

**CASSILTOUN HOUSING ASSOCIATION**

**MINUTE OF MEETING OF BOARD OF MANAGEMENT  
HELD ON WEDNESDAY 24<sup>TH</sup> NOVEMBER 2021 AT 6.00 PM VIA VIRTUAL ZOOM MEETING**

<b>Present:</b>	George Kelly Teresa McGowan Evelyn Ferguson William Craig Kim McKee	Anne M Stuart MBE Chris O'Brien Julie McNeil Richard Sullivan
<b>In Attendance:</b>	Clair Malpas Gamal Haddou Fiona McGowan Paula Brownlie Paddy McKenna  Linda Frame  Nicole Ward	Chief Executive Officer Director of Finance & IT (Part Meeting – left at 7.20 pm) Director of Operations (Part Meeting – left at 7.23 pm) Corporate Services Manager Community Development Manager (Part Meeting – left at 6.43pm)  Rep from Community Advisory Committee (Part Meeting – left at 6.20 pm)  Rep from Community Advisory Committee (Part Meeting left at 6.20 pm)

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

The Chairperson welcomed everyone to the meeting and thanked the representatives from the Community Advisory Committee for coming along to present their report. The Board were reminded that they were to speak through the Chair and to raise their hand if they wanted to ask a question.

Apologies were received from Maureen Watson, Geri Mogan, Gordon Williamson and Barbara Dusik.

The Chairperson sought the Board's approval to bring Agenda Item 5 forward on the agenda. The Board 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

## 5. COMMUNITY ADVISORY PANEL REPORT – ESTATE MANAGEMENT

Community Development Manager (CDM) introduced two representatives from the Community Advisory Panel, Linda Frame and Nicole Ward.

As the Board are aware, the Community Advisory Panel's role is to examine, investigate, and review services on behalf of tenants and residents in order to improve them. The Community Advisory Panel investigated the Association's Estate Management Service. To allow them to investigate this service, they followed the undernoted process: -

Interviewing Association's staff

Reviewing and analysing the Association's key documents relating to Estate Management

Reviewing our website

Comparing with other HAs – checking their websites, visiting other RSLs, seeking information with regards to finances

Based on their findings of the investigations, a report was developed for the Board to consider with a number of recommendations. An action plan will be drawn up.

Linda Frame (LF) intimated that the Panel met to discuss how they wanted the meetings to run ie respect each other's opinions; invite everyone to contribute; stick to the agenda; share responsibilities; let everyone have their say; confidentiality; equality and diversity.

Nicole Ward (NW) indicated that the Panel met to discuss the topic that they would wish to investigate. LF confirmed that the Panel agreed that the Group should be called the Community Advisory Panel. LF also intimated that she found the whole process very interesting and that the panel had gathered a lot of knowledge on estate management. NW also confirmed that she found the process very interesting and for her personally she would like to find out more about the Association and its finances as a whole. LF stated that some members did not like Zoom meetings and would prefer to meet in the office. Hopefully going forward and with the change in Scottish Government Guidelines re COVID, the Panel can meet in the office or perhaps operate a hybrid system.

The Chief Executive Officer thanked the Panel for their hard work and intimated that the report was very detailed with a lot of recommendations. The Vice Chairperson stated that the report was well thought out and it gave Board Members a number of recommendations that can address Estate Management.

Teresa McGowan thanked the Panel for their very detailed report. The Chair also thanked the panel for covering the large area of Estate Management and providing a report with a number of recommendations for the Board to consider. Julie McNeil intimated that she very much welcomed the report as this issue feeds into our satisfaction surveys and that this topic very much matters to our tenants. William Craig endorsed what everyone else had said.

### **6.20 pm – Linda Frame and Nicole Ward left the meeting.**

The Chief Executive Officer took the Board through the Panel's recommendations: -

	<b>Recommendation</b>	<b>Status</b>
1.	Start back the Estate Action Group and bring together external agencies, partner organisations and tenants to highlight issues in the estate and discuss solutions.	Will resurrect meetings next year (2022). CDM and Senior HO will be driving this forward

2.	Have a quarterly calendar of open access Estate Walkabouts for tenants to understand Estate Management better, share solutions and be involved.	This is linked to recommendation 1 and will form part of this programme
3.	Review and update the Estate Management Policy as many points are out of date.	DoO to review in Qrt 4
4.	Make a Digital Copy of the Tenant Handbook available - this has essential information in it and it may be that people either have an older version or may have misplaced their hard copy.	CEO and DoO to investigate and see how we can achieve this – Qrt 4
5.	Cassiltoun to do a cost benefit analysis of an in-house bulk service vs a contractor as other Housing Associations have done this.	DoO is having discussions with other local RSLs – is it more cost effective to work together re bulk loads. Board will be kept informed of any proposals going forward.
6.	Review with tenants letters about fly-tipping.	Remove any jargon and make them more generalised; are they getting the message across; what is the tone of the letter. Is it better to set up a focus group to concentrate on letters separately
7.	Include in letters alternative resources that are available and cheaper than the Glasgow City Council bulk upload: add in charities that can pick up the bulk and upcycle and reuse them.	DoO intimated that we can put down charities that can pick up bulk etc, however the Association cannot promote other businesses that charge. Communities team to draft up a poster of the charities that uplift bulk and recycle goods
8.	Put up Poster and other communications across the estate highlighting how to use the MyGlasgow App for reporting fly-tipping and other issues. For this information to be regularly updated and reviewed to ensure it is in date.	We cannot put signs on lamp posts etc. There is a new noticeboard on the entrance to the park at Tormusk Gardens that highlights fly tipping and estate management. Social media and newsletters to promote My Glasgow App for reporting fly tipping etc
9.	Review letters with tenants with regards to accessibility, in particular for people who do not speak English. There is a website that automatically translates any documents different languages – all customer facing staff to be made aware of this to signpost tenants to.	Tenants are signposted to websites and apps to translate
10.	When any new tenant signs up to a tenancy they should be referred to the Digital Inclusion Worker to physically show them how to use MyGlasgow App, Google Translator and other useful digital tools (e.g. AllPay).	Discussion with CDM how this practically can be put in place Can we pre-record a message that can be

		circulated to tenants etc via social media
11.	Posters and other communications highlighting the background work that is going on within Estate Management such as a “You said, We did” – it is not clear to many tenants how much work is going on to resolve issues or what the processes are.	As above We can promote via newsletter
12.	Promote proper use of recycling bins more.	Newsletters and social media Julie McNeil intimated that more bins should be supplied to tenants. DoO confirmed that there is a financial cost to the Association and we regularly replace bins.
13.	Work with other local Housing Associations to tackle Estate Management issues collectively and share ideas, including creating space for tenant groups to meet.	HM (Services) had met with other local RSLs pre covid on these issues. It is hoped these meetings will be resurrected in the new year.
14.	Use tape to highlight that a fly-tipping issue is currently being dealt with by Cassiltoun as when it appears undealt with it can result in more fly tipping and also results in tenants phoning the office (inspiration from Argyll Community Housing Association).	To investigate further and perhaps trial this idea

After discussion, the Board noted and approved the report provided by the Community Advisory Panel. The Board Action plan to be presented to the next Advisory Panel. Updates on Action Plan to be given to Board.

**6.43 pm – Community Development Manager left the meeting.**

**3a. MINUTE OF MEETING HELD ON 28<sup>TH</sup> OCTOBER 2021**

The minute of meeting held on 28<sup>th</sup> October 2021 where noted and approved on the motion of Anna Stuart MBE and seconded by Teresa McGowan.

**3b. MATTERS ARISING FROM MEETING HELD ON 28<sup>TH</sup> OCTOBER 2021**

**Page 2, Procurement of Contractor for Gas Servicing 2022-25.** Vice Chairperson confirmed that she cannot attend the site visits due to other commitments.

**Page 14, Rent Options:** Teresa McGowan enquired if the charges for rents for 2 and 3 apartment rents could be discussed at a future Operation Sub Committee as she had thought there was a £10 difference per room. DoO confirmed that the rent is an average throughout.

**3c. ACTION LIST FROM MEETING HELD ON 28<sup>TH</sup> OCTOBER 2021**

	Details	Person Responsible	Status
1.	Asbestos Management Plan will be presented as part of the next Operations Technical Report	Housing Manager (Property)	Outline of plan being presented to H&S Committee Monday 22 <sup>nd</sup> Nov 2021 – <b>to be removed</b>
2.	Scottish Government have issued guidance on EESSH2 and workshops have been set up to take Board through the guidance on 11th August 2021 and 18th August.	Housing Manager (Property)	Workshops will be carried out in Qrt 4 - <b>to be removed</b>
3.	The Board unanimously approved to procure a contractor to fulfil the terms of the funding from the Social Housing Fund for Improved Walking and Cycling Facilities.	DoO	Project Plan to be presented at Operations Sub Committee in Jan 22 – <b>to be removed</b>
<b>Actions from meeting held on 23<sup>rd</sup> June 2021</b>			
4.	Benchmarking on reactive repair costs to be carried out Qrt 3	DoF/IT	Report to be carried out by Quarter 3 – will be included in the Board agenda for January
5.	Board recruitment – Board agreed to wait until after AGM which will give time for Comm Dev Manager to assess community uptake	CEO	Forms part of CEO and CSM operational targets – <b>to be removed</b>
<b>Actions from meeting held on 29<sup>th</sup> September 2021</b>			
6.	Review of office opening hours at the end of December 2021	CEO	To be discussed at January 2022 board meeting – <b>to be removed</b>
7.	At next Operations Sub Committee discussion re 15 furnished flats to take place	DoO	Next meeting scheduled for 20 <sup>th</sup> January 2022 – <b>to be removed.</b>
8.	Update on Afghanistan Refugees to be provided to board at next meeting if decision is not needed urgently Board members will be contacted	HM(S)	To be presented to Operations Sub Committee in Jan 22
9.	CCTV Camera – to be taken over from the Trust	CEO	CCTV owed by CHA – can be removed.
<b>Actions from meeting held on 28<sup>th</sup> October 2021</b>			
10.	Update re Sidey Window Programme to be presented at next board meeting	DoO	DoO informed the Board that with regards to the ingles – side panels being filled with UPVC. QS working out costs. Hopefully within budget. Instructed work to be done. Issue with windows at the side of back doors. Sidey are changing this at no cost to us. Teresa McGowan intimated that she raised concerns re the sizes of the doors. DoO confirmed that this is the standard sizes of the doors. The doors are manufactured to a set size. Teresa

			McGowan to contact DoO after the meeting.
11.	Assurance improvement plan – remove areas highlighted in green  Set up workshops for next review of Regulatory Standards – dates to be sent out prior to Christmas	CEO	<b>Dates of workshops to be sent out in New Year</b>
12.	Business planning – agreed to look at a venue and to carry out our business planning processes in Jan 22	CEO	<b>To be discussed at Board meeting on 24<sup>th</sup> November 2021</b>
13.	Pension – independent advice to be sought and workshop set up with Board to discuss	CEO/DoF	<b>On Board agenda for meeting on 24<sup>th</sup> November 2021</b>
14.	Company Jeep – Board approved to sell. Come back to Board with alternative solution in New Year	DoO	<b>To be report to Board as part of the Budget process for 22/23</b>

#### 4a. **CHAIR'S REPORT**

**Tuesday 11<sup>th</sup> November:** Board Pre agenda meeting with CEO

**Thursday 17<sup>th</sup> November:** Chair was due to attend the Business Planning training session with SHARE but had to pull out at the last minute because of family matters.

**Tuesday 22<sup>nd</sup> November:** Attended SFHA Webinar entitled Effective Controls in a remote environment. This event was facilitated by Alan Stokes of the SFHA and presented by Louise Tweedie who is a Partner Auditor in a company called RSM. Louise works mainly with Charities, Academies and Higher Education Institutes but she also is a trainer/presenter to the third sector. It was a very interesting webinar and covered all aspects of the changes we as housing providers went through during the pandemic and what we can do moving into the future. A copy of the webinar will soon be posted on the SFHA's web site.

#### 4b. **CHIEF EXECUTIVE OFFICER'S 6 MONTH REVIEW**

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

The Board had nothing further to add to the 6-month review and noted the contents of the review.

#### 6. **STRATEGY AND DEVELOPMENT FUNDING PLAN 2022/23 – 2026/27**

The Chief Executive Officer presented the above document previously circulated with the agenda on behalf of Laura Edwards, Development Consultant.

The submission of an annual SDFP covering the following five years on a rolling programme allows the Association to show GCC how we can contribute to delivering the Strategic Housing Investment Priorities for the City as well highlighting issues or development constraints in delivering new homes.

A report will be presented to the Regeneration Sub Committee at their meeting in January 2022 regarding the tenure type at Homes by the Park.

Director of Finance & IT intimated that an Options Appraisal would be required if Homes by the Park was to go ahead to ascertain affordability and how these properties would fit into our Business Plan.

**After discussion, the Board noted and approved the Strategy and Development Funding Plan submission for 2022/23 – 2026/27.**

## **7. PUBLIC PROCUREMENT PRIORITIES MID YEAR PROGRESS**

The Chief Executive Officer presented the above document previously circulated with the agenda on behalf of Laura Edwards, Development Consultant.

***The Board noted and approved the Public Procurement Priorities Mid Year Progress report.***

## **8a. MANAGEMENT ACCOUNTS – OCTOBER 2021**

The Director of Finance & IT presented the October 2021 Management Accounts previously circulated with the agenda.

With regards to the Castlemilk Drive development programme, we have moved properties from under construction to being completed. £34.5m has been moved to Real Asset Management software to get the correct depreciation and component figures. Laura Edwards assisted a few months ago with component accounting.

In terms of our underlining position, we are no different to the first 6 months of the year. We are a little behind on where we would like to be on our operating surplus. Reactive maintenance has an accrued cost of £20,000. The trend is not much different than the previous month. In July we were £28,000 above the budget, today it is £22,000 above budget.

Capital expenditure – there was an extra £0.5m for Castlemilk Drive's contractor certificate spend. This has been processed and paid.

At the bottom of page 2 of the Management Accounts, there was a typing error. It should read £34.5m has been moved from under construction to properties complete. This will change our depreciation figure. It will fundamentally change the surplus figure.

Compared to this time last year, we are a little bit worse of, due to £78,000 more management costs, £96,000 on repairs but what offsets this is quite a lot more of grant income ie £142,000.

Arrears trends stays flat. However, as at today, arrears have dropped by approx £2,000.

We have received a cost from a contractor regarding the provision of equipment for Hybrid meetings. SMT are seeking further options and costs. We are also seeking the advice of our Digital Inclusion Officer on the matter.

The Vice Chairperson enquired if the temporary members of staff within the Finance Department had received appropriate training. The Director of Finance & IT confirmed that training had been supplied.

KPIs – we met the timely production of accounts. The number of days to pay suppliers had increased. This may be due to ad hoc invoices taking longer to be authorised. Main contractors have been prioritised to ensure payment is made.

Covenants – all maintained.

***After discussion, the Board unanimously approved the Management Accounts for October 2021.***

**8b. RENT SETTING POLICY**

The Director of Finance & IT presented the Rent Setting Policy previously circulated with the agenda.

***After discussion, the Board unanimously approved the revised Rent Setting Policy.***

**7.20 pm – Director of Finance & IT left the meeting.**

**9. PROPOSED SALE OF LAND BETWEEN 29 AND 31 CROFTFOOT TERRACE**

The Director of Operations presented the above report previously circulated with the agenda on behalf of Laura Edwards, Development Consultant.

The purpose of the report was to propose the selling of a small path at Croftfoot Terrace to Crudens Homes West.

***After discussion, the Board unanimously approved to sell the strip of land between 29 and 31 Croftfoot Terrace, as noted in Appendices 1 and 2 of the report to Crudens Homes West (CHW) for the price of £750, on condition that***

- (a) CHW cover the Association's legal costs incurred in the sale transaction***
- (b) Cassiltoun HA retain rights for any pipes, cables etc under the lane and also pedestrian rights of access over the surface lane to allow continued access for the tenants in the event that they require it.***

Teresa McGowan enquired if it will be contained within the sale that Crudens maintain this piece of land. Director of Operations intimated that she will ensure that this is contained within the sale.

William Craig enquired as to why this is needed. Director of Operations confirmed that Crudens need it for access purposes.

**7.23 pm Director of Operations left the meeting**



**10. REVIEW OF DISPOSAL POLICY – ADVICE FROM TC YOUNG**

The Chief Executive Officer presented the above policy that had been reviewed by TC Young.

**After discussion, the Board unanimously approved the revised Disposal Policy.**

**11. INDEPENDENT PENSION REVIEW**

The Chief Executive Officer informed the Board that as previously discussed at the last meeting, she had gone out to tender for an Independent Pension Review. The tender should be returned in December. It is hoped that the review will be carried out in Quarter 4.

**The Board noted the updated position of the Independent Pension Review.**

**12. POLICIES (POLICIES RE DEFERRAL)**

The Chief Executive Officer sought the Board's approval to defer the review of the undernoted policies to Quarter 4 of 2021/22.

Notifiable Events	November 2021
Vulnerable Adult and Child Protection Policy and Procedure	September 2021
Board Member Recruitment & Selection	November 2021
Board Member Induction	November 2021
Board Member Learning & Development	November 2021
Attendance Management	November 2021
Estate Management	
Void Management	June 2021
Neighbour Relations	
Abandonment Policy & Procedures	
Asset Management Plan	October 2021 * to be reviewed after stock condition survey
Tenants Alterations & Improvements & Compensation Policy	
Rechargeable Repairs	
Right to Repair	
Tenant Participation Strategy & Action Plan	June 2021

**The Board unanimously approved to defer review of these policies to Quarter 4.**

**13. POLICIES**

**13a. BOARD PRIVACY NOTICE**

Corporate Services Manager presented the above document which had been reviewed by the Association's Data Protection Officer.

**The Board unanimously approved the above Notice.**

**13b. STAFF PRIVACY NOTICE**

Corporate Services Manager presented the above document which had been reviewed by the Association's Data Protection Officer.

**The Board unanimously approved the above Notice.**

**13c. TENANT PRIVACY NOTICE**

Corporate Services Manager presented the above document which had been reviewed by the Association's Data Protection Officer.

**The Board unanimously approved the above Notice.**

**13d. WEBSITE PRIVACY NOTICE**

Corporate Services Manager presented the above document which had been reviewed by the Association's Data Protection Officer.

**The Board unanimously approved the above Notice.**

**13e. DATA PROTECTION POLICY**

Corporate Services Manager presented the above document which had been reviewed by the Association's Data Protection Officer.

**The Board unanimously approved the above policy.**

**13f. DATA PROTECTION IMPACT ASSESSMENT PROCEDURE**

Corporate Services Manager presented the above document which had been reviewed by the Association's Data Protection Officer.

**The Board unanimously approved the above procedure.**

**13g. DATA SUBJECTS RIGHTS PROCEDURE**

Corporate Services Manager presented the above document which had been reviewed by the Association's Data Protection Officer.

**The Board unanimously approved the above procedure.**

**13h. PAYMENT OF EXPENSES TO BOARD OF MANAGEMENT AND STAFF MEMBERS**

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

**The Board unanimously approved the above policy.**

**14. CORRESPONDENCE**

**Thank you note:** Senior Housing Officer received a thank you note from a tenant who had assisted him with a tenancy matter.

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

**16. USE OF SEAL**

None

**17. ENTITLEMENT, BENEFIT AND PAYMENTS**

None

**18. NOTIFIABLE EVENTS**

*Item redacted as contains sensitive information.*

**19. SUBSIDIARY AND SUB COMMITTEE DECISIONS MADE BETWEEN 29<sup>TH</sup> OCTOBER 2021 – 24<sup>TH</sup> NOVEMBER 2021**

**Regeneration Sub Committee Meeting – 21st October 2021**

Election of Chairperson – Teresa McGowan, Anna Stuart to stand in if Teresa is absent.

Defects Policy - Approved

**20. HEALTH & SAFETY/HWL**

H&S Landlord Committee meeting was deferred to Monday 29<sup>th</sup> November 2021

HWL: Working through Action Plan. Currently looking at Health Checks for staff.

CEO informed the Board that at the Resilient Group meeting that she had attended, the Group discussed the increase of absence and stress among RSLs due to COVID 19.

21. **AOCB**

**Solar Panels:** Vice Chairperson discussed solar panels for our housing. The CEO intimated that this is something that the Association could consider for future housing. Future newsletter could inform tenants of the advantages of solar panels.

**December Salaries:** Payment of December salaries – 21<sup>st</sup> December 2021. The Board approved.

**Business Planning Day:** 19<sup>th</sup> January 2022 in Radisson Blue Hotel. The Board noted and approved this date and venue and permitted the close of the office to facilitate this event. If staff and board do not feel comfortable to attend due to COVID, this will be accommodated and other options to be explored in order for them to attend.

The Chairperson wished everyone a very Happy Christmas and New Year.

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

Wednesday 26<sup>th</sup> January 2022 at 6.00 pm

There being no further business the meeting concluded at 7.35 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.**