

CRAIGDALE HOUSING ASSOCIATION

BOARD MEETING

MONDAY 24TH OCTOBER 2022

AGENDA ITEM: 4C APPROVAL OF MINUTES OF PREVIOUS BOARD MEETING

CRAIGDALE HOUSING ASSOCIATION MINUTE OF BOARD MEETING HELD ON TUESDAY 20TH SEPTEMBER 2022 AT 6.00PM VIA ZOOM

PRESENT:

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

IN ATTENDANCE:

Linda Chelton	Chief Executive Officer (CEO)	
Lisa Campbell	Housing Services Officer (SHSO - Temp)	
Daniel Murray	Housing/Maintenance Services Officer (Temp)	Minute Secretary
Graham Harper	Graham Harper Consulting (GHC)	(In Part)

1. Apologies for Absence

Apologies were tendered on behalf of Frances Cunningham (Senior Corporate Services Officer), Stephen Baxter (Board Member), John Kilpatrick (Board Member)

Leave of Absence:

Absent

Gemma Woodrow (Board Member)

2. Chairperson's Remarks

The Chair thanked everyone for attending tonight's meeting.

The Chair highlighted that Agenda Item 6: Development Opportunity-Castlemilk West Church Site Update Report, would be brought forward so Graham Harper 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:

4.a Approval of Minutes of Board Meeting held on Thursday 25th August 2022

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The Board approved the minute as a correct record of the meeting held on 25th August 2022 as proposed by Morag Cameron and seconded by Louise Bacon. The minute was signed and sealed by the Chair.

4.b Matters Arising from the Board Meeting held on Thursday 25th August 2022

The Chair asked if anyone had any matters arising from the previous minutes of 25th August 2022. The CEO advised that there were no updates.

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

The Board noted and approved the Matters Arising Report from the Board meeting held on Thursday 25th August 2022.

4.c Approval of Minutes of Board Meeting held on Monday 29th August 2022

The Board approved the minute as a correct record of the meeting held on 29th August 2022 as proposed by Morag Cameron and seconded by Louise Bacon. The minute was signed and sealed by the Chair.

4.d Matters Arising from the Board Meeting held on Monday 29th August 2022

The Chair asked if anyone had any matters arising from the previous minutes of Monday 25th August 2022. The CEO updated the Board as follows:

B98, 4.f Matters Arising from the Audit & Assurance Committee Meeting (09.08.21) Recommendations: The CEO advised that we have taken delivery of the defibrillator and just awaiting quotes to install the defibrillator hopefully this will be completed by the end of September.

B151, 5. CEO's Report & Governance Report: 4.2 Private Finance Issue – Cassiltoun: The CEO confirmed that we have paid TC Young.

B157, 15 Board Training Plan – Equalities: The CEO confirmed that SCSO has organised the trainers for Business Away Day.

B158, 5. CEO's Report & Governance Report: 2.6 Visit to Castlemilk West Church Site: The CEO advised that the SCSO will be ordering PPE equipment on her return from annual leave and if anyone wishes to join the site visit to email shoe size to the SCSO by Tuesday 27th September.

The CEO asked the Board if they had any questions.

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No matters arose or questions asked by the Board.

The Board noted and approved the Matters Arising Report from the Board meeting held on Monday 29th August 2022.

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:

2.2 EICR'S: The CEO highlighted EICR's are on site and will update further on access at October meeting.

2.3 Cost of Living Crisis: WRO has two live funding applications in place for later on in the year, update to follow.

3.1 Staff: The CEO confirmed that Richard O'Brien (MSO) has now officially left the organisation.

The CEO confirmed we now have a new receptionist Linda Burns in place and all going well to allow other members of staff fulfil their new temp roles.

HSO and MSO (temp) have now commenced further training.

3.2 Holiday & Toil Checks: The CEO highlighted that staff members are accumulating TOIL and have been unable to use at present due to staff shortages.

The CEO asked the Board if they had any questions.

