

CASSILTOUN HOUSING ASSOCIATION

**MINUTE OF MEETING OF BOARD OF MANAGEMENT
HELD ON WEDNESDAY 23RD NOVEMBER 2022 AT 5.30 PM IN CASTLEMILK STABLES, 59
MACHRIE ROAD/VIA ZOOM**

Present: George Kelly Anna Stuart MBE
Evelyn Ferguson Julie McNeil (Zoom, 5.40 pm)
Kim McKee (Zoom, 5.55 pm) Teresa McGowan (Zoom)
Richard Sullivan (Zoom, part meeting)
Barbara Dusik (Zoom)

In Attendance: Clair Malpas Chief Executive Officer
Paula Brownlie Head of Corporate, HR & Finance
Fiona McGowan Director of Operations
John Williams Asset Manager
Amanda Laing Finance Manager
Lorna Shaw Research Resource (Part Meeting, left 5.50 pm)

1a. WELCOME, INTRODUCTIONS, SEDERUNT & APOLOGIES

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

Apologies were received from Chris O'Brien.

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

1b. QUORUM

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

2. CONFLICT OF INTEREST (PERMANENT REGISTER)

Item 7: *Item redacted as contains sensitive information.* They will all leave the meeting when this item is discussed.

3a. MINUTE OF MEETING HELD ON 26TH OCTOBER 2022

The minute of meeting held on 26th October 2022 where then noted and approved on the motion of Anna Stuart MBE and seconded by Evelyn Ferguson.

3b. MATTERS ARISING FROM MEETING HELD ON 26TH OCTOBER 2022

None.

3c. ACTION LIST FROM MEETING HELD ON 26TH OCTOBER 2022

	Details	Person Responsible	Status
1.	Amendment to minute of 28 th September 2022	HCHR&F	Completed
2.	Maintenance Framework Procurement <i>Redacted as contains commercially sensitive information</i>	DoO HCHR&F HCHR&F	Completed Completed
3.	<i>Redacted as contains sensitive information</i>	CSO	Completed
4.	DoO to carry out a benchmarking exercise with other local RSLs re Tenancy Sustainment	DoO	To be brought to a January Board meeting
5.	Assurance Action Plan - amendments were approved by the Board. Action plan to be updated.	CEO	Completed
6.	Board approved for the Procurement plan for new housing software to begin now	CEO	In progress
7.	<i>Redacted as contains commercially sensitive information</i>	CEO	Completed
8.	Assurance Statement 2022 – approved. CEO to send to SHR	CEO	Completed
9.	Corporate/HR report to include within Equal Opportunities statistics information in relation to protected characteristics	HCHR&F	In progress
10.	Governing Body Role Description and Office Bearers Role Descriptions – approved Copies to be sent out to the relevant board members to sign off Policy Register to be updated	HCHR&F	Completed

11.	Standing Orders and Delegated Authority – approved. Policy register to be updated and staff to receive a copy	HCHR&F	Completed
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4. TENANTS SATISFACTION SURVEY

Redacted as contains commercially sensitive information presented the main findings from the Tenants Satisfaction Survey which was carried out between 15th September 2022 – 17th October 2022. The Board received a copy of the full Tenants Satisfaction Survey Report.

The survey is carried out, for the Board of Management to:

- To understand tenant satisfaction with the services provided.
- To understand tenant priorities and identify areas for improvement
- To provide data for the Annual Return on the Charter

There were 424 interviews carried out and these were spread across the Association’s stock to ensure representation of the tenant population. 424 interviews provides robust data accurate to +/-3.7%.

Analysis shows the survey sample is broadly representative by geography and property type. This provides robust data which the Association can be confident about making decisions.

Overall Satisfaction:

2022	84%
2019	91%
2016	90%
2013	96%
Scottish Average 87.74%	

Keeping tenants informed

2022	95%
2019	100%
2016	96%
2013	95%
Scottish Average 91%	

Internet Access

79% have access to the internet
60% with access to the internet would access Association services on our website or via a mobile app

Satisfaction with opportunities to participate

2022	97%
2019	100%
2016	86%
2013	99%
Scottish Average 87%	

Customer contact

90% of tenants said they would prefer to contact the Association by phone in the future
87% are satisfied with the customer care provided when they most recently had contact with the Association

Repairs Satisfaction

2022	80% (big increase in the length of time taken to complete repairs)
2019	90%
2016	84%
2013	85%

Quality of the Home

2022	83%
2019	91%
2016	85%
2013	92%
Scottish Average 85%	

Value for Money

2022	81%
2019	83%
2016	79%
2013	75%
Scottish Average 83%	

Affordability of rent

2022	59%
2019	61%

Affordability of fuel bills

2022	12%
2019	72%

Neighbourhood Management

2022	91%
2019	94%
2016	87%
2013	95%
Scottish average 85%	

Overall of Satisfaction

Scottish Housing Regulator indicators				
	2019	2022	Trend	ARC 21/22
Overall satisfaction	91%	84%	-7%	87.74%
Keeping tenants informed	100%	95%	-5%	91.15%
Opportunities to participate	100%	97%	-3%	86.81%
Repairs satisfaction	90%	80%	-10%	88.01%
Quality of the home	91%	83%	-8%	85.44%
Contribution to neighbourhood management	83%	81%	-3%	85.09%
Value for money of rent	83%	81%	-2%	82.51%

Research Resource benchmarking of change in satisfaction (42 organisations)

Charter indicator	CHA change	Average change	Min	Max
Overall satisfaction	-7%	-5%	-17%	3%
Keeping tenants informed	-5%	-2%	-15%	7%
Opportunities to participate	-3%	-1%	-25%	20%
Quality of the home	-10%	-5%	-19%	8%
Satisfaction with last repair	-8%	-3%	-13%	6%
Contribution to management of the neighbourhood	-3%	-3%	-21%	13%
Value for money	-2%	-2%	-12%	16%

Repairs satisfaction should read -10%

Quality of the home satisfaction should read -8%

Teresa McGowan enquired if a lot of the decrease is in relation to the pandemic. *Redacted as contains commercially sensitive information* intimated that she doesn't think everything is in relation to the pandemic. In relation to repairs, this was unexpected by the Association. Repairs have not been done during the pandemic, however now they are getting done there are issues in relation to parts, costs and trade persons. This is happening to a lot of organisations.

Teresa McGowan enquired if there were specific areas that had higher levels of dissatisfaction compared to others. *Redacted as contains commercially sensitive information* to check and report back.

Director of Operations will be drafting an action plan in relation to the Tenants Satisfaction Survey and will present it to the Board in January 2023.

The Board noted the contents of the Tenants Satisfaction Survey and thanked *Redacted as contains commercially sensitive information* for the work that they had carried out.

(Redacted as contains commercially sensitive information) left the meeting at 5.50 pm

5. **CHAIRPERSON'S REPORT**

The Chairperson reported.

EVH Art of Pay Negotiations, 27th October 2022: Attended this training session via Zoom. Made aware of EVH Pay Scales and how they came into existence and also received information with regards to how pay negotiations are carried out. External and internal factors for both the company and the employee needs to be taken into account.

GWSF Conference, 28th October 2022: Speakers on the day were:-

Patrick Harvie MSP, Minister for Zero Carbon Buildings, Active Travel and Tenants Rights

Angiolina Foster, Chair of Public Health Scotland who was excellent

Alistair McIntosh, CEO of Housing Quality Network

CEO 6 month review, 3rd November 2022: Both Chair and Vice Chairperson carried out the CEO's 6 month review. This item is on the Board agenda.

Meet and Greet Event, 4th November 2022: Chair and Vice Chairperson attended this event at the Birgidale Complex. Stuart McDonald MP and Ian Blackford MP were in attendance.

Policy Workshop, 9th November 2022: Attended the policy workshop with the Housing Manager who took those present through policies that had been reviewed.

Meeting with Stuart McDonald MP, 10th November 2022: Meeting was held to hear RSLs concerns and future challenges of a rent freeze after 1 April 2023. These concerns will be brought back to Shona Robison, Scottish Government Minister for Social Justice, Housing and local Government and hopefully this will help towards an outcome suitable to the RSL sector.

H&S Committee & Landlord Committee Meeting, 21st November 2022: Attended this Committee meeting as well as carrying out an audit of the office along with Anna Stuart MBE.

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

6. **CHIEF EXECUTIVE'S 6 MONTH REVIEW**

The Chairperson presented the above report previously circulated with the agenda.

The Board noted and approved the contents of the report.

7. **INDEPENDENT PENSION REVIEW – UPDATE**

Redacted as contains sensitive information.

8. **RENT OPTIONS CONSULTATION REPORT**

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

As the Board are aware, in order to meet our Regulatory requirements and to ensure that tenants are consulted and involved with decisions that relate to the immediate and long-term business plan, the Association will be undertaking a consultation with tenants on the proposed rent increase from 1 April 2023. Like previous years, we have contracted with Research Resource to deliver the consultation as this provides a good rate of return, provides analysis and is independent. The Rent Setting Policy, approved in November 2021 refers to ensuring rent setting is in accordance with long term projections as well as medium term forecasts. 'The Association sets its annual rental increase relative to inflation in accordance with its medium and long-term budgetary forecasts as detailed within the five-yearly and thirty-yearly projections contained within the Group Business Plan.' This year the Association and the sector is faced with the added complexity of post pandemic recovery, sustained high levels of inflation in the economy, costs in the business rising by more than headline inflation and restrictions on evictions and a possible rent cap. As the Scottish Government is not expected to announce any rent cap until mid-January 2023 we will be consulting with tenants at a time where tenants have the perception that there is a rent freeze already in place and the Associations proposals may be overridden by legislation from the Scottish Government.

5.55 pm – Kim McKee joined the meeting

The Chief Executive intimated that the SHR are advising to consult with our tenants in the normal way. With regards to the main issues to think about is:-

Affordability to our tenants

Affordability to the Association, what do we need to remain viable over the next 30 years.

The Board are aware of the Association's Business Plan as presented by Fettes McDonald at the Business Planning Day. The 30 Year Business Plan outlined the projections with a number of options and stress testing.

In terms of options he had suggested

Redacted as contains commercially sensitive information

The Chief Executive stated that with the English and Welsh rent increases now being published, the Board should take into cognisance these increases when making their decision.

With regards to the Budget, the Finance Manager intimated that the Budget figures (Appendix 2 of the Report) was based on 5.1% rent increase. If this was changed to 6.1%, the budget would change to an increase of just under £50k.

Anna Stuart MBE enquired if we stopped investment for 2 years, would this have a knock on effect on costs after the 2 years. The CEO intimated that we would need to look at the stock to assess if we can stretch the replacement programme.

Julie McNeil intimated that with stopping the investment programme would it mean stop fitting new kitchens, bathrooms, boilers and windows. CEO confirmed that this is correct.

After discussion, the Board unanimously approved to stop the investment programme for 2 years.

With regards to the rent increase, what levels are we consulting with our tenants, ie

5.1% and 6.1%

6.1% and 7.1%

After discussion, the Board the agreed on the proposed increase

Redacted as contains sensitive information

After discussion, it was agreed to consult on 7.1% & 8.1%.

9. **INCREASED COSTS FOR GAS INSPECTION, SERVICING AND MAINTENANCE (2022-23)**

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

Redacted as contains commercially sensitive information.

10. **PROCUREMENT OF CLOUD/HOSTED INTEGRATED IT SYSTEM**

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

In line with the Digital Strategy agreed previously by the Board, a Project Plan has been developed to procure a new integrated cloud-based housing IT system. At the Board meeting on 26th October, it was agreed that the commission should be advertised on PCS with a view to securing a preferred supplier by March 2023. This would allow adequate time for the lead in period of training and transitioning to ensure that the new system is fully operational and 'live' by April 2024.

The table below provides a summary on key milestones for the procurement.

KEY ACTION	PROPOSED DATE	PROGRESS/ COMMENTS
Advertise project on PCS	4 th November 2022	COMPLETE
Submissions of SPDs from interested parties	5 th December 2022	Complete
Issue Stage 2/ tender documents	16 th December 2022	Complete
Live demonstrations/ interviews	w/c 31 st January 2023	
Tender opening	3 rd February 2023	Board Members reqd
Tender report/ finalise Quality + Price assessment	10 th February 2023	
Board approval of appointment	22 nd February 2023	
Expiry of Standstill period	7 th March 2023	
Advertise award notice on PCS	10 th March 2023	

Contract commencement/ mobilization commencement	1 st April 2023	
System Live	1 st April 2024	This is a long stop date and it is hoped that the system can be in place well before this date. Review of the current IT contract needs to be undertaken so that the overlap between two systems is sufficient for the transition but not financially onerous.

The board noted the progress to date with the process for the procurement of a new cloud/hosted integrated IT system

The Board also approved to give delegated authority to the Asset Manager to

- a) Carry out shortlisting of Stage 1 applicants***
- b) Arrange timing and format of Stage 2 demonstrations and ‘current client’ site visits***
- c) Approve any other relevant Stage 2 quality documentation***
- d) Approve pricing mechanism for Stage 2 applicants***

Representatives from the Board will be required to attend the ‘live’ demonstrations from shortlisted firms, planned for February 2023.

The CEO intimated that in line with *Redacted as contains commercially sensitive information* presentation with regards to tenants engaging with us digitally, this will allow us to engage more with our tenants.

11. TELECOMS/LEASE LINE

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

BT open Reach have announced they will be switching off analogue lines in 2025. The Association therefore has to put appropriate measures in place in order to be easily accessible for the residents and customers of the organisation. The current telephone system is no longer fit for purpose due to staffing levels within the Organisation, analogue lines now having an end of shelf life and weaknesses identified as a result of service delivery evaluation post COVID19. As the Association progresses plans within the Digital Strategy, a key milestone will be improving both the Broadband and WIFI connectivity within the stables building to future proof flexibility for service delivery.

Redacted as contains commercially sensitive information.

Both Suppliers have confirmed the telephone system can seamlessly migrate to a cloud-based offering with no interruption to Business Continuity, the same Business telephone number, alarm line and fax line can all be retained. The leased line has a lead time of 3 month and will require significant surveys to determine any external disruption to bring the board band line into the building. There is funding available which can be applied for which can cover the majority, if not all, costs associated with improving the infrastructure.

4.1 of the report provides a summary on key financial detail. *Redacted as contains commercially sensitive information.*

Julie McNeil enquired of the costs quoted, does this cover maintenance costs, breakdown of the system etc? *Redacted as contains commercially sensitive information.*

After discussion, the Board unanimously approved to give Delegated authority to the Asset Manager to enter into *Redacted as contains commercially sensitive information.*

Delegated authority to the Asset Manager to enter into a contract for the provision of a leased line service to future proof the broad band / WIFI services being provided to the stables building.

Teresa McGowan enquired if *Redacted as contains commercially sensitive information* would be likely to come back with inflationary rises. The Asset Manager confirmed that if this occurred we would need to assess and ensure we are receiving value for money.

12. POLICIES

Director of Operations presented the undernoted policies. These policies had been previously presented to the Policy Workshops with the Board on 8th and 9th November 2022.

12A. ASSIGNATION POLICY

Noted and approved.

12B. JOINT TENANCY

Noted and approved.

12C. MUTUAL EXCHANGE

Noted and approved.

12D. SUBLETTING

Noted and approved.

12E. SUCCESSION TO TENANCY

Noted and approved.

12F. ALLOCATION

Noted and approved.

12G. RENT MANAGEMENT

Noted and approved.

12H. FACTORING

Noted and approved.

12I. NEIGHBOUR RELATIONS

Noted and approved.

12J. VOID PROCEDURE

Noted and approved.

Tenants Privacy Notice

The CEO informed the Board, that the Tenant's Privacy Notice has been updated by the DPO in reference to Mobyssoft software. There is a one word change to reflect the new software. This will be given to new tenants and not existing tenants.

13. GOVERNING BODY GUIDE

The Head of Corporate, HR & Finance presented the above Governing Body Guide. The Guide is a template produced by the SFHA of which the Association populates with information relevant to our organisation.

This Guide will be used by existing and new Governing Body Members.

The Board noted and approved the Governing Body Guide.

14. CORRESPONDENCE

Castlemilk Church of Christ, Toy Appeal: Request seeking donation of toys. *Redacted as contains commercially sensitive information.*

Redacted as contains sensitive information

15. **APPLICATIONS FOR MEMBERSHIP**

None

16. **USE OF SEAL**

Used on one occasion.

17. **ENTITLEMENT, BENEFIT AND PAYMENTS**

None

18. **NOTIFIABLE EVENTS**

Redacted as contains sensitive information

19. **SUBSIDIARY AND SUB COMMITTEE DECISIONS MADE BETWEEN 27TH OCTOBER 2022 – 23RD NOVEMBER 2022**

Health & Safety Committee – 21st November 2022, no decisions made.

Health & Safety Landlord Committee – 21st November 2022, no decisions made.

20. **AOCB**

Salary payment run – December. *Redacted as contains sensitive information*

Rent Consultation: CEO sought the Board's approval to close the office from 9.30 am on Thursday 24th November 2022 for approx 10 mins to brief the staff on the rent consultation figures. The Board unanimously approved this request.

Redacted as contains commercially sensitive information

Mobysoft: The Chief Executive intimated that all of our data has been uploaded to the Mobysoft software. The amount of cases that our staff need to look at has almost halved. It prioritises the cases that we need to action first. We are currently carrying out system testing before it is rolled out. It was due to go live before in January 2023 but it will go live before this date.

Staff/Board Christmas Lunch: Wednesday 14th December 2022 at Croft.

The Chairperson wished everyone a Happy Christmas and New Year.

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

Wednesday 25th January 2023 at 6pm

There being no further business the meeting concluded at 6.55 pm

Signature:
Chair of Board of Management

Date: