1. **Apologies for Absence**

Apologies were tendered on behalf of Helen Bayne, Christine McCormack and Jaclyn McCann.

2. **Chairperson’s Remarks**

M Cameron welcomed everyone to tonight’s meeting and introduced John Jellema and Katrina Kelly from the Scottish Housing Regulator (SHR) to the Board. The Board and Staff introduced themselves to J Jellema and K Kelly.

J Jellema thanked everyone for attending tonight and highlighted that although no one wants engagement with SHR the process has been good for the Association, it has attended to areas that needed strengthened.

J Jellema explained that from 31st March Regulatory Plans will become obsolete and everyone will move onto an Engagement Plan, we are hopeful that Craigdale will come off medium engagement and onto a low engagement plan.

J Jellema explained that K Kelly and himself were here to observe and would be taking notes, but not to worry about this as this would help with the Association’s review.

J Jellema mentioned that they still had to organise a review meeting with J Duncan, C Taylor and H Bayne.

Scottish Housing Regulator’s Remark: M Cameron asked if we would receive a letter advising us of any change to our engagement with the Regulator. J Jellema advised that it would be more than likely we would receive an Engagement Plan advising what our engagement level would be i.e. fully compliant.
CRAIGDALE HOUSING ASSOCIATION MINUTE OF BOARD MEETING HELD ON 
MONDAY 28TH JANUARY 2019 AT 6.00PM IN 83-85 DOUGRIE ROAD, GLASGOW G45-9NS

3. Declaration of Interests

C Taylor highlighted that she was a member of Glasgow West of Scotland Forum (GWSF) and would not take part in discussions regarding membership of GWSF.

4. Minutes of Previous Meetings:

4.a Minutes of Board Meeting held on Monday 3rd December 2018

The Board approved the minute as a correct record of the meeting held on Monday 3rd December 2018; as proposed by Pat Bowden and seconded by Claire Taylor. The minute was then signed and sealed by the Chairperson.

4.b Matters Arising From Monday 3rd December 2018

M Cameron asked if anyone had any matters arising from the previous minutes of Monday 3rd December 2018. Updates were given on the following:

Page 5, 9-Policy Review – Treasury Management Policy: M Cameron asked if the policy had been updated. F Cunningham confirmed that the policy had been updated and would be uploaded onto the Board Members Area shortly.

Page 5, 9-Policy Review – Information, ICT & Governance Policy: F Cunningham advised that the heading on the Information & ICT Governance Policy which is covered under agenda item 8 was correct however reference in is minute was wrong.

Page 5, 9-Policy Review – Risk Management Policy: M Cameron asked if the policy had been updated. F Cunningham confirmed that the policy had been updated and would be uploaded onto the Board Members Area shortly.

Page 8, 19-AOCB – Scottish Housing Regulator Consultation: AM Brown advised that she had circulated our response to SHR consultation was for your Board information.

4.c Minutes of Board Meeting held on Monday 21st January 2019

The Board approved the minute as a correct record of the meeting held on Monday 21st January 2019; as proposed by Claire Taylor and seconded by Pat Bowden. The minute was then signed and sealed by the Chairperson.

4.d Matters Arising From Monday 21st January 2019

M Cameron asked if anyone had any matters arising from the previous minutes of Monday 21st January 2019.

Updates were given on the following:
Page 4, Rent Consultation: F Cunningham advised that A Hughes comment had not been recorded within the minute. “A Hughes confirmed that this comment was in reference to Phase x and that these bathrooms are scheduled for replacement 2019/2020”.

5. **Director’s Report**

AM Brown presented the Director’s Report to the Board and gave a brief update.

Page 3, Item 2.2.11 - Castlemilk West Church Site: J Duncan asked AM Brown if she was clued up with viability and quality. AM Brown advised that discussions at present have been very low key that we would need to seek advice and assistance in relation to development and grants etc.

J Duncan asked if all the properties would be for Craigdale. AM Brown confirmed that all the properties would be for us.

Page 4, Item 2.5 – Glasgow West of Scotland Forum Membership (GWSF): AM Brown confirmed that M Cameron and herself would be attending there next meeting.

A Stevenson felt that the fee was quiet high. D Phee explained that the lobbying that GWSF do on behalf of RSL’s was excellent and that they also do joint working with SFHA.

AM Brown confirmed that GWSF fee is comparative with other bodies that we are members of.

A Stevenson asked what proportion of RSL’s are members. D Phee confirmed that GWSF currently had 64 RSL’s members and that GWSF also meet with local Parliament Members.

J Kilpatrick asked if GWSF pack could be circulated to Board Members and discussed next month. AM Brown agreed to circulate the welcome pack to all Board Members prior to our next meeting.

**The Board noted and approved the contents of the Director’s Report.**

6. **Share Capital Report**

F Cunningham confirmed that there were no new or cancelled Share’s capital/certificates this month.

**The Board noted the update on Share Capital.**
AGENDA ITEM: 4.a  DATE OF MEETING: MONDAY 25TH FEBRUARY 2019

CRAIGDALE HOUSING ASSOCIATION MINUTE OF BOARD MEETING HELD ON MONDAY 28TH JANUARY 2019 AT 6.00PM IN 83-85 DOUGRIE ROAD, GLASGOW G45-9NS

7. **Business Plan – Strategic Objectives Delivery Plan**

AM Brown presented the Business Plan & Strategic Objectives Delivery Plan report to the Board and gave a brief update.

J Duncan asked that a more definitive answer is given instead of ongoing, if a date could be inserted with commentary. J Duncan also asked if completed items could be coloured out. AM Brown will make amendments for next report.

Page 9, Action Point 17 – Develop & Support our Staff: M Cameron asked for Optimum Compliance to be changed to Director.