- H Tennant asked what impact the Cost-of-Living Crisis will have on the business. The CEO advised that initially looking at the figures it could possibly have an impact of £11m over a 30-year period.
- D Phee highlighted the financial impact in relation to next year's rent increase. The CEO advised she met with JMP this morning and advised to put tenders on hold until Away Day has taken place.
- The CEO also advised that due to the above she has had to reconfigure the training for the Business Away Day to focus on the implications for the business of having a rent freeze/rent cap. The CEO also mentioned that FMD services will also be attending the training day.

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- H Tennant mentioned about there being a ban on evictions in relation to rent arrears and is this something should we pick up with FMD. The CEO advised working in the background with FMD.
- D Phee mentioned should we start the rent consultation process sooner. The CEO advised she is planning to put two scenarios to the Board to show the impact and put these out to consultation.
- K Boyle highlighted the organisation that he works for is currently looking at more mould growth issues as people are not heating their homes properly, something for us to keep our eyes on whilst in properties.
- D Phee thanks HSO and MSO (Temp) for all their hard work.

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

6. Development Report: Phase 10 - Castlemilk West Church Site Update Report

G Harper presented the Development Report, Phase 10 - Castlemilk West Church Site Report and asked the Board to note the following points:

Scaffolding coming down and the internal fit out and services progressing. The project remains 6 weeks behind schedule with Block A hopefully off-site week commencing 5th December 2022.

Block A – End Nov/Start Dec Block B – Early December Block C – Start of New year.

The delay will mean an increase in clerk of works costs since they are time related. It is anticipated that these will be minor and can be met from the contingency.

G Harper asked the Board if they had any questions.

M Cameron asked a question regarding the two flags on site – unable to determine what they were due to position/no wind blowing them. G Harper advised these are AS Homes flags. M Cameron asked if any further forward with a Craigdale HA sign to let people know it is our development. G Harper advised he will chase this up.

The CEO shared screen of a video taken by one of our tenants John Masson within one of the flats in block A. D Phee thanked CEO for sharing the video as gives an insight to help

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seeing it all coming together.

The CEO advised will look into an official opening of the phase when all properties are fully let which will take place into the new year.

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

Graham Harper left the meeting at 6.20pm.

7. Governance Review Action Plan Report

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

The CEO advised that we received three recommendations in relation to our current Settlement Agreement Policy as follows:

1. Updates the Settlement Agreements Policy to reflect the SHR’s wording on “severance payments” include reference to “alternatives to severance “and cross references to notifiable events. The CEO advised that this Section is covered under Section 2: Regulatory & Legal Context of the Settlement Agreement Policy.

2. Includes within the Policy who is responsible for agreeing and signing off settlement Agreements and severance payments as per standing orders. The CEO advised that this Section is covered under Section 5.3: Approvals of the Settlement Agreement Policy. Standing Orders, Appendix 2, Scheme of Delegated Authority, 5-Staffing, Employment, Health & Safety, point 3 (Delegated to Committees). Entitlements, Payments & Benefits Policy, Appendix A, Human Resources & Recruitment, Redundancy or Voluntary severance payments to an employee

1. Ensures that the policy is amended to reflect the wording of this standard to always seek legal advice prior to entering into a settlement agreement. The CEO advised that this Section is covered under Section 1.0: Introduction, Paragraph 4, Section 5.1: Without Prejudice Discussions & Protected Conversations, Section 5.3: Approvals, Section 5.5: Costs Involved.

The CEO highlighted that there are two areas of the policy that the Board need to consider. The first one is as follows:

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The Board are asked to consider how the association will deal with settlement agreements as we do not have an in-house Human Resources Section. Do they wish to use an external agency such as EVH, ACAS or agree just to use our lawyer.

The Board also needs to consider the value of legal fees in relation to an employee seeking legal advice in relation to any settlement agreement (Section 5.4: Concluding Agreements) are they happy with the value of £500 plus vat or a different amount.

The CEO asked the Board if they had any questions.

H. Bain highlighted that Lawyer would need to write any Settlement Agreement. (Post meeting note: added to the Policy).

D Phee asked if everyone present was happy to approve the above with regards to the Settlement Agreement Policy, to which everyone said yes.

