we will transfer all asbestos data from the Excel spreadsheet to the new *redacted as contains sensitive information* software.

Ryan Barclay enquired of our fire escape route inspections not being as rigorous as needed in communal areas and asked for further information. The Head of Asset Management informed the Board that our close cleaning contractor *redacted as contains sensitive information* notify us on a weekly basis of any obstructions within the common close area. However, documentation should be kept of all inspections carried out. This will form part of the Estate Management Action Plan which the Housing Manager is creating with the Housing Team.

Allana Hammell enquired if legionella checking is carried out on all void properties. The Head of Asset Management confirmed that our Handyperson time carry out checks, ie remove shower heads, hoses, curtains etc. We also put information into our newsletter with regards to how our tenants can help manage legionella in their homes.

Allana Hammell also enquired if we can bulk update information to *redacted as contains sensitive information*. The Head of Asset Management confirmed that this could be done but there are more limitations as to what can be done. It needs to be done in consultation with *redacted as contains sensitive information*.

The Board noted the contents of the H&S Landlord Report.

## **7b. TECHNICAL SERVICES PERFORMANCE**

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

The report highlights performance from April – September 2024

Voids:

Total Number of Voids Re-let: 32  
 Number of Voids Completed Within Timescale: 7  
 Current Average Void Days: 40.7

However, from 1 August – 30 September, void performance were:-

Total Number of Voids Re-let: 9  
 Number of Voids Completed Within Timescale: 6  
 Current Average Void Days: 18.9

Since implementing the new void process in mid-July 2024, average void days have halved in August and September. Six voids were completed in under 10 days, while three longer voids occurred before the new process began.

We now partner with *redacted as contains sensitive information* to manage our meters, ensuring timely transitions to *redacted as contains sensitive information* and clearing any debts by the termination date, tenants can choose their own supplier upon moving in. This has significantly reduced delays related to debt or meter repairs. Additionally, we utilise phases on *redacted as contains sensitive information* to use exclude days where necessary and track each stage of the void process, allowing us to identify and address delays effectively. Communication with Housing Team has assisted with void performance.

### **Reactive Repair Performance 1/8/24-30/9/24**

Right to Repair carried out within timescale: 94%  
 Total number of Emergency Repair's: 610  
 Average length of time to complete emergency repairs: 2:47  
 Percentage of emergency repairs completed within target: 98.9%  
 Average length of time to complete non-emergency repairs: 4 working days  
 Percentage of reactive repairs carried out in last year completed right first time: 88%

Our right first-time data has been primarily influenced by late jobs, which can be attributed to an issue uncovered in our contractor performance scrutiny. *redacted as contains sensitive information* was not including the first day of repairs in their calculations. This error has been addressed since September and we anticipate a noticeable increase in the 'right first time' rate in the coming months. We meet with *redacted as contains sensitive information* weekly to discuss performance.

### **Mould and Damp Cases 1/4/24 – 30/9/24**

Total Number of Cases: 17  
 Percentage Carried out Within Timescale: 100%  
 Number of Open Cases: 1

As of 30th September 2024, we have one active case. We have recently implemented stricter procedures within Home Master to ensure more accurate and efficient reporting

### **Factoring**

Technical Assistant continues to monitor arrears and they are currently sitting as at 30<sup>th</sup> September 2024 at £25,534.43

### **Medical Adaptations**

As the Board are aware, there have been cuts in funding for medical adaptations.

The report highlights the number of applications that have been completed but there are a number that are outstanding

Number of Applications Received: 21  
 Number of Applications Complete: 4  
 Outstanding Applications: 17  
 Total Cost of Adaptations Complete: £20,418.11  
 Estimated Cost of 17 Outstanding Adaptations: £38,368.62

The Head of Asset Management informed the Board that to date we have spent £20,418.11 on medial adaptations but as the Board are aware, we only allocated £14,700 in our budget. We have 17 adaptations outstanding which would equate to £38,368.62. A report will be presented to the Board as to how we can address this issue. This is a sector wide problem.

Anna Stuart enquired if this would affect tenants who are in hospital who require adaptations to their home before moving home. Head of Asset Management confirmed that this may be an issue for tenants and it is something that they may need to raise with the hospital or social work.

Allana Hammell enquired of the type of adaptations required. The Asset Manager confirmed that the majority were wet floor showers and low-level access showers. The 17 outstanding are priority one cases.

Mark Tedford intimated that if the adaptation is funded and there is no funding available, this should be referred back to the Occupational Therapist.

Teresa McGowan enquired if a tenant had an accident waiting on these adaptations to take place, would the Association be liable. The Chief Executive Officer confirmed we would not be liable.

**The Board noted the contents of the Technical Services Performance Report.**

**8. HOUSING SERVICES & ADVICE TEAM PERFORMANCE REPORT – UPDATE**

The Housing Manager presented the Housing Services and Advice Team Performance report previously circulated with the agenda.

Key Performance Indicator	Summary of Progress	<b>Green = On Target</b> <b>Amber = Making Progress</b> <b>Red = Not achieving, action required</b>																																
<p><b>ARC 2023 - 14 Percentage of Tenancy offers refused</b></p> <table border="1" data-bbox="98 1160 895 1305"> <tr> <td>Number of Written Offers* made in Period</td> <td>49</td> </tr> <tr> <td>Number of Written Offers* Refused (rejected or expired)</td> <td>16</td> </tr> <tr> <td><b>Percentage of Written Offers* refused</b></td> <td><b>32.7%</b></td> </tr> </table>	Number of Written Offers* made in Period	49	Number of Written Offers* Refused (rejected or expired)	16	<b>Percentage of Written Offers* refused</b>	<b>32.7%</b>	<p>Pre-Allocation viewings prior to offer when possible:</p> <p><b>Refusals:</b>                      Section 5 x 7                      No contact x 6                      Not suitable x 3</p>	<p><b>Target - 15%</b></p> <p><b>Actual - 32.7%</b></p> <p><b>End of 23/24 – 33.3%</b></p>																										
Number of Written Offers* made in Period	49																																	
Number of Written Offers* Refused (rejected or expired)	16																																	
<b>Percentage of Written Offers* refused</b>	<b>32.7%</b>																																	
<p><b>ARC 2023 - 16 Percentage of Tenancies sustained for more than 1 year</b></p> <table border="1" data-bbox="98 1435 906 1720"> <thead> <tr> <th></th> <th>Number</th> <th>&gt;1 Year</th> <th>Percent</th> </tr> </thead> <tbody> <tr> <td>Existing Tenants</td> <td>4</td> <td>4</td> <td>100.0%</td> </tr> <tr> <td>Homeless</td> <td>8</td> <td>6</td> <td>75.0%</td> </tr> <tr> <td>Housing List</td> <td>16</td> <td>11</td> <td>68.8%</td> </tr> <tr> <td>Nominations</td> <td>0</td> <td>0</td> <td></td> </tr> <tr> <td>Other Sources</td> <td>5</td> <td>5</td> <td>100.0%</td> </tr> <tr> <td><b>Overall</b></td> <td><b>33</b></td> <td><b>26</b></td> <td><b>78.8%</b></td> </tr> <tr> <td><i>Mutual Exchange tenancies, not included above</i></td> <td>6</td> <td>6</td> <td>100.0%</td> </tr> </tbody> </table>		Number	>1 Year	Percent	Existing Tenants	4	4	100.0%	Homeless	8	6	75.0%	Housing List	16	11	68.8%	Nominations	0	0		Other Sources	5	5	100.0%	<b>Overall</b>	<b>33</b>	<b>26</b>	<b>78.8%</b>	<i>Mutual Exchange tenancies, not included above</i>	6	6	100.0%	<p>Target has fallen in the first quarter of the year.</p> <p><b>Reasons;</b>                      Aband x 2                      Harassment x1                      Financial x 1                      Support x 1                      Private Let x1                      Medical x 1</p>	<p><b>Target - 85%</b></p> <p><b>Actual – 78.8%</b></p>
	Number	>1 Year	Percent																															
Existing Tenants	4	4	100.0%																															
Homeless	8	6	75.0%																															
Housing List	16	11	68.8%																															
Nominations	0	0																																
Other Sources	5	5	100.0%																															
<b>Overall</b>	<b>33</b>	<b>26</b>	<b>78.8%</b>																															
<i>Mutual Exchange tenancies, not included above</i>	6	6	100.0%																															
<p><b>ARC 2023 - 18 Percentage Rent Loss through empty properties</b></p> <table border="1" data-bbox="98 1794 911 1899"> <tr> <td>18.1 Total amount of Rent Due</td> <td>£2,780,792.81</td> </tr> <tr> <td>18.2 Total amount of Rent Loss through empty properties</td> <td>£20,196.04</td> </tr> <tr> <td><b>18. Percentage of Rent Loss through empty properties</b></td> <td><b>0.73%</b></td> </tr> </table>	18.1 Total amount of Rent Due	£2,780,792.81	18.2 Total amount of Rent Loss through empty properties	£20,196.04	<b>18. Percentage of Rent Loss through empty properties</b>	<b>0.73%</b>	<p>Void turnaround continuing to improve</p>	<p><b>Target - 0.52%</b></p> <p><b>Actual – 0.73%</b></p>																										
18.1 Total amount of Rent Due	£2,780,792.81																																	
18.2 Total amount of Rent Loss through empty properties	£20,196.04																																	
<b>18. Percentage of Rent Loss through empty properties</b>	<b>0.73%</b>																																	
<p><b>ARC 2023 - 30 Average Length of Time to re-let</b></p>	<p>Improved communication between teams.</p>	<p><b>Target – 15 days</b></p>																																

<table border="1"> <tr> <td>30.1 Number of Properties Re-let in Period</td> <td>32</td> </tr> <tr> <td>30.2 Number of Lettable Days prior to the re-let</td> <td>1303</td> </tr> <tr> <td><i>Number of Elapsed Days prior to the re-let (for information only)</i></td> <td>1453</td> </tr> <tr> <td><b>30. Average Length of time taken to re-let properties (days)</b></td> <td>40.7</td> </tr> </table>	30.1 Number of Properties Re-let in Period	32	30.2 Number of Lettable Days prior to the re-let	1303	<i>Number of Elapsed Days prior to the re-let (for information only)</i>	1453	<b>30. Average Length of time taken to re-let properties (days)</b>	40.7		<p>Use of HomeMaster void recording commenced. Pre allocation needs to improve. Issues: Pre allocation Meters Void conditions</p>	<p>Actual – 40.7 days As at end August 24 – 44.6 days</p>										
30.1 Number of Properties Re-let in Period	32																				
30.2 Number of Lettable Days prior to the re-let	1303																				
<i>Number of Elapsed Days prior to the re-let (for information only)</i>	1453																				
<b>30. Average Length of time taken to re-let properties (days)</b>	40.7																				
<p>As at end August 2024</p>																					
<table border="1"> <tr> <td>30.1 Number of Properties Re-let in Period</td> <td>29</td> </tr> <tr> <td>30.2 Number of Lettable Days prior to the re-let</td> <td>1293</td> </tr> <tr> <td><i>Number of Elapsed Days prior to the re-let (for information only)</i></td> <td>1418</td> </tr> <tr> <td><b>30. Average Length of time taken to re-let properties (days)</b></td> <td>44.6</td> </tr> </table>	30.1 Number of Properties Re-let in Period	29	30.2 Number of Lettable Days prior to the re-let	1293	<i>Number of Elapsed Days prior to the re-let (for information only)</i>	1418	<b>30. Average Length of time taken to re-let properties (days)</b>	44.6													
30.1 Number of Properties Re-let in Period	29																				
30.2 Number of Lettable Days prior to the re-let	1293																				
<i>Number of Elapsed Days prior to the re-let (for information only)</i>	1418																				
<b>30. Average Length of time taken to re-let properties (days)</b>	44.6																				
<p><b>ARC 2023 - C02 Number of Lets by Source of Let</b> % to Section 5</p>																					
<table border="1"> <tr> <td>Existing Tenant (i)</td> <td>7</td> </tr> <tr> <td>Housing List Applicant (ii)</td> <td>19</td> </tr> <tr> <td>Mutual Exchange (iii)</td> <td>1</td> </tr> <tr> <td>Other (iv)</td> <td>0</td> </tr> <tr> <td>LA Homeless - Section 5 (vi - a)</td> <td>9</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></td> <td>36</td> </tr> </table>	Existing Tenant (i)	7	Housing List Applicant (ii)	19	Mutual Exchange (iii)	1	Other (iv)	0	LA Homeless - Section 5 (vi - a)	9	LA Homeless Nomination (vi - b)	0	Homeless Other (vi - c)	0	LA Other Nomination (vii)	0		36		<p>Working with GCC on referrals. Now allocating 3apt properties to single applicants. Void lead referrals being made to increase allocations.</p>	<p>Target - Minimum of 30% Actual – 25.7%</p>
Existing Tenant (i)	7																				
Housing List Applicant (ii)	19																				
Mutual Exchange (iii)	1																				
Other (iv)	0																				
LA Homeless - Section 5 (vi - a)	9																				
LA Homeless Nomination (vi - b)	0																				
Homeless Other (vi - c)	0																				
LA Other Nomination (vii)	0																				
	36																				
<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>Target - 4% Actual End Jun 24 – 4.93% Actual End Sept 24 – 4.93%</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>39</td> </tr> <tr> <td>Of these, the number resolved in period</td> <td>38</td> </tr> <tr> <td><b>Percentage of ASB Complaints Resolved In Period</b></td> <td>97.4%</td> </tr> </table>	Number of ASB reported in period	39	Of these, the number resolved in period	38	<b>Percentage of ASB Complaints Resolved In Period</b>	97.4%		<p>On Target – 1 cases still ongoing but within targets</p>	<p>Target - 95% Actual – 97.4%</p>												
Number of ASB reported in period	39																				
Of these, the number resolved in period	38																				
<b>Percentage of ASB Complaints Resolved In Period</b>	97.4%																				
<p>%age new tenants happy with standard of home when moving in (SHN Statistic)</p>		<p>Improvement plan for 24/25</p>	<p>90% Not reported to SHR</p>																		
<p>Successful post allocation visit within 8 weeks</p>		<p>Improvement plan for 24/25</p>	<p>90% Not reported to SHR</p>																		
<p><b>ARC 2023 - 26 Rent collected as percentage of Total Rent due</b></p>																					
<table border="1"> <tr> <td>1. Sum of receipts in Period</td> <td>£2,763,094.02</td> </tr> <tr> <td>2. Opening Pre-Payments</td> <td>£11,763.38</td> </tr> <tr> <td>3. Closing Pre-Payments</td> <td>£7,132.77</td> </tr> <tr> <td>4. Refunds (if you have made any cash/cheque tenant refunds you will need to account for them manually here and deduct from the Rent collected.</td> <td></td> </tr> <tr> <td>5. Gross Rent Collected (1 + 2 - 3) (manually deduct any 4. Tenant refunds)</td> <td>£2,767,744.63</td> </tr> <tr> <td><b>26.1 Rent Collected</b> (5. Gross Rent Collected x Eligible Ratio from ARC 18)</td> <td><b>£2,767,744.63</b></td> </tr> <tr> <td><b>26.2 Rent Due to be collected (as ARC Accounts Debits from ARC 18)</b></td> <td><b>£2,760,596.77</b></td> </tr> <tr> <td><b>26. Percentage collected of Rent Due</b></td> <td><b>100.26%</b></td> </tr> </table>	1. Sum of receipts in Period	£2,763,094.02	2. Opening Pre-Payments	£11,763.38	3. Closing Pre-Payments	£7,132.77	4. Refunds (if you have made any cash/cheque tenant refunds you will need to account for them manually here and deduct from the Rent collected.		5. Gross Rent Collected (1 + 2 - 3) (manually deduct any 4. Tenant refunds)	£2,767,744.63	<b>26.1 Rent Collected</b> (5. Gross Rent Collected x Eligible Ratio from ARC 18)	<b>£2,767,744.63</b>	<b>26.2 Rent Due to be collected (as ARC Accounts Debits from ARC 18)</b>	<b>£2,760,596.77</b>	<b>26. Percentage collected of Rent Due</b>	<b>100.26%</b>		<p>Monitoring – Improvement plan for arrears. Higher referrals to Advice Service and other organisations</p>	<p>Target - 101% Actual – 100.26%</p>		
1. Sum of receipts in Period	£2,763,094.02																				
2. Opening Pre-Payments	£11,763.38																				
3. Closing Pre-Payments	£7,132.77																				
4. Refunds (if you have made any cash/cheque tenant refunds you will need to account for them manually here and deduct from the Rent collected.																					
5. Gross Rent Collected (1 + 2 - 3) (manually deduct any 4. Tenant refunds)	£2,767,744.63																				
<b>26.1 Rent Collected</b> (5. Gross Rent Collected x Eligible Ratio from ARC 18)	<b>£2,767,744.63</b>																				
<b>26.2 Rent Due to be collected (as ARC Accounts Debits from ARC 18)</b>	<b>£2,760,596.77</b>																				
<b>26. Percentage collected of Rent Due</b>	<b>100.26%</b>																				
<p>Annual Home Visits 10% per annum</p>		<p>Admin/recording to be improved in</p>	<p>102 Visits</p>																		

	24/25 – Individual targets for each team – Estate Action Plan	Not reported to SHR
Estate Visits once per Month	Ongoing – Improvement in recording needed	Full Estate Not reported to SHR
<b>Advice</b>		
Emergency cases contacted within 1 working day Non-emergency cases contacted within 5 working days	On Target	Target 80% Not reported to SHR
Complex HBOP Processed within 28 days	On Target	Target - 80% Not reported to SHR
Audit Passed with no major improvements (1 per month)	Commenced and on target	Target - 95% Not reported to SHR
Customer Satisfaction	On Target	Target - 90% Not reported to SHR

With regards to arrears, staff are given focus time to concentrate on arrear cases with no interruptions. Director of Operations also carried out a full audit of arrear cases and highlighted any training issues within the team and these will be addressed.

Cases over £1k, majority of them had court action which required Board approval. However, the length of time it takes for a court date and then when it goes to court the sheriff are continuing cases for a long period of time. Our solicitor is working closely with the Association on court cases. There are two cases that are at proof hearing and we are still not getting payments and these may lead to eviction.

With regards to the Advice Team, we are a member of staff down due to not being able to recruit. The Housing Team are still referring high arrear cases to the Advice Team but if they are not able they are referred to other agencies.

Void performance is improving and both Technical Team and Housing Services are communicating well to help assist with the processes.

Waiting list review: 529 on our waiting list. Review has commenced.

### **Advice Team**

There has been an increase in income generated compared to last year – £339,258.60  
This is in relation to:

Increase in decisions from Adult & Child Disability Payment and Attendance Allowance claims.  
Increase in DHP'S and Council Tax Reduction

Over the reporting period, the highest gain was from Disability Benefits – Adult and Child Disability, Personal Independence and Disability Living Allowance followed by Universal Credit and Housing Benefit.

