

**CASSILTOUN HOUSING ASSOCIATION**

**MINUTE OF MEETING OF BOARD OF MANAGEMENT  
HELD ON WEDNESDAY 26<sup>TH</sup> FEBRUARY 2020 AT 6.00 PM  
IN CASTLEMILK STABLES, 59 MACHRIE ROAD**

**Present:**

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

**In Attendance:**

Clair Malpas	Chief Executive Officer
Gamal Haddou	Director of Finance/IT
Fiona McGowan	Director of Operations
Laura Edwards	Development Consultant (Part Meeting - left at 6.25pm)
Paula Brownlie	Corporate Services Manager

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

George Kelly, Chairperson welcomed everyone to the meeting.

No apologies.

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

No Fire drill planned for this evening.

The Chair sought the Board's approval to bring forward agenda item 7 to the beginning of the meeting. The Board unanimously approved.

**1b. QUORUM**

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

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

None

**7. NURSERY SITE DESIGN PROPOSALS**

Laura Edwards, Development Consultant asked the Board if they were happy to proceed with the revised design proposals for the nursery site as outlined by Cathy from Collective.

Teresa McGowan raised her concerns re the loop in the road. Would there be potential for drivers to drive down the same way. Would it cause drivers to park on the road and cause obstruction? Can it be a 2-way road? She also enquired if there was a bicycle lane? Laura Edwards confirmed that she would raise these concerns with the Design Team.

Teresa McGowan enquired if there would be a facility for storing bicycles. Laura Edwards confirmed that there would be bike stands provided.

William Craig enquired if we could impose a speed restriction? Laura Edwards confirmed that she would raise this query with the Design Team.

Debbie MacKenzie intimated that where possible, if the Association could learn from any of the mistakes made at the Athletes Village re roads, blindspots, safety for children playing on the roads. Can we liaise with the housing providers if they encountered any problems.

Evelyn Ferguson intimated that on the site visit to a development in Pollok, there was an issue re the size of the roads and cars turning etc. There was no enough room for a removal van. Laura Edwards to check.

***After discussion, the Board approved in principal to the revised nursery site design proposals based on the outcomes of the concerns raised above.***

Laura Edwards, Development Consultant left the meeting at 6.25 pm.

### **3. MINUTE OF MEETING HELD ON 29<sup>TH</sup> JANUARY 2020**

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

### **4. MATTERS ARISING FROM MEETING HELD ON 29<sup>TH</sup> JANUARY 2020**

Page 6, Social Enterprise Centre: Anna Stuart MBE enquired if we could seek funding from Heritage Scotland. Chief Executive Officer confirmed that this would not be possible.

### **5. ACTION LIST FROM MEETING HELD ON 29<sup>TH</sup> JANUARY 2020**

1. CEO confirmed that she had not received any word from the Princes Trust to ascertain if we can get a hold of the film
2. Pantry – Funding conditions to be presented to CEO of Ardenglen before the end of the financial year. There may be some delays now due to the selling of the Shopping Centre. The new buyer is not giving the Pantry a lease. Now looking at other options, ie local Community Centre. Meeting with the local council, Glasgow Life and CEO from Ardenglen HA on Monday. CEO to keep the Board informed.
3. Delayed to April/May 2020
4. Director of Operations will contact DRS to ascertain who would facilitate at the opening
5. Factoring Analysis has been included in the Management Accounts
6. Still awaiting a reply from Barclays Bank
7. Business Planning processes – documents included on agenda
8. Completed
9. Completed

10. Glasgow Guarantee – MA will be advertised via Glasgow Guarantee this week
11. Completed

## 6. CHAIRS REPORT

The Chair reported.

**Monday 3<sup>rd</sup> February:** Participated in the interviews for the Senior Child Development Officer posts within Cassiltoun Stables Nursery. 3 applicants were successfully appointed.

**Wednesday 5<sup>th</sup> February:** Attended Code of Governance, Whistleblowing and Notifiable Event training workshop facilitated by Stuart Eglinton. Good review and discussion on all topics.

**Wednesday 12<sup>th</sup> February:** Attended the Assurance Workshop on Regulatory Standards 5, 6 and 7 facilitated by Paula Brownlie, Corporate Services Manager. Evidence was presented against the Regulatory Standards. Some gaps were highlighted ie staff to sign off Code of Conduct annually. This will form part of the Staff Workforce Audit in April each year.

Severance policy to be adopted.

Review of GBM role description (SFHA) to ensure it is up to date.

**Thursday 13<sup>th</sup> February:** Attended Community Council meeting. The two main topics up for discussion were the Glasgow City Council budget cuts and the sale of the Braes Shopping Arcade. ***Sentence redacted as commercially sensitive.***

**Thursday 20<sup>th</sup> February:** Attended the Operations Sub Committee meeting.

Friday 21<sup>st</sup> February: Attended a special meeting of the Community Council to discuss the decision of the Scottish Government's Planning Reporting, to give the Mears Group permission to use the old Torbray Care Home for a different use of purpose as that for which it was intended. The local MP Stewart McDonald, was in attendance as was the local City Councillors from each of the three main parties representing Castlemilk. The decision taken was for the politicians to agree on a statement to be released reiterating the deepfelt opposition to the Reporters choice of options not only by the community but by all at Glasgow City Council. The Board will be kept up to date with any developments.

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

## 8. MANAGEMENT ACCOUNTS – JANUARY 2020

Director of Finance & IT presented the Management Accounts for January 2020 previously circulated with the agenda.

The accounts are the ninth set for this financial year. They have been updated for development activity for the remainder of the year.

The accounts are more complicated with the current development expenditure and grants with regular changes to timescales for future development costs and grants within forecasts, loan borrowings. Some costs for future development plans at the Nursery site and amortised HAG showing as a large amount of income.

Overall surplus of £207k. This remains slightly below our pro rata budget by £17k due to fabric repairs of which £115k is rolled over from underspend. Running costs slightly exceed budget and this is reflected in the £36k full year forecast whilst the loan interest is forecast to £43k under budget.

Void loss performance should be well within our target.

Director of Finance & IT brought to the attention some typing errors within the report ie the following should read

Major repairs spending ie £72k on heating; Kitchen & Bathrooms £505,000 and Smoke Detectors £74k. The Board noted the changes to the respect spend on major repairs.

Reactive maintenance costs continue to be well above the budget.

Biggest variation is Legal expenses for both corporate and tenant/owner work.

For the annual accounts, the Money Advice Team staff salaries, currently within wider role will be classified as mainstream housing staff.

Key performance indicators – achieved apart from Accuracy of Maintenance Forecasts.

Covenant Ratios – achieved

Director of Finance & IT informed the Board that Barclays Bank had issued a covenant neutral methodology which needs to be examined. Barclays Bank have still to respond.

Factoring Statistics from 2017 – December 2019: As sought by the Board, the Director of Finance & IT presented the factoring statistics. The Board noted that factoring income gradually increases once invoices are forwarded to owners.

***After discussion, the Board of Management unanimously approved the Management Accounts for January 2020.***

## **9. 2020/21 RENT INCREASE**

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

The Association should review its income level and budget setting each year which will cover all areas of operations. The formal budget will be presented to the Board for approval at their meeting on 25<sup>th</sup> March 2020.

To help provide a framework for any rent increase, it is necessary to consider an indicative budget as well as the business plan, extracts of which were circulated to the Board as part of this report. It is a requirement to give a minimum of 4 weeks notice to tenants of any new rent and also to advise the Housing Benefit section of Glasgow City Council.

The Association needs to take into account the financial environment as well as initiatives and ideas from the government and our stakeholders when reviewing the rent increase. RPI is quite lower than last year and the latest measure was published on 15 January 2020. It is expected to hover around this level although the Association's current spending on management costs is 0.6% lower than a year ago. This arises from no CEO Recruitment and salaries broadly flat from the year earlier. On a like for like basis, management costs are higher by 4.7%. Estate and reactive maintenance is 7% higher continuing the high increases in recent years. The CPI measure of inflation is 1.3%. The national minimum living wage (national wage) is increasing for adults by 6.2% in April 2020 although other people's salaries

throughout the UK are generally increasing by much lower. The UK average cost of living increase is 3.2%.

The rent increase consultation was issued to tenants on 8 January. . This was quite different from previous years as it was agreed to try a different approach and at the same time use an external firm to obtain a random sample of at least 100 replies as well as from our newsletter article.

The options were 2.6%, 3.5% or lower than 3.5%.

There were 21 responses received directly and 133 from the external survey carried out by Research Resource.

From the 133 sample, overall 113 people said that their rent was affordable with 5 people saying it was difficult to afford. The remaining 15 people said that the rent is fairly difficult to afford. This outcome will be impacted by 55 people receiving full housing costs paid and another 51 people receive no housing benefit help.

Of those who responded, 52 agreed a 2.6% increase and 64 agreed a 3.5% increase.

The mainstream rental income proposal is to increase rents by 2.6% which is lower than last year and allows the Association to be close to its business plan rental income amount.

A recent poll of 42 other Housing Associations circulated by GWSF between November – December 2019, shows that most are looking to increase their rents between 1.5% - 3.5%.

Kim McKee intimated that we need to listen to our tenants and what they can afford. Or independent report outlines that some tenants cannot afford their rent, please are struggling and the Association should take this into account.

George Kelly enquired if 3% would be a realistic increase to allow the business meet costs and retain services. Chief Executive Officer confirmed that some tenants are unable to afford an increase. The Association would look at savings where possible to eradicate higher rent increases to tenants.

Teresa McGowan enquired of the consequences of UC on the business and arrears increasing and if the business can incur these losses. Director of Finance & IT confirmed that the business is healthy with a good bank balance.

Julie McNeil enquired if the 2.6% rent increase would post a risk to the business. Director of Finance & IT confirmed that it would not.

***After further discussions, the Board unanimously agreed on a 2.6% rent increase to tenants effective from 1st April 2020.***

***It was also unanimously approved an increase of 5.0% to the Talbot Association for Buchanan Lodge effective from 1<sup>st</sup> April 2020.***

## **10. BUSINESS PLANNING PROCESSES**

- 10a. Strategic and Operational Objectives:** The CEO presented the revised Strategic and Operational Objectives that the Board had gone through at their Business Planning Workshop on 16<sup>th</sup> January 2020. Staff have also been taken through the objectives. Taking into account their views and suggestions, the Board were asked to bring forward the Staff

Structure review to Quarter 2 and delay the creation of Cassiltoun Environmental Services to Quarter 4.

***The Board unanimously approved the Strategic and Operational Objectives for 2020/21.***

- 10b. SWOT & PEST:** The Board at their workshop on 16<sup>th</sup> January, revised the SWOT and PEST Analysis. Staff also contributed at the Staff Team Building Away Day in August 2019.

***The Board unanimously approved the SWOT and PEST analysis for 2020/21.***

- 10c. CHA RISK REGISTER:** The Board at their workshop on 16<sup>th</sup> January, revised the CHA Risk Register which had been presented to the Audit & Risk Committee for approval.

***The Board unanimously approved the CHA Risk Register for 2020/21.***

**11. DATA SUBJECT RIGHTS AND SUBJECT ACCESS REQUEST POLICY**

The Corporate Services Manager presented the above policy previously circulated with the agenda.

***The Board unanimously approved the Data Subject Rights and Subject Access Request Policy.***

**12. CORRESPONDENCE**

**Letter from EVH:** A letter of thanks for renewing the Association's membership with EVH for 2020/21.

**GWSF Annual Regeneration Conference:** Save the Date, Friday 19<sup>th</sup> June 2020 at Cadder Community Centre

**SHARE Training, the Role of Committee/Board in delivering good governance:** 10<sup>th</sup> March 2020, SHARE's offices, 5.30 pm – 7.30 pm

**SFHA CEO Conversations, Thought Leadership Series, 11<sup>th</sup> March 2020 between 6-8pm:** CEO has registered her interest to attend.

**Thank you note from SFHA Policy Lead, Zhan McIntyre:** A letter of thanks sent to our CEO for speaking at the Gathering on Thursday 20<sup>th</sup> February 2020.

**Thank you email from Social Enterprise Academy:** Email to our CEO to thank her for her presentation at the SFHA Social Enterprise workshop on 28<sup>th</sup> January 2020.

**13. APPLICATIONS FOR MEMBERSHIP**

The Board considered one membership application as outlined by the Corporate Services Manager.

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

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

14. **USE OF SEAL**

Used on two occasions.

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

None

16. **NOTIFIABLE EVENTS**

None

17. **SUBSIDIARY & SUB-COMMITTEE DECISIONS & MINUTES MADE BETWEEN 30<sup>TH</sup> JANUARY 2020 – 26<sup>TH</sup> FEBRUARY 2020**

***Operation Sub Committee Meeting – 20th February 2020***

The members of the Operation Sub Committee approved the brick choice for 57-85 Castlemilk Drive – on behalf of the Regeneration Sub Committee:-

Preferred bricks:-

Village Harvester Multi with Leicestershire Russett Mixture

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.

Approval to write off the following:-

- o £13,733.67 in former tenant arrears and
- o £785.35 in former tenant credits

Approval to write off the following:-

- o £1,167.62 in former owner arrears
- o £1,045.27 in former owner credits

Approved: Annual Letting Plan

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

**18. HEALTH & SAFETY/HWL**

- 18a. H&S:** The H&S Committee met on 18<sup>th</sup> January 2020. No areas of concern. A copy of the minutes were circulated with the agenda.
- 18b. HWL:** A copy of the HWL Action Plan for December 2019 – December 2020 was circulated for the Board’s attention with the agenda. The Working Group will continue to implement the actions of the Plan in order to sustain our accreditation.

**19. AOCB**

**CEO Appraisal Date:** Date to be organised with the of Office Bearers within the next month.

**Replacement of Windows Contract – Challenge:** The CEO reported that the challenge had been dropped. No further action required.

*Item redacted - sensitive*

**Cassiltoun Environmental Services:** Anna Stuart MBE asked for an update. The CEO informed the Board that she had received confirmation from OSCR and the matter is still outstanding.

**Subsidiary Governance Documents:** The Intragroup Agreement and Service Sharing Agreement should read “Notice” ..... by not less than 7 days notice

All subsidiary papers and sub committee papers should be circulated to the Parent Board at the same time the papers are sent out to the respective subsidiary or sub committee – this should read that “All subsidiary minutes and sub committee minutes should be circulated with the Chief Executive’s Bi-Monthly report bi-monthly. Any reports relating to the subsidiary or sub committee meetings can be obtained via the Corporate Department.

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

Wednesday 25<sup>th</sup> March 2020 at 6pm

There being no further business the meeting concluded at 7.28 pm

Signature:  
**Chair of Board of Management**

Date:

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