The Board noted and approved the updated Governance Review Action Plan Report and approved the Settlement Agreement Policy with no further amendments.

8. Policy Review

The CEO advised that there were no policies for review this month, however, would discuss this further under Agenda Item 13.

9. Share Capital Report

The CEO presented the Share Capital and highlighted that we currently have 80 members.

The Board noted and approved the Share Capital Report.

10. Notifiable Events Report

The CEO advised that there were no new notifiable events this month and had previously given an update on Electrical Inspections under Agenda Item 5.

The Board noted and approved verbal update of the Notifiable Events.

11. Rent Report: July 2022

The Chair confirmed the Rent Report is for information only and noted the Rent Report for August 2022.

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HSO highlighted that the NET Arrears have slightly increased which is partly due to the payments made on 27/08/22 not coming through allpay/bank statement until after month end as 30th August was an English Public Holiday.

The Chair asked the Board if they had any questions.

No further questions were asked.

The Board noted and approved the contents of the Rent Report for August 2022.

12. Board Training Plan

The CEO advised that the SCSO has organised a training away day for Friday 24th March 2023 at 9.00am (all day): The morning session will be Equalities & Diversity by Stuart Eglinton and the afternoon session will be Code of Conduct & Conflict of Interests by Angela Spence. Due to the length of time for these two sessions the SCSO is unable to fit in H&S training so will have to organise a separate Zoom session.

The venue is still to be organised however, we plan to have dinner and some drinks after the training session. A breakfast roll and a light lunch will also be provided.

Monday 5th December at 6.00pm (1hr): Freedom of Information and GDPR training will take place.

The CEO asked the Board if they had any questions.

M Cameron asked about the possibility of refresher training the three new Board members in Governance. The CEO advised that she will speak with the Board Members and source any training which is needed.

L Bacon highlighted that Fiona McGovern from AHA carries out Governance Training.

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

13. Policy Review Register

The CEO presented the Policy Review Register and asked the Board to consider suspending the current policy review register for a 12-month period, while ongoing discussions in relation to the Staff Issues & Structure are discussed and implemented. This will allow for the current staff who have Temporarily been promoted into other positions the opportunity to settle into these roles.

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However, if any major changes to legislation is introduced during the 12-month period these policies and processes will be reviewed accordingly and brought to Board for approval.

The CEO asked the Board if they had any questions.

M Cameron asked if the above was realistic. The CEO advised there hasn't been much change in Housing Law since the Housing Scotland (Act 2014) so yes this is something that can be achieved.

The Board noted and approved the Policy Review Register and agreed to suspend the Policy Review for the next 12 months with exception of any changes to legislation.

14. Scotland's Housing Network (SHN) Presentation

The CEO advised that SHN presented the ARC Benchmarking 2021/22 report to staff on Wednesday and highlighted our areas of Improvement and Areas of Concern as follows:

Highlights

- ✓ Everything, but especially:
- ✓ all gas safety certificates issued in timescales
- ✓ no new tenancies terminated in first year
- ✓ no abandonments (or evictions)
- ✓ void performance:
- ✓ relet time of 4.7 days
- ✓ £930 void rent loss

Areas for Concern?

- ✗ 68.5 days average to complete medical adaptations, but figure skewed by bigger job(s), and 100% of jobs completed in year
- ✗ Rent collection reduced to 98.4%, but current arrear continued to reduce

The CEO mentioned that Tim Pogson from SHN concluded the presentation by highlighting Slide 66 – Service versus Value for Money and it shows that Craigdale Housing Association as top performer within our Comparison with Peer Groups.

The CEO asked the Board if they had any questions.

No matters arose or questions asked by the Board.

The Board noted and approved the Scottish Housing Network Presentation.

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15. Correspondence

The Secretary presented tonight's correspondence:

- a) EVH – September 2022 Newsletter: The Board noted the content of the EVH September 2022 newsletter.

16. Any Other Competent Business

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

- a) None

17. Date of Next Board Meeting

- Monday 24th October 2022 at 6.00pm

The meeting concluded at 7.00pm