Total debt managed £15,962.95. Advice Team are continuing to manage debts for Cassiltoun Housing Association tenants, factored owners and other service users.

This figure has decreased from £48,685.75 for the same period last year, this is mainly due to having to stop provision of debt advice service from March due to absence of Advice Team Co-ordinator, loss of Welfare Rights Officer and absence within the team has meant that there had been no service provision due to no resources available to deliver a full service.

**Food and Fuel Bank: -**

In reporting period from 01/04/24 to 30/09/24, the team assisted families in need of food and fuel.

Support Source	Financial Award	Number of Clients
Asda vouchers	£725	9
Glasgow Loves Local	£630	6
Fuel Bank	£997	21

6 families were supported with food and fuel in reporting period.

Glasgow Loves Local – we are doing an appeal to pensioners before Christmas as there is a requirement for pensioners to get them on pension credit.

The Board noted the Housing Services & Advice Team Performance Report – Update.

**8b. COURT ACTIONS FOR APPROVAL**

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

8 cases were highlighted to the Board.

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

**9. COMMUNITY ADVISORY PANEL ACTION PLAN**

The Housing Manager presented the above Action Plan previously circulated with the agenda.

After discussion, the Board noted the updates to the Action Plan and agreed to sign off its completion.

**10. COMPLAINTS REPORT**

The Head of Corporate, HR & Finance presented the Complaints Report for Quarter 2, 2024/25 previously circulated with the agenda.

The complaints received were

Stage 1 Complaints – 19 stage 1 complaints were received, 4 escalated to stage 2. Two stage 1 complaints were handled outwith the timescale. Extension of time requests were applied to both due to staff leave and waiting on further information from a contractor.

Stage 2 complaints – There was one stage 2 complaint received. All stage 2 complaints were handled within timescale.

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

**11. GDPR/FOI – QUARTERLY REPORT TO INFORMATION COMMISSIONER**

The Head of Corporate, HR & Finance presented the quarterly Return to the Scottish Information Commissioner for the period 1<sup>st</sup> July – 30<sup>th</sup> September 2024.

During this period, we had received 1 x SAR request and 2 x Freedom of Information requests.

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

**12. POLICIES**

**12a. Bad Debt Write Off Policy**

Housing Manager presented the Bad Debt Write Off Policy previously circulated with the agenda. This is a new policy.

***The Board noted and approved the Bad Debt Write Off Policy.***

**12b. Privacy Notices**

Board  
Staff  
Tenant

The Head of Corporate, HR & Finance presented the Board, Staff and Tenant Privacy Notice. The notices had been reviewed by our Data Protection Officer and no changes are required. The notices will be reviewed again in two years unless legislation instructs us to do so.

***The Board noted and approved that no changes were required apart from the review date.***

**13. BUSINESS PLANNING DAY – 1 NOVEMBER 2024**

The Chief Executive Officer reminded the Board that the Board Business Planning Day will be take place on Friday 1 November 2024 in Radisson Blu Hotel, Glasgow. The day will be facilitated by *redacted as contains sensitive information*.

*redacted as contains sensitive information* has prepared a brief for the day which has been circulated to the Board for their attention. The Board are asked to consider three questions prior to the day:-

1. What is the most important issue Cassiltoun needs to address?

2. What achievements do you hope Cassiltoun will have made by 2026?
3. To what extent could Cassiltoun's current capabilities and resources hold you back from fully achieving these ambitions?

As New Board Members may not be able to answer the three questions, they were asked to consider what is happening in the wider economic environment/society and how it may affect the Association.

For those board members who are not able to attend, if they want to send in their comments before Friday 1 November to the Head of Corporate, HR & Finance, we can deliver them on the day.

The Senior Leadership Team have already answered these questions and a summary of their responses have been summarised in the briefing.

*redacted as contains sensitive information* is coming along to give an outline of the External Operating Context and *redacted as contains sensitive information* will be joining us to Discuss the Internal Operating Context.

Head of Corporate, HR & Finance reminded Board Members travelling to and from the day, to keep their receipts as the Association will reimburse them for any travel costs.

14. *redacted as contains sensitive information* **CONTRACT**

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

*redacted as contains sensitive information* is an electronic payment service to allow our tenants, factored owners to pay their rent/factoring charges.

*redacted as contains sensitive information*

***After discussion, the Board approved to award redacted as contains sensitive information.***

15. **CORRESPONDENCE**

**EVH Monthly Report for October 2024:** Copy circulated to the Board for their information

**SFHA Governing Body Members Forum, Monday 9<sup>th</sup> December 2024 between 11am – 1pm:** Anyone wishing to attend should contact the Corporate Team

**Castlemilk Pantry:** The pantry is part of Ardenglen HA and is funded until March 2026. Community Links Scotland have been working with the Pantry on their sustainability after March 2026. Setting up a SCIO is being considered. Local representatives from the four Housing Associations to join their Board of Management is being sought. Anyone interested in joining the Board, please inform the Corporate Team.

16. **APPLICATIONS FOR MEMBERSHIP**

The Board considered one 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 member to be added to the Share Membership Register and that the Share Certificate would be issued.

17. **USE OF SEAL**

None

18. **ENTITLEMENT, BENEFIT AND PAYMENTS**

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

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

19. **NOTIFIABLE EVENTS**

Factoring – Notifiable event ongoing

20. **SUBSIDIARY AND SUB COMMITTEE DECISIONS MADE BETWEEN 26<sup>TH</sup> SEPTEMBER 2024 – 29<sup>TH</sup> OCTOBER 2024**

**Cassiltoun Stables Nursery – 19/9/2024**

Election of Chairperson – Jennifer Gilbert (McInnes)

Operational Report – approved

*redacted as contains sensitive information*

Traffic Light Report 2024/25 Update – approved

Management Accounts for June 2024 – approved

Income and Expenditure update for July 2024 – approved

*redacted as contains sensitive information* Engagement letters for 2024-25 – approved

Board training dates – approved

Financial Regulations Policy – approved

Entitlement, Benefit and Payments report – approved

**Group Audit and Risk Sub Committee – 11/10/2024**

Election of Chairperson – Gayle Fitzpatrick

As Gayle was elected as Chairperson of the Group Audit and Risk Sub Committee, it was proposed to nominate Gayle as Treasurer for the Association. ***This was unanimously approved by the Board.***

Internal Audit Budgetary and Financial Reporting Plan - approved

Internal Audit Electrical Safety Plan – approved

Group Risk Register - approved

Group Risk Policy – approved

**The Board noted and approved the decisions made between 26th September 2024 - 29th October 2024.**

21. **AOCB**

*redacted as contains sensitive information*

**Factoring Training for Board Members:** Tuesday 19<sup>th</sup> November 2024 – all board members encouraged to attend. The training will be held via zoom and will be facilitated by *redacted as contains sensitive information*

*redacted as contains sensitive information*

*redacted as contains sensitive information* **Learning Online Portal:** All board members are encouraged to register on line. Ryan Barclay informed the Board that he had carried out a number of online training sessions via the portal and found it easy to navigate. Head of Corporate, HR and Finance to email board members to ascertain if they had registered.

**Spooky Walk, Wednesday 30<sup>th</sup> October 2024:** Everyone welcome. The event starts at 6pm and the last walk will take place at 7.45 pm

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

Wednesday 27<sup>th</sup> November 2024 at 6pm

There being no further business the meeting concluded at 7.23 pm

Signature:  
**Chair of Board of Management**

Date: