

AGENDA ITEM: 4C APPROVAL OF MINUTES OF PREVIOUS BOARD MEETING**CRAIGDALE HOUSING ASSOCIATION MINUTE OF BOARD MEETING HELD ON MONDAY 20TH SEPTEMBER 2021 AT 6.00PM VIA ZOOM****PRESENT:**

Des Phee	Secretary (Chair)	Claire Taylor	Board Member
Helen Bayne	Treasurer	Hilary Tennant	Board Member
Christine McCormack	Board Member	Louise Bacon	Board Member

IN ATTENDANCE:

David MacKenzie	Chief Executive Officer (CEO)	
Frances Cunningham	Senior Corporate Services Officer (SCSO)	(Minute Secretary)
Graham Harper	Graham Harper Consulting	(In Part)
Trudi Tokarczyk	Scotland Housing Network	(In Part)

1. Apologies for Absence

Apologies were tendered on behalf of Morag Cameron (Vice Chair), John Kilpatrick (Chairperson), Catherine Jones (Board Member), Evelyn Foster (Board Member), Gemma Woodrow (Board Member) and David Logan (Board Member).

Leave of Absence:

None

Absent:

None

2. Chairperson's Remarks

The Secretary thanked everyone for their attendance tonight and welcomed our new Board Members. The Secretary highlighted that he would be standing in as the Chair tonight in the absence of the Chairperson and Vice Chair this evening.

The Secretary highlighted that Agenda Item 6: Development Opportunity-Castlemilk West Church Site Update Report and, Agenda Item 9: Scottish Housing Network, ARC Benchmarking 2020/21 would be brought forward so Graham Harper & Trudi Tokarczyk could present their reports 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.

4. Minutes of Previous Meetings:

CRAIGDALE HOUSING ASSOCIATION MINUTE OF BOARD MEETING HELD ON MONDAY 20TH SEPTEMBER 2021 AT 6.00PM VIA ZOOM**4.a Approval of Minutes of Board Meeting held on Monday 23rd August 2021.**

The Board approved the minute as a correct record of the meeting held on Monday 23rd August 2021 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 23rd August 2021.

The Chair asked if anyone had any matters arising from the previous minutes of Monday 23rd August 2021.

B25, 24.02.20, 6-CEO Report & Governance Report: SCSO advised that she is just finalising the Guide to Information which entails hyperlinking the document to the website.

B96, 28.06.21, 19-Board Training Report: The SCSO advised that the Business Planning Away Day has been organised for Friday 19th November 2021 at Hampden.

4.c Approval of Minutes of Board Meeting held on Thursday 16th September 2021.

The SCSO advised that the minute from Thursday 16th September 2021 was not ready to be presented and will be carried forward to 25th October 2021 Board meeting.

4.d Matters Arising from the Board Meeting held on Thursday 16th September 2021.

The minute was not presented and there were no matters arising to be discussed.

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 – Staff: The CEO advised that Linda Chelton had been offered the position subject to satisfactory references and disclosures. Linda has accepted the offer.

2.1.1 Staffing/Service Provider Update – Staff – CEO Exit Interview: The CEO expressed his thanks to the Board for all the support he has received while in post and wished the Association well for the future.

2.1.1 Staffing/Service Provider Update – Staff: The CEO advised that staff are working full time from the office, however mentioned that there have been a few occasions where we have had to send staff home as a precautionary measure while staff have waited on Covid Tests for close contact.

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2.2.2 Procurement Update – Tenant Satisfaction Survey: The CEO advised that this tender would be live on Tuesday on the SFHA website.

2.2.3 Lens Programme: The CEO advised that we had received interest in the Camera Club (5 tenants) and Gardening Club (5 tenants). He also mentioned that he had spoken to a Journalist from Inside Housing and that TPAS had also asked if we would be interested in doing a Workshop at the Annual Conference.

2.2.6 Chartered Institute of Housing Award 2021: The CEO highlighted that he had submitted two entries for the CIH Scotland Awards and now await to find out if either have been shortlisted. *The Chair asked if the Awards would be in person or virtual this year. The CEO advised that the awards would be face to face.*

Graham Harper joined the meeting at 6.00pm

6. Development Opportunities: Castlemilk West Church Site Update Report

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

- Piling Works: Piling has been put back by a week.
- The Clerk of Works: Has been appointed
- A publicity Event: Dealing with Contractor will organise a press release.

G Harper presented a spend to date and advised that the figure against Private Finance relates to his fees which can't be claimed under Grant.

The CEO advised that he is not aware of any issues with materials at present however has highlighted this within the Risk Register.

G Harper mentioned that the contract is fixed price and there are no clauses for AS Homes to increase costs.

