

CASSILTOUN HOUSING ASSOCIATION

MINUTE OF MEETING OF BOARD OF MANAGEMENT
HELD ON WEDNESDAY 28TH JANUARY 2026 AT 6PM WITHIN CASTLEMILK STABLES OR
VIA ZOOM, 59 MACHRIE ROAD, GLASGOW

Present: Anna Stuart MBE, Chairperson
Julie McNeil
Faye Mitchell
Mark Tedford
Pamela Gibson
Allana Hammell – Zoom
Bridget Crossan – Zoom
Natalie Tobin – Zoom
Ryan Barclay – Zoom
Richard Sullivan, Zoom (Part meeting, left at 7.00 pm)

In Attendance: Clair Malpas, Chief Executive Officer
Clare MacLean, Housing Manager
Fiona McGowan, Director of Operations
Paula Brownlie, Head of Corporate, HR & Finance
Emma Scott, Asset Manager
Anne Miller, Advice Team Co-ordinator (Observer)
Karen Devin, Observer

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 Gayle Fitzpatrick, Teresa McGowan and John Williams, Head of Asset Management.

The Chairperson introduced Karen Devin, who has expressed a wish to join the Board of Management. All board members and staff introduced themselves to the observer.

Officers and observers will be asked to leave the meeting at Agenda Item 20. Chief Executive Officer will remain.

The Chairperson sought the Board's approval to bring forward Agenda Item 6. This agenda item will be taken after Agenda Item 2. ***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)

Agenda item 7: Proposed Rent Increase 2026-27: Bridget Crossan declared an interest and will not take part in the discussion.

6. TENANTS SATISFACTION SURVEY AND OUTCOME OF RENT CONSULTATION

Item redacted as contains sensitive information presented the main findings from the Tenants Satisfaction Survey which was carried out early – mid November 2025. 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

538 interviews were completed with Cassiltoun tenants, providing data accurate to +/-5%. Analysis shows the survey sample is broadly representative by geography and property type. This provides robust data upon which the Association can be confident about making decisions.

Overall Satisfaction:

2025	89%
2022	84%
2019	91%
Scottish Average 87%	

Keeping tenants informed

2025	99%
2022	95%
2019	100%
Scottish Average 90%	

Internet Access

2025	89% have access to the internet
2022	79%

Repairs Satisfaction

2025	84%
2022	80%
2019	90%
Scottish Average 87%	

Quality of the Home

2025	91%
2022	83%
2019	91%
Scottish Average 85%	

Value for Money

2025	75%
2022	81%
2019	83%
Scottish Average 82%	

Affordability of rent

2025	45%
2022	59%
2019	61%

Affordability of fuel bills

2025	50%
2022	12%
2019	72%

Neighbourhood Management

2025	93%
2022	91%
2019	94%
Scottish average 84%	

The Chief Executive Officer intimated that the Association will be drafting an action plan in relation to the Tenants Satisfaction Survey and will present it to the Board for monitoring.

The Board noted the contents of the Tenants Satisfaction Survey and thanked Lorna Shaw for the work that she had carried out.

Rent Consultation

The survey was undertaken by a combined telephone and email methodology. A total of 210 interviews were completed with tenants. Tenants also had the option to respond online via a QR Code, by email, by telephone or by speaking to a member of the Association's staff team.

This is a 20% response rate from the Association's overall tenant base and provides data accurate to +/-5.9% accuracy (based on a 50% estimate at the 95% level of confidence).

Tenants were asked if they supported the 5.6% increase. 41% intimated that they did support the 5.6% increase whereby 59% intimated that they did not and would prefer another option.

The most common response to a preferred option was 31.8% stated that they would prefer no increase

14% intimated that they would prefer a lower increase but didn't specific the amount
8.4% stated that they would prefer the increase to be more similar to wages/inflation
5.6% stated that they would prefer an increase of between 3% and 4%

The Board noted the contents of the Rent Consultation.

Item redacted as contains sensitive information left the meeting at 6.30 pm

Mark Tedford intimated that in relation to rent consultation were tenants have intimated affordability, that the Association should be stepping in to assist those tenants. Housing Manager confirmed that our Advice Team reach out to those tenants offering advice and assistance.

Mark Tedford raised the issue with regards to repairs. The Housing Manager intimated that as the Board are aware, we limited our investment programme in our properties for around 4 years due to New build, COVID and high inflation. £1.5m has been spent during 2025/26 in replacing windows, bathrooms, kitchens etc. We have still to approve the investment budget for 2026/27.

Mark Tedford intimated that it was good to see digital inclusion in relation to repairs and contractors.

The Chairperson raised the issue of the environment and that a lot of the issues are not the Association's responsibility. Glasgow City Council have cut back on services.

Faye Mitchell intimated that when looking at digital transformation that we should ensure they are compatible with mobile phones.

Bridget Crossan intimated that in relation to the Tenant Satisfaction Survey results, that on the whole the results were promising with some areas that need to be addressed. She thanked the staff team for all their hard work.

Mark Tedford enquired of benchmarking of rent increase in relation to local Housing Associations. The Chief Executive Officer intimated that we use the GWSF Rent Consultation results as well as Scottish Housing Network's rent consultation survey results.

3a. MINUTE OF MEETING HELD ON 26TH NOVEMBER 2025

The Chairperson asked all board members present at today's meeting received their papers in time and have read and understood the papers.

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

The minute of meeting held on 26th November 2025 were noted and approved on the motion of Julie McNeil and seconded by Allana Hammell.

3b. MATTERS ARISING FROM MEETING HELD ON 26TH NOVEMBER 2025

None

3c. ACTION LIST FROM MEETING HELD ON 26th NOVEMBER 2025

	Details	Person Responsible	Status
Actions from meeting held on 25th June 2025			
1.	White Paper on changes to Welfare Reform – Summary on the changes to be circulated to the Board	HM	Advice team to present summary at the beginning of the January 26 Board meeting
Actions from meeting held on 28th October 2025			
2.	Circulate programme to Board re removal of tanks from 5 apartment blocks	HaM	Board to be updated at January Board meeting (Technical Performance Report) - Complete
3.	How many tanks have we to remove in total and when is it envisaged that they will all be removed – details to be provided to the Board	HaM	Board to be updated at January Board meeting (Technical Performance Report) - Complete
4.	Medical Adaptations – report to be provided to Board on the break down of adaptations per household and how does it compare to other years	HaM	Board to be updated at January Board meeting (Technical Performance Report) - Complete
5.	Days to complete adaptations to be detailed in Performance Report.	HaM	Board to be updated at January Board meeting (Technical Performance Report) - Complete
6.	Damp and Mould - cases being opened and cases being reopened to be included in future Performance Reports	HaM	Board to be updated at January Board meeting (Technical Performance Report) - Complete
7.	<i>Item redacted as contains sensitive information</i>	HaM/HM	<i>Item redacted as contains sensitive information</i>
Actions from meeting held on 26th November 2025			
8.	Assurance Action Plan – update to be given at January 26 Board meeting	CEO	To be part of CEO Bi Monthly that will be presented to Feb Board meeting
9.	<i>Item redacted as contains sensitive information</i>	CEO	Included in rent increase paper to be presented at Jan 26 Board meeting
11.	Rent increase proposal to consult with all non-Fair Rent tenants on CPI plus 2%	HM	Completed
12.	Procurement Board agreed to the procurement of the following: (a) A contractor to undertake stair-cleaning (b) A contractor to undertake environmental maintenance The Board also agreed to forego the usual interview process and instead agree to	HaM	Completed Recommendations being made at January Board meeting

	written quality submissions from shortlisted applicants The Board further agreed to give delegated authority to the Head of Asset Management as follows: <ul style="list-style-type: none"> • To carry out the shortlisting of firms following Capability Assessment (SPD Format) • To carry out the quality assessment • To establish appropriate community benefit requirements for the project • To make recommendations to the Board of Management for any contract award 		
13.	<i>Item redacted as contains sensitive information</i>	HCF	Completed
14.	Community Connector post – if internal candidate is successful, Board approved to second the candidate to the post If the internal candidate is successful in obtaining the post, the vacant post will be advertised internally	CEO	Minutes of Office Bearer meeting to be presented to Board at meeting in Jan 26

4. MINUTE OF OFFICE BEARER MEETING HELD ON 10TH DECEMBER 2025

The Board noted and approved the content of the minute of the Office Bearers Meeting held on 10th December 2025.

5. CHAIRS REPORT

Anna Stuart MBE, Chairperson provided her report as follows:

9 th December 2025	CHLEG 1 st Conference at the Birgidale Complex. Great day. Around 26/28 people attended and we had two guest speakers, one was Angus McIntosh from the Law Centre.
11 th December 2025	Attended the Scottish Parliament with Carole Ewart for the launch of the Scottish Human Rights Commission Report. Great night, was interviewed on film for training purposes. Met a lot of people and was asked to sit on committee for Housing & Disabilities. Angela O'Hara, Chair of SHR Commissions thanked me in her speech as I am mentioned in the report.
15 th and 17 th December 2025	Filming with Kathleen
8 th January 2026	Tender Opening for Stair Cleaning and Environmental Contracts.
8 th January 2026	CHLEG meeting – Gordon McKee's Assistant presented the Group with a framed Early Day Motion which Gordon

	<p>brought up at Westminster Parliament. It is available for anyone who wishes to see it.</p> <p>Some really good information about the £20m awarded to Castlemilk. £2m for each year for 10 years. The structure of the committee who deal with this money was discussed and my input is that I want to see young people on this Board as Castlemilk is their legacy. We are hoping the committee will be in place for the money to be distributed in April – loads of hard work still to be done. I have a meeting with Gordon McKee, Maureen Cope, Clair Malpas, Jodie Armour and Diana Morton on 26th January 2026.</p> <p>Andrew, one of our Board members sent an FOI request about the £3m infrastructure money. It was confirmed that it wasn't for the infrastructure when the supermarket gets built. I have a copy of the reply if anyone would like to read about it.</p>
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The Board noted the contents of the Chairperson's Report.

7. PROPOSED RENT INCREASE 2026/27

Bridget Crossan declared an interest in this agenda item and will not form any part of the decision making process.

The Chief Executive Officer presented the Proposed Rent Increase 2026/27 report previously circulated with the agenda.

As the Board are aware, at the Board meeting held on 26th November 2025, the Board considered various factors when considering the levels of rent increase to propose when consulting with tenants. This included:

- Affordability for tenants
- General levels of inflation in the economy
- Impact of proposed rent increases on the annual and long-term budget
- Current cost increases in the business

At this meeting, the Board agreed to consult with tenants on a single rent increase figure of 5.6% which was CPI plus 2%. This was 0.5% above the business plan figure but took into account that the Association was already aware that some costs were predicted to increase by at least CPI plus 1.5%. (Salaries, contractor costs, insurance premiums).

The Board also agreed to give tenants the option to propose an alternative figure.

The latest figure for CPI (November 2025 figure – released in December 2025) is 3.2%, this is a 0.4% change since the Board discussed their options at the November Board meeting.

Latest predictions for inflation are that it will start to fall after April 2026 due to the impact of the Autumn budget on energy prices and rail fares but rise again in the Autumn/Winter to around the 2.7% mark.

Cassiltoun is aware of the impact that rent increases can make on household expenditure and the overall financial pressures that our tenants face. Our core services and community programmes attempt to mitigate some of these pressures and include: Welfare and debt advice, fuel vouchers and free activities throughout the year for people of all ages and, depending on the activity, can include a warm space to meet with people, food and drink.

The Bank of England voted in December 2025 to reduce interest rates to 3.75% (a 0.25% reduction). This impacts Cassiltoun due to both the interest on our non-fixed rate loans and the rates of interest we can obtain for the cash reserves we have placed on deposit.

April 2026 will see year 2 of a 3-year salary deal (October CPI plus 1.5%)

The draft budget presented as part of the rent consultation options paper included the resumption of the pension deficit payment to SHAPs and also the reduction in the pension contributions to the SHAPs DB scheme by the Association to the 3 staff members in the scheme. As the Board are aware there is currently a consultation exercise underway with staff members impacted by the proposed exit the Strathclyde Pension Scheme. There were no assumptions made in the November draft budget of the outcome of the consultation.

One of the comments made by a tenant(s) as part of the rent increase consultation was that their salary increases were not keeping pace with our rent increases. To provide the Board with more context to this comment they should note that the National Minimum Wage is due to increase by 4.1% in April 2026 and ONS figures shows wage inflation currently at 4.7%.

Where we are able, we will seek to limit any increase in costs/expenditure to inflation only however we are generally seeing an uplift in contract costs of 5%.

SHR Position: The SHR expect the Association to

- consulted with tenants,
- considered affordability issues
- considered the impact on its Business Plan
- how the rent increase benchmarks locally and nationally

The latest GWSF and SHN survey of members were circulated to the Board. These show the levels that organisations are intending to consult on. The SHN report shows that for their respondents, the majority of RSL's are proposing a rent increase between 4.5% and 5.99% and this is also reflected in the GWSF survey.

The Board are reminded that it is required to set a rent increase that is right for Cassiltoun's business plan whilst balancing this with affordability for its tenants.

Rent Consultation Survey: Information went out to all tenants; we held a tenant event in December and collected returns from people that attended and we used Research Resource to obtain a random sample of at least 100 replies through telephone and email, as well as collecting information from responses sent directly into the Association.

In total we had responses from 210 tenants (compared to 218 last year) which is circa 20% of our tenants.

- 41% (down from 53% last year) agreed with the proposed rent increase.
- 32% have stated they want no increase (rent freeze)
- 15% have asked for a rent increase between 3% and 5.6%

In terms of affordability of rent payments, the number of respondents who state that they find their rents fairly difficult/difficult to afford has reduced slightly but compared to last year more of the respondents are stating that rents are just about affordable as opposed to very or fairly easy to afford. the Research Resource report found that,

- 36% (last year 43%) of all respondents stated that they find their rent payments either very or fairly easy to afford
- 46% (last year 35%) stated that they were just about affordable
- 18% (last year 21%) stated that they were difficult/fairly difficult to afford.

Business Plan: In order to put the rental income into perspective it is ideally useful to consider both the business plan and an outline budget.

Rental income represents 95% of the Association's revenue receipts and needs to remain affordable and comparable to other social housing providers. A balance has to be struck to ensure sufficient funds are generated to cover the day-to-day costs and activities whilst monies have to be set aside for major repairs and development activity which will span at least 30 years.

After seeking all Board members views on the rent increase, the Board approved a 5.6% rent increase for the period 2026/27 and Item redacted as contains sensitive information.

7.00 pm Richard Sullivan left the meeting

8A. H&S LANDLORD REPORT CARD

Asset Manager presented the H&S Landlord Report Card previously circulated with the agenda.

EICRs – we have 56 unsatisfactory EICRs. We have contractors in place to attend to these remedials by the end of March 2026.

Water Hygiene – Awaiting H2O coming back with remedials after they carried out risk assessments re removal of tanks. A report will be provided at the next Board meeting.

Emergency Lighting – awaiting on Cassiltoun Group to determine how these works will be funded.

The Board noted the contents of the H&S Landlord Report Card.

8B. TECHNICAL SERVICES PERFORMANCE

Asset Manager presented the Technical Services Performance Report previously circulated with the agenda.

The Head of Asset Management will continue the review of our Asset Management data base, currently HUB, during the last quarter of the financial year for contribution to the budget planning cycle. This will include the condition report of the Stables Building.

This will set out the investment programme for the coming financial year. The Asset Management Strategy will also be reviewed during financial year 2026/2027 as per appendix 1 of the report (Project Plan for review).

Planned Maintenance Activity 2025/2026

Window and door replacement project is now at completion stage within Oaktree Gardens (40 properties complete); there are currently four properties we have been unable to upgrade. The programme within Barlia Drive (25-83) will see the full 25 properties complete.

Kitchen, bathroom and central heating replacements will be complete by March 2026 within the 5 apartment properties within Barlia Drive. There are also 17 properties within Barlia Grove that will have window and door replacement by March 2026.

The Heating project within the Stables Building has been complete with only snagging works outstanding. The temperature controls have been instructed to be replaced as parts of the building are overheating. The controls are due to get upgraded week commencing 19th January 2026. The final design team meeting is scheduled to take place on 30th January 2026.

The Asset Manager presented the breakdown of Technical Service Performance against key performance indicators. While reactive performance has shown overall improvement since last reporting year, emergency response times were affected by 18 late jobs between October and December 2025. Consequently, the average emergency response time increased slightly from 2.7 to 2.9 hours.

Item redacted as contains sensitive information

During the festive break (24 December 2025 – 5 January 2026), 54 emergency out-of-hours reports were received. Since our return, these have been logged on the system, and all follow-on works have been actioned.

Item redacted as contains sensitive information

The team has now completed the backdating of all damp and mould cases within the new Homemaster case management module. This enables us to accurately extract ARC reporting information for cases within the current reporting year.

Adaptations: Asset Manager was pleased to report further progress on medical adaptations. We have successfully completed 14 adaptations in this financial year against a current budget of £110,000.

Financially, we have claimed £71,060.00 and have a pending claim for £29,590.00. This leaves us with a remaining budget of roughly £9,350.00.

We have contacted our contractors to explore the possibility of progressing two further adaptations using the remaining budget, subject to their costs falling within the available funds.

The KPI table in the report included the information requested by the Board at the previous meeting, specifically detailing the total number of days to complete adaptations. There was also an appendix which provides a breakdown of adaptations per household, offering a direct comparison against numbers in reporting year 24/25.

VOIDS: While our void turnaround performance remains strong, our percentage of voids completed within target decreased slightly. This was primarily due to the poor condition of several properties which required extensive clear-outs, pushing them over their completion dates. The Board will note from the pictures included in the report showed the condition of a property which reflects the 45-day turnover time.

The team successfully turned around 8 voids in December to ensure they were ready for let before the festive period. Special recognition goes our Technical Officer, for his dedication to maintaining high-quality standards while co-ordinating with the housing team to prioritise these handovers before the two-week festive break.

The table provided in the report, outlines a summary of the key performance targets and the progress made against each target using the traffic light system.

The Chairperson enquired of the figures in relation to Damp and Mould. The Asset Manager confirmed that from April – December 2025 = 22 cases. The Technical Team needed to go back to Homemaster as the system included the monitoring period. The Asset Manager confirmed that the guidance stated that we should not be including the monitoring period. Homemaster will correct the module and we will report back on the accurate time on how we resolved cases. The Chairperson enquired if any of the cases are of serious nature. Asset Manager confirmed that there are no areas of concern. The Chief Executive enquired if we have any repeat cases of damp and mould. Asset Manager confirmed that we had one reopened case.

Satisfaction from tenants re windows and door replacement – positive feedback.

Julie McNeil thanked the Technical Team for all their hard work.

The Board noted the contents of the Technical Services Performance Report.

8C. ENVIRONMENTAL TENDERS

Director of Operations presented the above Tender Reports previously circulated with the agenda

Environmental: *Item redacted as contains sensitive information*

The Tender Opening took place on 8th January 2026. Officers and Board members present at the tender opening were, Anna Stuart MBE; Gayle Fitzpatrick, Head of Asset Management; Housing Manager and Tom Atkinson (Atkinson Partnerships).

Item redacted as contains sensitive information

The Board approved the appointment of Item redacted as contains sensitive information as the Association’s Environmental contractor as at 1 April 2026 – 31st March 2027, Item redacted as contains sensitive information

Staircleaning: *Item redacted as contains sensitive information*

The Tender Opening took place on 8th January 2026. Officers and Board members present at the tender opening were, Anna Stuart MBE; Gayle Fitzpatrick, Head of Asset Management; Housing Manager and Tom Atkinson (Atkinson Partnerships).

Item redacted as contains sensitive information

The Board approved the appointment of Item redacted as contains sensitive information as the Association’s Staircleaning contractor as at 1 April 2026 – 31st March 2027 Item redacted as contains sensitive information

9A. HOUSING SERVICES AND ADVICE TEAM PERFORMANCE REPORT

The Housing Manager presented the Housing Services and Advice Team Performance Report previously circulated with the agenda.

As the Board can see from the report, the majority of our KPIs have been achieved or are on target to be achieved by the end of 31 March 2026.

Rent Arrears: The Housing Manager confirmed that Rent Arrears had increased slightly (Christmas) but we are still on target.

As at the end of Quarter 3 2025/26:

- we had 268 current tenants in arrears compared to 340 at the end of Quarter 3 2024/25.
- 56 former tenants in arrears compared to 55 cases as at end of Quarter 3 2024/25.
- 40 cases over £1000 compared to 71 cases as at end of Quarter 3 2024/25
- 43 cases over £500.00 compared to 49 cases as at end of Quarter 3 2024/25
- 1 Court action initiated and 2 evictions.

Terminations: There have been 60 terminations received from 1st April 2025 to 31st December 2025, 5 of those being Mutual Exchanges and 3 Abandoned. The report detailed the breakdown of the reasons for terminating. One of the main reasons is the high number of deceased tenants this year.

Section 5 referrals: On target

Advice Team: As the Board are aware, we now have a full staff complement.

Financial Gain

Income generated for Cassiltoun Housing Association tenants, factored owners and other service users:

Period 01/10/2025 – 31/12/2025	Comparison 01/10/2024 – 31/12/2024
£221,977.83	£124,797.43

Over the reporting period our highest gain was from Disability Benefits, Adult Disability, Personal Independence and Disability Living Allowance followed by Universal Credit and Housing Benefit.

BENEFIT TYPE	AMOUNT
Personal Independence Payment, Adult and Child Disability Payments and Attendance Allowance/Disability Living Allowance	£137,827.56
Housing Benefit	£15,025.04
Universal Credit Housing Costs	£ 5,257.80

Debt Managed

Total debt managed £81,333.33

Advice Team are continuing to manage debts for Cassiltoun Housing Association tenants, factored owners and other service users.

We are continuing to encourage and promote money and debt advice and working collaboratively with the housing services team to identify cases. We are currently assisting with £889.22 of rent arrears.

For reporting period 1/10/2025 to 31/12/2025 we have:

Claims – 28 cases awaiting a decision

Mandatory Reconsiderations – 8 cases awaiting decisions

Appeals – 0 cases awaiting decisions

The team have exceeded their target by addressing 100% of emergency referrals on the same day; our target is 1 working day. For non-urgent cases, we have contacted 97.9% of our referrals within 5 working days, achieving our target of 80%.

Advice Team are looking to achieve in Q4:

- Continue to provide advice and support for the final phase of migration to Universal Credit. The team are trying to speak to as many tenants as possible, especially as this is our most vulnerable group, ensuring those affected are supported through this process.
- To continue to work closely and support the housing team with tenants moving from ESA to UC to minimise the increase in rent arrears.
- To support pension-age households who have been contacted by Glasgow City Council Housing Benefit, who are carrying out capital / savings reviews to prevent benefits from being stopped.
- Source funding for emergency support for food/small electrical and household items. The Association has currently no support for food for those who have exhausted crisis grants from the Scottish Welfare Fund and cannot travel to the nearest food bank.
- Team Planning Day in February 2026
- The team will continue to maintain/deliver our service within agreed timescales & resources available.
- The team will continue to work as a team to promote and encourage uptake of our Energy project and benefit campaigns to engage with tenants who have never used our service before.

Energy Adviser: Achieving his targets and is currently working with a local school.

The Board noted the contents of the Housing Services and Advice Team Performance Report.

9B. ACQUISITION UPDATE

The Housing Manager reported.

Item redacted as contains sensitive information

The Board noted the acquisition update.

10. LETTING PLAN AND HOMELESS REFERRAL ALLOCATIONS

The Housing Manager presented a report previously circulated with the agenda entitled Homeless Referral Allocations.

As the Board are aware, Glasgow City Council's homelessness services are currently facing significant challenges due to the housing emergency. As the Council is a non-housing stock owning local authority, they rely on working with Registered Social Landlords (RSL) partners to provide housing to homeless households.

Homelessness Services have requested 67% of social housing lets from all RSL's for resettlement of homeless households. They have advised recently that the majority of RSL's are providing around a minimum of 50% of their void properties for homeless households.

After discussion, the Board approved an increase in the minimum percentage of void properties that will be allocated to Homeless cases for the year 2026/27 to 45%.

Letting Plan: The Housing Manager presented the Letting Plan previously circulated with the agenda. The Letting Plan will be updated with the % of void properties that will be allocated to Homeless cases ie 45%.

The Board noted and approved the Letting Plan for 2026/27

11. COMPLAINTS REGISTER

The Head of Corporate, HR & Finance presented the Complaints Report previously circulated with the agenda.

This report covers the period 1st October – 31st December 2025 (Quarter 3)

Stage 1

	2025/26 (Q3)
Stage 1 complaints received in Q3	22
Number of Stage 1 complaints carried forward from previous period	1
Total complaints in period Q3	23
Number of Stage 1 complaints responded to in full in Q3	23
Percentage of stage 1 complaints responded to in Q3	100%
Time Taken in working days to provide a full response in Q3	123
Average time in working days for a full response at stage 1 in Q3	5.3

Stage 2

	2025/26 (Q3)
Stage 2 complaints received in Q3	11

Number of Stage 2 complaints carried forward from previous period	4
Total complaints in Q3	15
Number of Stage 2 complaints responded to in full in Q3	15
Percentage of stage 2 complaints responded to in Q3	100%
Time Taken in working days to provide a full response in Q3	244
Average time in working days for a full response at stage 1 in Q3	16.3

Stage 1 Complaints – Five stage 1 complaints were handled outwith the timescale. Three extension of time were applied, the remaining two were due to staff error. Staff have been reminded of complaints procedure and timescales.

Stage 1 escalated to Stage 2 – 7 of the Stage 1 complaints were escalated to Stage 2.

Stage 2 complaints – Two Stage 2 complaints were handled outwith the timescale. This was due to staff error.

Complaints referred to the Ombudsman – None

Complaint Outcomes

The outcomes of the stage 1 and stage 2 complaints for the reporting year are as follows:-

Complaints Outcomes	Upheld	Partially Upheld	Not upheld	Total
Stage 1	10	7	6	23
Stage 2	6	5	4	15

The Board noted and approved the complaints report for Q2.

12. GDPR/FOI – QUARTERLY RETURN TO THE SCOTTISH INFORMATION COMMISSIONER

The Head of Corporate, HR & Finance presented the quarterly Return to the Scottish Information Commissioner for the period 1 October – 31 December 2025.

During this period, we had received 3 x FOIs and 1 x SAR requests.

The Board approved the contents of the Quarterly Return to the Commissioner. The Return will be uploaded to the Scottish Information Commissioner portal.

13. POLICIES

13A. Rent Setting: The Chief Executive Officer presented the report previously circulated with the agenda. The Association needs an updated and transparent rent setting methodology.

It was recommended to utilise the services of an external consultant who has the time, expertise and level of independence to ensure that it is completed on time and to a high standard. It is proposed to complete the exercise before the next rent consultation (November 2026). This means that consultation could be delivered during the summer and early Autumn. It is anticipated that the cost will be in the region of £10k.

After discussion, the Board approved

To extend the current policy by one year and

To give delegated authority to the CEO to obtain quotes for and appoint an external consultant to undertake the project.

13B. Procurement Policy, Appendix 1: The Director of Operations presented the Procurement Policy Appendix 1 previously circulated with the agenda. The Board noted there were no changes to Appendix 1 of the Procurement Policy

13C. Recruitment and Selection: The Head of Corporate, HR & Finance presented the revised Recruitment and Selection policy. However, it was noted that the policy may change based on any recommendations made by the Internal Auditor after the audit process.
The Board noted and approved the review of the R&S Policy pending any feedback from internal auditor.

The Director of Operations presented the undernoted policies previously circulated with the agenda.

13D. Assignment: ***The Board noted and approved the review of the Assignment Policy***

13E. Succession: ***The Board noted and approved the review of the Succession Policy***

13F. Mutual Exchange: ***The Board noted and approved the review of the Mutual Exchange Policy***

13G. Joint Tenancy: ***The Board noted and approved the review of the Joint Tenancy Policy***

The Head of Corporate, HR & Finance presented the undernoted policies previously circulated with the agenda.

13H. Board Induction: ***The Board noted and approved the review of the Board Induction Policy***

13I. Board Learning and Development: The Board noted and approved the review of the Board Learning and Development Policy

13J. Board Recruitment and Selection: ***The Board noted and approved the review of the Board Recruitment and Selection Policy. Policy to be amended to invite Board members invited to attend the panel if they wish.***

13K. Board Performance Review: ***The Board noted and approved the review of the Board Performance Review Policy***

14. CORRESPONDENCE

Head of Corporate, HR & Finance presented correspondence received: -

GWSF	January 2026 update – copy to be emailed to Board members
GWSF	GWSF Open Meeting of the new year – 4pm on Wed 25 February at the Roystonhill Hub (174 Roystonhill, G21 2LG). Unfortunately, as this is the same night of the Board meeting, representatives from Castlemilk cannot attend.
Castlemilk CAB	AGM 24 th February 2026 at 5.30 pm, Castlemilk CAB 27 Dougrie Drive G45 9AD
Letter from Gordon McKee MP	Thanked the Association for participating in the recent Job Fayre held by Castlemilk Job Centre

15. **APPLICATIONS FOR MEMBERSHIP**

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

The Board noted that 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 Certificates would be issued.

16. **USE OF SEAL**

One

17A. **ENTITLEMENT, BENEFIT AND PAYMENTS REPORT**

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

After discussion, the Board noted and approved the contents of the Entitlement, Benefit and Payments report.

17B. **REGISTER OF INTEREST DATABASE**

The Head of Corporate, HR & Finance presented the Register of Interest Database.

The Board noted and approved the Register of Interest database. This register will be signed off by the Chairperson.

7.50 pm All officers and observers left the meeting.

18. **NOTIFIABLE EVENTS**

Item redacted as contains sensitive information

19. **SUBSIDIARY AND SUB COMMITTEE DECISIONS MADE BETWEEN 27TH NOVEMBER – 28TH JANUARY 2026**

Cassiltoun Trust Board Meeting – 27th November 2025

- Management Accounts to 31st October 2025 – approved.
- Appointment of *Item redacted as contains sensitive information* to install cycle shelters within the stables grounds – Approved.
- Strategic & Operational Objectives for 2026/27 – Approved based on any changes discussed at the Business Planning Session being made.
- Risk Register - Approved based on any changes discussed at the Business Planning Session being made
- Business Plan for 2026/27 – Approved based on any changes discussed at the Business Planning Session being made
- Calendar of Priorities for 2026 - Approved
- Whistleblowing Policy – Approved

Cassiltoun Stables Nursery – 27th November 2026

- Operational Report – approved
- Board approved *Item redacted as contains sensitive information* Delegated authority granted to HCF and Nursery Manager to negotiate with Alice Sharp re the costs of senior staff development training and to seek funding from GCC to cover costs
- Management Accounts - October 2025 approved
- Board approved promotional offers ie £20 voucher for referring a friend to the nursery who registers with the nursery and 10% off first month fees to new parents who register with the nursery
- Whistleblowing Policy – approved
- Team Building Event – *Item redacted as contains sensitive information*

8.00 pm – Standing orders called. Board approved to continue with the meeting

20. AOCB

Minute sent to Board of Management via separate correspondence

21. DATE AND TIME OF NEXT MEETING

Wednesday 25th February 2026 at 6pm
Meeting concluded at 8.35 pm