

**CASSILTOUN HOUSING ASSOCIATION**

**MINUTE OF MEETING OF BOARD OF MANAGEMENT**

**HELD ON WEDNESDAY 29<sup>TH</sup> MAY 2024 AT 6.00 PM IN CASTLEMILK STABLES, 59 MACHRIE ROAD/ZOOM**

**Present:** Anna Stuart Faye Mitchell  
Julie McNeil Harry Mills  
Gayle Fitzpatrick (Zoom) Chris O'Brien (Zoom)  
Teresa McGowan (Zoom) Jennifer McInnes (Zoom)  
Allana Hammell Co-opted (Zoom)

**In Attendance:** Clair Malpas Chief Executive Officer  
Fiona McGowan Director of Operations  
John Williams Head of Asset Management  
Clare MacLean Housing Manager  
Paula Brownlie Head of Corporate, HR & Finance  
Rachael McMullan Community Development Assistant (Part meeting)

**1a. WELCOME, INTRODUCTIONS, SEDERUNT & APOLOGIES**

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

Apologies were received from Barbara Dusik and Ryan Davidson.

**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 5c: Fair Rent Increase: *redacted as contains sensitive information***

**Agenda Item 10: Pension Defined Benefit: *redacted as contains sensitive information***

**3a. MINUTE OF MEETING HELD ON 24<sup>TH</sup> APRIL 2024**

The Chairperson asked all board members present at today's meeting if they had received their papers on time and if they had read and understood the papers.

All board members confirmed that they had received their papers on time and that they had read and understood the papers.

***The minute of meeting held on 24<sup>th</sup> April 2024 where noted and approved on the motion of Faye Mitchell and seconded by Anna Stuart MBE.***

**3b. MATTERS ARISING FROM MEETING HELD ON 24<sup>TH</sup> APRIL 2024**

None.

**3c. ACTION LIST FROM MEETING HELD ON 24<sup>TH</sup> APRIL 2024**

	Details	Person Responsible	Status
<b>Actions from meeting held on 29<sup>th</sup> March 2023</b>			
1.	<i>redacted as contains sensitive information</i>		
<b>Actions from meeting held on 21<sup>st</sup> June 2023</b>			
2.	<i>redacted as contains sensitive information</i>		
<b>Actions from meeting held on 24<sup>th</sup> October 2023</b>			
3.	<i>redacted as contains sensitive information</i>		
<b>Actions from meeting held on 31<sup>st</sup> January 2024</b>			
4.	Board approved the Reactive Maintenance Framework as detailed in Appendix 1 of the report. The Board also agreed that the work is not placed with any contractor until due diligence checks have been undertaken and signed off by the Director of Operations.	DoO	<b>Now concluded</b>
<b>Actions from meeting held on 28<sup>th</sup> February 2024</b>			
5.	Fraud, Bribery and Corruption Policy – approved Policy register to be updated Chief Executive Officer to facilitate a training workshop on the policy for all board members.	HCHR&F	<b>Completed</b>  <i>redacted as contains sensitive information to carry out training on Monday 29<sup>th</sup> April 2024 at 6pm via zoom. This training needed to be postponed redacted as contains sensitive information</i>
<b>Actions from meeting held on 24<sup>th</sup> April 2024</b>			
6.	Attendance Register to be updated	HCHR&F	<b>Completed</b>
7.	Register of Interest database to be updated	HCHR&F	<b>Completed</b>
8.	<i>redacted as contains sensitive information</i>		
9.	FYFP to be uploaded to SHR Portal	FMD	<b>Completed</b>
10.	<i>redacted as contains sensitive information</i> – SHR Portal to be updated re resignations  Purchase flowers and cards as a thank you for their contribution on the Board of Management	HCHR&F	<b>Completed</b> <b>SHR notified</b>

11.	Scottish Development Funding Plan 2024-25 To be submitted to GCC	CEO	<b>Completed</b>
12.	Dates for Assurance Workshops to be confirmed with the Board of Management	CEO	<b>Dates included in CEO Bi Monthly Report</b>
13.	Quarterly Return to Information Commissioner to be submitted	CSO	<b>Completed</b>
14.	Applications for membership – approved Register to be updated and certificate sent to applicant	CSO	<b>Completed</b>
15.	Senior Technical Officer – Job Description revised and job title to be changed to Asset Manager	HaM	<b>Completed</b>
16.	Redacted as contains sensitive information	CEO	<b>Completed</b>

#### 4. **CHAIRPERSON'S REPORT**

The Chairperson reported that she had attended the undernoted during the month of May 2024:-

**2<sup>nd</sup> May 2024 – FOI Training for Board Members:** Attended FOI training with other board members. The workshop was facilitated by Claire Beckley from RGDP. Claire outlined the procedure for requesting information under FOI and the Association's obligations under the FOI Act.

