

CASSILTOUN HOUSING ASSOCIATION

MINUTE OF MEETING OF BOARD OF MANAGEMENT
HELD ON WEDNESDAY 27TH NOVEMBER 2019 AT 6.00 PM
IN CASTLEMILK STABLES, 59 MACHRIE ROAD

Present:

George Kelly	Anne M Stuart MBE
Evelyn Ferguson	William Craig
Julie McNeil	Debbie MacKenzie
Richard Sullivan	Chris O'Brien
Kim McKee	Barbara Dusik (co-opted)

In Attendance:

Clair Malpas	Chief Executive Officer
Gamal Haddou	Director of Finance/IT
Fiona McGowan	Director of Operations
Paula Brownlie	Corporate Services Manager
John Williams	Housing Manager (Property)
Laura Edwards	Development Consultant (Part Meeting)

1a. WELCOME, INTRODUCTIONS, SEDERUNT & APOLOGIES

George Kelly, Chairperson welcomed everyone to the meeting.

No apologies were received.

The Chair sought the Board's approval to bring forward Agenda Item 7 to allow Laura Edwards, Development Consultant to present her report to the Board. ***The Board noted and unanimously approved this request.***

The Board were reminded that they were to speak through the Chair.

No fire drill planned for today.

1b. QUORUM

As per the Association's Rules, the Quorum for the Board of Management Meeting stands at 4 members.

2. CONFLICT OF INTEREST (PERMANENT REGISTER)

Agenda 7a, Item 11, Point 11 : Chief Executive, Director of Finance & IT, Housing Manager (Property) and Corporate Services Manager registered an interest and will leave the meeting at this point on the agenda.

7. **REACTIVE MAINTENANCE : PROCUREMENT OF CONTRACTOR**

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

As the Board are aware, the current contract with City Building comes to an end on 31st March 2020. Due to the size of the contract it was necessary to advertise it both on the Public Contracts Scotland (PCS) website and the Official Journal of the European Union (OJEU). The project has been advertised as one where the successful contractor will be selected through the process of 'Balancing Quality and Price'. This means that for firms who are shortlisted, their overall score is determined by a quality score (70%) and a price score (30%).

The project was openly advertised as a Stage 1 Contract Notice on OJEU and PCS procurement portals. 10 firms expressed an interest in the project by submitting an ESPD (European Standard Procurement Document). Assessment of the received ESPDs was undertaken by EM Consulting Ltd and checked by Director of Operations, using the criteria stated in the original briefing document. Shortlisting of interested parties took place along with feedback to all participants. The following four firms were shortlisted:-

- McDougall Group
- MPS
- City Building
- Turner Property Services

Interview and presentation stage was completed. Details contained in appendix 2. Site visit stage completed (refer Appendix 2).

Invitation to tender distributed to the four shortlisted firms under Stage 2 notice on OJEU and PCS procurement portals.

Tender opening completed and tender checking undertaken by Atkinson Partnership.

(Section redacted due to sensitive information)

A formal tender opening took place on Friday 8th November 2019. This involved the on-line 'post box' on the PCS portal being 'unlocked' by the Development Consultant and Director of Operations in the presence of two Board members. The received tender details were noted in the Association's tender book. ***(Section redacted due to sensitive information)***
The Tender is open for acceptance on or before 6th February 2020.

Richard Sullivan enquired as to Risk One where it talked about "improved systems". Director of Operations confirmed that she would be liaising with City Building regarding our IT systems talking to one another. City Building are currently working with the Operations Team to help improve services to our tenants, ie texting tenants when they are due to arrive etc.

(Section redacted due to sensitive information)

Debbie MacKenzie confirmed that in accordance with our recent Tenants Satisfaction Survey, our tenants are happy with the service from City Building.

After a detailed discussion, the Board unanimously approved the appointment of City Building (Contracts) LLP as reactive maintenance contractor for the period 1st April

2020- 31st March 2023, with option to renew for a further two years, solely at CHA's discretion.

(Section redacted due to sensitive information)

Laura Edwards, Development Consultant left the meeting at 6.12 pm.

3. MINUTE OF MEETING HELD ON 23RD OCTOBER 2019

The minutes were noted and approved on the motion of Anna Stuart MBE and seconded by Richard Sullivan.

4. MATTERS ARISING FROM MEETING HELD ON 23RD OCTOBER 2019

None

5. ACTION LIST FROM MEETING HELD ON 23RD OCTOBER 2019

3. Notifiable Event re properties at 46, 48 and 50 Machrie and 99 and 113 Barlia Drive Still outstanding
10. All Pay: Director of Finance & IT reported that he had met with a representative of Allpay on 26th November 2019 to discuss the arrangements for implementation. Debbie MacKenzie enquired as to when we would be introducing it to tenants. Director of Finance & IT confirmed that it may be as early as March or May 2020 onwards. Debbie MacKenzie also enquired if we will be offering a telephone service via Allpay to pay your rent. Director of Finance & IT suggested that this may not be introduced at the beginning but noted concerns of expense of phone calls to tenants.
15. Afternoon Tea for board members who had left last year: Chief Executive proposed inviting ex board members to the opening of our new developments. This would allow the Board to express their thanks to all ex board members.

All other actions have been completed.

6A. CHAIRS REPORT

The Chair reported.

25th October: Photo shoot with volunteer and Princes Trust. Volunteer told her story and her joy of winning the Princes Trust Young Achiever Award.

30th October: Policy Review Workshop with Director of Operations, Anna Stuart and Teresa McGowan.

Attended the Spooky Walk of which over 1300 people attended.

31st October: Attended Barlia 3 site visit with Anna Stuart, Evelyn Ferguson and Teresa McGowan. Director of Operations and Technical Officer/Clerk of Works in attendance. Very

impressed by the layout of the houses and the storage facilities. Outside facades look very well.

6th November: Attended the Financial Planning Workshop facilitated by Paul McNeil, Financial Consultant and Director of Finance & IT with other Board members. Paul went through the future financial risks that the Association faces and the new SHR Regulatory Framework. He discussed rent affordability, GDPR, and development finances. Excellent session.

7th November: Attended Staffing Sub Committee. Carried out CEO 6 monthly review.

11th November: Attended the Audit & Risk Sub Committee. Items discussed were a recent IT Systems Audit and GDPR Audit and Action Plan. The Risk Register was also discussed.

Attended a Chairing Skills training course with Julie McNeil and Debbie MacKenzie at SHARE.

14th November: Attended the Castlemilk Community Council meeting with Anna Stuart and Teresa McGowan. The police were in attendance and reassured the Council that they were on top of the crimes that they know about within the community.

15th November: Attended the GWSF Conference – theme was Supporting our Communities to Flourish. Report on the conference was presented.

19th November: Attended Nursery Board training session on the Articles of Association and Child Protection

21st November: Attended policy review workshop facilitated by Housing Manager (Services) and Director of Operations before attending the Operations Sub Committee meeting.

Later that evening, attended a training workshop on the Association's Rules facilitated by the Corporate Services Manager.

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

6B. CHIEF EXECUTIVE OFFICER'S 6 MONTH REVIEW

The Chair reported that the Chief Executive Officer's 6 month review was carried out on 7th November 2019. A copy was circulated to all Board members for their information with the papers. All targets are being met.

8. TENANTS SATISFACTION SURVEY RESULTS

Director of Operations reported. Lorna Shaw had presented the findings of the survey to the Board at their last meeting. There are lessons to be learned and improvements to be made. Two workshops have been held with staff to discuss the survey results. Discussions took place regarding the positive and negative results.

An action plan will be drafted and brought to the next Operations Sub Committee who will continually monitor the progress made against the Action Plan.

Director of Operations reiterated that if any of the Board had any comments or queries on the results that they can contact her via email or phone. Director of Operations also

suggested a workshop to take those board members who were interested through the findings in more detail. The Board welcomed this. Director of Operations to arrange.

Director of Operations discussed the Cassiltoun Standard and monies to be set aside in next year's budget to bring voids up to an acceptable standard.

9A. MANAGEMENT ACCOUNTS – OCTOBER 2019

Director of Finance & IT presented the Management Accounts for October 2019.

These are the sixth set of accounts for this year and covers just over half of the financial year. Actual surplus is £113k, being lower than the budget due to rolled over major repairs from last year. It is £115k fabric major repairs, £29k more cyclical, estate and reactive maintenance plus £36k higher running costs. This is offset by temporary £28k more grant and £19k lower interest payments.

Cash has decreased by £1.7m from the start of the year: £0.2m is generated from normal day to day activities, £1.6m is grants received whilst development spend is £2.9m and major repairs £0.4m.

Some other forecast variances (favourable and adverse) remains being reactive maintenance, bank charges for not borrowing, heating to reception, legal costs and insurance.

The overall full year forecast is surprisingly just £9k adrift from budget, if ignoring the rolled over major repairs.

Bank balance is reducing, now £3.7 million.

Factoring cost centre shows a modest loss of £8k from which a proportion of housing staff time will be allocated.

Arrears medium term trend remains increasing – is £13k higher than in April.

£2.8m of development related costs on Barlia.

Bank covenants have all been met.

Chief Executive and Director of Finance & IT met with Barclays on 19th November 2019. They discussed the revised financial covenants terms for the exiting £9,000,000 loan facility. They are closely monitoring our business. Chief Executive reported that this was a very positive meeting.

KPIs – all green apart from Accuracy of Forecasts. This is setting at amber due to overspend on repair and maintenance.

Richard Sullivan enquired as to SHAPS pension valuation, ie, in September new results were released showing an improved position of £8m broadly in line with the deficit reduction plan. **Post meeting note: Our proportion will not be determined until May 2020 when the information is released.**

Richard Sullivan enquired as to major repairs spending and works are roll overs from last year. Director of Operations confirmed that kitchen and bathrooms have been completed this year. Underspend was carried forward to spend this year.

After discussion, the Board unanimously approved the Management Accounts for October 2019.

9B. RENT OPTIONS – CONSULTATION PAPER

Director of Finance & IT presented the above report previously circulated with the agenda.

As the Board are aware, the Association will shortly be consulting with tenants on the proposed rent increase from 1 April 2020 as per Scottish Housing Regulator requirements. The Association's business plan has modelled inflation at 3% for the past few years with a rent increase of ½% more running through it. We use the October RPI inflation rate to base the consultation on as this is the most up to date measure available (2.1% published on 13 November 2019).

The SFHA Rent Affordability Setting tool was used. This affordability model is a web only software with a few usability weaknesses. Six measures of affordability are offered with the majority of organisations using "Proposed Rent % of Income". The "Proposed Rent – Income after Rent Above the Minimum Standard" does not give fully meaningful results and would seem not useful.

Information produced by GWSF was given to the Board as to what other RLS's propose their rent increase will be.

Kim McKee understands as to why the SFHA Rent Affordability setting tool may be flawed and asked how it reflects our tenants profile. Director of Finance & IT intimated that it did not. Debbie MacKenzie enquired if a lot of our tenants were on Housing Benefit/Universal Credit. The Chief Executive reported that around 60% of our tenants are on benefits, however some people who work are also in receipt of Universal Credit.

The Chair intimated that we need to look at the Business Plan and what is affordable. The Chief Executive reminded the Board that the SHR are keeping a close eye on RLS to ensure they are setting rents at an affordable level. Our tenants are telling us in our Tenants Satisfaction Survey that they think their rent is affordable.

Richard Sullivan intimated that if we propose a 2.9% increase, the Association would incur a loss. The Chief Executive intimated that we would absorb the loss and make efficiencies.

Richard Sullivan intimated that it would be good to get a breakdown of our demographics to see how it would affect our tenants.

Overall it is proposed that we consult with tenants to offer the two options this year and nearer the time work through how we want to publicise the outcomes that each percentage would mean, such as not immediately replacing staff on leaving and reducing future cash balances.

- 3.5% business plan (equates to average of £2.83 per week more all tenants)
- 2.6% RPI + ½% (as at 13th November 2019)

After discussion, the Board unanimously approved the above two options to consult with tenants.

9C. CASTLEMILK DRIVE PROJECT APPRAISAL

Director of Finance & IT presented the above report previously circulated with the papers on behalf of Paul McNeil, Financial Consultant (HRC) author of the report.

HRC have updated the NPV calculation for Castlemilk Drive to inform the Board of Management and Senior Management Team of the Association about the viability of the Castlemilk Drive project (providing an indication of the subsidy the Association is providing for the project and comparing this to May 2018).

Cost and Grant Comparisons

(Section redacted due to sensitive information)

In May 2018 the new build costs for Castlemilk Drive were estimated to be £115,000 per unit and the grant levels of £78,480 per unit. The increase in costs at Castlemilk Drive do not appear to be matched by an increase in grant.

NPV

The table below shows that the negative valuation has increased by £393k or 56%, which in the main has been derived from the increase in development costs without a corresponding increase in grant. As noted in table three.

Date	Number of Houses	NPV	NPV PU
May 2018	55	-£695,301	-£12,642
Nov 2019	60	-£1,088,387	-£18,140

Development Costs

The main difference is derived from an increase in the development costs which has not been offset by an equal increase in the HAG allowances

It would not be unreasonable for the Association to request additional grant to support the increase in development costs which has increased the negative NPV valuation by approximately £950,000.

These increased costs have been offset by an increase in starting rent from £4,369 to £4,850 which has added £395,000 to the value and £204,000 of value from the rent of five extra houses.

Conclusion

The update in the costs for Castlemilk Drive have resulted in greater support from the resources of the Association. Cassiltoun should consider what steps they can take to obtain extra grant support to support the project and increase efforts to ensure greater efficiency across the business.

The Board noted the contents of Paul McNeil's report and will be endeavouring to request additional grant to support the increase in development costs.

10. **CASSILTOUN ENVIRONMENTAL SERVICES - UPDATE**

Housing Manager (Property) gave the Board an update as to the current position of setting up the new subsidiary Cassiltoun Environmental Services.

As at today at 17.08 pm, the Association had received an email from OSCR asking for further clarification on ie

- Map of our stock
- Clarification on training and work opportunities
- Looking for confirmation on restrictions from our funders

A reply will be sent to OSCR this week in response to their queries.

As we are still awaiting confirmation from OSCR we are unable to open up a Bank Account, register with HMRC. Taking all of this into account, we do not foresee Cassiltoun Environmental Services up and running by 1st April 2020.

As the Board are aware, we have the facility to extend the current contractor's contract for another year. We would do this but would include a break clause of 12 weeks notice. This will allow us to review the business plan and projections. The HR/Recruitment plan will also need to be reviewed. Julie McNeil enquired if the current contractor could object to this clause. Housing Manager (Property) stated that the terms and conditions the contractor needs to comply with the criteria and standards which we monitor regularly. If this fails, they would be in breach of the contract.

Anna Stuart suggested setting up a meeting with OSCR. Housing Manager (Property) confirmed that we had already offered this option to OSCR.

George Kelly confirmed that we must meet the criteria of OSCR and they have to ensure we will meet the charitable aims.

Chief Executive reiterated that OSCR want to ensure that we have they ethos to deliver our objectives in line with the charitable criteria.

The Board noted the progress on Cassiltoun Environmental Services.

11. **CHIEF EXECUTIVE'S BI MONTHLY REPORT**

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

Staff interviews/IIP action plan - update

We continue to work towards the actions outlined in the Action Plan.

Board Interviews update

The Board login is now active on the website and we will start to populate that area with relevant information.

Increasingly Board members are asking for digital copies of documents and a proposal/discussion will be tabled in the new year about the provision of iPads/or similar for Board members who would rather use these than receive Board papers. Moving some

aspects of our provision to digital will ultimately save staff time and resources and reduce waste.

There was a request for time for Board members to meet up out with the meeting. Board members are welcome to come to the Stables from 5.15pm prior to Board meetings if they want to discuss any aspect of the papers with each other or ask a member of the SMT questions or clarifications prior to the Board meeting.

Freedom of Information/GDPR

All milestones were achieved to ensure implementation on 11th November 2019. Staff training on the operational aspects of dealing with GDPR and FOI requests to be completed. This is scheduled for the New Year.

David Mills from RGDP has been allocated as our Data Protection Officer and he has been very useful and has provided model policies, template letters, completed a GDPR audit (this has been presented to the Audit and Risk subcommittee), answered staff queries about subject access requests and is now working with us on a monthly basis to help us improve our compliance.

SHR's Regulatory Framework & Assurance Improvement Plan and Business Planning process

Our Assurance statement was submitted in advance of the SHR deadline and dates were set for the Board to further scrutinize our areas of Regulatory compliance in preparation for the 2020 Assurance statement.

The next date which was agreed was

11th December 5.30 – 6.30. However, approval was sought to move this date to 12th December at the same time. The Board unanimously approved this request.

The Board will look at Standards 3 & 4

The Board are reminded that the SHR has indicated that it will not issue any new engagement plans/status based on the Assurance statements until the end of the financial year.

The SHR will visit 10 organisations once all the Assurance statements were received to undertake a 'lessons learnt' exercise.

The Board noted the updates in the Assurance Improvement Plan highlighted in Appendix 3 of the report.

Business planning process

The Chief Executive outlined the business planning process.

Stage 1 - Where are we now (Situation analysis)

Stage 2 - Where are we going (Strategic Direction)

Stage 3 - How are we going to get there (Operational objectives and action plan)

Stage 4 – How do you know if we have arrived (Measuring our success)

A detailed calendar of events on specific matters relating to the business planning cycle was illustrated to the Board.

Business Planning workshop for 20/21 year Thursday 16th Jan 2020 (after Regeneration Meeting, 6.00 pm – 7.30 pm)

New Business Planning Day for 21/22 year, late October/early November 2020

Morning session – Cassiltoun Housing Association Business Planning (SWOT, PEST, RISK Objectives)

Lunch – with subsidiary Boards invited

Afternoon session – Group issues and external speaker

After discussion, the Board unanimously approved the new business planning process.

Development Update

Barlia 3: Energetics connection: (now called 'Last Mile'). TC Young are liaising with the Council and Harper McLeod (Last Mile's Solicitors) regarding the paperwork required to get us a connection of power at Site A. Crudens have arranged for the connection to be made at all three sites on 18 November. Wayleave was signed by CEO. However, our lawyers have advised us that there are some additional complications/delays. Board to be kept up to date.

All addresses and postcodes have been confirmed. Operations to upload onto SDM.

Extension of Time: Crudens have issued a draft Extension of Time document to MAST.

Handovers: the current position (verbally) from Crudens is as follows:

Site C will be handed over in the first week of February- they have suggested 4 properties on the Tuesday and 4 properties on the Thursday (4th and 6th Feb)

Site D: 3rd week of February which is w/c 17th February. They are happy to discuss a sensible approach to phasing of the 12 units over that week

Site A: mid through to the end of March, phased over two or three weeks.

Castlemilk Drive: Planning Permission: Crudens and Hypostyle are actively pursuing the Planning Department or a 'Minded to Grant' letter

Building Warrant: Crudens have submitted for FULL warrant rather than staged warrants - submitted early October

Specification: Crudens have taken on board the comments compiled in relation to their proposed component schedule.

Land acquisition: Ongoing meetings with City Property to get a clearer picture about proposed acquisition price for the parcel of land

Programme: we are looking at a tender submission to DRS in March.

Nursery Site

Development consultant liaising with the design team.

The Board noted the progress to date on all development sites.

Subsidiary Governance

Stables Nursery: Sales are slightly lower than we would expect at this stage of the year although the Nursery is still forecasting a profit. A marketing push will start in the New Year including the redevelopment of the website.

Previous Nursery Board minutes and Management Accounts were attached with the report.

Cassiltoun Trust: Planning permission has been submitted for the garden rooms. Business planning session set for 4th December. Heating options still under investigation.

Previous Trust Board minutes and Management Accounts were attached with the report.

Industry publications

The Board are asked to review and note recently issued publications and communications.

Social Enterprise Centre

Currently waiting for a decision from the National Lottery Community Fund about a contribution to design team funding to move the project through to RIBA stage 2.

The Chief Executive Officer will also be discussing potential funding for the Centre with other funders and Trusts

Inflationary Pay Award April 2020

(Section redacted due to sensitive information)

SHAPs Pension (Final Salary Consultation)

(Section redacted due to sensitive information)

7.52 pm - The Officers were asked to rejoin the meeting

Notifiable Event – Purchase of Land at Machrie and Barlia

The Board will recall that it was discovered that properties have been built by Cassiltoun on land that we believed to be in our ownership but due to what is assumed to be a drafting error we impacted 5 properties in Machrie/Barlia. The Board had previously given the CEO delegated authority to proceed with the purchase of this land.

Our solicitors have been negotiated with City Property to conclude the purchase of this land. This has now progressed and a price of £2000 plus legal costs has been agreed.

This is still being progressed by TC Young

Affiliation fees

The Chief Executive Officer outlined the Affiliations Fees of the undernoted organisations. The report outlined the benefits of each organisation to the Association and how we achieve value from money from each.

After discussion, the Board unanimously approved the affiliation fees of

	2018/19	2020/21
SHARE	4620	Not available
SFHA	9957	10,178
EVB	4126	Not available
GWSF	3670	Not available
TOTAL	22373	£23k-£24k Estimate

The Board noted and approved the content of the CEO Bi-Monthly report for November 2019.

12. **FUNDING REPORT – PANTRY/CASH FOR KIDS**

Chief Executive presented the above report via a power point presentation.

Castlemilk Pantry and Store: Pantries operate as membership schemes designed to help people make their money go further. Members can join without being referred and can remain members for as long as they wish. The Pantry will help people before they reach crisis point, offering them the support of a reliable and good quality food resource at minimal cost. It provides a dignified approach to food insecurity. They have a positive environmental impact – reducing food waste going to landfill.

The food comes from FareShare, the UK's largest charity fighting hunger and food waste.

One of the key benefits is that it is dignified and unlike food banks, not based on a referral process or means tested. The pantry is inclusive and will be open to all.

It is £2.75 weekly fee for membership. A typical food basket is valued at £15 – saving members £12.25 each week. Households can save up to £637 per year.

Castlemilk is a 'food desert'. There is no main supermarket; poor transport links; low car ownership. Castlemilk is consistently among the 5% most deprived areas in Scotland. There is a lower life expectancy and poorer health outcomes.

The Pantry will be based at Unit 17 Braes Shopping Centre. It will employ a Pantry Co-ordinator (30 hours per week). It will also run with volunteers and will have a Community Chef/Nutritionist. It plans to open April 2020.

Funding was received from Glasgow City Council, Scottish Government Investing in Communities Fund and Glasgow Communities Fund. However, to sustain the project a 5 year 'top up' funding is required - £5k per annum over 5 years.

8.00 pm Standing Orders

The options for the Board to consider are:-

- Do not fund
- Fund a different amount
- Fund annually
- Fund for 3 years with a possible extension for a further two

If funded place conditions on the funding e.g.
Restricted to certain areas
Monitoring reports/milestones/outputs and outcomes

Richard Sullivan proposed funding for 3 years with quarterly monitoring reports and specific restrictions set. Kim McKee agreed with Richard Sullivan.

After discussion, the Board took the matter to a vote as to whether to fund the Castlemilk Pantry and Store for a period of 3 years with quarterly monitoring reports.

In favour: 7
Against: 2
Co-opted member did not vote.

Chief Executive reported that the monies will be used from the Regeneration Budget. Director of Finance & IT reported that we would assess Value for Money by ascertaining how many of our tenants use it,

Kim McKee stated that support for the Pantry ties in with our value and thos.

Cash for Kids: Over the past four years, Radio Clyde Cash for Kids have distributed £566,296 to Housing Associations which has supported 22,684 children. They have written to Housing Associations asking them to donate towards their ongoing costs. The donation would be £1,000 for the next year commencing in 2020.

Richard Sullivan enquired as to how much the Association receives annually from Cash for Kids. Chief Executive intimated that we would normally receive over £10k pa.

After discussion, the Board unanimously approved to donate £1,000 to this worthy cause over the next 3 years.

13A. RISK MANAGEMENT POLICY

The Chief Executive presented the above Policy previously circulated with the agenda.

After discussion, the Board unanimously approved the Risk Management Policy.

13B. RISK REGISTER

Chief Executive Officer presented the above Risk Register previously circulated with the papers. The Risk Register had been approved by the Audit and Risk Sub Committee. However, the Risk Register has been formatted to take into account the Group's risks. It outlines the scoring methodology for the assessment and prioritisation of each risk.

The probability and impact of both inherent and residual risk is assessed using a scale from 1 to 5. Each risk is colour coded

Red – High

Amber – Significant

Green – Moderate

Yellow - Low

The Board noted and unanimously approved the new formatted Risk Register.

14. WINTER SHUTDOWN

Director of Operations reported that the Winter Shutdown document had been circulated to staff to update.

A copy of the final document will be circulated to office bearers for their information.

15. CORRESPONDENCE

Letter from City Mission re Glasgow Winter Night Shelter 2019/20 Financial Support:
The Board unanimously approved to donate £1,000 to this worthy cause.

James Dornan Annual Toy Appeal and Fundraiser: Monday 16th December 2019
between 10-12 noon, 2 Clarkston Road, Glasgow

Castlemilk Law & Money Advice Centre 40th Anniversary, Thursday 28th November 2019, Birgidale Complex: Anna Stuart MBE to attend on behalf of the Association

SFHA Chair's Conference, 31 January – 1st February 2020, Norton House, Edinburgh:
The Chair reported that as the themes of the conference have already been covered by other providers, he will not attend this conference.

Glasgow West of Scotland Forum of Housing Associations: A copy of their Scottish Social Housing Charter Performance 2018/19 (November 2019) is available from the office.

Glasgow West of Scotland Forum of Housing Associations: A copy of their "The case for investing in tenement housing" – November 2019 is available from the office.

Scottish Government "Housing to 2040" – A vision for our future Homes and Communities document is available from the office.

Spireview Autumn Newsletter: A copy is available from the office.

Linthouse Annual Report 2018/19: A copy is available from the office.

16. APPLICATIONS FOR MEMBERSHIP

The Board considered three membership applications as outlined by the Corporate Services Manager.

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

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

17. USE OF SEAL

Used on one occasion.

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

Nothing to report.

19. **NOTIFIABLE EVENTS**

Nothing to report.

20. **SUBSIDIARY & SUB-COMMITTEE DECISIONS MADE BETWEEN 24TH OCTOBER 2019 – 27TH NOVEMBER 2019**

Staffing Sub Committee – 7 November 2019

Election of Chairperson – Anna Stuart MBE

(Section redacted due to sensitive information)

Policies

Undernoted policies were approved

Terms and Conditions – staff to be consulted on changes (wording only)

Absence Management

Smoke Free

Disciplinary

Group Audit & Risk – 11 November 2019

Internal Audit Report of IT Systems

Approved to implementation the 3 recommendations

Vulnerability Assessment

Data Leakage Prevention

Administration – documenting TSG's creation of new users and permissions

Risk Register

Approved Risk Register with a few modest changes

Internal Audit of GDPR

Implementation of recommendations for areas of improvement

Regular updated on action plan

Implementation of Cyber Essentials Accreditation

Approved

Operations Sub Committee Meeting – 21 November 2019

Committee Approval to continue with 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.

Policy Review:-

- (a) Assignment Policy - **Approved**
- (b) Internal Transfer Policy & Procedures – **approval for policy to be deleted**
- (c) Joint Tenancy Policy & Procedures - **Approved**
- (d) Mutual Exchange Policy - **Approved**
- (e) Pet Policy - **Approved**
- (f) Rent Management Policy – **Approved**
- (g) Subletting Policy – **Approved**
- (h) Succession to Tenancy Policy – **Approved**

The Board noted and approved the Sub Committee and Subsidiary decisions.

21. HEALTH & SAFETY

H&S Committee Meeting held on 18th November 2019: No issues to report.

HWL: Gold Award Review to take place before the mid of January 2019. Currently progressing through action plan.

22. AOCB

Assurance Workshop: Thursday 12th December 2019 at 5.30 pm

Board/Staff Christmas Lunch: Kingspark Hotel, Wednesday 18th December 2019 immediately after the Board Meeting which will be held at 12 noon

Articles of Association, Subsidiary Group Services Agreement, Intragroup Agreement for Subsidiaries: TC Young have carried out a review of these documents for both Subsidiaries. These will be brought to the next Board meeting for approval.

UC Workshop: 4th December 2019 at 5pm

H&S Board Training: 22nd Jan 2020 (6-8pm)

23. DATE AND TIME OF NEXT MEETING

Wednesday 19th December 2019 at 12 noon

There being no further business the meeting concluded at 8.30 pm

Signature:

Date:

Chair of Board of Management

Copies of all reports mentioned within these minutes and any sub-committee reports/minutes are available on request.