Page 11, Action Point 22 – Value for Money: H Bayne had sent an email asking what was the revised date for the Value for Money (VFM) policy to be presented to the Board. AM Brown confirmed that the VFM policy will be presented to the Audit & Assurance Committee on 11th February 2019.

**The Board noted and approved the contents of the Business Plans Strategic Objectives Delivery Plan Report.**

8. **Policy Review**

F Cunningham explained that these policies had been brought to the Board last month, however the Board had asked for a couple of amendments. The policies have been amended and are seeking Board approval.

**Gas Maintenance Policy:**

F Cunningham explained that our Maintenance Services Officer is now in place and he had reviewed the policy and has made a couple of amendments which have been highlighted in yellow or have been scored through as well as the amendments requested by the Board.


Page 4, Craigdale’s Landlord Responsibilities: M Cameron asked for reference to electronic copies of gas safety record/certificates is inserted.

Page 5, Reactive Maintenance: J Duncan mentioned that reference to Transco should be amended to Scottish Gas Network (SGN).

Page 7, Gas Register: J Duncan mentioned that reference to smoke alarms, heat detectors, carbon monoxide detectors and electrical inspections should be added to register of appliances.
The Board discussed the Gas Maintenance Policy and approved the policy with the above amendments.

**Information & ICT Governance Policy:**

H Bayne had sent an email advising that the policies aren't all consistent with their wording on who they apply to - staff and board members referred to in some areas, but not all - e.g. in the responsibilities sections breaches of policy and the review dates – that it'd be good for consistency to bring them in line.

M Cameron asked for a section to be inserted in relation to Board Members who have IT equipment i.e. laptops, tablets, mobile devices that these are returned to the Association when they step down from the Board.

The Board discussed the Information & ICT Governance Policy and approved the policy with the above amendments.

**Complaints Policy**

AM Brown advised that this was an interim review of the Complaints policy as our current policy was very outdated and has been amended to comply with the SPSO's current model Complaints Handling Procedure and the SHR's Thematic Study “Complaints Handling by Social Landlords in Scotland, February 2017”.

AM Brown mentioned that she is aware that SPSO is currently reviewing their documentation and are due to consult on this process however the reviewed documentation will not be implemented until late this year/next year.

Page 2, Introduction, 3rd paragraph: D Phee felt that the first line should be re-worded to anyone who uses our service rather than our tenants, factored home owners etc.

Page 6, D Phee advised that the SPSO and First-Tier Tribunal had changed addresses and the policy should be amended accordingly.

The Board discussed the Complaints Policy and approved the policy with the above amendments.

**9. Rent Report**

M Cameron confirmed the Rent Report is for information only and the details will be discussed at the next Operational Services Committee meeting.

The Board noted and approved the contents of the Rent Report.
10. Operational Delivery Plan: Strategic Objectives

F Cunningham presented the Operational Delivery Plan: Strategic Objectives report to the Board and gave a brief update.

J Duncan asked if all completed items could be coloured out. F Cunningham will amend report accordingly.

Page 3, Action 5 – Staff Appraisals (all other staff): J Duncan asked if all the appraisals had been completed. AM Brown advised that all staff appraisals had been completed however hers was outstanding and would be completed after the April Away Day.

Page 9, Action Point 48 – 30th Anniversary Celebrations: C Taylor asked if tenants cannot make it into the office will the voucher be delivered to tenants. F Cunningham advised that there will be another reminder letter sent out and if vouchers are not uplifted from the office we will arrange to house visit tenants.

Page 13, Action Point 64 – Tender for Internal Audit Service: J Duncan asked who would be carrying out the interviews. AM Brown advised that the members of the Audit & Assurance Committee would form the interview panel if required.

Page 16, Action Point 92 – Insurance Renewal: M Cameron highlighted that the tender was not on the SFHA or Scottish Housing News website. AM Brown advised that due to the price the tender has been advertised on the Public Contracts Scotland website.

The Board noted and approved the contents of the Operational Delivery Plan & Strategic Objectives Report.

11. Governance Report

AM Brown presented the Governance Report to the Board, no updates were required.

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

12. Policy Register

F Cunningham presented the Policy Register to the Board, the following updates were given.

Governance – Complaints, Complaints Redress, Complaints Unacceptable Action: AM Brown advised when we carry out the full review of the Complaints policy the redress and unacceptable action policies will be covered under the one policy.

The Board noted and approved the contents of the Policy Register report.
CRAIGDALE HOUSING ASSOCIATION MINUTE OF BOARD MEETING HELD ON MONDAY 28TH JANUARY 2019 AT 6.00PM IN 83-85 DOUGRIE ROAD, GLASGOW G45-9NS

13. **Board’s Training Plan 2018/19**

AM Brown highlighted that she would be meeting with M Cameron and F Cunningham on Wednesday 13th February to update the training plan with the outcomes from the Board Appraisal and will hopefully have an updated training plan for next month.

The Board noted and approved the contents of the Boards Training Plan Report.

14. **Correspondence**

F Cunningham advised that there was no correspondence for this evening’s meeting.

15. **A.O.C.B.**

M Cameron highlighted any other business for tonight’s meeting:

a) This item was discussed at the start of the meeting.

b) EVH Health & Safety – Adverse Weather Conditions: M Cameron asked why we are only getting notifications of this when it was reviewed in July 2018. AM Brown advised that EVH had circulated this on 20th December 2018 in preparation of the unpredictability of the Scottish weather. EVH advised that it is almost impossible to plan ahead for what may turn out to be mild sleet or three feet of snow, that this policy helps organisation to consider the health, safety and wellbeing of staff and travelling during challenging times.

16. **Date of Next Board Meeting**

Monday 25th February 2019 at 6.00pm

The meeting concluded at 7.10pm