L Bacon asked why the contingency level is very low. G Harper highlighted that the contract is fixed price that is why the contingency level is so low. They only reason we would use the contingency budget if we asked for a higher specification for example of kitchen unit

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

Graham Harper left the meeting at 6.10pm

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

The SCSO gave an update on the following actions:

Short Term Actions

RS 1: 1-SFHA Charitable Model Rules: SCSO advised that the Membership approved the new Model Rules at our SGM on 16.09.21. She is currently organising Board signatures so that the new Model Rules can be submitted to FCA, SHR and OSCR.

RS1: 1-Board Member Register of Interest: SCSO highlighted that a report will be presented to the Board next month and then every six months thereafter.

RS2: 4-Publications Scheme: SCSO advised that she is just finalising the Guide to Information which entails hyperlinking the document to the website.

RS2: 3-Website FOI/GDPR Contact Details: The SCSO mentioned that all contact forms for FOI, GDPR & EIR have been placed on the website.

RS5: 4-Board Members Payment & Benefits Register: SCSO highlighted that a report will be presented to the Board next month and then every six months thereafter.

Medium Term Actions

RS4: 3-Develop Distinct Report as part of the performance management framework on health and safety areas: The SCSO advised that this has been added to the Audit & Assurance Committee Agenda.

Continuous Improvement Actions

RS1: 2-Self Assessment on Sections of the Model Rules: The SCSO advised that this has been added to the Audit & Assurance Committee Agenda.

RS 2: 2-Complete under-developed sections on the new website and enhance sections including welfare rights: The SCSO mentioned that the site is almost complete, welfare rights has been published just finalising hyperlinks and will then add photos to personalise the website.

RS5: 2-Code of Conduct: The SCSO advised that code of conduct and declaration of interest training to the Board and Staff training plan for every 12 months.

The Board noted and approved the updated Governance Review Report.

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The CEO advised the Board that the purpose of this report is to approve the process to consult with tenants on potential rent increase for 2022/23. This will ensure that when a decision is made about a potential rent increase, we can demonstrate that we have considered as many views as possible from our tenants.

The CEO highlighted that affordability is still a major concern for our tenants due to Covid.

Given the success of outbound telephone calls to tenants in 2021 we will continue with this approach.

The CEO mentioned that CPI for August 2021 was 3.2% with a possibility of a rent increase of 4.2%. The Board will discuss rent increase proposals in more detail in November with us consulting on 2 figures with tenants. This could potentially be a big rent increase for tenants. Our SHSO is preparing a report on affordability through the SFHA Rent Affordability Tool.

H Tennant highlighted the F McDonald has mentioned that the rent increase should be CPI + 1% as agreed within our Business Plan. I think anything above 3% for tenants would be a hard increase, as we don't currently know how recovery from furlough and the scrapping of the additional UC payment will be received by tenants and could be a contentious issue across the city.

The Chair mentioned that a 3.2% or 4.2% rent increase will be an issue and could attract living rent. However, if we implement lower than CPI + 1% rent increase this will have a knock-on effect on our 30 years projections.

The Board noted and approved the approach to the Rent Consultation for 2022/23 and agreed to discuss the Rent Increase Proposal for 2022/23 at the Board Meeting on Monday 29th November 2021.

Trudi Tokarczyk joined the meeting at 6.45pm

9. Scottish Housing Network ARC Benchmarking 2020/21

The Chair welcomed and introduced Trudi Tokarczyk to the Board and highlighted that she would be presenting our Scottish Housing Network ARC benchmarking figures against our peers.

Trudi highlighted the key sector headlines for 2020/21 as follows

- Performance is generally lower than in previous years.
- Lower volumes of work across some areas, but not all.
- Main Charter outcomes affected:

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- ❖ Fewer repairs, less capital works, worse SHQS
- ❖ Lower tenancy terminations, better tenancy sustainment, fewer evictions
- ❖ More unlet properties, longer relet times
- ❖ More ASB cases
- ❖ Higher arrears for LAs, lower rent increases.
- Wide variation across members in impact.

Trudi gave an overall summary of our 2021 as follows:

- No new satisfaction survey
- ESSH met - 100%
- SHQS met - 100%
- Repairs satisfaction 100% - responsive repairs remain strong, better than average
- No evictions
- Low rents, low rent arrears
- Increase in void rent loss and days to let, but less so than average

The Chair thanked Trudi for joining us tonight and agreed that the figures are excellent.

The Board noted and approved the Scottish Housing Network ARC Benchmarking 2020/21 report.

Trudi Tokarczyk left the meeting at 7.19pm

10. Annual Assurance Statement 2021

The CEO highlighted that the purpose of this report is for the Board to approve the submission of the Annual Assurance Statement for 2021.

The CEO advised that he has not highlighted the non-compliance with Gas Servicing last year as this had been raised in last year's AAS statement and all properties have since been serviced and have updated gas certificates.

The CEO further mentioned that we have no areas of material non-compliance this year and the Association can back this up through our recent Governance Review.

The Board noted and approved the Annual Assurance Statement 2021. The Board are happy for the Chairperson to sign Annual Assurance Statement and for Staff to upload onto the Scottish Housing Regulator portal

11. Investors in People 2021

The CEO mentioned that the purpose of this report is for the Board to note the findings from the Investors in People assessment which took place on the 25 August 2021.

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The CEO highlighted that it was a good report and that our assessor is recommending that we retain Gold Accreditation. We are currently waiting for this to be ratified by IIP. The CEO also advised that this was our last year with Ruth Kelling.

The CEO advised that we with assistance from staff we will create an improvement plan to implement the recommendations from IIP assessment.

H Tennant congratulated staff and well done on result.

The Board noted and approved the Investors in People 2021 Report.

12. Policy Review: Role Description for Treasurer

The SCSO highlighted that through the Governance Review the auditor recommended that we develop a role profile for the Treasurer which clearly sets out their roles and responsibilities. The SCSO advised that she has drafted a role profile for the Board to consider. The SCSO asked if the Board had any questions. No questions were asked by the Board.

The Board noted and approved the Role Profile for the Treasurer which will be inserted into the Standing Orders (Remits & Delegated Authority) with no further amendments.

13. Policy Review: Entitlements, Payments & Benefits Policy

It was noted that not all Board Members had received a copy of the Entitlements, Payments & Benefits Policy. This policy will be brought to the October Board meeting for Board consideration.

14. Policy Review: Business Continuity & Disaster Recovery Plan

The SCSO highlighted that the Business Continuity & Disaster Recovery Plan is reviewed on an annual basis where contact details are updated. The SCSO asked the Board if they had any question. No questions were asked by the Board.

The Board noted and approved the Business Continuity & Disaster Recovery Plan with no further amendments.

15. Share Capital Report

The SCSO highlighted that she has updated the membership attendance after the AGM and can confirm the following:

The Association's Membership stands at 77 Members.

The Board noted the and approved the Share Capital Report.

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

SCSO advised that she has updated Scottish Housing Regulator (SHR) in relation to the appointment of our new Board Members and appointment of our new CEO subject to satisfactory references etc.

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

17. Rent Report: August 2021

The Chairperson confirmed the Rent Report is for information only and noted the rent report for August 2021.

The Board noted and approved the contents of the Rent Report.

18. Board Training Plan

The SCSO confirmed that she has booked the following training:

- Notifiable Events, Whistleblowing, Conflict of Interest and Code of Conduct: Training will take place on Monday 4th October 2021.
- Housing Management - Understanding Voids & Allocations has been re-arranged for Monday 18th October 2021.
- Anti-Bribery & Fraud: Training will take place on Monday 1st November 2021.
- Business Planning Away Day: Has been pencilled in for Friday 19th November 2021 at Hampden.
- Code of Conduct & Declaration of Interest: The Governance Review has highlighted that this training should be conducted more frequently. The training will be scheduled annually from October 2022.

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

The Board noted and approved the Board Training Plan.

19. Policy Review Register

The SCSO presented the Policy Review Register and advised the Board that there were a number of policies due for review in October.

- Entitlements, Payments & Benefits
- Code of Conduct (Board)
- Code of Conduct (Staff)

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- Succession Planning (Board)
- Succession Planning (Staff)
- Recruitment & Selection

The SCSO highlighted that she will issue the policies in the next few days as there are a number of policies for review. The SCSO asked the Board if they had any questions. No questions were asked.

The Board noted and approved the contents of the Policy Review Register.

20. Correspondence

The Secretary presented the following correspondence:

- Scottish Housing Regulator (SHR) – Scottish Social Housing Charter- Our Headline National Analysis & Landlord Reports:** Letter advising that SHR have published reports on social landlords' performance against the standards and outcomes of the Scottish Social Housing Charter, including their national analysis headline report.
- Scottish Housing Regulator (SHR) – Advice for Social Landlords – Tenants & Residents Safety – Gas Safety Management System:** Following a recent review, SHR & HSE are keen to highlight the importance for social landlords of an effective management system for gas safety, and in particular, the critical role of the appropriate handling or initial reports of potential problems with gas appliances and flues.

21. Any Other Competent Business

- Delegated Authority – Payments:** The SCSO highlighted with our CEO leaving 23.09.21 and our new CEO not starting until 25.10.21 that she and the SHSO only have delegated authority of £5k. The SCSO just wanted to advise the Board that she would be seeking authorisation from the Office Bearers by email for salaries and payment runs over the coming weeks until our new CEO is in place.

22. Date of Next Board Meeting

- Monday 25th October 2021 at 6.00pm

The meeting concluded at 7.45pm