

CASSILTOUN HOUSING ASSOCIATION

**MINUTE OF MEETING OF BOARD OF MANAGEMENT
HELD ON WEDNESDAY 24TH MARCH 2021 AT 6.07 PM
VIRTUAL ZOOM MEETING**

Present: George Kelly Anne M Stuart MBE
Teresa McGowan Evelyn Ferguson
Julie McNeil Kim McKee
Chris O'Brien (Joined the meeting at 18.17 pm)

In Attendance: Clair Malpas Chief Executive Officer
Gamal Haddou Director of Finance & IT (Left meeting at 19.15pm)
Paula Brownlie Corporate Services Manager
Laura Edwards Development Consultant (Left meeting at 18.37 pm)
John Williams Housing Manager (Property) (Left meeting at 19.37 pm)
Clare MacLean Housing Manager (Services) (Left meeting at 19.47 pm)

1a. WELCOME, INTRODUCTIONS, SEDERUNT & APOLOGIES

George Kelly, Chairperson welcomed everyone to the meeting and apologised for the meeting starting at 6.07 pm. We had incurred some technical issues.

Debbie MacKenzie is currently on leave of absence.

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 William Craig, Richard Sullivan and Barbara Dusik.

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

3a. MINUTE OF MEETING HELD ON 24TH FEBRUARY 2021

The minute of meeting held on 24th February 2021 where noted and approved on the motion of Anna Stuart MBE and seconded by Teresa McGowan.

3b. MATTERS ARISING FROM MINUTE OF MEETING HELD ON 24TH FEBRUARY 2021

Page 2, Item 3b: Hoddam Shop: The Chairperson intimated that he will be attending a meeting with the Licensing Committee Board on Friday 26th March 2021 to pass on our objections. Teresa McGowan intimated that she will also endeavour to attend.

Item has been redacted as contains sensitive information

3c. ACTION LIST FROM MINUTE OF MEETING HELD ON 24TH FEBRUARY 2021

Chief Executive Officer gave an update against the action list from meeting held on 24th February 2021.

	Details	Person Responsible	Regulatory Standard	Status
1.	Amendment to minute of 27 Jan 2021 – Agenda item 18	CSM		Completed
2.	Debbie MacKenzie – Board approved to extend special leave for 3 months. CSM to notify Debbie	CSM		Completed
3.	Strategic & Operational Objectives 2021/22 – approved. Staff to be notified and website updated	CSM		Completed
4.	Calendar of Priorities 2021/22 – approved. Copy to be circulated to SMT	CSM		Completed
5.	Dates of Assurance Workshops to be sent to board to update their diary	CSM		Completed
8.	Board approved for the undernoted policies to be Group policies Attendance & Absence Policy Whistleblowing Policy Alcohol & Drugs Policy Smoke Free Policy Equality & Diversity Policy Dignity at Work Policy	CSM		Completed

9.	Temp Assistant Handyperson – extend contract for a 3 month period	CSM		Completed
10.	Flowers to be sent to Director of Operations	CSM		Completed
11.	Apprenticeships with Crudens – CEO to liaise with Laura Edwards re recruitment timetable	CEO		We have had an email from Crudens as to how many apprenticeships they are offering. They need CVs by the end of next week. They will come into the Association for us to forward on 8 CVs. August start date. There is no age banding apart from a plumber apprenticeship. We have advertised via our social media. Teresa McGowan asked if we could contact local schools. Paddy McKenna will liaise with all her contacts and networks which local schools are included in.
12.	Domestic Abuse Bill – how will it impact on RSLs. CEO to report back at next meeting	CEO		To be addressed at Board meeting 24/3/2021

4. **CHAIRS REPORT**

The Chair reported.

Richard Sullivan – Leave of absence

Richard Sullivan sought leave of absence for the period 15th March – 10th May 2021 due to work commitments. ***The Board unanimously approved this request.***

18.17 pm - Chris O'Brien joined the meeting Wednesday 3rd March 2021

The Chair along with other Board Members attended a Key Performance Indicators workshop facilitated by Gamal, Paula, John and Clare. They took the Board through Governance, Operations and Financial KPI's for year 2021/22.

Wednesday 17th March 2021

The Chair along with other Board Members attended a workshop by Mike Stevenson, Thinktastic. **Redacted as contains sensitive information.**

Monday 22nd March 2021

The Chair attended the SFHA Webinar entitled Housing to 2040 which was facilitated by Sally Thomas. Aileen Campbell, Minister for Communities and Local Government gave an overview of the Scottish Government's Strategic Plan for housing in Scotland until 2040.

She spoke to the many topics covered in the Plan, including; warm, safe, secure homes, health and well-being, child poverty, quality of places where people want to live. It is everyone's right to have a quality home that is affordable.

The Minister described lots of other issues within the Plan. The Chair intimated that he looks forward to the workshops that the Association will organise to fully discuss the Plan, how it will impact on the Association and the steps that we will have to take to push the Plan forward for our tenants.

The Chair's report was noted.

5. PROCUREMENT REPORT

Laura Edwards, Development Consultant presented the above report previously circulated with the agenda.

The Association is required to outline an annual procurement report on its regulated procurement activities as reasonably practicable after the end of that financial year.

After discussion, the Board unanimously approved the Procurement Report for 2020/21. A copy will be sent to the Scottish Government and a copy will be uploaded to the Association's website.

6. SUSTAINABLE PROCUREMENT STRATEGY

Laura Edwards, Development Consultant presented the above report previously circulated with the agenda.

Laura Edwards, Development Consultant presented the Sustainable Procurement Strategy for April 2021 – March 2022. We are required to produce a Strategy if our procurements are more than £5m. As it happens we will not have more than £5m in 2021/22 but in 2022/23 we might do if the Nursery Site comes back on the agenda.

This Strategy is not a legal requirement if our procurements are projected to be less than £5m, but as the Board are aware, we have been producing a Strategy over the last number of years and its good practice.

After discussion, the Board unanimously approved the Sustainable Procurement Strategy for April 2021 – March 2022. A copy will be sent to the Scottish Government and a copy will be uploaded to the Association's website.

Housing Manager (Property) confirmed that the appendices of the Strategy highlight 2020/21 and should read 2021/22. Laura Edwards to amend and send updated copy to the Corporate Services Manager.

7. CONTRACTOR AND SUPPLIER MANAGEMENT STRATEGY

Laura Edwards, Development Consultant presented the above report previously circulated with the agenda.

The Strategy is an update on last year's strategy and plans for the year ahead.

Laura Edwards intimated that we have identified a few things we need to tighten up on from an administrative point of view.

Anna Stuart MBE enquired if there are any problems with the delivery of materials due to COVID. Laura Edwards confirmed that we had ran out of bricks at Castlemilk Drive and the contractor had been saying for a while about issues regarding supply chains. Longer lead in times need to be addressed. Laura confirmed that she is having regular site meetings with the contractor and as the Board are aware, Jim Docherty is on site on a daily basis.

After discussion, the Board unanimously approved the Contractor and Supplier Management Strategy for April 2021 - March 2022.

8. SALE OF LAND AT MACHRIE STREET

Laura Edwards, Development Consultant presented the above report previously circulated with the agenda

Item redacted as contains commercially sensitive information.

Laura Edwards, Development Consultant left the meeting at 18.37 pm

9a. CASSILTOUN HOUSING ASSOCIATION BUDGET 2021/22

The Director of Finance/IT presented the above Budget report previously circulated with the agenda.

Budgets are essential as they set our direction and path for the year ahead. Auditors and the Scottish Housing Regulator require that we have a Budget.

The Budget includes forecasts and the Business Plan for the year ahead. The starting point for our income is the Board's decision for the rent increase for the year ahead. The Budget also takes into account the financial environment and the impact of COVID.

RPI was released on 17th February 2021 1.4%. The target from the UK Government fluctuates around 2%.

The Draft budget produces a surplus of £414,000 compared to the Business Plan figure of £595,000. The budget shows less rental income as Castlemilk Drive is still being constructed. The business plan expected this site to be completed. Income is short by £194,000. Loan interest is less as we are spending less on our loans as the development is not completed and we have not drawn all of the CAF facility.

Item redacted as contains sensitive information.

We expect in 2021/22 that 54 properties from Castlemilk Drive will be completed. Void loss we have applied 0.5% equating to £25,000. Factoring charges to owner occupiers will increase by 2.1%.

Housing Association Grant residual balance of £1.8m should be claimed in the next year. Development spend is £5.2m. We have a little bit of Barlia 3 retention to pay around December and the bulk of £5m is on Castlemilk Drive.

There are some medical adaptations in the region of £30-£40,000.

Our Major Repairs activity is set at £1m which is a little below the Business Plan level and the work that was delayed this year with regards to window replacement is being rolled over to the next year.

Cyclical maintenance shows an increase. This is mainly due to replacing showers and flooring at Buchanan Lodge. Teresa McGowan enquired of the need for these items being replaced as it didn't seem that long ago that they were installed. Housing Manager (Property) confirmed that these items are needing replaced due to the high volume of use. This is the first investment we have put into Buchanan Lodge. Buchanan Lodge will form part of the Stock Condition Survey. This will highlight any investment works required. Chief Executive intimated that it was her understanding that we were supposed to replace them this year but this was delayed due to COVID. Everything in Buchanan Lodge has a shorter life cycle compared to a normal house.

Estate Maintenance will increase significantly. ***Item redacted as contains sensitive information.***

Reactive maintenance is based on City Building renewal plus renewables of £60k. £80k is to allow properties that become vacant to bring them up to a better letting standard. Teresa McGowan enquired if we charge tenants who leave their properties in a non acceptable manner. Housing Manager (Services) intimated that if there are any properties (existing tenancy) that were really bad we would not offer a new tenancy with the Association. A discussion would take place internally as to whether the tenant would be recharged or whether the spend would come out of the budget. There is a planned spend in Reactive Maintenance of £512,000.

Item redacted as contains sensitive information.

The remaining office overheads and management costs excluding depreciation comes to £690,000 which is similar to the current year. Looking at a like for like basis, we have a business plan and current year of £1,920,000 and our proposed budget of £2,066,000. There is an inflationary increase included. One of the items of activity allows for £25,000 for Cloud, Software and extra computer software.

Bad debts being assumed around £30k.

The Balance Sheet is harder to model as it takes into account the last 2 weeks of March and the next 12 months. The balance sheet is used to test the Association's financial strength.

Cashflow report expects a £600,000 decrease over the year.

We are expecting the same level of rent arrears.

We will be drawing down the remaining £3m CAF Loan before the end of July.

SHAPS Pension Scheme has advised that the overall funding of the scheme had improved. They had still to factor in changes to the RPI.

The Cashflow expects £4.7m of rental income and £274,000 from grants to cover our Wider Role activities.

An important note is that we need to reconcile the Budget to the Business Plan.

The Board are asked to consider

Item redacted as contains sensitive information.

Teresa McGowan enquired if factored owners could contest the 2.1% increase. Chief Executive Officer confirmed that if the factoring increase is fair and reasonable and it is similar to inflation, the owners should not contest it.

George Kelly enquired if we have considered another COVID lockdown. The Chief Executive confirmed that it would impact on our spend and our major repairs would stop.

Julie McNeil enquired if we are over spending, does this mean there is a shortfall in the Business Plan. Director of Finance & IT confirmed that Reactive maintenance is £60k over and cyclical is £180k overspend. Going forward the business plan would have to be reset.

The Chief Executive confirmed that we will see over the next few years what our spend will be as we are going through turbulent times.

After discussion, the Board unanimously approved the Budget for 2021/22.

9b. CASSILTOUN TRUST BUDGET 2021/22

The Director of Finance/IT presented the above Budget previously circulated with the agenda.

The Board unanimously approved the Cassiltoun Trust Budget for 2021/22.

9c. CASSILTOUN STABLES NURSERY BUDGET 2021/22

The Director of Finance/IT presented the above Budget previously circulated with the agenda.

Item redacted as contains sensitive information.

The Chief Executive intimated that the Cassiltoun Trust Board meeting will be held before the Nursery Board meeting during 2022 to ensure that this will not happen again.

The Board unanimously approved the Cassiltoun Stables Nursery Budget for 2021/22.

10a. FINANCIAL REGULATION POLICY

The Director of Finance/IT presented the above Policy previously circulated with the agenda.

The Policy will take into account the Cassiltoun Group, ie all three companies.

The changes recommended where highlighted in blue. Minor changes, ie role responsibilities and change to job titles. Petty Cash limit to be increased to £700.

The policy includes Board approval with regards to payment of Pension Contributions. Auto enrolment was also included.

Both subsidiaries now have a Debit Card.

The Board unanimously approved the Group Financial Regulation Policy and the relevant Equality Impact Assessment.

10b. TREASURY MANAGEMENT POLICY

The Director of Finance/IT presented the above Policy previously circulated with the agenda.

Recommended changes were highlighted in blue.

A paragraph was included regarding an Annual Treasury Review being carried out each year.

The policy makes reference to joint ventures.

Approved institutions ratings have been updated.

The Board unanimously approved the Treasury Management Policy and the relevant Equality Impact Assessment.

Director of Finance/IT left the meeting at 19.15 pm

11. OPERATIONS BI MONTHLY REPORT

11a. OPERATIONS SERVICE PERFORMANCE

Housing Manager (Services) presented the above report previously circulated with the agenda.

Newbuild Letting – Castlemilk Drive: The Annual Letting Plan was approved by the Board at their meeting in January . The lets will be allocated in conjunction with the Letting Plan.

Advice Team – The Housing Benefit financial gain has reduced due to full service with Universal Credit. It is only people of pensionable age that will apply for Housing Benefit. For year to date, housing benefit financial gain is just under £37,000. Housing Benefit suspensions is £13,000 and Universal Housing Costs sits at £13,000.

The Association were successful in obtaining a £25,000 Fuel Support grant from the Scottish Government that the SFHA were administering. We had received other funding of which £3,000 remains. The £28,000 will be used for supplying fuel funding to 647 applicants. Teresa McGowan enquired if tenants were aware of this funding. It was confirmed that there will be an article in our newsletter and the Advice Team will also be signposting clients.

The Chief Executive confirmed that the funding is allocated for prepayment customers. The Advice Team have applied for other grants for non prepayment customers.

11b. TECHNICAL SERVICE PERFORMANCE

Housing Manager (Technical) presented the above report previously circulated with the agenda.

COVID is having a real impact on the provision of our repairs and investment programme. We are in close discussions with our contractors for when restrictions will lift and dealing with the backlog of repairs.

Temporary Customer Services Assistant (Technical) – great response to the advert and there were a lot of good quality applications. ***Item redacted as contains sensitive information.***

Window and Door Renewal Project: 16 properties which roll into the financial year 2021/22. There are 53 flat entrance doors not fitted, which will require to be rolled over into the new financial year.

Kitchens Project: These investment works have been rescheduled for the financial year 2021/2022.

Electrical Re-wire and Distribution Board upgrade: These investment works have been rescheduled for the financial year 2021/2022.

Smoke Alarm Upgrades: City Technical services are carrying out the smoke alarm system (LD2) upgrade as part of the gas service contract. There has also been smoke alarm upgrades carried out as part of new kitchen programme.

Reactive Maintenance: City Building and City Technical are providing emergency repairs. Void work is taking longer due to sanitisation having to be carried out.

City Technical are now in their final year of their contract. We will start the procurement exercise in 2021/22.

Cyclical Maintenance: Gas servicing programme continues. 23 late gas service compliance. This is predominately due to shielding and self isolation.

Legionella work did not start in February/March. Planning on starting this in April.

Estate Maintenance: Caledonian contract finishes on 31 March 2021. The Association has concluded its procurement plan for a new contract to be in place for 01/04/2021. C.A.S. has been appointed to carry out close cleaning services and will commence this service on 05/04/2021. There has been an initial pre-start meeting and tour of the estate which has finalised the weekly programme. Ground Control has been appointed to carry out Landscaping works through the stock and will commence on 01/04/2021. There has been an initial pre-start meeting and tour of the estate. A further walk around has been arranged so as to familiarise the new contractor with all areas of the stock.

Factoring: Arrears currently sitting at £36,000.

Board approval was sought to write off the undernoted debit and credit balances

<u>Reference</u>	<u>Last EOP Balance</u>	<u>Details</u>
2018	£3,611.46	Debit Write-off No Further Information
2103	£134.44	Debit Write-off No Further Information
2105	-£1.04	Credit Write off - No Further information
1994	-£74.90	Credit Write off - No Further information
2060	-£148.42	Credit Write off - No Further information
3258	-£369.18	Credit Write off - No Further information

Teresa

McGowan enquired if we can put a hold on an owner selling their property. Housing Manager (Property) confirmed that this is called a Notice of Potential Liability. This is only for a period of time. If the owner sells within the time we place the Notice of Potential Liability we can claim the monies back. In this case, the notice had expired and the owner has now moved on.

The Chief Executive confirmed that the new Customer Services Assistant (Technical) will be assisting the team with factoring arrears and will be setting diary triggers to place Notice of Potential Liability on properties to try and recover arrears.

The Board unanimously approved to write off the above debit and credit factoring balances.

11c. **FORMER TENANT ARREARS WRITE OFF**

Housing Manager (Services) presented the above report previously circulated with the agenda.

The Board unanimously approved to write off £3,337.74 in former tenant arrears and that we continue to pursue £20,679.54.

11d. **COURT ACTION**

Housing Manager (Services) presented the above report previously circulated with the agenda.

The Board unanimously approved the continuation of the necessary action for those who have breached their tenancy agreement, including court action up to and including decree for eviction for recovery or possession, debt outstanding and expenses which if granted will result in the repossession of the property.

11e. **EQUALITY & DIVERSITY REPORT**

Housing Manager (Services) presented the above report previously circulated with the agenda.

Teresa McGowan enquired if we should be asking for information on gender and other protected characteristics. Corporate Services Manager informed the Board that the Association are currently drafting an Equality and Diversity Strategy and will be assessing the Association against an Equality Framework and will be identifying our gaps.

Kim McKee intimated that we should be aligning our equal opportunities with good practice.

The Board noted the contents of the Equality and Diversity Report.

11f. **FIRE RISK ASSESSMENT**

Housing Manager (Technical) presented the above report previously circulated with the agenda.

It was recommended that the Board of Management approve a deviation from the Procurement Policy for the allocation of the planned Close Fire Risk Assessments throughout the stock. The cost of the works will be in the region of £15,000 which as per our Procurement Policy would involve using Quick Quote Function on Public Contracts Scotland (PCS). It is recommended we use ACS Risk Group as this is specialised work that requires a suitability qualified and competent person to carry out the assessment.

The Board unanimously approved to deviate from the Procurement Policy to appoint ACS to carry out Close Fire Risk Assessments.

19.37 pm – John Williams left the meeting

12. REVISED MODEL COMPLAINTS HANDLING PROCEDURE FOR REGISTERED SOCIAL LANDLORDS

Agenda Items 12a-12f take into account the SPSO (Scottish Public Services Ombudsman) revision of the Model Complaints Handling Procedure (MCHP) for Registered Social Landlords. Public bodies are required to implement this updated MCHP no later than 1 April 2021. Compliance with the revised MCHP will be monitored by the SPSO through investigation, and improvement and standards work.

Following consultation, the MCHPs were revised to:

- standardise the core text across all of Scotland's public services – this will remove (and future-proof against) minor inconsistencies in how the MCHP operates within different sectors, while retaining individualised sector-specific content where appropriate;
- update the content in line with:
 - feedback from organisations under SPSO's jurisdiction (via the consultation survey, feedback on the draft, and individual feedback from contacts with SPSO)
 - issues identified from SPSO casework, and
 - recent research and good practice in relation to using alternative resolution approaches, promoting positive complaint behaviours and improving access to complaints for vulnerable groups.

There is some formatting of the documents still to be done.

Staff training will be carried out with all staff and we will be also looking at collating more information on people who are making complaints ie stock, area, category of complaints etc.

The Board unanimously approved the revised Model Complaints Handling procedure documents and the subsequent Equality Impact Assessment.

Domestic Abuse Bill

Housing Manager (Services) informed the Board that the Bill has been approved. At present we do not have many cases where this is relevant. Staff training will be carried out.

George Kelly enquired if we need to change our allocation policy. It was confirmed that we may have to draft a new Domestic Abuse Policy.

A new clause will be inserted in the Scottish Secure Tenancy Agreement that will allow the Association to recover the property from a Domestic Abuser.

19.47 pm – Clare MacLean left the meeting

13. GDPR/FOI

Refresher training on GDPR was delivered to staff.

14. CORRESPONDENCE

Letter from SHR re regulatory returns -

Annual Return on the Charter and the Annual Return on the Energy Efficiency Standard by 31 May 2021

Loan Portfolio (annual return) and Five Year Financial Projections by 30 June 2021

Annual Accounts by 30 September 2021

Annual Assurance Statement by 31 October 2021

15. NEW MEMBERSHIP APPLICATIONS

None

16. USE OF SEAL

None

17. ENTITLEMENTS, PAYMENTS & BENEFITS REGISTER

None

18. NOTIFIABLE EVENTS

The Chief Executive informed the Board that there is one notifiable event at present: -

1. Ongoing operational issues regarding COVID which the SHR have indicated that they would wish to remain live.

19. SUBSIDIARY & SUB-COMMITTEE DECISIONS & MINUTES MADE BETWEEN 25TH FEBRUARY 2021 – 24TH MARCH 2021

Cassiltoun Trust Board Meeting – 3rd March 2021

- Management Accounts – December 2020 – Approved
- Cassiltoun Trust Budget 2021/22 – Approved
- Cassiltoun Trust Business Plan – Approved with amendments outlined at the Trust Business Planning Session held prior to the meeting.
- Cassiltoun Trust 25 Year Financial Projections - Approved

20. HEALTH & SAFETY/HWL

HWL: The walking challenge was a huge success and the staff team walked approximately 2000 miles during the month of February. Chief Executive intimated that she has approved for staff to walk a mile per day during the month of March to allow for them to leave their computers and encourage staff to exercise.

20a. H&S COMMITTEE MEETING – 15 FEBRUARY 2021: Minutes were circulated to the Board for their information.

21. AOCB

GWSF: The Housing Bill will form part of the 2040 Strategy and discussions will be ongoing.

Friends of Castlemilk Park: A letter has been drafted to the Council re flooding from the Ballantay Burn and the fact that the water is pouring over the path. This has been an ongoing issue for over a decade. Friends of Castlemilk Park have asked if they can include in the letter that Cassiltoun support their complaint. ***The Board approved that they would support this complaint to the Council.***

Board Training 2021/22: Corporate Services Manager via a powerpoint presentation highlighted the key topics for Board training for 2021/22.

The Chief Executive also informed the Board that the group of Chief Executives that she networks with are working with North Star Consultancy who are discussing training sessions with boards from other Housing Associations which will allow them to work with each other. One session they are discussing is effective questioning and scrutiny. The Chief Executive intimated that she is waiting on the cost and date.

Julie McNeil enquired if we could have further training on finance. Director of Finance/IT or Finance Officer to carry out this training and to ascertain from the Board as to what areas the training would cover.

Heating System: Julie McNeil enquired as to the heating system within the Stables. The Chief Executive confirmed that the system will require a flush and once this has been done we need to make a decision as to what system will be installed and where the money will come from.

Chief Executive and Corporate Services Manager left the meeting. The Chair will contact the Chief Executive to rejoin the meeting.

Item redacted as contains sensitive information.

Item redacted as contains sensitive information.

The Chief Executive and Corporate Services Manager rejoined the meeting.

22. DATE AND TIME OF NEXT MEETING

Wednesday 28th April 2021 at 6.00 pm

There being no further business the meeting concluded at 20.05pm

Signature:
Chair of Board of Management

Date: