

CRAIGDALE HOUSING ASSOCIATION

BOARD MEETING

MONDAY 28TH MARCH 2022

AGENDA ITEM: 4A APPROVAL OF MINUTES OF PREVIOUS BOARD MEETING

CRAIGDALE HOUSING ASSOCIATION MINUTE OF BOARD MEETING HELD ON MONDAY 28TH FEBRUARY 2022 AT 6.00PM VIA ZOOM

THE SECTIONS HIGHLIGHTED IN YELLOW HAVE BEEN REDACTED DUE TO THE CONTENT BEING PRIVATE AND CONFIDENTIAL OR RELATES TO GDPR.

PRESENT:

John Kilpatrick	Chairperson	Claire Taylor	Board Member
Morag Cameron	Vice Chair	Louise Bacon	Board Member
Des Phee	Secretary	David Logan	Board Member
Christine McCormack	Board Member		

IN ATTENDANCE:

Linda Chelton	Chief Executive Officer (CEO)	
Frances Cunningham	Senior Corporate Services Officer (SCSO)	(Minute Secretary)
Sam Morton	Senior Housing Services Officer (SHSO)	
Graham Harper	Graham Harper Consulting	(In Part)

1. Apologies for Absence

Apologies were tendered on behalf of Gemma Woodrow (Board Member), Helen Bayne (Treasurer) and Hilary Tennant (Board Member).

Leave of Absence:

Catherine Jones, Board Member

Absent:

None

2. Chairperson's Remarks

The Chair thanked everyone for attending tonight's meeting.

The Chair highlighted that Agenda Item 6: Development Opportunity-Castlemilk West Church Site Update Report would be brought forward so Graham Harper could present his report and leave the meeting.

3. Declaration of Interests

D Phee declared an interest in relation to Agenda Item 5, CEO Report regarding Southside Housing Association.

C Taylor declare an interest in relation to Agenda Item 13a, GWSF Affiliation Fees as she is the Vice Chair of the Board.

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4. Minutes of Previous Meetings:

4.a Approval of Minutes of Board Meeting held on Monday 31st January 2022

The Board approved the minute as a correct record of the meeting held on Monday 31st January 2022 as proposed by Christine McCormack and seconded by Claire Taylor. The minute was signed and sealed by the Chair.

4.b Matters Arising from the Board Meeting held on Monday 31st January 2022

The Chair asked if anyone had any matters arising from the previous minutes of Monday 31st January 2022.

SCSO gave one update in relation to Page 3, 2.2.1 Skills for Growth Audit – Kick Start: The SCSO advised that L Bacon had asked who our partner was? SCSO confirmed that Glasgow Chamber of Commerce were our partners.

4.c Draft Minutes of the Audit & Assurance Committee Meeting (07.02.22)

The Board noted the draft minute of the Audit & Assurance Committee Meeting held on Monday 7th February 2022 and the Chair asked if anyone had any questions. No questions or points of clarification were asked.

4.d Matters Arising from the Audit & Assurance Committee Meeting (07.02.22) for approval

The Chair asked if anyone had any matters arising from the minutes of the Audit & Assurance Committee meeting held on Monday 7th February 2022 and asked for the following recommendations to be approved.

Recommendations

The Board noted and approved the recommendations made by the Audit & Assurance Committee held on Monday 7th February 2022.

- **Approved Risk Appetite Statement**
- **Approved the Management Accounts for period to 31st December 2021**
- **Quinn Internal Audit: 2021/22 – Reactive Repairs Draft Report**
- **Tender Report: Finance & Accounting Services – Appointment FMD Financial Services Ltd**

CRAIGDALE HOUSING ASSOCIATION MINUTE OF BOARD MEETING HELD ON MONDAY 28TH FEBRUARY 2022 AT 6.00PM VIA ZOOM**4.e Draft Minutes of the Operational Services Committee Meeting (14.02.22)**

The Board noted the draft minute of the Operational Services Committee Meeting held on Monday 14th February 2022 and the Chair asked if anyone had any questions. No questions or points of clarification were asked.

4.f Matters Arising from the Operational Services Committee Meeting (14.02.22) for approval

The Chair asked if anyone had any matters arising from the minutes of the Operational Services Committee meeting held on Monday 14th February 2022 and asked for the following recommendations to be approved.

The Board noted and approved the recommendations made by the Operational Services Committee held on Monday 14th February 2022.

Recommendations

- **Case 108** **Total £227.90** **The Board approved the recommendation to write off former tenants rent arrears balance.**
- **Case 22** **Total £56.15** **The Board approved the recommendation to write off former tenant credit balance.**
- **Case 24** **Total £67.51** **The Board approved the recommendation to write off former tenant credit balance.**
- **Case 25** **Total £43.85** **The Board approved the recommendation to write off former tenant credit balance.**
- **Abandonment Policy: The Board approved the policy with no further amendments.**

5. Chief Executive Officer Report & Governance Report

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

2.1.1 Staffing & Service Provider Update – Office Re-opening: The CEO advised that the office will fully re-open from Monday 7th March 2022.

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2.1.1 Staffing & Service Provider Update – Service Providers Bulk Uplift: The CEO advised that she had attended a meeting on 2nd February with Glasgow City Council regarding the new online booking system. An area of concern during the meeting was the implication that they are considering penalising organisations for not attending the site on their exact booking slot. The tone of the meeting was such that I raised a concern that whilst HA's are attempting to support GCC after their withdrawal from free bulk uplift it seems that our assistance is being made more and more difficult. I will continue to monitor the situation.

Caledonia have said that if GCC carry on refusing to accept fridges at our local depot they will need to charge us £65 per fridge due to the additional time and cost to them. We have had a series of fly-tipping incidents on our land which GCC have refused to uplift. This is a continuing concern which we will monitor closely.

2.2.1 Procurement Update:

Financial Services Tender: The CEO confirmed that letter of engagement will be issued to FMD in the morning.

Internal Audit: The CEO advised that the advert is live with a closing date of Friday 11th March 2022.

2.2.2 Private Finance Issue: M Cameron mentioned that the map had not been attached to the report. The CEO apologised and would have it dropped into the Portal.

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

Graham Harper joined the meeting at 6.00pm

6. Development Report: Phase 10 - Castlemilk West Church Site Update Report

G Harper presented the Development Report, Phase 10 - Castlemilk West Church Site Report and asked the Board to note the following points:

G Harper advised that the Timber kit erection progressing. No change to program.

G Harper asked the Board if they had any questions?

The Chair asked how much grant was left. G Harper mentioned that there was approximately £1.2m left to spend with draw down of private finance in May.

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The Board noted and approved the Development Opportunities: Castlemilk West Church Site Update Report.

Graham Harper left the meeting at 6.10pm

7. Governance Review Action Plan Report

The SCSO presented the Governance Review Report which gives an update on progress to date against the external Governance Review completed in 2021. The action plan was approved by the Board on 28th June 2021, with updates to be provided monthly to the Board.

The SCSO gave the following update:

Medium Term Actions

RS 3: 3 EESSH 2: The SCSO advised that we have added in £6k into the budget.

The SCSO asked the Board if they had any questions. No further questions were asked.

The Board noted and approved the updated Governance Review Report.

8. Business Plan 2021-24: Strategic Objectives Delivery Plans (Q3)

The CEO presented the Business Plan 2021-24: Strategic Objectives Delivery Plan Report and asked the Board if they had any questions. No questions were asked.

The CEO mentioned that the Senior Management Team are currently looking at some of the target dates within the delivery plans that require to be amended.

SO1.1: Compare ourselves against others: D Phee mentioned that he thought this was carried out last year as he Chaired the meeting that evening. The SCSO agreed and would check back the Board reports.

SO1.3: Interrogate Stock Condition Survey results and feed survey results into our Asset Management Strategy: The CEO highlighted that she will be organising more in-depth training on the HUB in March.

SO2.1: Consider options for using other communications channels using technology such as You Tube: The CEO asked if the Board would like a demonstration of the system. The Board agreed to a demonstration.

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SO2.4: Carry out Consultations via surveys/website / tenant portal: The CEO highlighted that we would look to increase our consultation on Tenant Participation Strategy during the summer.

SO2.5: Promote Craigdale as a Third Party Hate Crime Reporting Centre: The CEO reported that this is currently still on hold.

SO3: Working with partners to improve communities and tenants lives: L Bacon mentioned that grant application in relation to elevating health & loneliness has opened for 2023/26. That a joint grant application with the other local RSL's would make a stronger submission.

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

9. Business Plan 2021-24: Operational Delivery Plans (Q3)

The SCSO presented the Business Plan 2021-24: Operational Delivery Plan Report and gave an update on the following items:

The SCSO gave the following update:

SO4-20: Procure Internal Audit Services: The SCSO advised that the advert went live on the SFHA website on Friday and went live on with Scottish Housing E-News today. Closing date will be Friday 11th March 2022 at 12 noon. The CEO advised that the contract would not start on 1st April 2022 however would start 9th April 2022 due to cooling off period.

M Cameron mentioned that there are a lot of items in red that should be in green. The SCSO advised that the items in red have been cancelled or postponed. The text that is in red are updated comments.

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

10. Policy Review

a) Risk Management Strategy

The CEO advised that this is a new document and has been tailored by ERMG following board discussion around risk appetite and risk scoring and management. The CEO and SCSO have checked the document and are happy that it truly reflects CHA's risk position.

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The CEO asked the Board if they had any questions or points of clarification.

D Phee mentioned that there was a spelling mistake on Page 12, Operational Risks (blue box) tenants.

The Board noted and approved the Risk Management Strategy with a minor amendment. Page 12, Operational Risks (blue box) amend line 3, tenants to tenants.

b) Guide to Information

The CEO advised that the Guide to Information (GTI) is a standard form issued by the SFHA. We had an original GTI when Freedom of Information (FOI) started to cover Registered Social Landlords, but this was a written document. Following the update of our website we have ensured that the most requested information is readily available electronically and regularly reviewed. The new GTI provides hyperlinks to this information so that we can direct FOI requesters there rather than answering a full FOI request.

The CEO asked the Board if they had any questions or points of clarification. No points were raised.

The Board noted and approved the Guide to Information with no further amendments.

c) Gas Safety Policy

The SHSO highlighted that this document is an updated copy of the current Gas Safety Policy. Two changes have been highlighted in yellow. The policy has been updated to reflect the current working practices of the association. The original policy stated that the gas safety check would be carried out ten months after the previous one when, in reality, the check is carried out within eleven months. The second change is an addition to the original policy to allow staff to start the process from the 10-month anniversary if access has been difficult in previous years.

The SHSO asked the Board if they had any questions or points of clarification. No points were raised.

The Board noted and approved the Gas Safety Policy with no further amendments.

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d) Right to Repair Policy

The SHSO advised that this policy has been written to address an outcome from the recent Internal Audit on Reactive Repairs audit. The SHSO highlighted that the Housing Services staff have inputted into the formation of this policy. The policy will be implemented immediately and displayed on the association’s website. The Operational Services committee will receive a quarterly report on right to repair.

The SHSO asked the Board if they had any questions or points of clarification.

M Cameron highlighted that on Page 3, 3.1 thought that the use of cognisance should be replaced.

The Board noted and approved the Right to Repair Policy with a minor amendment. Page 3, 3.1 amend line 1, cognisance to thought.

e) Electrical Policy

The SHSO highlighted that this policy has been adapted from the EVH tenants Health and Safety manual. The adaptations clarify the responsibilities of both the tenant and the landlord for electrical safety. The policy is one of a number of policies written to ensure the association can meet and evidence their health and safety obligations.

The SHSO asked the Board if they had any questions or points of clarification. No points were raised.

The Board noted and approved the Electrical Policy with no further amendments.

f) Mutual Exchange Policy

The SHSO advised that this is a new policy, written to follow best practice and separating mutual exchange from the association’s allocations policy. The current mutual exchange procedure is formalised within the procedure.

The SHSO asked the Board if they had any questions or points of clarification.

D Phee highlighted that on Page 3, 1.3 General Data Protection Regulation (GDPR) should be UK GDPR.

The Board noted and approved the Mutual Exchange Policy with a minor amendment. Page 3, 1.3 change GDPR to UK GDPR.

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11. Share Capital Report

The SCSO highlighted that there has been no change to the membership.

The Association's Membership stands at 77 Members.

The Board noted and approved the Share Capital Report.

12. Notifiable Events Report

The SCSO advised that there were no notifiable events this month.

The Board noted the verbal update in relation to the Notifiable Event.

13. Correspondence

The Secretary presented the following correspondence:

- a) **GWSF: Affiliation Fee Letter & Invoice: The Board agreed to renew its membership with GWSF for 2022/23.**
- b) EVH – February 2022 Newsletter: The Board noted the content of the EVH February 2022 newsletter.
- c) Azets: Audit Planning Letter, Engagement Letters & Audit Deliveries List: The Board noted the content of the following documents:
 - Audit Plan for the year ended 31st March 2022
 - Letter of Engagement for CHA provisions of Professional Services – Corporation Tax
 - Letter of Engagement for the provision of Professional Services – External Audit of the financial statement
 - Audit Deliverables List

The Board noted the above-mentioned items and gave delegated authority to the CEO to sign the documents on behalf of the Association and return documents to Azets.

- d) EVH – Pay Negotiation Update: The Board noted the content of the email update from EVH.

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- e) SHR – Governance Risk Assessment – Review of Minutes: The CEO advised that we received an email from Katrina Kelly to let us know that part of the SHR risk assessment this year will focus on governance and how well RSLs are run.

The main purpose of the review is to consider the impact of the pandemic on governance and to gain assurance that the governing body is meeting (whether virtually, in person or using a hybrid approach) and performing its decision-making role.

This remaining section has been redacted due to personal content in relation to GDPR.

14. Any Other Competent Business

The Chair advised that there was not any other competent business.

- a) **March Board Meeting:** The CEO mentioned that she will be on annual leave for the March Board meeting and asked the Board if they wished to bring the meeting forward a week to Monday 21st March or leave the meeting at Monday 28th March and the SCSO will take the meeting. **The Board agreed to hold the meeting on Monday 28th March 2022.**
- b) **The Braes Shopping Centre:** M Cameron highlighted that £3m has been awarded to Stefan King for the redevelopment of the Braes Shopping Centre.
- c) **Community Bus:** The CEO mentioned that we had been approached from Thenue asking if we would be interested in a joint partnership in relation to running a community bus to Morrisons, The Forge etc. The initial cost would be £1,500.00. **The Board agreed not to participate with the Community Bus.**
- d) **Board Room Meetings:** The SCSO asked the Board if they would be happy to recommence meetings full time in the office from April 2022; or work a hybrid process. The CEO highlighted that during the winter months Board Members may prefer to join from home than travel through the rain or snow.

The SCSO highlighted that currently she would be unable to have everyone round the Board table due to social distances, however the CEO mentioned that this will end on 21st March 2022.

M Cameron, C McCormack, and D Logan were happy to return to the office. C Taylor, J Kilpatrick, L Bacon, D Phee were happy to return to the office or join remotely.

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The Board were happy to return to the office from April however, agreed that if any Board Member wished they could join remotely.

- e) **Liveable Neighbourhood:** M Cameron mentioned that she had noted that Castlemilk was not part of the liveable neighbourhood initiative. L Bacon highlighted that this may be because Castlemilk currently falls under the GCC Thriving Places.

15. Date of Next Board Meeting

- Monday 28th March 2022 at 6.00pm

The meeting concluded at 7.05pm