

**CASSILTOUN HOUSING ASSOCIATION**

**MINUTE OF MEETING OF BOARD OF MANAGEMENT**

**HELD ON WEDNESDAY 26<sup>TH</sup> MARCH 2025 AT 6.00 PM CASTLEMILK STABLES, 59 MACHRIE ROAD, GLASGOW/ZOOM**

**Present:** Anne M Stuart MBE, Chairperson  
Faye Mitchell, Board Member  
Ryan Barclay, Board Member  
Mark Tedford, Board Member  
Pamela Gibson, Board Member  
Bridget Crossan, Board Member (Zoom)  
Teresa McGowan, Board Member (Zoom)  
Gayle Fitzpatrick, Board Member (Zoom)

**In Attendance:** Clair Malpas, Chief Executive Officer  
John Williams, Head of Asset Management  
Karen Graham, Corporate Services Officer

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

The Chairperson welcomed everyone to the meeting. There was no fire drill planned and reminded Board Members of the evacuation procedures. Board members were reminded to switch off mobile phones. Board members were reminded to speak through the Chairperson.

Apologies were received from Richard Sullivan, Julie O'Neil, Jennifer Gilbert, Natalie Tobin, Allana Hammell, Chris O'Brien and Paula Brownlie (Head of Corporate, HR & Finance).

**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)**

Anna Stuart MBE, Bridget Crossan and Faye Mitchell declared an interest in agenda item 11a and 11b (Stables Heating Project).

*Item redacted as contains sensitive information.*

**3a. MINUTE OF MEETING HELD ON 26<sup>th</sup> FEBRUARY 2025**

The Chairperson asked all board members present at the meeting if they had received their board papers on time and if they had read and understood the papers. All board members present confirmed that they had received their board papers on time and that they had read and understood the papers.

***The minute of the meeting held on 26<sup>th</sup> February 2025 were noted and approved on the motion of Faye Mitchell and seconded by Ryan Barclay.***

**3b. MATTERS ARISING FROM MEETING HELD ON 26<sup>TH</sup> FEBRUARY 2025**

None

**3c. ACTION LIST FROM MEETING HELD ON 26<sup>TH</sup> FEBRUARY 2025**

	Details	Person Responsible	Status
<b>Actions from meeting held on 29<sup>th</sup> October 2024</b>			
1.	Stables Heating Project  Delegate authority to the Head of Asset Management to tender for a Gas / Gas Hybrid heating system for the stables building.	HaM	On the agenda
2.	Procurement – the Board approved the following:- <ul style="list-style-type: none"> <li>The procurement plans related to Stock Condition and Life Cycle Costings Consultant.</li> <li>That the Board of Management delegate authority to the Head of Asset Management to appoint a lift maintenance Contractor, following the quick quote exercise.</li> <li>That the Board of Management delegate authority to the Head of Asset Management to appoint a Smoke Vent Maintenance contractor, following the quick quote exercise</li> </ul>	HaM  HaM  HaM	Ongoing  Ongoing  Ongoing
<b>Actions from meeting held on 29<sup>th</sup> January 2025</b>			
3.	Delegated authority to CEO to close office on a Wednesday prior to the year end to carry out Homemaster Training	CEO	Complete
4.	Business Planning Report – approved Capacity to continue working with <i>Item redacted as contains sensitive information.</i>	CEO	Ongoing
5.	<i>Item redacted as contains sensitive information.</i>	CEO	Ongoing
<b>Actions from meeting held on 26<sup>th</sup> February 2025</b>			
6.	Attendance Register to be updated	HCF	Completed

7.	<i>Item redacted as contains sensitive information.</i>	<i>Item redacted as contains sensitive information.</i>	<i>Item redacted as contains sensitive information.</i>
8.	<i>Item redacted as contains sensitive information.</i>	HM	<b>Complete</b>
9.	Factoring Policy approved Policy Register to up updated and staff informed	HCF	<b>Completed</b>
10.	<i>Item redacted as contains sensitive information.</i>	CEO	<b>Completed</b>
11.	Governance Calendar – approved Copy to be circulated to Board to allow them to populate their diaries	HCF	<b>Completed</b>
12.	Calendar of Priorities – approved Delegated authority to CEO was approved to update if required Delegated authority register to be updated	HCF	<b>Completed</b>
13.	Strategic and Operational Objectives for 2025/26 approved. Staff to be informed	CEO	<b>Completed</b>
14.	Complaints Handling procedure – approved Policy Register to up updated and staff informed	HCF	<b>Completed</b>
15.	Financial Regulations Policy – approved Policy Register to be updated and staff informed	HCF	<b>Completed</b>
16.	EVH Annual Conference Two places to be reserved for board members		<b>Completed Anna and Bridget</b>
17.	SHARE Annual Conference Two places to be reserved for board members	HCF	<b>Completed</b>
18.	GWSF Regeneration Conference Three board members interested in attending	HCF	<b>Completed</b>

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

Date	Event
26/02/2025 (am)	Helped Stuart Whittaker with school children from John Millar Primary School regarding the history of Castlemilk, Cassiltoun and my MBE.
26/02/2025 (pm)	Poverty Alliance AGM Good roundtable discussion regarding housing and health issues. They are looking for people to take part in a demo outside Scottish Parliament

	during Poverty Week in October. Couldn't take part in full AGM as we are only associate members.
10/03/2025	Attended EVH meeting with Julie. Good presentation on sexual harassment at work. Slides are available online. The Unions are still discussing the pay rise.
12/03/2025	<p>Because we had done the presentations to Geneva, the publicity has been intense:-</p> <ul style="list-style-type: none"> <li>• 8.40am – interviewed by Radio BBC Scotland</li> <li>• 10am – BBC online reporter Megan who is going to keep in touch</li> <li>• 12 noon – Jessican from That's TV which was shown on freeview channel 8.</li> <li>• Claire Elliot from the Daily Mail</li> <li>• Marissa McWhirter the Wrap and the Herald</li> </ul>
13/03/2025	<p>Community Council</p> <p>Stuart Whittaker, Community Woodland Officer provided a presentation about the drainage problem at the daffodil walk and the flooding in other areas and the new group being set up.</p> <p>Baillie McCabe MP and Johnny Carson Labour gave notes on what the Council's budget is – more money for roads and more hours for swimming pools.</p>
17/03/2025	Staffing sub committee meeting – decision about the wage increase.
18/03/2025	<p>CHLEG</p> <p>We were shown our video of our interviews with Kathleen after our submission to Geneva. Robbie Armstrong – the Bell – interviewed me before the meeting and he sat in on our report back from Geneva.</p> <p>Carole reported back on her meeting in London with the Rappateur from Geneva and she was told that the Castlemilk group had smashed it. As I was talking everyone got their notebooks and pens out.</p> <p>The Bells feature was on Facebook.</p> <p>In the afternoon carried out CEO's appraisal.</p>
25/03/2025	Attended the first Regional meeting of DTAS in Roystonhill Hub. Very informative and the next meeting will be hosted by Cranhill Community Trust. Lots of information that I will get sorted out.
26/03/2025	<p>Trust Business Planning session and board meeting. Good news about the heating project.</p> <p>I have been asked to take part in a panel discussion at Share's Governance Conference at Seamill Hotel in September.</p>

	<p>I met with Jude Barbour an architect who is part of a group called Voice of Experience who are all female architects who are having an exhibition in June in Edinburgh. We met in the Jeellie Piece on Saturday morning to look at letters and photographs about my memories.</p> <p><i>Item redacted as contains sensitive information.</i></p>
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***The Board noted the contents of the Chairperson's Report.***

## **5. CHIEF EXECUTIVE'S APPRAISAL 2024/25 SMART PLAN 2025/26**

Anna Stuart MBE, Chairperson, advised that she had carried out the Chief Executive Officer's Appraisal and Smart Plan which were previously circulated with the board papers. She went over the main points and advised that all targets have been met plus more over the last year and the Chief Executive Officer is doing a great job. In terms of learning and development for next year the Chief Executive Officer will continue to meet with her mentor, attend the SFHA Finance Conference, CIH Housing Festival and continue to complete global training through IHASCO along with networking etc.

**The Chief Executive Officer's Appraisal for 2024/25 and SMART Plan for 2025/26 were unanimously approved by the Board of Management.**

## **6. CEO BI-MONTHLY**

The Chief Executive Officer went over her Bi-Monthly report that was previously circulated with the papers. She advised as follows:-

- Assurance Action Plan has been updated and is attached at Appendix 1. Engaging with Factored owners is now green as this has been completed. As part of its Annual Assurance process, workshops will be set up for Board members to review and question our compliance against the Regulatory Framework. We ask Board members to sign up to at least one of these sessions. The 4 sessions are usually on Zoom and last around 1 hour. Proposed dates will be issued to Board members.
- SHR Regulatory Status - will be published by the SHR on their website on 31<sup>st</sup> March 2025 and we have received word that we are compliant. This is to remain confidential until after the status is published.
- Subsidiary Matters:-
  - Cassiltoun Trust is going through its annual business and budget planning processes. The business plan will be presented at the April Board meeting for approval. The heating project is on the Board agenda, legal advice is being sought over cost apportionment, impact on lease agreements and any potential notifications.
  - The Nursery business plan and budget is on the Board agenda

- IT Developments - The Association is continuing to review the information held on our server in preparation for migration into the cloud. We had hoped that the data would be in a suitable format by the end of March but there are still a number of areas that need to be reviewed. The next review of the data is 4<sup>th</sup> April 2025. Tablets have been purchased for the Technical Team. Additional tablet for other teams and the Board will be purchased early in the next financial year.
- Training/Networking - Since the January Bi-monthly the CEO has attended/met with:
  - CIH conference
  - Homemaster day (finance and factoring)
  - AZETS seminar
  - CEO Network
- Industry Updates:
  - **SHR information on Annual Assurance Statement – information on what areas should be included in the statement**  
<https://www.housingregulator.gov.scot/for-landlords/advisory-guidance/recommended-practice/letter-to-landlords-advice-on-preparation-of-next-annual-assurance-statement-due-to-be-submitted-by-31-october-2025/>
  - **Awaabs Law in Scotland - Social housing residents in Scotland will be given greater protection against issues of disrepair in their homes such as damp and mould through the introduction of Awaab's Law.**  
<https://www.gov.scot/news/awaabs-law-to-come-to-scotland/>
  - [How social landlords support tenants to engage](#) – Corporate Services Officer to email Board with link
  - [Accessible information to tenants](#) – Corporate Services Officer to email Board with link
  - Letter from SHR dated 28<sup>th</sup> February 2025 regarding disposal of land consultation - Corporate Services Officer to email Board with a copy.
- Request to close office for Tenants Conference on 7<sup>th</sup> August 2025 - We have now set a date for the annual tenant's conference. To allow the staff team to deliver the event and speak to tenants attending, approval is being sought to 'close the office' (ie the phone line and normal business) on the 7<sup>th</sup> August 2025. **The Board unanimously approved the closing of the office on 7<sup>th</sup> August 2025.**
- Cassiltoun in the press - As part of her involvement in the Lived Experience Board, Anna featured in a number of articles in the press. This promoted both the work of the lived experience Board, Cassiltoun and Castlemilk.
- New staff Appointments
  - Steven Myles – Energy Advisor – 17<sup>th</sup> March 2025
  - Louise Crawley – Welfare Rights Officer – 8<sup>th</sup> April 2025

**The Board of Management unanimously approved the Chief Executive Officer's Bi-Monthly Report.**

7. *Item redacted as contains sensitive information.*

8. **CASSILTOUN STABLES NURSERY BUSINESS PLAN AND BUDGET 2025/26**

Chief Executive Officer advised that the Nursery approved their Business Plan and budget. They looked at their objectives, fees, budget etc. The nursery fees have gone up slightly. These have been benchmarked and are still under those of a similar size etc. *Item redacted as contains sensitive information.*

Bridget Crossan advised that she attended a training session as part of her induction and Hazel Kelly, Nursery Manager provided a session on the Nursery. She came across as very passionate and knowledgeable. Chief Executive advised that it might be a good idea for the Board to hear from nursery manager as an info session before the next board meeting. She will speak to the Head of Corporate, HR & Finance to have this arranged.

**The Nursery Business plan and budget for 2025/26 was unanimously approved by the Board of Management.**

## 9. **FACTORING SERVICE REVIEW – UPDATE**

Chief Executive Officer advised that project plan was mostly complete except for a couple of items which were amber. The apportionment spreadsheet has been updated and inputted into Homemaster. Staff have been able to test most of it and hopefully any issues will be ironed out in time for it to go live on 1<sup>st</sup> April 2025. There is a bit of wiggle room as the bills don't go out until the 1<sup>st</sup> of June however we want these apportioned and all invoices done prior to this.

Director of Operations has sent the Factoring Statement of Services off to the printer and these should be back shortly.

Other items outstanding are KPI's which the Head of Asset Management is working and the website is to be updated.

We are on track and comfortable that we will not require an extension from the Regulator.

***The Board noted and approved the update to the Factoring Service Review Plan.***

## 10. **OPERATIONAL SERVICE AGREEMENTS FOR SUBSIDIARIES 2025/26**

Chief Executive Officer advised that the agreements were between the Housing Association and the Nursery and the Housing Association and the Trust for services provided *Item redacted as contains sensitive information.*

**After discussion the Board unanimously approved the Operational Service agreements for the subsidiaries.**

## 11a. **STABLES HEATING PROJECT – CONTRACT APPOINTMENT**

*Item redacted as contains sensitive information.*

## 11b. *Item redacted as contains sensitive information.*

**12. CYBER REPORTS**

The Chief Executive Officer advised that she received a monthly cyber assessment issued to her which is included in the papers. This report highlights what is good and anything that is considered high risk. There are currently 2 high risk items – these relate to our website which is hosted by an external web company who gain access to our website via an open port. Chief Executive Officer is comfortable that this is being monitored by our IT provider. The other relates to our server being out of date and some laptops being older than 5 years. Within the budget there is a laptop replacement programme and we are currently moving to a cloud based system. The purpose is to reassure the board that our cyber activity is constantly being monitored.

Gayle Fitzpartick asked if the insurance premium had gone up in light of cyber fraud being on the rise. Chief Executive officer advised that this is being covered under agenda item 15. *Item redacted as contains sensitive information.*

Chief Executive Officer advised that refresher training will be arranged for staff. Bridget Crossan asked if the training could be extended to board members.

The Board noted the contents of the cyber report.

**13. POLICIES**

The Chief Executive Officer asked the Board of Management to approve the deferral of the following policies:-

- Medical Adaptations – defer to June 2025
- Payment of Expenses to Board of Management and Staff Members - Defer to June 2025
- Rent Setting – Defer to October 2025
- Value for Money – Defer to April 2025
- Contractor and Supplier Management – Defer to April 2025
- Abandonment Policy and Procedure – Defer to June 2025
- Right to Repair policy – defer until June 2025

**The Board of Management unanimously approved to defer the above policies.**

**14. STRATEGY & DEVELOPMENT FUNDING PLAN (SDFP)**

The Chief Executive Officer went over her report that was previously circulated with the papers. We are potentially asking for funding for the Homes by the Park site and also the Hoddam Shop Site.

**The Board of management unanimously approved for a Strategy and Development Funding (SDFP) bid to Glasgow City Council for the period 2025-2031.**

**15. INSURANCE RENEWAL**



The Chief Executive Officer advised that the Board had previously been given delegated authority to sign off the insurance return. *Item redacted as contains sensitive information.*

**The Board of Management unanimously approved the new insurance quote.**

## 16. **CORRESPONDENCE**

Chief Executive Officer presented correspondence received:-

<b>1<sup>st</sup> year medical students</b>	Thank you card for speaking to the students about health and housing.
<b>Share Awards</b>	Shortlisted for 3 awards. <b>The Board of Management approved the purchase of 2 tables at the awards ceremony.</b>
<b>SHR</b>	Letter regarding disposal of land on 28/02/2025 – Corporate Services Officer to distribute to the Board.
<b>SHR</b>	Annual Assurance Statement – covered under CEO Bi-Monthly
<b>City Building</b>	Letter confirming new Director – will write out and ask them to meet with CEO and Chairperson.
<b>Google Review</b>	Negative Google Review received regarding rent increase. CEO has replied.
<i>Item redacted as contains sensitive information.</i>	<i>Item redacted as contains sensitive information.</i>
<i>Item redacted as contains sensitive information.</i>	<i>Item redacted as contains sensitive information.</i>
<b>SFHA</b>	Annual Conference taking place on 10 <sup>th</sup> and 11 <sup>th</sup> June – anyone interested to contact Corporate Services Officer.

## 17. **APPLICATIONS FOR MEMBERSHIP**

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

The Board noted the eligibility of the applications 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.

## 18. **USE OF SEAL**

One

## 19. **ENTITLEMENT, BENEFIT AND PAYMENTS**

The Corporate Services Officer presented the above report previously circulated with the agenda.

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

**20. NOTIFIABLE EVENTS**

None

**21. SUBSIDIARY AND SUB COMMITTEE DECISIONS MADE BETWEEN 30<sup>TH</sup> JANUARY 2025 – 26<sup>TH</sup> FEBURARY 2025**

**Staffing Sub Committee – 20<sup>th</sup> February 2025**

*Item redacted as contains sensitive information.*

Dignity at work policy – approved

Sexual Harassment policy – approved

Attendance and Absence Management Policy – approved

Health and Safety Manual updates – January 2025 : approved

*Item redacted as contains sensitive information.*

Recruitment and Selection Policy to be amended to only have Board involvement in Grade 8 and above – approved

**Cassiltoun Stables Nursery – 6<sup>th</sup> March 2025**

Management Accounts – January 2025 approved

Cassiltoun Stables Nursery Budget for 2025/26 – approved

Five-Year Budget Projections – approved

Minutes of meeting held on 5<sup>th</sup> December 2024 – approved

*Item redacted as contains sensitive information.*

Strategic and Operational Objectives for 2025/26 - approved

SWOT Analysis for 2025/26 – approved

Risk Register – approved

Business Plan for 2025/26 – approved

Update Traffic Light Report 2024-25 – approved

### **Policies**

Financial regulations – approved

Absence Management – approved

Dignity at work – approved

Sexual Harassment - approved

Donations – approved

Administration of Medication – approved

### **Staffing Sub Committee – 17<sup>th</sup> March 2025**

*Item redacted as contains sensitive information.*

***The Board noted and approved the decisions made between 20<sup>th</sup> February – 26<sup>th</sup> March 2025.***

## **22. AOCB**

- Teams – Moving to Teams meetings rather than Zoom. Will start this with some of the smaller meetings and then incorporate into Board meeting.
- *Item redacted as contains sensitive information.*
- Anna Stuart MBE – will arrange to send a copy of the submission to Geneva from the Castlemilk Lived Experience Group onto the Board members.

## **23. DATE AND TIME OF NEXT MEETING**

Wednesday 30<sup>th</sup> April 2025 at 6pm

There being no further business the meeting concluded at 7.30 pm

Signature:  
**Chair of Board of Management**

Date: