

**CRAIGDALE HOUSING ASSOCIATION LIMITED MINUTE OF BOARD MEETING  
HELD ON MONDAY 24<sup>TH</sup> NOVEMBER 2025 AT 6.00 PM AT 83/85 DOUGRIE ROAD,  
CASTLEMILK, G45-9NS**

Craigdale Housing Association Limited					
<b>Report To:</b>	Board of Management				
<b>Meeting Date:</b>	Monday 19 <sup>th</sup> January 2026				
<b>Agenda Item:</b>	<b>4a</b>	<b>Approval of Minutes of Board Meeting – 24.11.25</b>			
<b>Status:</b>	Confidential		<b>For:</b>	<b>Approval</b>	✓
	<b>Non-Confidential</b>	✓		Discussion	
				Noting	

**PRESENT:**

Des Phee	Chair	
Stephen Baxter	Secretary	
Stephen Kelly	Treasurer	
Christine McCormack	Board Member	
Morag Cameron	Board Member	Attendance by Zoom
Kevin Boyle	Board Member	
Lucy Madigan	Board Member	
Rebecca Leedham	Board Member	
Leza Lafferty	Board Member	
Maryam Idris	Board Member	Attendance by Zoom
Julia Cheung Buchanan	Observer	

**IN ATTENDANCE:**

Linda Chelton	Chief Executive Officer (CEO)	
Frances Cunningham	Corporate Manager (CM)	
Callyn McTaggart	Corporate Assistant (CA)	
Gail Sherriff	Development Consultant (DC)	Left meeting at 6.20pm

**1. Apologies for Absence**

Apologies were tendered on behalf of, Lisa Campbell (SHO).

**Leave of Absence:**

Louise Bacon (Vice Chair)

**Absent:**

None.

**2. Chairperson's Remarks**

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The Chair welcomed everyone to the meeting and thanked members for attending. The Chair asked if everyone could introduce themselves to Julia.

**3. Declaration of Interest**

- Des Phee noted an interest in relation to Southside Housing Association, Agenda Item 10: CEO Staffing & Service Provider Update Report, 4.3.1.- Welfare Rights Service.

**4. Minutes of Previous Meetings:**

**4.a Approval of Minutes of the Board Meeting held on Monday 27<sup>th</sup> October 2025**

The Board approved the minute as a true record of the meeting held on Monday 27<sup>th</sup> October 2025.

**Proposed By: Kevin Boyle                      Seconded By: Lucy Madigan**

The minute was signed and sealed by the Chair.

**4.b Matters Arising from the Board Meeting held on Monday 27<sup>th</sup> October 2025**

The Chair asked if anyone had any matters arising from the previous minute of Monday 27<sup>th</sup> October 2025.

- **B39, French Duncan:** The Chair asked for an update in relation to French Duncan. The CM advised that the matter remains ongoing, the only update that we currently receive is a review to the administration fees.
- Website update scheduled for 25–26 November.

**The Board noted and approved the Matters Arising Report from the Board meeting held on Monday 27<sup>th</sup> October 2025.**

**4.c Draft Minutes of the Audit & Assurance Committee Meeting held on Monday 17<sup>th</sup> November 2025**

The Board noted the draft minute of the Audit & Assurance Committee Meeting held on Monday 17<sup>th</sup> November 2025.

**4.d Matters Arising from the Board Meeting held on Monday 17<sup>th</sup> November 2025**

The Chair asked if anyone had any matters arising from the previous minute of Monday 17<sup>th</sup> November 2025.

**The Board noted and approved the Matters Arising Report from the Audit & Assurance Committee meeting held on Monday 17<sup>th</sup> November 2025 and ratified the recommendations from the following reports.**

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**4d1-WBG Assurance Statement Report (Final):** The Board noted the recommendations from the Audit & Assurance Committee to approve the Recommendations and Management the Board ratified this recommendation.

- The CM advised the Board that she had been given a verbal update on the results for the recent audits Rent Arrears Management: Strong and Follow Up Report: Substantial.

**4d2-Various Internal Audit Update Report (17.11.25):** The Board noted the recommendations from the Audit & Assurance Committee to amend the target dates. The Board ratified this recommendation.

- CM meet with SDM to resolve procurement analysis spend and hopes to have this signed off next week.
- Equalities training set for April. Cyber security training delayed due to Focus Group issues - may go to tender. CEO's meeting with director was cancelled with no rescheduled date. CM looking to re-arrange meeting.
- Reactive Right to Repair sheets being issued manually moving to SDM text service.

**4d3 & 4-Management Accounts (September 2025):** The Board noted the recommendation from the Audit & Assurance Committee to approve the Management Accounts for Q2 – September 2025. The Board ratified this recommendation.

- The Chair queried the provision for past service deficit. *The CM advised this will be included within the 2026/27 Budget.*
- The CM asked the Board if they were happy to approve the additional expenditure for Phase 1 & 2 Doors (£187,170.00), Purchase of SDM Void and Text Modules (£3,271.00) and the provision of a Wellbeing budget (£1200.00). CM advised that these costs exclude vat. **The Board approved the additional expenditure and noted that this will reduce our surplus at the end of the year.**

**4d5-Rechargeable Repairs Report (17.11.25):** The Board noted the recommendation from the Audit & Assurance Committee to write off the balances totalling £1,574.20. The Board ratified this recommendation.

- The CM advised that case 2018/19-05 Tenant who lost key has now cleared balance.
- Rechargeable repairs training for SHO and Repairs Officer in January.

**4d6-Risk Register Report (17.11.25):** The Board noted and approved the recommendation from the Audit & Assurance Committee to add emerging risks to the Risk Register Report. The Board ratified this recommendation.

**4d7-2025/26 Key Performance Indicators (17.11.25):** The Board noted the Q2, Key Performance Indicators.

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**4d8-Corporate & HR Report (17.11.25):** The Board noted and approved the recommendations from the Audit & Assurance Committee and ratified the removal of the following reports from the Corporate & HR Report.

- **CEO's Annual Leave, Toil & Flexi Balances**
- **Board & Committee Attendance**
- **GDPR, Freedom of Information, Environmental Information Request and Data Breach Register**

**5. Rent Consultation**

The CEO presented the Rent Consultation Report for the period 2026/27.

- S Baxter asked if this would be the increase over 30 years. *The CEO advised that the Board agreed on CPI +2% for the next two years. Whilst this has now ended after discussions with F McDonald it would be prudent that this is continued for a further year. This is due to the pension deficit repayments recommencing and the higher than inflation increases to both salaries and repairs.*
- M Cameron asked what the components were being replaced. *The CM clarified that Phase 1 & 2 Bin Stores, Phase 3 & 5 Boilers and distribution, and Phase 4 Bathrooms however we are still to see the draft of the budget, this spend may change.*
- L Lafferty mentioned that many organisations no longer consult on various rent figures, they are more explaining what the rent increase would be and what the association will do.
- M Cameron asked where the 2apt properties were that were slightly over the 25% measure for a single person.  
**POST MEETING NOTE: Phases 4 (Westcastle Grove & Court), Phase 6 & 7 (Glenacre Drive) and Phase 8 (Dougrie Close).**
- The Chair asked when the rent consultation would be sent out. *The CEO confirmed that these will go out prior to Christmas with Research Resource following up with telephone consultation in January.*
- The CEO highlighted that we would offer Welfare Rights appointments that can support tenants in hardship.

**The Board noted the Rent Consultation Report for the period 2026/27 and approved a rent increase of 5.6% to consult with tenants.**

**6. Development Report**

**The Development Report has been redacted due to the confidential nature of the report.**

Development Consultant (DC) presented the Development Report and highlighted the following:

**The Board noted and approved the Development Report.**

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**7. Rent Report: October 2025**

The CM presented the Rent Report for October 2025 and gave the following update.

The CM highlighted that the rent arrears on 31<sup>st</sup> October 2025 were £54,658.73 and had decreased by £4,287.78 from last month. The former tenants rent arrears were £11,502.94 and had decreased by £57.15.

The CM advised that Current Arrears target was 3.5% and was currently sitting at 2.58%, the Actual Arrears target was 2.5% and target was currently sitting at 2.11%.

Case 1/2024: The CM advised that the tenant did not turn up at court however had representation. Tenant has set up a standing order of £250 per week from Friday 14<sup>th</sup> November. Our Solicitor has still asked for a proof hearing to go ahead, a date has been set for 21<sup>st</sup> January 2026.

**The Board noted and approved the Rent Report: October 2025.**

**8. Notifiable Events**

The CM confirmed that we have no new notifiable events.

**The Board noted the Notifiable Events Report.**

**9. Chief Executive Officer Report**

The CEO presented the Chief Executive Officer Report to the Board advised the following:

**3.1.1 Children's Christmas Party:** The CM advised that the Party is unlikely to go ahead due to the lack of returned names (14 names) however a gift and selection box will still be provided.

**3.1.2 Tenant Scrutiny:** The CEO apologised it was the Tenant Participation Strategy that was updated not the Communication Strategy.

**3.1.3 Damp Works Phase 7:** The CEO highlighted that H Clarke & Sons have submitted costs to be added to the Repair Framework. The CEO asked for permission to add this contractor to the Repairs Framework. **The Board approved adding H Clark & Sons to the Repair Framework.**

**3.1.4 Staff Wellbeing Group:** The CEO advised that the group is progressing well with a Walk scheduled for Wednesday afternoon, weather permitting.

**The Board noted and approved the Chief Executive Officers Report.**

**10. CEO Staffing & Service Provider Update**

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The CEO and CM presented the Staffing & Service Provider Update to the Board advised the following:

**3.1.2 Sick Leave:** The CM highlighted that her operation will take place on the 15<sup>th</sup> December and her expected absence will be 6–8 weeks. The CM is requesting temporary increase of delegated authority for the SHO and HO as follows:

SHO to £20,000 (from £15,000), Housing Officer to £15,000 (from £10,000).

**The Board agreed the temporary increase to delegated authority for SHO and HO.**

**Phase 1 & 2 External Door Contract Tender:** The CEO had spoken with the Chair prior to the meeting and asked if we could table this tender for discussion tonight for permission to award the contract to MSI Scotland Ltd with the retrospective report coming to the January Board meeting, so that we can start and complete the works in this finance year.

The CEO advised that the tenders were opened on 20<sup>th</sup> November with K Boyle & D Phee in attendance. The lowest tender price and highest quality score were received from MSI Scotland Ltd, and they are our current contractor for the replacement and repairs to doors.

**The Board approved the appointment of MSI Scotland Ltd to carryout out the Phase 1 & 2 External Door Contract, with retrospective report coming to the January Board meeting.**

**The Board noted the Staffing & Service Provider Update and approved the increased of delegated authority and appointment of MSI Scotland Ltd**

**11. Business Plan 2024-27: Strategic Objectives Delivery Plan**

The CEO presented the Business Plan 2024-27: Strategic Objectives Delivery Plan to the Board.

The Board highlighted that they had technical issues opening the Strategic Objectives Delivery Plan and could not access the report.

The CEO advised that it was mostly updates.

The CM would try uploading this report as PDF files in the morning.

**12. Business Plan 2024-27: Operational Delivery Plan**

The CM presented the Business Plan 2024-27: Operational Delivery Plan to the Board.

The Board highlighted that they had technical issues opening the Operational Delivery Plan Report and could not access the report.

The CM advised that it was mostly updates and would upload the file as a PDF file in the morning.

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**13. Correspondence**

- a) Scotland's Housing Network, Annual Return on the Charter 2024/25: Issued for information.
- b) Lucy Madigan – Maternity Leave: The Board approved six months maternity leave which will be reviewed.
- c) GWSF Update: November 2025 newsletter: Issued for information.

**14. Any Other Competent Business**

- a) Audit & Assurance Committee – New Members: The CM highlighted that Lucy is due to stop at the end of January for Maternity Leave and that she is looking for one or two members to join the Audit & Assurance Committee for approximately 6-12 months. C McCormack and Des Phee agreed to join the Committee while Lucy was off on maternity leave.
- c) Donations: M Cameron asked if we could consider making a donation to Castlemilk Parish Church due to the work they do in the community. CEO to check religious donations policy and circulate.
- d) Christmas gifts issued to Board.

**The Board noted the information given.**

**15. Date of Next Meeting**

**Board Meeting:**

**Monday 19<sup>th</sup> January 2026 at 6:00pm**

**The meeting concluded at 19:30 pm**

**Minute Signed by the Chairperson:**

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