**13<sup>th</sup> May 2024: BBC interview re lack of supermarkets in Castlemilk:** The Chair informed the Board that she was interviewed by the BBC about the lack of supermarkets in Castlemilk.

**15<sup>th</sup> May 2024: GWSF Open Meeting:** Attended the GWSF Open Meeting with the CEO and Head of Corporate, HR & Finance. Discussions took place re boundary lines for Housing Associations and recruiting new board members.

**16<sup>th</sup> May 2024:** Attended the Lived Experience Group meeting.

**17-19<sup>th</sup> May 2024: EVH Annual Conference, Dunblane Hydro:** Friday plenary session was led by David Bookbinder from GWSF. He spoke about losing long term board members and not being able to replace them. He also spoke about the boundary lines of operation for Housing Associations.

The next session was hosted by Sarah Davidson, Carnegie UK. She spoke about collective wellbeing and creating an index of wellbeing in the UK.

The next session was hosted by Fraser Stewart, New Gorbals HA: Fraser gave a brilliant presentation on the history of New Gorbals and how it was transformed from slums to new flats being built. The Stables was mentioned as an award-winning building.

Saturday morning session was led by Jessica Pryce-Jones who spoke about intuition cut feelings as part of decision making.

Professor Vicky McCall and Alison Bowes spoke about designing homes for healthy cognitive age. This Group has researched older people and professionals' perspectives on supporting home designs. They carried out an exercise where we would put the changes in each room or garden.

Workshop 2 – Director of Head of Services, Forth HA: When working towards compliance, what about staff. In the case he outlined, staff did not feel valued and there was a programme in place to work with staff to include them in all decisions. Sunday morning session was hosted by Debbie McQuat. Debbie was born with half of her right arm missing and the bottom part of her right leg. Debbie was a twin and she took the audience through her journey to get to where she was now. It was an amazing story and she has helped and works in a camp for young amputees.

**29<sup>th</sup> May 2024:** Attended Trust Special Meeting to discuss heating proposals for the Stables Building.

During the month of May, the Chairperson have been carrying out board appraisals.

The Chairperson asked Faye Mitchell to outline to the Board her feedback on the Governance Masterclasses that she had been attending. Faye explained that her and Allana had been attending the masterclasses that were hosted by Angela Spence. Faye felt reassured after attending these masterclasses that Cassiltoun are complying with all the recommendations made.

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

## 5a. **REGENERATION AND OPERATIONAL PERFORMANCE**

The Chief Executive Officer informed the Board, that the Regeneration and Operations Sub Committee meeting scheduled to take place on 23<sup>rd</sup> May 2024 had to be cancelled due to not being quorate. The main items to report have been added to the Board agenda.

### **Communities Team update**

Rachael McMullan, Community Development Assistant outlined via a powerpoint presentation the work of the Communities Team

**Creative Writing Group:** The Creative Writing group had a smash hit with 'In Our Hands' performing alongside the children from Miller Primary and Riverbank Primary School in Dalmarnock. The script was co-written by Cassiltoun Creative Writing and 3 other groups in the Southside of Glasgow. The events were well attended and great reviews from the audience. The theme concentrated on climate change. The Group worked with Glasgow Life Resident Arts and Communities. The Group will work with them again this quarter.

**Summer exhibition for Creative Castlemilk:** On 24<sup>th</sup> April 2024, 7 paintings were sold, with more being sold at other events in the Southside, in order to raise money for art supplies.

**Youth Advisory Panel:** Since February the group have been working with a Glasgow Life Resident Artist learning how to repair clothes and working towards planning, organising and delivering their own Youth Swap Shop in Castlemilk Youth Complex (6<sup>th</sup> June 2024). They have also been attending the Bingo sessions once per month, in partnership with The Senior Centre, as part of the larger Wellbeing for Longer project.

