

CRAIGDALE HOUSING ASSOCIATION LIMITED MINUTE OF BOARD MEETING HELD ON MONDAY 26TH FEBRUARY 2024 AT 6.00 PM

CRAIGDALE HOUSING ASSOCIATION LIMITED

REPORT TO: BOARD OF MANAGEMENT

MEETING DATE: MONDAY 25TH MARCH 2024

AGENDA ITEM: 4A MINUTES OF PREVIOUS MEETINGS: APPROVAL OF MINUTES OF BOARD MEETING – 26.02.24

Status:	Confidential		For:	Approval	✓
	Non-Confidential	✓		Discussion	
				Noting	

PRESENT:

Des Phee	Chairperson	Hilary Tennant	Board Member
Claire Taylor	Treasurer	Kevin Boyle	Board Member
Stephen Baxter	Secretary	Stephen Kelly	Board Member
Morag Cameron	Board Member	Lucy Madigan	Board Member

IN ATTENDANCE:

Linda Chelton	Chief Executive Officer (CEO)	
Frances Cunningham	Corporate Manager (CM)	
Graham Harper	Graham Harper Consultant (GHC)	Left Meeting at pm

1. Apologies for Absence

Apologies were tendered on behalf of Christine McCormack (Board Member) and Louise Bacon (Vice Chair).

Leave of Absence: None.

Absent: None.

2. Chairperson's Remarks

The Chair welcomed everyone to the first meeting of the year.

3. Declaration of Interest

- D Phee (Chairperson), M Cameron (Board Member - EVH Executive Committee) L Chelton (CEO) and F Cunningham (CM) declared an interest in relation to Agenda Item 5, CEO Report, 3.1.2. Cost of Living Pay Increase and Agenda Item 15a, Correspondence, EVH Pay Negotiations.
- D Phee (Chairperson) declared an interest in relation to Agenda Item 5, CEO Report, 4.3.1 Welfare Service Report.

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4. Minutes of Previous Meetings:

4.a Approval of Minutes of Board Meeting held on Monday 29th January 2024

The Board approved the minute as a correct record of the meeting held on Monday 29th January 2024 as proposed by Stephen Baxter and seconded by Kevin Boyle. The minute was signed and sealed by the Chair.

Page 3, 5-Chief Executive Officer & Governance Report, 3.1.2. Investors in People: CM highlighted a spelling mistake (hat should be that) and that the original minute had been amended for minute to be placed on the website.

4.b Matters Arising from the Board Meeting held on Monday 29th January 2024

The Chair asked if anyone had any matters arising from the previous minute of Monday 29th January 2024.

Page 5, Policy Review Register: The CM highlighted that due to annual leave, the Financial Regulations and Procedures would not be presented tonight. CM meeting with FMD on 6th March with reviewed documents being presented to the Board 25th March.

B190, 28.11.22, 5.CEO's Report & Governance Report 3.3.2 Bulk Uplift/Caledonian: M Cameron highlighted that the airspace gates are still not closed. CM will speak to City Building to get update on locks. CM highlighted that two additional fencing will have to be installed however, still awaiting confirmation on the dead panels.

The Board noted and approved the Matters Arising Report from the Board meeting held on Monday 29th January 2023.

4.c Draft Minutes of the Audit & Assurance Committee Meeting held on Monday 19th February 2024

The Board noted the draft minute of the Audit & Assurance Committee Meeting held on Monday 19th February 2024.

4.d Matters Arising from the Audit & Assurance Committee Meeting Monday 19th February 2024 for Approval.

The Chair asked if anyone had any matters arising from the draft minutes of the Audit & Assurance Committee meeting held on Monday 19th February 2024.

The CM advised that she had a couple of recommendations for ratification.

Recommendations

- **Risk Register for Operational Risks**
- **Wylie & Bisset: Internal Audit – Budgetary & Financial Report**
- **Wylie & Bisset: Internal Audit – Equality & Diversity Report**

- **Wylie & Bisset: Internal Audit – Follow Up 2023/24 Report**
- **Wylie & Bisset: Annual Report 2023/24**
- **Wylie & Bisset: Internal Audit Plan 2024/25**
- **Management Accounts Q3, 31st December 2023**

5. Chief Executive Officer & Governance Report

The CEO presented the Chief Executive Officer & Governance Report to the Board and gave a brief update on the following:

3.1.1. Major Fire – 12 Birgidale Road: The CEO highlighted that flat 2/1 the tenant has picked paint and worktop colours. The CEO had agreed with contractor that tenant's son has access to property as he has autism, which will assist him process the change to the smoke damaged flat. K Boyle asked did we assure that the property PPE was in place for these visits. The CEO confirmed that everything was in place for these visits to happen.

3.1.2. Cost of Living Pay Increase: The CEO advised that the Union rejected the pay offer of 5.5%. This will go to arbitration, the meeting with ACAS will take place 5th March.

3.1.4. SHR Regulatory Standards: The CEO advised that SHR have released the new Regulatory Framework.

3.1.5. Proactive Damp Monitoring: The CEO highlighted that we are starting a pilot damp and mould preventions system. This will be placed in 10 of our properties some have reported damp, and some have not.

- H Tennant asked what properties we are testing. The CEO advised that we are testing properties that we have had reports of dampness, one of our new build properties as tenant is complaining about cold spot within a room and a couple of properties that we have no issues with.
- K Boyle mentioned that it's a good system and they are using a similar product in their properties.
- H Tennant asked if we had GDPR in place. The CEO advised no as it is only information in relation to the property that is being shared and also the company are getting the tenants to sign a disclaimer when installing the system. H Tennant asked if we could confirm with Claire Beckley in relation to GDPR that we have the correct processes in place.
- C Taylor asked what happens if tenant cannot afford to turn heating on. The CEO highlighted that we cannot force a tenant to heat a property, however, would issue support information and would steer them towards our Welfare Rights Team for assistance.
- M Cameron mentioned however if it highlighted an issue with the fabric of the property, we would need to fix it.
- H Tennant mentioned that we would have to have at least a years' worth of data to properly assess the data.

4.2 Leave Checks: M Cameron asked are the leave balances being monitored. The CM advised that yes. The annual leave balance will reduce further as staff book leave, the same with the toil and flexi balances. CM advised that you will get a balance on a monthly basis.

The Board noted and approved the Chief Executive Officer & Governance Report.

6. Development Report

G Harper presented the Development Report, Phase 10 – Glenacre Terrace Report and asked the Board to note the following points:

- There has been no progress on the acquisition of the site. It emerged recently that the officer at GCC dealing with this had unfortunately passed away.
- GHC advised that we can't submit our planning application without the licence site investigation however looking at possibly submitting a desktop site application.
- Latterly, contact has been made again by GCC on the site.
- M Cameron asked if building costs were still as high. GHC advised that costs have levelled out and property funding costs have increased slightly.
- The Chair confirmed that there seems to be no change with Planning Depart it's the same with other RSL's.
- H Tennant does it matter with timing with the finance year. GHC advised no the timing doesn't matter if it fell into this finance year or next finance – as we have been guaranteed the spend.

The Board noted and approved the Phase 10 – Glenacre Terrace Report.

7. Policy Review

a) Draft Business Plan (01.04.24 – 31.03.27) V2

The CEO presented the second draft of the Business Plan 2024/27 and advised that all amendments have been tracked throughout the BP.

- H Tennant suggested the following amendments. Page 3, 3.1 – History, 2nd Paragraph last sentence be removed as our 3rd Paragraph Phase 10 supersedes this comment.
- H Tennant mentioned that there is no mention about the Food Pantry within the BP that this should be mentioned.
- H Tennant asked should we remove comment to Brexit as this has taken place. K Boyle mentioned that we are still experiencing issues with cost of materials from Brexit. The Chair mentioned maybe removing Brexit however change it to increase of economic cost for materials/supply.
- K Boyle mentioned that BP still discusses ESSH 2 should we not change this to SHNZS (Social Housing Net Zero Standards) in Scotland. The CEO was not convinced that the new title will stay but would amend title.

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The CEO advised that the final draft of the Business Plan will be presented to the Board in March.

The Board approved the Draft Business Plan 2024/27 V2 with the above-mentioned amendments.

8. Membership Report

The CM advised that there were no changes to the membership this month.

The Board noted the level of membership was currently 79.

The Board noted and approved the content of the Membership Report.

9. Notifiable Events Report

The CM highlighted that all recent notifiable events have been closed.

The Board noted and approved the content of the Notifiable Events Report.

10. Rent Report: January 2024

The CEO went through the Rent Report for January 2024 and highlighted that we have a number of former tenant arrears and credit balances to be considered for write off.

FORMER TENANT RENT ARREARS BALANCES – WRITE OFFS

Tenancy Ended	Reason	Rent Balance
13.11.23	Tenant abandoned property; no contact has been made with former tenant	£1,333.27
28.09.23	Tenant Died	£707.75
TOTAL	Former Tenant Rent Arrears Balance – Write Offs	£2,041.02

FORMER TENANT RENT CREDIT BALANCES – WRITE OFFS

Tenancy Ended	Reason	Rent Balance
19.07.2022	Small credit balance	-£0.45
04.07.2022	Small Credit balance	-£6.35
25.02.2022	Small Credit balance	-£36.80
01.07.2022	Tenant Died	-£177.37
10.12.2021	Tenant moved away – no forward address	-£289.99
27.07.2022	Small credit balance	-£0.58
10.09.2021	Tenant moved away – no forward address	-£325.52
25.03.2022	Tenant moved away – no forward address	-£668.87

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24.11.2022	Small credit balance	-£0.43
12.10.2022	Tenant moved away – no forward address	-£26.61
01.06.2022	Tenant Died	-£422.33
16.12.2022	Tenant Died	-£204.16
TOTAL	Former Tenant Rent Credit Balance – Write Off's	£2,159.46

The Board noted and approved the contents of the Rent Report for January 2024 and approved the write offs of the following former tenant rent arrears balance of £2,041.02 and former tenant credit balances of £2,159.46.

11. Business Plan 2021-24: Strategic Objectives Delivery Plans (Year 3 – Q3)

The CEO presented the Business Plan 2021-24 (Year 3) - Strategic Objectives Delivery Plan (Quarter 3) Report and that the purpose of the report was to monitor progress.

- M Cameron asked for an update on the Lens. The CEO advised that the Project Leader is now in employment and does not have the capacity to run the Camera Club at present, if this changes he will be in touch. M Cameron asked about the equipment. The CEO advised that there is no real value in the equipment and the equipment will be gifted to the members of the Camera Club as they are still going out on an individual basis.
- The Chair highlighted that there were still a number of strategic objectives to be completed and would these form the basis of the new strategic objectives. The CEO confirmed that yes they would be carried forward along with any new strategic objectives.

The Board noted the content and approved Business Plan 2021-24 (Year 3) - Strategic Objectives Delivery Plan Report (Quarter 3).

12. Business Plan 2021-24: Operational Delivery Plans (Year 3 – Q3)

The CM presented the Business Plan 2021-24 (Year 3) - Operational Delivery Plan (Quarter 3) Report and that the purpose of the report was to monitor progress. The CM gave the following updates.

SO1-6: CM advised that NRS have just released additional funding of £1.5k and will complete the submission of our Q4 Medical Adaptations Claim.

SO1-15: CM confirmed that we held the final Site Meeting this afternoon and confirmed that we have 1xVoid which has been booked in for this week. 1xBoiler to be installed on Thursday and 2xNo Accesses. These two tenants will be advised that the contract has concluded and that their boiler will only be replaced if the property becomes void or if the boiler breaks down and needed replaced.

SO1-17: CM highlighted that the Board agreed to review this objective before the end of March 2024 as to whether we would proceed with the project or remove from our objectives. **The Board agreed that due to the cost of the Bin Store Replacement Contract that they would remove this from our strategic objectives. However, agreed to carry out any general repairs required to the bin stores.**

SO5-8: The Chair asked for an update on the Shared Ownership Occupancy Agreement. The CM advised that she had sent an email to the Shared Owner advising of the options available to them and would follow this up in a letter. However, no response has been received and a letter will be issued next week.

The Board noted and approved the updated Business Plan 2021-24 (Year 3) Operational Delivery Plan (Quarter 3) Report.

13. Key Performance Indicators

The CEO advised that the purpose of this Report is to ensure that the Association is monitoring all of its Key Performance Indicators (KPI's).

The CEO apologised that there were no figures for Maintenance, we are experiencing an issue with the Dashboard and will have all the figures for the last quarter.

- The Chair noted that we are still having difficulties with Section 5 Referrals. The CEO highlighted that GCC announced that they have a housing crisis. S Baxter mentioned that they are having the same issue.
- S Baxter asked if the year-to-date figure could be inserted. The CM apologised she had only selected the three quarters so that the report would be bigger on the screen however will ensure that the year-to-date figure will be available for the last quarter.

The Board noted and approved the contents of the Key Performance Indicators Report (Quarter 3).

14. New Regulatory Framework

The CEO advised that in June 2023, the Scottish Housing Regulator (SHR) started a discussion and consultation exercise on potential changes to how it regulates social landlords in Scotland and on 13th February 2024 the SHR published the new Regulatory Framework, statutory guidance and its response to the responses submitted as part of the consultation exercise.

The CEO presented an overview of the changes and advised that there is one additional section to Regulator Standard 4 which is 4.2 giving service users easy and effective ways to provide feedback and raise concerns etc.

- M Cameron asked if we had a copy of the new Framework. The CM advised that a copy was emailed along with the Board Reports and there was also a copy within the Board Portal.

The Board noted and approved the New Regulatory Framework

15. Correspondence

The Secretary presented the following correspondence.

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- a) EVH Pay Negotiations: Lorna Ravell had circulated an update on the pay negotiations and advised that the Union have now confirmed their ballot result and have rejected the offer.
- b) SHR New Regulatory Framework & Statutory Guidance: Letter from SHR advising that the new Regulatory Framework, statutory guidance and consultation response have been published.
- c) EVH Invite to Members Information Exchange Meeting: M Cameron mentioned that she is an Executive Board Member and would be happy to stand down if anyone else was interested in becoming an Executive Board Member.

16. Any Other Competent Business

The Chair asked if anyone had any other competent business for discussion.

- a) GWSF Open Meeting: The Chair if he could attend the next meeting to be held on Wednesday 20th March at 7.00pm. Des Phee, Morag Cameron, Kevin Boyle, Linda Chelton agreed to attend. Morag put Louise Bacon's name forward as she normally attends this meeting.

CM will forward on the details of the meeting to attendee's tomorrow.

- b) EVH Annual Conference: M Cameron asked if she had been booked to attend the conference. CM confirmed that both C McCormack and she had been booked.

17. Date of Next Meeting

Board Meeting: Monday 25th March 2024 at 6.00pm (Board Meeting)

The meeting concluded at 7.14 pm

Minute Signed by Chairperson: _____