

CRAIGDALE HOUSING ASSOCIATION LIMITED

REPORT TO: BOARD OF MANAGEMENT

MEETING DATE: MONDAY 29TH JANUARY 2024

**AGENDA ITEM: 4A MINUTES OF PREVIOUS MEETINGS:
APPROVAL OF MINUTES OF BOARD MEETING – 27.11.23**

Status:	Confidential		For:	Approval	✓
	Non-Confidential	✓		Discussion	
				Noting	

CRAIGDALE HOUSING ASSOCIATION LIMITED MINUTE OF BOARD MEETING HELD ON MONDAY 27TH NOVEMBER 2023 AT 6.00 PM

PRESENT:

Des Phee	Chairperson	Morag Cameron	Board Member
Louise Bacon	Vice Chair	Hilary Tennant	Board Member
Claire Taylor	Treasurer	Kevin Boyle	Board Member
Stephen Baxter	Secretary	Stephen Kelly	Board Member
Christine McCormack	Board Member	Lucy Madigan	Board Member

IN ATTENDANCE:

Linda Chelton	Chief Executive Officer (CEO)	
Frances Cunningham	Corporate Manager (CM)	
Claire Beckley	Data Protection Officer RGDP (DPO)	Left Meeting at 6.30pm
Graham Harper	Graham Harper Consultant (GHC)	Left Meeting at 6.40pm

1. Apologies for Absence

No apologies were submitted.

Leave of Absence: None.

Absent: None.

2. Chairperson's Remarks

The Chair welcomed everyone to tonight's meeting and mentioned that the following Agenda Items would be brought forward so that our consultants could present their reports then leave the meeting:

- Agenda Item 6: Development Report
- Agenda Item 18: Training GDPR & FOI

3. Declaration of Interest

D Phee (Chairperson) declared an interest in relation to Agenda Item 5, CEO Report, 4.3.1 Welfare Service Report.

H Tennant (Board Member) declared an interest in relation to Agenda Item 9, 2024/25 Rent Increase & Consultation in regard to the SFHA rent affordability tool as her husband works for the SFHA.

4. Minutes of Previous Meetings:

4.a Approval of Minutes of Board Meeting held on Monday 30th October 2023

The Board approved the minute as a correct record of the meeting held on Monday 30th October 2023 as proposed by Claire Taylor and seconded by Stephen Baxter. The minute was signed and sealed by the Chair.

4.b Matters Arising from the Board Meeting held on Monday 30th October 2023

The Chair asked if anyone had any matters arising from the previous minute of Monday 30th October 2023.

B190, 28.11.22, 5 CEO's Report & Governance Report, 3.3.2 Bulk Uplift/Caledonian: M Cameron mentioned about the amount of flying tipping of fridge/freezers. The CEO advised that GCC are not currently taking fridge/freezers for disposal. C Taylor asked if GCC are aware of this issue. The CEO advised that they are aware of the problem, and we have been advised that it will be 30 days for an uplift. C Taylor asked if the Fire Service could get involved as this is potentially a fire hazard. The CEO advised that the Fire Service would not get involved with this situation.

B202, 24.04.23, 19A. AOCB – Fair Wage: The Chair asked if EVH have made the Fair Wage public. The CM advised that the statement is not yet available on the website.

B223, 30.10.23, 16. AOCB – SHR Portal: The Chair mentioned to CM that he had not received User details for the SHR Portal. The CM agreed to check the portal and have the credentials reissued.

B225, 30.10.23, 16. AOCB – SHR RAAC Survey: The Chair asked if we had an action plan in relation to the RAAC questionnaire. The CEO advised that we will be carrying out 145 inspections within our Phase 1 & Phase 2 properties over the coming months.

The Board noted and approved the Matters Arising Report from the Board meeting held on Monday 30th October 2023.

4.c Draft Minutes of the Audit & Assurance Committee Meeting (20.11.23)

The Board noted the draft minute of the Audit & Assurance Committee Meeting held on Monday 20th November 2023.

4.d Matters Arising from the Audit & Assurance Committee Meeting (20.11.23) for Approval.

The Chair asked if anyone had any matters arising from the draft minutes of the Audit & Assurance Committee meeting held on Monday 20th November 2023. The CM advised that she had a couple of recommendations for ratification.

Recommendations

The Chair asked the Board to approve the recommendations made by the Audit & Assurance Committee held on Monday 20th November 2023. The Board approved the following recommendations.

- **Framework Report for Operation Risks**
- **Wylie & Bisset: Internal Audit – Annual Assurance Statement Review**
- **Wylie & Bisset: Internal Audit – Tenants Safety**
- **Management Accounts Q2, 30th September 2023**
- **Annual Assurance Statement: Regulator Standards Review 2024/25 – The Board approved that the Audit & Assurance Committee would survey the AAS February, May & August 2024 and the Board would survey the AAS March 2024. The Board agreed that they would agree what section they would audit in January.**

5. Chief Executive Officer & Governance Report

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

3.1.1 Major Fire – 12 Birgidale Road: The CEO advised that tenants insurance company is holding up the process as they are to come out and inspect tenants' contents to see what can be salvaged and cleaned.

3.1.5 AS Homes: The CEO advised that the last property defects will be carried out Mid-January. M Cameron thanked the CEO for checking out the design of the bench with AS Homes, she had never heard of that design type before.

3.1.6 Purchase of 15 Dougrie Gardens: The Board agreed to front fund the purchase of 15 Dougrie Gardens with a grant application being made to NRS in due course.

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

6. Development Report

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

- A formal application to GCC and GHA has been made to acquire the site.
- GCC confirmed verbally we should proceed with our planning application.
- AS Homes have agreed a scope and price for the site investigation, and this has recently been approved by GCC.
- We have applied to GCC and GHA for a licence to carry out the works.
- The planning application is ready to be submitted once the site investigation has been carried out.
- Spend to Date: Valuation £2,340.00

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

7. Governance Review Action Plan Report

The CM advised that the CEO and herself had not had time to go over the remaining points of the Governance Review Action Plan Report and will be presented to the Board in January.

8. Investigation Recommendations – Actions Plan Report

The CEO presented the Investigation Recommendation – Action Plan Report to the Board.

M Cameron asked, if possible, could a list of staff names, titles and responsibilities on the new structure be presented to the Board in January.

The Board noted and approved the progress of the Investigation Recommendations – Action Plan Report. The Board agreed to close and remove this report from the agenda.

9. 2024/2025 Rent Increase & Consultation

The CEO highlighted that the purpose of this report is to consider options for the 2024/25 rent increase and consultation.

The CEO advised that the business plan has been formulated using the rent increase level of inflation (CPI) plus 1%. This is set using the rate of CPI in October. However, in October 2022 the rate of inflation was 11.1% which would have meant a rent increase of 12.1%. This was too high for the majority of our tenants and the Board agreed on a rent increase of 6.5% effectively 5.6% below business plan expectations.

On agreeing this below inflation increase the Board agreed on CPI +2% for the next four years to balance business plan cashflow predictions. CPI in October 2023 was 4.6%. This would effectively mean that the rent increase would be 6.6%.

- M Cameron highlighted that our Association cannot compare ourselves with the GWSF Rent Increase proposals due to our size. 6.6% is still very high, utility prices are due to rise by 5% in January. The CEO mentioned that the Board agreed last year to ensure our viability a CPI in October + 2% for four years.
- The Chair mentioned that national minimum wage has increased, national insurance contributions are to decrease as per the government budget.
- L Bacon highlighted that Castlemilk is in one of the most deprived areas of the city and that the figures within the SFHA rent affordability tool are historical. The CEO advised that the SFHA have updated the figures within the rent affordability tool.
- C Taylor felt that it was always single people that struggle.
- S Baxter asked what percentage of tenants are on housing benefit. The CEO confirmed that 70% of tenants are on Housing Benefit.
- M Cameron asked for those tenants that are not on our Facebook know about the fuel vouchers and air fryers. The CEO advised that there is an article in the newsletter and also by word of mouth.
- M Cameron asked what figure will, we be consulting on. The CEO advised that we are not consulting on options this year as the Board agreed the formula last year of CPI + 2%. That a letter will be issued to tenants advising of our proposals for the coming year with a rent increase of 6.6% if Board approve recommendation.
- H Tennant advised that our satisfaction may take a drop and have an effect on future satisfaction.

- S Baxter highlighted that at the GWSF Annual Conference they highlighted that many RSL's are consulting with no options.
- C McCormack highlighted that we have good stock however, we can't keep moving planned maintenance works down the line.
- L Madigan asked if the Board would see the consultation paper. The CEO highlighted that a report will be brought to the January Board meeting.

The Board noted the content of the 2024/25 Rent Increase & Consultation Report and approved a rent consultation of 6.6% for the period 2024/25.

10. Policy Review

a) Repairs & Maintenance Policy

The CEO presented the Repairs & Maintenance Policy and advised that the policy has had all changes tracked.

The Board approved the Repairs & Maintenance Policy with no further amendments.

b) Flexi Time & Toil Policy

The CEO presented the Flexi Time & Toil Policy and asked the Board to consider giving staff the option of overtime payment or toil which is part of our conditions of service if agreed by line manager. Currently staff are only paid for out of hours emergencies.

- M Cameron does not agree with staff being paid for unused balances, the only time we would pay is for emergencies circumstances only.
- L Bacon mentioned that if it's part of your job description to attend out of hours meetings or emergencies that you should not be paid.
- M Cameron mentioned that staff were paid time and a half for the fire.
- S Kelly highlighted that he would have preferred to take overtime rather than toil however, all the organisations that he has worked for he was given toil.
- L Madigan asked if we could not extend the balance period from one month to three months.

The Board agreed an amendment to the Flexi Time & Toil Policy that the use of toil and flexi balances to be used within a three-month period instead of one month for a 6-month trial period.

The Board agreed to pay Toil balances for those staff who wished to be paid at straight time. However, agreed for those staff members who did not wish to be paid that their balances be used by 31st March 2024.

11. Membership Report

The CM advised that there were no applications for membership this month.

The Board noted the level of membership was currently 80.

The Board noted and approved the content of the Membership Report.

12. Notifiable Events Report

The CM highlighted that we have reported one notifiable event to SHR in relation to Tenants Health & Safety. One gas service within our Phase 10 development was missed. The gas service has since been completed and has been reported to the SHR, the Chair and Audit & Assurance Committee.

The Board noted and approved the content of the Notifiable Events Report.

13. Rent Report: October 2023

The CEO went through the Rent Report for October 2023.

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

14. Business Plan 2021-24: Strategic Objectives Delivery Plans (Year 3 – Q2)

The CEO presented the Business Plan 2021-24 (Year 3) - Strategic Objectives Delivery Plan (Quarter 2) Report and that the purpose of the report was to monitor progress.

Strategic Objective 3, 3.3 Work with others to address inequalities such as unemployment, poverty and education: The CEO advised that she had put in the wrong date in the report for the Housing Ministers Meeting it should have been 29th November 2023.

Strategic Objective 5, 5.2 Develop a Value for Money Framework:

- M Cameron asked how would this work i.e. how do we split the costs. The CEO advised that there would be an agreed cost per organisation.
- H Tennant thought there would be more staff time involved. The CEO advised that it would be the CEO's involvement at first then Section Heads.
- H Tennant asked what benefits there would be for our Association. The CEO mentioned that initially it would take more time to set up to bring everyone's procurement timetable into line, possibly extending contracts, however once we have the Maintenance Framework up and running there would be cheaper costs for each organisation.

The Board noted the content and approved Business Plan 2021-24 (Year 3) - Strategic Objectives Delivery Plan Report (Quarter 2).

15. Business Plan 2021-24: Operational Delivery Plans (Year 3 – Q2)

The CM presented the Business Plan 2021-24 (Year 3) - Operational Delivery Plan (Quarter 2) Report and that the purpose of the report was to monitor progress.

Strategic Objective 1, SO1:6 Medical Adaptation Work: The CM advised that she has asked NRS for additional funding of £1k to cover current adaptations.

The Board noted and approved the updated Business Plan 2021-24 (Year 3) Operational Delivery Plan (Quarter 2) Report.

16. Key Performance Indicators

The CEO advised that the purpose of this Report is to ensure that the Association is monitoring all of its Key Performance Indicators (KPI's).

Source of Lets – Section 5: The CEO advised that the target has not been reached. We are still experiencing issues with the referrals that we are receiving from Section 5.

Percentage of Jobs Pre Inspected: The CEO advised that we are still under the target however the % is increasing and should hopefully increase as the rest of staff return to work in Q4.

Tenancy Audit Visits: H Tennant highlighted that the figures for Tenancy Audit Visits were missing. The CEO apologised and would have these available for January Board Meeting.

The Board noted and approved the contents of the Key Performance Indicators Report (Quarter 2).

17. Complaints Analysis Report (01.04.23 – 30.09.23)

The CM explained the purpose of this report is for the Board to note a summary of the complaints made by tenants between the period 1 April 2023 and 30th September 2023. The report outlines the main themes and trends from complaints in the first half of 2023/24 allowing the Board to consider improvements we may make to improve our services to tenants.

A total of 17 complaints were received in the first six months of the year and key issue identified by tenants include. 15 complaints were about maintenance issues and one about an allocation and one was a complaint about GCC bin collection service.

- Maintenance – 88%
- Allocation – 6%
- Glasgow City Council - 6%

The 15 complaints about maintenance were upheld, the allocations complaint and the complaint about GCC were not 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. Contractor meetings are now scheduled monthly following the inception of the new repair's framework. More information on website, newsletters and Facebook about allocations and how we decide who is allocated a property. Also, an update of what is out of our control such as bin collection/street cleaning etc.

The Board noted and approved the contents of the Complaints Analysis Report (01.04.23 to 30.09.23).

18. Training: GDPR & FOI

Claire Beckley thanked the Board for their time and went through a refresh of the GDPR & FOI requirements and training.

The Board thanked C Beckley for her time and training.

19. Correspondence

The Secretary advised that there wasn't any correspondence tonight.

- a) Glasgow City Council - NRS Authorised Signatory: The CM highlighted that we are required to update our Authorised Signatories for NRS. **The Board agreed the following Board & Staff Members would be authorised signatories.**

**Staff: Linda Chelton, Frances Cunningham, Lisa Campbell & Angela Hughes.
Consultant: Graham Harper.
Board: Des Phee, Louise Bacon, Stephen Baxter, Christine McCormack & Morag Cameron.**

- b) EVH - Members Information Exchange: Invitation has been extended to all Board members to join EVH at their Members Information Exchange (formerly Management Committee meeting) on Monday 4th December 2023 at 6.00pm or via Zoom. Morag Cameron would attend event.
- c) SHARE - Annual Conference 2024: The CM asked if any Board Member would like to attend the Annual Conference on 15th & 16th March 2024 at the Grand Central Hotel.

Morag Cameron and Christine McCormack asked to attend. Louise Bacon, Hilary Tennant and Lucy Madigan asked to attend as Day Delegates.

8.00pm The Chair asked for Standing Orders to be Suspended. The Board agreed to the suspension of Standing Orders.

20 Any Other Competent Business

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

- a) Bank of Scotland - Authorised Signatories: The CM advised that we require to update our authorised signatories. **The Board agreed the following Board & Staff Members would be authorised signatories.**

**Staff: Linda Chelton, Frances Cunningham, Lisa Campbell & Angela Hughes.
Board: Des Phee, Louise Bacon, Christine McCormack & Morag Cameron.**

21. Date of Next Meeting

Board Meeting: Monday 22nd January 2024 at 6.00pm (Board Meeting – Budget 2024/25)
Board Meeting: Monday 29th January 2024 at 6.00pm (Board Meeting)

The meeting concluded at 8.10 pm

Minute Signed by Chairperson: _____