**Castlemilk Park Volunteers:** Working on Maintenance of the Park; Snow Drop Walk 2024 Health Walks; Tree ID sessions; Glasgow's Walking and Wheeling Festival. The Castlemilk Park Project Volunteers from January 2024 have focused on path maintenance and also coppicing hazel in the hazel coppice site. The coppice has now been put into a management plan which was written by a Castlemilk Park Project Volunteer doing an MSC in Wildlife Conservation and was supported by the Project Assistant in its delivery. Castlemilk Park Project Volunteers have also focused more on clearing rubbish and fly tipping that has been left in the winter months.

**Easter Events:** We welcomed 73 children and 41 adults over the Easter Holidays despite the heavy rainfall and strong winds. They participated in an Easter Trail around the new and improved Castlemilk Pond

**Food and Fun Programme:** 23 adults and 31 children. We did expect more people but some people did not attend due to the severe weather warnings issued that day.

**Stables Studio:** Due to a small underspend for this project and The National Lottery Fund (Awards for All) agreeing for us to carry it over into the new financial year, Stables Studio will continue until June 2024. The Team will continue to apply for funding to keep the Stables Studio running beyond this point. There has been really good feedback from the sessions because they have been trying a new type of art every 4 weeks. The Group are working on Clay tile making sessions and collaborative abstract painting.

**Staff Updates:** Due to funding coming to an end, sad farewells were given to Alexander Jackson, Amanda McGivern and Georgia Cowan. A big welcome was given to Diana Morton, Community Development and Engagement Manager.

Community Development Assistant will remain in post until 2026 due to funding being received.

#### **Funding Updates:**

##### **Community Fund**

Successful application for £133,748

Fund runs from 2024-26 and will retain sessional staff, Community Food Worker, Community Development Assistant, Park Project, Community Lunch and Garden sessions

##### **National Lottery Awards for All Community Fund**

Submitted application for £9,344

Fund aims to continue the Stables Studio artist sessions for the year

##### **Scottish Forestry**

Successful application for £32,500

Fund would part fund Community Woodlands Officer position and project running costs

##### **The Mushroom Trust**

Submitted application for £5,000 to employ a part time Community Woodland Assistant to support with woodland maintenance

**Thursday 6<sup>th</sup> June 2024, Volunteer Week**, lunch being provided in the Stables from 12 noon

The Board noted the contents of the Communities Team Update.

6.25 pm: Rachael Mullan left the meeting.

## Technical Services Report

Head of Asset Management presented the Technical Services Report previously circulated with the agenda.

**Staffing Update:** Emma Scott has been appointed to the position of Asset Manager and will start on 17<sup>th</sup> June 2024.

**Gas Safety:** Up to the end of the reporting year, we have remained 100% complaint. A number of contractors have carried out audits. Last year we had an external audit of our gas safety. These have been reviewed by the H&S Landlord Committee.

**Electrical Safety:** The Association has completed 100% of EICR inspections within the 5-year anniversary date for each of the properties. We are undertaking a distribution board replacement programme. 62 properties are having distribution boards installed. We are 100% of our electrical checks.

**Fire Safety:** ACS completed Fire Risk Assessments within all common areas (154) of the Associations stock base. The assessments were carried out and logged within our software Homemaster. This inspection will be live for 2 years. Remedial actions have been highlighted, ie electrical testing in loft spaces which we will build into the programme this coming year. As part of the performance reporting, we will describe the programme of works in relation to the fire safety assessments. We have active fire assessments on file.

**Water Hygiene:** ECG have completed the programme to undertake Water Hygiene Risk Assessments within the common areas of tenement properties and also the 5 apartment town houses toward the end of the programme. Part of the Risk assessment will be determining works which could be undertaken to decommission any tanks within common loft spaces. There has been a budget set for these works which will be reported back to the Sub-Committee as work progresses. There are works still outstanding from these assessments which the Head of Asset Management will be programming along with the newly appointed Asset Manager.

**Asbestos Management:** Completed 100% assessment of our common areas and no asbestos has been found.

The Association currently uses City Building to undertake asbestos surveys within our tenants' homes with these records held both within City Buildings maintenance system and an internal database held within excel. These details are being transferred to the new cloud-based housing management system as part of the data migration to Homemaster. These works should be completed by the Autumn of 2024.

**Lift Safety:** The Association currently has four lifts in operation within our asset base. There is two within the Barlia way development, one within Castlemilk stable and one within Buchanan lodge. Each of these lifts are subject to regular maintenance from City Building, or in Buchannan Lodges case, ECG. All six-month checks are on file along with the regular maintenance activity surrounding the lifts. Within Barlia way, we recently had an inspection from the Associations insurers with follow up certification evidenced to the insurer's satisfaction.

**Factoring Arrears:** Huge credit to Emily Cowan, Technical Assistant has reduced the arrears to under £25,000. At the start of the year, the arrears are almost £15,000 down in comparison to last year. ***Redacted as contains sensitive information***

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

## Welfare/Financial Inclusion & Housing Service Performance Report

The Housing Manager presented the Welfare/Financial Inclusion & Housing Service Performance Report previously circulated with the agenda.

The Housing Manager informed the Board that due to staff changes within the Housing Services Team and change in the housing management system, we have not met some targets. It is hoped that now we have a full team (Housing Assistant, Nicola O'Rourke started yesterday) and with the Director of Operations training new team members on all areas as well as arrears that performance will start to improve. The Board will note that our arrears figure is standing at 6.3% and our target is 4.1%. We have over 431 tenants in arrears. The Housing Manager and Director of Operations will meet with the Housing Officers to draft an Action Plan to address the arrears. Ongoing training will be given to all staff to reduce arrears. Staff have been working late over a number of weeks to address outstanding arrears.

The Chairperson enquired if the arrears were solely in relation to tenants on housing benefit or is it in relation to tenants who work. Director of Operations confirmed that it is a mix of tenants. Gayle Fitzpatrick enquired if arrears are high across other Housing Associations. The Housing Manager confirmed that it is the same across Housing Associations in Glasgow. However, recent information from local Housing Associations has indicated that their arrears are reducing.

The Chief Executive Officer reconfirmed that due to staff changes in the team and some new staff being inexperienced as well as the implementation of our new housing software, has had implications on performance ie arrears. To manage the arrears, staff need to be addressing weekly. We are confident that with a plan in place and with a full staff complement, we will manage the arrears.

Faye Michell intimated that she has put in place a Good Practice Guidance for dealing with rent arrears and would forward a copy onto the Housing Manager.

Housing Manager outlined performance against target as below:-

Key Performance Indicator	Summary of Progress	Green = On Target Amber = Making Progress Red = Not achieving, action required
%age offers refused (ARC Indicator 14)	Pre-Allocation viewings prior to offer to improve refusal rate. Note of interest in properties prior to offers being made.	Target - 15% Actual - 33.3%
%age tenancies sustained > 1 year (Indicator 16)	Target achieved	Target - 85% Actual - 92%
Rent loss due to voids (ARC Indicator 18)	Void turnaround continuing to improve – Pre-allocation prior to termination.	Target - 0.55% Actual – 075%

Average days to let	Void improving turnaround – Pre-allocation – Prior to termination	Target – 15 Actual - 38
% lets to section 5 referrals/nominations (ARC Indicator C2)	Working with GCC on referrals. No allocating 3apt properties to single applicants	Target - Minimum of 30% Actual -
Gross Arrears (ARC Indicator 27) including Former Tenant Arrears (ARC Indicator C7)	New action plan for 24/25 to be implemented.	Target - 4.1% Actual – 6.3%
% of ASB cases reported in the last year which were resolved within the locally agreed targets	On Target	Target - 95% Actual – 100%
%age new tenants happy with standard of home when moving in (SHN Statistic)	Improvement plan for 24/25	90% Not reported to SHR
Successful post allocation visit within 8 weeks	Improvement plan for 24/25	90% Not reported to SHR
Rent Collected as % of total rent due for year (ARC Indicator 26)	Monitoring – Improvement plan for arrears. Higher referrals to Advice Service	Target - 101% Actual – 98%
Annual Home Visits 10% per annum	Admin/recording to be improved in 24/25 – Individual targets for each team	102 Visits Not reported to SHR
Estate Visits once per Month	Ongoing	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
HBOP Processed within 28 days	On Target	Target - 80% Not reported to SHR
Audit Passed with no major improvements (1 per month)	On Target	Target - 95% Not reported to SHR
Customer Satisfaction	On Target	Target - 90% Not reported to SHR

The Advice Team are meeting all their targets. We have had a long term absence within the Advice Team but this is in relation to debt advice. We cannot provide this when she is not in the office. However, we have been signposting to other agencies.



The Housing Manager intimated that a Board Member had enquired of information in relation to Termination/abandonment of properties. This information was presented via a powerpoint presentation.

Slide 1: Terminations for 2023-24 by Streets and reasons for termination

Slide 2: Length of tenancy – tenancy sustainment. All tenants had remained in their property for over a year apart from one

Slide 3: Abandonments per area (17 in total). Majority of abandonments where from Castlemilk Drive

Gayle Fitzpatrick thanked the Housing Manager for collating this information.

Julie McNeil enquired re the underoccupancy of the 3 apartments. The Committee agreed that we would let them. Director of Operations confirmed that no lets have been made. The Director of Operations will provide a quarterly report to the Committee.

### **Court Action - Board Approval**

The Housing Manager presented the Court Action Report previously circulated with the agenda. ***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.***

### **5b. ARC 2023-24**

The Housing Manager and Head of Asset Management presented the above report via a powerpoint presentation.

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

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

This year has been a massive challenge due to the two housing management systems (ie SDM and Homemaster)

All evidence per each indicator is kept electronically.

Validation checks had been carried out by Christine Dugan. Christine has indicated that some validation areas need to be discussed with Homemaster.

### **Governance – Indicator 1**

% of senior staff turnover = 20% (One member of the SLT left in 2023-24)

% of staff turnover – 25.52% (this figure also took into account funded posts that expired on 31/3/2024)

% of days lost through sickness – 2.95% (Target is 3%)

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

As the Board are aware, Tenant Satisfaction Survey was carried out in 2022. Information will remain the same. However, technical team carry out satisfaction surveys on repairs carried out over the last 12 months. The Board will note that satisfaction current stands at 91.62% compared to 79.58% reported last year. The Head of Asset Management informed the Board

that the Technical Team were disappointed with this figure as we were tracking at 97% (6 months into the year). However, with moving to Homemaster we have not kept pace with satisfaction forms.

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

<sup>st</sup> and <sup>nd</sup> Stage Complaints	<sup>st</sup> Stage	<sup>nd</sup> Stage
Complaints Received in Reporting year	80 (51)	13 (2)
Carried forward from 22/23	0	0
Complaints Fully Responded to	79	12
Average working days for a full response	4.05 (4.27)	16.50 (17.00)

### Tenancy sustainment – indicator 16

Number of tenancies which began in previous reporting year		Tenants who remained for 1 year+	
Existing tenants	23	22	95.65%
Statutory homeless	28	26	92.86%
Waiting list	62	58	93.55%

### Rents – indicator 26, c5, c6, 28, 27, 18, c7

Total amount of rent collected	£5,007,933	Gross rent arrears	£323,505 (£210,954)
Total due to be collected	£5,108,685	%age gross rent arrears	6.3% (4.39%)
%age collected	98.03% (99.34%)	Void rent loss	0.75% (0.89%)
Rent Increase	5.6%	Total former tenant arrears	£68,020 (£57,711)
Number of households receiving direct housing cost payments	698 - £3,045,905 (740 - £2,816,411)	Former tenant arrears written off	£40,012 – 58.8% (£22,339 – 38.71%)
Average Management Fee for factored owners	£101.12 (£98.16)		

### Court action – indicator 22

Total number of Court Actions initiated during reporting year	8 (6)
Number of properties recovered for non payment of rent	3 (3)
Number of properties recovered due to anti-social behaviour	0 (0)
%age of court actions which resulted in eviction due to non payment of rent	37.5% (50%)

%age of court actions which resulted in eviction due to ant-social behaviour	0% (8.33%)
%age of court actions initiated which resulted in eviction	37.50% (50%)

Head of Asset Management presented the Repairs and Maintenance figures for the ARC

### Repairs & Maintenance – indicator 8, 9, 10, 11

<b>Number of Emergency Repairs</b>	<b>923 (1078)</b>	<b>Total no. of repairs Right First Time</b>	<b>2372 (2452)</b>
Average length of time to complete Emergency (hours)	2.56 (2.39)	%age of repairs completed Right First Time	91.62% (93.27%)
Number of Non-Emergency Repairs	2362 (2629)	Number of times did not meet statutory duty to complete gas safety check	0 properties
Average length of time to complete Non- Emergency Repairs (days)	6.48 (6.53)		

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

<b>Number of approved applications</b>	<b>37 (32)</b>
Number of approved applications completed	12 (15)
Total number of households waiting for applications to be completed	25 (17)
Cost (£) that was landlord funded	£21,108 (£29,792)
Cost (£) that was grant funded	£26,968 (£15,503)
Total Cost (£)	£48,076 (£45,295)
Total number of working days taken to complete all adaptations	1082 (1607)
Total number of adaptations competed	13 (15)
Average working days to complete adaptation	83.23 (71.13)

The Chairperson enquired if Homemaster can be tailored to receive the information for the ARC Return. The Homemaster confirmed that Homemaster has been set up to allow Housing Association's to retrieve information to report to the ARC. However, the Association needs to liaise with Homemaster re changes that we need to make.

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

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

## 5c. **FAIR RENT INCREASE**

### ***Redacted as contains sensitive information***

The Housing Manager informed the Board that Fair rent is a protected rent and is charged to residents with a secure tenancy where the landlord or tenant has applied to the Rent Officer to register a fair rent. Fair Rent can only apply to tenancies that started on or before 15 January 1989. The landlord or tenant can apply to have the rent re-assessed every three years and the rent figure is agreed by the Rent Officer.

### **Impact on Cassiltoun Housing Association**

11 tenancies fall under the fair rent provision  
Rents have not been increased since 2018 (Administrative error in 2018 and 2021)  
Rents for these tenancies are between 13% and 26% lower than comparable properties

### **How to determine a 'fair rent' rent increase**

Decision made by the Rent Officer. They will write to the tenants affected to get their views

The Rent Officer will consider:

Comparable rents in the locality

Age, character, locality and state of repair of the dwelling

Furniture provided as part of the rent charge (this doesn't apply to Cassiltoun Housing Association's properties)

### **Proposal**

The Association's rent increase for 2024 was 5.6%.

Cassiltoun business plan is based on a rent increase of CPI plus 2% for the next 3 years. This is likely to lead to a rent increase for tenants in the region of 4 – 5%

The Board were asked to discuss

Applying for a proposed 7% increase of Fair Rents per annum for the next 3 years

This is an increase of circa £30 monthly

This would begin to close the gap between rents for Fair Rent properties and other tenancies.

Julie McNeil enquired of the 11 tenants, how many tenants are on housing benefit. The Housing Manager intimated that not all tenants are on benefits. Julie McNeil intimated that the proposal doesn't seem unreasonable as there has been no increase from 2018.

The Chief Executive Officer intimated the proposal still does not close the gap over the 3 years.

Teresa McGowan enquired of how much per month was the 5.6% rent increase to tenants. On average it would cost an average of £10-£15 per month.

Fair Rent tenants can object to the proposed rise when the Rent Officer consults with the 11 tenants concerned.

Faye Mitchell enquired if the rent charged is the same for the 11 properties. The Housing Manager confirmed that the rent charge is per apartment size.

***After discussion, the Board approved to apply a 7% increase of Fair Rents per annum for the next 3 years. Housing Manager to inform the Rent Officer.***

## 6. CHIEF EXECUTIVE'S BI MONTHLY REPORT

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

### **Regulatory Status/Assurance process 2024**

The Board are aware that the Association has been marked as compliant. Although this is issued by the SHR on an annual basis the Board are reminded that if at any point during the year they identify an area of material noncompliance this should be notified to the SHR and the status can be reviewed.

Proposed Assurance workshops are on the following dates:

- Wednesday 19th June 6- 7
- Wednesday 24th July 6-7
- Wednesday 21st August 6-7
- Wednesday 11th September 6-7

This will enable us to go through all the areas of the Regulatory Framework. We encourage as many Board members as possible to attend the workshops.

*Redacted as contains sensitive information*

The current Assurance improvement plan was attached at Appendix 1.

### **Subsidiary Matters and Subsidiary and Sub Committee Minutes**

**Cassiltoun Trust.** There are no concerns to raise, it is operating within budget and meeting its governance requirements. Head of Asset Management will report later on in the agenda on the heating project.

**Stables Nursery:** There are no concerns to raise, it is operating within budget and meeting its governance requirements.

There have been no subsidiary or sub committee meetings since my last bi-monthly report.

For the June Board meeting, the Chief Executive Officer will present a proposal to retire the Regeneration and Operations Sub-Committee after the AGM and move this area of business onto the main Board.

### **Board recruitment**

As we have had some resignations from the Board we are currently advertising for new members.

The Chief Executive Officer asked Board members to let us know if there is any way that your experience as a Board member can be improved or enhanced as this not only will help us to retain your valuable skills and knowledge but will also assist us with our recruitment process.

### **40th Anniversary**

Director of Operations leading the 40<sup>th</sup> Anniversary celebrations. A meeting has been planned for week commencing 10<sup>th</sup> June 2004 to discuss activities.

### **CEO Training/networking**

Since the March Board meeting the CEO has attended:

- Meeting with Mentor
- Covid enquiry
- Crudens catch up
- NRS programme meeting
- CEO network meeting
- Navigating the relationship between you and your chair – ACOSVO training.

### **Senior Leadership Planning Day**

Our planning day scheduled for May was postponed due to other business priorities (ARC completion)

### **Industry Updates**

Key updates are:

1. Castlemilk Pantry report – circulated to the Board. The Board will note the number of our tenants who use the pantry.
2. Engagement Plan for North Glasgow HA

<https://www.housingregulator.gov.scot/landlord-performance/landlords/north-glasgow-housing-association-ltd/engagement-plan-from-2-may-2024-to-31-march-2025/>

How an issue with lift inspections has led to questions of compliance with the Regulatory standards.

3. Impact of Stigma on Benefit take up

<https://www.povertyalliance.org/wp-content/uploads/2024/05/Get-Heard-Scotland-Report-Impact-of-Stigma-on-Benefit-Take-Up-for-Publication-May-2024-1.pdf>

Report by a Citizens Panel on the impacts of poverty related stigma on benefit take up

### **Business Planning Session 2024**

The Corporate Services Officer has contacted the Board to ascertain the best date for a Board business planning session. In a change to previous years this will be for Board and senior staff only. This will be in October and is a key area of our business planning process and we would strongly encourage all Board members to attend.

### **Procurement activity**

An update will be provided at the meeting on the following areas:

- Park Lighting – going ahead and starts next week
- External Audit – tender returns have been received. A report will be presented to the Audit and Risk Sub Committee

### **Procurement of new photocopier**

One of the Association's copiers is at end of life.

It is also costly in terms of the running costs (servicing) which is based on usage

We have sought three quotes for a new copier and have received the following:

***Redacted as contains sensitive information***

***The Board noted and approved the contents of the Chief Executive's Bi Monthly Report.***

## **7. BUSINESS PLAN 2024 – ANNUAL UPDATE**

The Chief Executive Officer presented the updated Business Plan 2024 which had been circulated with the agenda. All changes to the text have been highlighted in red. The Strategic and Operational objectives have been inserted.

***After discussion, the Board noted and approved the annual update to the Business Plan.***

## **8. CASSILTOUN TRUST – HEATING REPORT**

Head of Asset Management informed the Board that the Cassiltoun Trust Board held a special board meeting today to meet with the two consultants who have been working on a proposal to get a heat source into the Stables Building.

As the Board are aware last June 2023, the Trust Board approached the Association to procure the consultants on their behalf. We are now at the point that the Design Consultant took the Trust Board through the design proposals. This includes 4 x air source heat pumps which will be stationed in the side garden.

A Cost Consultant worked in tandem with the Design Consultant and has produced costs in the region of approx £700,000 (inclusive of VAT). The Trust Board delegated authority to Officers to progress with a procurement plan for the works which is a proposal that will be presented to the Trust Board at their meeting on 26<sup>th</sup> June 2024. They also approved for Officers to explore funding opportunities for the provision of heating within the Building. The CEO has already reached out to a potential funder who could potentially provide in the region of £90,000. Over the next few months, there will be a lot of dialogue across the Cassiltoun Group in relation to the heat source provision, funding and how this will be achieved. By undertaking a procurement exercise we will get the actual costs of a heating system for the building.

Teresa McGowan intimated that she was aware that the heat source pumps did not in old buildings. The Chief Executive Officer confirmed that the heat source pumps being recommended are for industrial purposes not for domestic purposes. Teresa McGowan intimated that she had read that they do not work.

Harry Mills enquired if other options had been explored. Head of Asset Management confirmed that over the years the Trust had explored, Gas provision, reintroduce ground source pump. However, air source seems to be the best option for the fit for the building and also that we could maybe attract funding. The Chief Executive Officer confirmed that the Trust have looked at

Biofuel – we could not get approval



Gas – too expensive as we do not have gas in the building  
Ground Source – don't have the land to install more coils

Harry Mills intimated that he was aware in commercial buildings air source is not working. He had heard that the Government were withdrawing it.

The Trust are at the stage to move forward to get costs based on the drawings.

The Head of Asset Manager confirmed that the heating within the building has not adequate since 2017. We need to get a heat source into the building as soon as we can. We are currently exploring the option of an air source pump. We will carry out due diligence and visit properties that have it installed.

The Board noted the position with regards to the proposals for heating for the Stables Building.

**9. SMART PLAN – DIRECTOR OF OPERATIONS**

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

***The Board noted and approved the Director of Operations SMART Plan for 2024/25***

**10. PENSION – DEFINED BENEFIT**

***Redacted as contains sensitive information***

**11. FINANCIAL CONDUCT AUTHORITY RETURN FOR ADVICE TEAM**

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

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

**After discussion, the Board noted the contents of the Financial Conduct Authority Return for the Advice Team.**

**12. POLICIES**

**12A. ENTITLEMENT, PAYMENT AND BENEFIT**

The Head of Corporate, HR & Finance presented the Entitlement, Payment and Benefit policy (revised).

***After discussion, the Board approved the revised Entitlement, Payment and Benefit Policy.***

**12B. CODE OF CONDUCT FOR BOARD MEMBERS**

The Head of Corporate, HR & Finance presented the Code of Conduct for Board Members policy (revised).

***After discussion, the Board approved the revised Code of Conduct for Board Members Policy.***

#### **12C. PROCUREMENT POLICY**

The Chief Executive Officer presented the revised Procurement Policy previously circulated with the agenda. This was a recommendation from the internal audit of this area.

***After discussion, the Board approved the revised Procurement Policy.***

#### **13. CONTRACT MANAGEMENT SCHEDULE**

The Chief Executive Officer presented the Contract Management Schedule previously circulated with the agenda.

The Board will note from the Schedule outlines all the procurement that the Association has undertaken. The items marked in Green are the procurement that has been undertaken this year. The items marked in red are the procurement required to take place this year.

***Redacted as contains sensitive information***

***After discussion, the Board approved the Contract Management Schedule that will be presented to them annually.***

#### **14. CORRESPONDENCE**

**Thank you note from Laura Edwards, Development Consultant:** Thank you from Laura for her send off on Wednesday 24<sup>th</sup> April 2024

**Thank you note from George Kelly, Ex Chairperson:** Thank you from George for his small gift on his resignation from the Board of Management.

**GSEN facilitating training for Board Members:** 5<sup>th</sup> June 2024 at 10am via zoom. Anyone interested to let the Corporate Team know.

#### **15. APPLICATIONS FOR MEMBERSHIP**

The Board considered 1 membership application as outlined by the Head of Corporate, HR & Finance.

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

**The Board noted and approved for the member to be added to the Share Membership Register and that the Share Certificate would be issued.**

#### **16. SHARE MEMBERSHIP REPORT**

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

In accordance with the Association’s Rules, Section 11, Ending Membership, if Committee are satisfied that “you have failed to attend five annual general meetings in a row and you did not submit apologies”, we will end your membership and cancel your share. This applied to 13 members.

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

- Deceased 1
- Terminated tenancy 3
- Moved outwith the area 1

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

**17. USE OF SEAL**

Use of seal used on one occasion.

**18. ENTITLEMENT, PAYMENTS AND BENEFITS REGISTER**

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

***The Board noted and approval the contents of the Entitlement, Payment and Benefits Register.***

**19. NOTIFIABLE EVENTS**

The Chief Executive Officer intimated that she had previously reported the recent Notifiable Event under her Bi Monthly Report (Agenda Item 6). The Board were reminded that this notifiable event has been closed off by the SHR.

**20. SUBSIDIARY AND SUB COMMITTEE DEICISONS MADE BETWEEN 25<sup>TH</sup> APRIL 2024 – 29<sup>TH</sup> MAY 2024**

None

**21. ACOB**

**MAST Architects: New Social Housing Net Zero Standard in Scotland - Monday 10th June 2024 at 6pm:** Board members reminded of this training workshop which is taking place on Monday 10<sup>th</sup> June 2024 at 6pm.

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

Wednesday 26<sup>th</sup> June 2024 at 6.00 pm

There being no further business the meeting concluded at 7.52 pm

Signature:  
**Chair of Board of Management**

Date: