

CRAIGDALE HOUSING ASSOCIATION LIMITED					
BOARD MEETING			TUESDAY 30TH MAY 2023		
AGENDA ITEM:	4A	MINUTES OF PREVIOUS MEETINGS: APPROVAL OF MINUTES OF BOARD MEETING: 24.04.23			
Status:	Confidential		For:	Approval	✓
	Non-Confidential	✓		Discussion	
				Noting	
CRAIGDALE HOUSING ASSOCIATION MINUTE OF BOARD MEETING HELD ON MONDAY 24TH APRIL 2023 AT 6.00PM					
THE SECTION HIGHLIGHTED IN YELLOW HAVE BEEN REDACTED DUE TO THE CONTENT BEING PRIVATE AND CONFIDENTIAL					

PRESENT:

Des Phee	Chairperson	
Morag Cameron	Vice Chair	
Claire Taylor	Treasurer	Attended by Zoom
Christine McCormack	Board Member	
John Kilpatrick	Board Member	
Hilary Tennant	Board Member	Attended by Zoom
Gemma Woodrow	Board Member	Attended by Zoom
Stephen Baxter	Board Member	
Stephen Kelly	Board Member	

IN ATTENDANCE:

Linda Chelton	Chief Executive Officer (CEO)	
Frances Cunningham	Senior Corporate Services Officer (SCSO)	Minute Secretary
Graham Harper	Graham Harper Consultants (GHC)	

1. Apologies for Absence

Apologies were tendered on behalf of Kevin Boyle (Board Member) and Louise Bacon (Secretary).

Leave of Absence: None.

Absent: None.

2. Chairperson’s Remarks

The Chair welcomed everyone to tonight’s meeting.

3. Declaration of Interests

- D Phee (Chairperson) declared an interest in relation to Agenda Item 5, CEO Report regarding Southside Housing Association.
- G Woodrow (Board Member) declared an interest in relation to Agenda Item 6b, Phase 11-Glenacre Terrace Update Report, in relation to her connection to working with Wheatley Group (GHA).

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4. Minutes of Previous Meetings:

4.a Approval of Minutes of Board Meeting held on Monday 27th March 2023

The Board approved the private and confidential minute as a correct record of the meeting held on Monday 27th March 2023 as proposed by Stephen Baxter and seconded by Stephen Kelly. The minute was signed and sealed by the Chair.

4.b Matters Arising from the Board Meeting held on Monday 27th March 2023

The Chair asked if anyone had any matters arising from the previous minutes of Monday 27th March 2023.

B188, 24.10.22, 14a. AOCB – Meeting Schedule & Members: The SCSO highlighted that as H Bayne had resigned, we really need a couple of new members on the Audit & Assurance Committee. Christine McCormack and Stephen Kelly agreed to attend the Audit & Assurance Committee with Morag Cameron joining after the AGM.

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

The Board noted and approved the Matters Arising Report from the Board meeting held on Monday 27th March 2023.

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:

3.2 Scottish Tenants Organisation/Living Rent: The CEO highlighted the incident that had occurred outside the CEO of Queens Cross Housing Association home and asked the Board for assurances that if this ever occurred with any of our Staff that the Association would assist with legal assistance if required. The Board after a discussion agreed that legal assistance would be given if this situation ever arose for any of the Staff of the Craighdale Housing Association.

3.3 Phase 10 – Castlemilk West Church Site: The CEO mentioned that she has not received confirmation from the Scottish Housing Minister as yet as soon as we receive a date, we will send out notification.

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3.4 Training: The CEO highlighted that the Resilience, Wellbeing & Culture training took place on 19th April and was very good.

4.3.3 ERMG Risk Management Services: The CEO advised that we had met with Richard Mackie and he had confirmed that ERMG was a branch of RSM UK which Graeme undertook the work on behalf of RSM UK. The CEO confirmed that we will continue for another 12 months with RSM UK and review the service then.

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

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

Graham Harper joined the meeting at 6.37 pm.

6. Development Report:

a) Phase 10 – Glenacre Terrace Update Report:

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

The project is now complete, and a cost reconciliation is being carried out.

G Harper asked the Board if they had any questions.

The CEO asked if there was any update on the Scottish Housing Minister. G Harper confirmed that our request had been acknowledge but not confirmed. The CEO asked if we could suggest 14.06.23, 21.06.23 or mid-July. G Harper agreed to contact them.

The Chair asked how the meeting with AS Homes went. The CEO advised that the meeting went well and that it was suggested that some training with tenants on the topping up the boilers may be required. M Cameron asked why would tenants top up the boiler pressure. The CEO advised that the process is very simple, and tenants will only have to contact out of hours if the pressure top up did not work.

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

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b) Phase 11 – Glenacre Terrace Update Report:

G Harper presented the Phase 11 – Glenacre Terrace Update Report and asked the Board to note the following points:

A valuation has been obtained and the process of gaining agreement from Wheatley Housing Group (GHA) and Glasgow City Council has commenced.

G Harper asked the Board if they had any questions.

The Board noted and approved the Phase 11 – Glenacre Terrace Update Report.

Graham Harper left the meeting at 6.43 pm.

7. Governance Review Action Plan Report

The SCSO presented the Governance Review Action Plan Report which gives an update on progress to date against the external Governance Review completed in 2021.

The SCSO advised that there were no updates due to sick leave and annual leave.

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

The Board noted and approved the updated Governance Review Action Plan Report.

8. Equalities & Human Rights Action Plan Report

The CEO advised that this report has been adapted from a recommendation from the External Governance review. The reports have been devised to keep track of our Equalities & Human Rights Action Plan.

The CEO gave an update on the following:

Service Area: Understanding and Working with Community 2022 Self-Assessment; 5. Participation in Public Life: The CEO advised that the scrutiny panel date will be moved back until staff are more settled in their roles.

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Service Area: Leadership in Public Life; 4. Equality Objectives and Annual Reporting: The CEO advised that this has been delayed while reviewing policy.

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

The Board noted and approved the progress of the Equalities & Human Rights Report.

9. Investigation Recommendation – Action Plan Report

The CEO presented the Investigation Recommendation – Action Plan Report to the Board and gave a brief update.

The Board noted and approved the progress of the Investigation Recommendation – Action Plan Report.

10. Board & Staff Members Training Plan

The SCSO presented the Board & Staff Members Training Plan and highlighted that the Board Appraisals had been concluded and the training identified from the appraisals had been included within the report. The SCSO highlighted if they were happy with the plan, she would start looking at various courses to schedule into the plan.

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

The Board noted and approved the contents of the Board & Staff Members Training Plan.

11. Tender Report: Boiler & Distribution Replacement (Phase 1 & 2)

The CEO explained that the purpose of this report was to present the results from the procurement of the Phase 1 & 2 Boiler & Distribution Replacement tender report relates to the procurement of a main contractor for the Gas Heating Installation contract.

The Board noted and approved the appointment of City Technical Services Ltd to carryout the Phase 1 & 2 Boiler and Distribution Replacement Contract.

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12. Rent Report: March 2023

The CEO went through the Rent Report for March 2023. The CEO advised that the rent arrears had decreased this month by £9k.

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

The Board noted and approved the contents of the Rent Report for March 2023.

13. Share Capital Report

The SCSO advised that share capital on 31st March 2023 currently stood at 79.

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

The Board noted and approved the contents of the Share Capital Report on 31st March 2023.

14. Notifiable Events Report 1st April 2022 to 31st March 2023

The SCSO advised that the Board decided that as part of our 2020 Self-Assessment for our Annual Assurance Statement that we include Notifiable Events on the Agenda monthly. A verbal update would be given in the first instance and then a written report if required and that on an annual basis a report would be presented to the Board of all Notifiable Events throughout the year.

The SCSO highlighted the Scottish Housing Regulator (SHR) Notifiable Events guidance sets out the events that the Association must tell the SHR about. It explains why the SHR have a regulatory interest in these events, what the Association must notify the SHR about, and what the SHR will do with the information that the Association give them. The SHR are interest in events which may put at risk:

- the interests or safety of tenants, people who are homeless and other service users.
- the financial health of the Registered Social Landlord (RSL), public investment in the RSL, or the confidence of private lenders; or
- the good governance and reputation of an individual RSL or the RSL sector.

The SCSO advised that we had reported three notifiable events throughout the year in relation to

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the following:

- Financial & Funding Issues - Change of Internal Auditors
- Performance & Service Delivery - Restated ARC figures in relation to ECIR's
- Governance & Organisation Issues – Staffing structure related issue.

All three events have been closed by the Scottish Housing Regulator.

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

The Board noted and approved the Notifiable Events Report (01.04.21 to 31.03.22).

15. Policy Review Register

The SCSO advised that the Policy Review Register has been updated in relation to the suspension of policies and will recommence in September 2023.

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

The Board noted and approved the Policy Review Register.

16. Register of Interests, Entitlement, Payments & Benefits (1st October 2022 to 31st March 2023)

The SCSO advised that the purpose of the report is for the Board to review the register entries during the year relating to Staff and Board declarations of interest, gifts and hospitality received and entitlements, payments and benefits and highlighted to the Board that the report will be brought every six months.

The SCSO advised that she had no further update to this report and asked the Board if they had any questions.

The Board noted and approved the Register of Interests, Entitlement, Payments & Benefits Report (01.10.22 to 31.03.23).

17. Complaints Half Yearly Report (1st October 2022 to 31st March 2023)

The CEO explained the purpose of this report is for the Board to note a summary of the complaints made by customers between the period 1 October 2022 and 31st March 2023.

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The report outlines the main themes and trends from complaints in the second half of 2022/23 allowing the Board to consider improvements we may make to improve our services to tenants.

A total of 6 complaint was received in the last six months of the year and key issue identified by tenants include.

- Maintenance 66%
- Staff 17%
- Service Delivery 17%

The four complaints about maintenance were upheld, the service delivery and the complaint about a member of staff weren't upheld.

In order to improve our services, we have an opportunity to look at all complaints to seek areas where we can improve and demonstrate to tenants that we have listed and acted on concerns. We have analysed the categories of complaints and Board members should note the following actions taken to improve our services:

- Maintenance – greater monitoring of repairs work is being carried out by both the Maintenance Services Officer and the Senior Housing Services Officer.
- More information on website, newsletters and Facebook about frequency of estate management visits and what tenants can expect from these. Also, an update of what is out of our control such as bin collection/street cleaning etc.

The CEO advised that she had no further update to this report and asked the Board if they had any questions.

The Chair asked if any of the complaints are out with our control. The CEO advised that part of the problems relations to GHA and Council services.

The Board noted and approved the Complaints Half Yearly Report (01.10.22 to 31.03.23).

18 Correspondence

The Secretary presented tonight's correspondence:

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- a) EVH Newsletter – April 2023: For information.
- b) TPAS Annual Conference (28th-30th June 2023): SCSO asked if anyone was interested in attending to get in touch.
- c) SHR: Email sent to SHR advising that Investigation Action Plan had be loaded onto the Portal.
- d) SHR: Engagement Plan: The engagement plan highlights that our regulatory status is Compliant however highlights that SHR will be engaging with us in relation to Governance and an employment matter.
- e) GWSF Open Meeting – Wednesday 17th May 2023 at 7.00pm: Des Phee, Morag Cameron and Louise Bacon will attend this meeting.

19. Any Other Competent Business

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

- a) Fair Wage: M Cameron asked if the Chair had been in touch with EVH. The Chair confirmed that he had however EVH advised that they could not do a generic document. That we would have to look at this ourselves.
- b) ARC Validation: The CEO advised that Christine Dugan would be carrying out our ARC Validation on Monday 22nd May and Tuesday 23rd May and that her report would not be available for the Board for the reports going out. The CEO advised that once we received the report we will forward this onto Board Members.

20. Date of Next Meeting

Tuesday 30th May 2023 at 6.00pm

Board Meeting

The meeting concluded at 7.10pm