

# CRAIGDALE HOUSING ASSOCIATION

## BOARD MEETING

MONDAY 23<sup>RD</sup> MAY 2022

### AGENDA ITEM: 4A APPROVAL OF MINUTES OF PREVIOUS BOARD MEETING

## CRAIGDALE HOUSING ASSOCIATION MINUTE OF BOARD MEETING HELD ON MONDAY 25<sup>TH</sup> APRIL 2022 AT 6.00PM VIA ZOOM

### PRESENT:

Morag Cameron	Vice Chair	Claire Taylor	Board Member
Des Phee	Secretary	Hilary Tennant	Board Member
Helen Bayne	Treasurer	Louise Bacon	Board Member

### IN ATTENDANCE:

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

### 1. Apologies for Absence

Apologies were tendered on behalf of John Kilpatrick (Chairperson), Christine McCormack (Board Member), Gemma Woodrow (Board Member) & Sam Morton (SHSO).

#### Leave of Absence:

Catherine Jones, Board Member

#### Absent:

David Logan, Board Member

### 2. Chairperson's Remarks

The Vice Chair thanked everyone for attending tonight's meeting. She had hoped to welcome everyone from the office tonight, unfortunately there has been some technical issues in the office and have reverted to a zoom meeting.

The Vice 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 Monday 28<sup>th</sup> March 2022

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The Board approved the minute as a correct record of the meeting held on 28<sup>th</sup> March 2022 as proposed by Claire Taylor and seconded by Hilary Tennant. The minute was signed and sealed by the Vice Chair.

**4.b Matters Arising from the Board Meeting held on Monday 28<sup>th</sup> March 2022**

The Vice Chair asked if anyone had any matters arising from the previous minutes of Monday 28<sup>th</sup> March 2022. The SCSO advised that she had an update in relation to the report.

**B39, 21.09.20-5.CEO Report & Governance Report:** The SCSO advised that we received a letter from French Duncan advising of the outcome of the recent vote. Of the five creditors all five agreed to keep French Duncan as Administrator and to fee level.

In relation to setting up a Creditors Committee 1 voted for, 1 Against and 3 No Vote.

**B98, 23.08.21- Purchase of defibrillator:** The Vice Chair asked if we would be purchasing a defibrillator. The SCSO advised that we will, and this will be organised over the coming weeks.

**The Board noted and approved the Matters Arising Report from the Board meeting held on Monday 28<sup>th</sup> March 2022.**

**5. Chief Executive Officer Report & Governance Report**

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

**2.2 Notifiable Event:** The CEO highlighted that we notified Scottish Housing Regulator (SHR) in relation to the change of Internal Auditors. The NE has been closed.

**2.3 Compliance:** The CEO advised that the SHR have published the outcome of its annual risk assessment of all landlords which includes updated engagement plans. The CEO is happy to advise that the Association has been described as “Compliant: The RSL meets regulator requirements, including the Standards of Governance and Financial Management”. This statement has been published on the SHR website.

**4.1 Procurement Update:** The CEO mentioned that the Internal Audit Tender has been awarded to Wylie & Bisset with a start-up meeting being held on 26<sup>th</sup> April to agree the yearly programme.

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**4.2 Private Finance Issue:** The CEO advised that the purchase of the land is progressing slowly with staff frequently chasing up TC Young & GCC.

**4.3 Kitchen Contract:** The CEO highlighted that the kitchen installations are progressing well and feedback from tenants is good despite some initial teething problems. MCN are rectifying any snagging issues quickly.

**4.5 ICT Upgrades – SDM:** The CEO mentioned that we will be meeting with SDM and My Home on 6<sup>th</sup> May to discuss the Tenants Portal.

**4.5 ICT Upgrades – Tenant Net:** The CEO advised that Staff training has taken place and the final snagging of the site is being finalised. HSA has been using the App when carrying out Estate Management visits. The second phase of the service will be to roll out the service and get tenants involved. The CEO asked if the Board would like a demonstration of the site. The Board agreed to a site demo.

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

**Graham Harper joined the meeting at 6.18pm**

**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:

Timber kit and stair cores progressing, and brickwork has commenced to the ground floor. G Harper mentioned that the roofs are on and that the CEO will be onsite on Wednesday for a visit. The CEO asked if any Board Members would like a site visit to let her know.

G Harper asked the Board if they had any questions?

The Vice Chair had mentioned that some derogative remarks had been made about the properties and AS Homes on the Castlemilk Past & Present Facebook page and that there were also graffiti on some of the wall installation.

H Bayne advised not to respond to the remark however to give a more accurate update on our media pages.

G Harper highlighted that he could message the Administrator of the page and ask that the comment be taken down.

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L Bacon highlighted that she had worked with a client with a similar issue and by taking down the comment this caused a bigger issue and felt that it would be better to ignore the comment.

G Harper would talk to AS Homes as it was an ex-employee who had made the comment and AS Homes also have a PR section who would be able to give some advice.

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

**Graham Harper left the meeting at 6.29pm**

**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 action plan was approved by the Board on 28<sup>th</sup> June 2021, with updates to be provided monthly to the Board.

The SCSO advised that the Board Induction Pack and application form would be presented to the Board in May and that she had no further updates and asked the Board if they had any questions.

The Vice Chair asked if the completed tasks could be removed from the report. The SCSO agreed to update the report for May.

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

**8. Register of Interests, Entitlement, Payments & Benefits Report (01.10.21 to 31.03.22)**

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.

SCSO asked the Board if they had any questions. The Vice Chair mentioned that she was also a Board Representative of EVH.

**The Board noted and approved the Register of Interests, Entitlement, Payments & Benefits Report (01.10.21 to 31.03.22).**

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**9. Board Schedule for 2022/23**

The SCSO highlighted that the purpose of this report was to comply with a recommendation from Quinn Internal Auditors review of the Regulator Standards of Governance & Finance Management that the Board should consider implementing an annual planner so that standardised reporting is detailed in advance for each coming year.

The SCSO mentioned that all areas highlighted in blue related to the Board, green related to the Audit & Assurance Committee and yellow related to the Operational Services Committee, anything highlighted in white related to statistical returns.

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

**The Board noted and approved the Board Schedule for 2022/23.**

**10. Policy Review**

**a) Repairs & Maintenance Policy**

The CEO advised that this policy has been brought to the Board today and is currently out to consultation with tenants on the website with a reminder on the Craigdale Facebook site. Any responses to the consultation will be shared with the Board as a verbal update. All changes to the policy have been highlighted as tracked changes, covering changes in job titles and the response times and requirements for emergency repairs. The categories for recording the repairs have been changed to separate the emergency and RTR1(right to repair), this was highlighted by Christine Dugan during the ARC audit and the changes will allow for compliant ARC recording.

The CEO asked the Board if they had any questions. H Bayne mentioned that she had a number of suggestions/amendments and if the Board were happy, she would forward comments onto staff. The Board were happy for comments to be emailed to staff and included within the minute.

3.0 Areas of Responsibility, point 3.1 Bullet Point 3 - Maintenance Services Officer & Maintenance Assistant: Maintenance Assistance should this not read Housing Services Assistant.

3.0 Areas of Responsibility, point 3.1 last paragraph: The National Standards of Information and Advice (Type 1 provider) Is this still relevant as we'd moved away from these accreditation standards?

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5.0 Reactive Repairs Service & Customer Service Standards, point 5.1, Paragraph 4: Can we use Handyperson instead of Handyman.

5.5 Rechargeable Repair Work: Just wondering if this wording is necessary - it suggests that there may be exceptions

8.3 Energy Efficiency Standard for Social Housing: Maybe reword this section to reflect that we did meet ESSH and will prepare to meet ESSH2 requirements once known?

**The Board noted the Repairs & Maintenance Policy and noted the above amendments will be presented to the Operational Services Committee for discussion and approval.**

**b) Business Plan Away Day & 2022/23 Priorities Presentation**

The CEO presented the Year 1 outcomes and discussions from the away day findings along with Year 2 priorities.

The CEO highlighted the following:

The Board agreed that no amendments to our mission statement, vision or values were required.

The Pestle & SWOT Analysis covered all areas of potential concerns.

Strategic Objective 1: The CEO highlighted that we are progressing all areas, however we are awaiting guidance on Sustainability to finalise our strategy and that the Board agreed not to progress the bin store improvement.

Strategic Objective 2: The CEO advised that we are just starting the process for the Tenant Portal. Tenant Net will be rolled out to tenants over the coming months. Welfare Benefits and Money Advice service is well used. We have not consulted with tenants in relation to the newsletter this will be carried out this year.

Strategic Objective 3: The CEO highlighted that the Wider Action Strategy has not been finalised due to change of CEO. Community Events Programme we managed to implement the programme for Halloween & Christmas, and we continue to deliver the Lens programme.

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Strategic Objective 4: The CEO advised that we are working well in this area, we have excellent risk controls and will bring report to the Audit & Assurance Committee in May in relation to assurance measures and compliance.

Strategic Objective 5: The CEO highlighted that we are working well in this area as well and will continue to look at rent affordability, efficiencies, costs saving and value for money.

Strategic Objective 6: The CEO advised that IIP had been in contact and that they do not wish to engage with us for at least 18 month which would mean not progressing IIP Platinum until next year, this target date will have to be adjusted. The Lens programme has progressed well. We will look again at the Tenants Panel and hope to engage with tenants round the table, with the introduction of the Tenants Net we will be able to look at other ways to engage with tenants. Board & Staff training plans will be taken forward. The Staff reward scheme was not what we thought, and we are currently looking at other schemes.

The CEO highlighted that at the away day the following items were highlighted and that the Board should consider adding these areas to our Strategic Objectives:

- Develop and implement strategy for staff and board stability 2022/23
- Develop assurance statement quarterly review at Audit and Risk Committee
- Develop a strategy for supporting tenants with 'cost of living' crisis
- Work in partnership with other Castlemilk RSL's to explore cost saving through procurement and joint initiatives
- Analyses of findings of 2022 full satisfaction survey and strategy for improvement (if required).

The CEO highlighted that a full review of year 1 will be presented to the Board in May

The CEO gave a comparison in relation to our current tenant satisfaction levels against the 2020/21 Scottish Average and asked the Board to note the difference in the Scottish Averages and to except the possibility of lower levels of satisfaction when we carryout our survey in the summer.

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

**The Board noted and approved the Business Plan (Year 1 Review and Year 2 Plan) 2021-2024 presentation.**

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**11. Share Capital Report**

The SCSO highlighted that there has been no change to the membership.

The Association's Membership stands at 77 Members.

**The Board noted and approved the Share Capital Report.**

**12. Notifiable Events Report (01.04.21 to 31.03.22)**

The SCSO highlighted the Scottish Housing Regulator (SHR) Notifiable Events guidance sets out the events that Associations must tell SHR about. It explains why SHR have a regulatory interest in these events, what the Association must notify SHR about, and what SHR will do with the information that the Association give them. SHR are interested 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 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 an annual report would be presented to the Board of all Notifiable Events throughout the year.

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).**

**13. Rent Report: March 2022**

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

The Vice Chair asked the Board if they had any questions. The CEO highlighted to the Board that the actual arrears at end of March were under 2%.

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



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**14. Complaints Analysis Report (01.10.21 to 31.03.22)**

The SCSO explained the purpose of this report is for the Board to note a summary of the complaints made by tenants between the period 1 October 2021 and 31<sup>st</sup> March 2022. The report outlines the main themes and trends from complaints in the second half of 2021/22 allowing the Board to consider improvements we may make to improve our services to tenants.

A total of 1 complaint was received in the last two quarters of the year and key issue identified by tenants include.

- Maintenance 100%

This complaint was upheld and tells us that the complaint was justified.

We also recorded two compliments in the six-month period.

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 listened 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.

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

**The Board noted and approved the contents of the Complaints Analysis Report (01.10.21 to 31.03.22).**

**15. Board Training Plan**

The SCSO confirmed that the following training sessions have been organised as follows:

- Maintenance: Understanding reactive, cyclical, planned and major repairs. 6<sup>th</sup> June 2022. Owen McMillan will carry out training via SHARE.
- Staffing: Governing Body as an Employer Monday 13<sup>th</sup> June 2022. Kim Beattie from EVH will carry out this training.

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The SCSO advised that she is currently trying to organise Equalities training however the dates are not suiting at the moment its looks like this event won't take place until August/Sept.

The CEO mentioned that a Board Member had been in contact highlighting that they were feeling a bit overwhelmed with the amount of Board, Committee and training events taking place especially in that last quarter of last year.

H Tennant, H Bayne & C Taylor all mentioned that they felt overwhelmed with the amount of training. H Tennant highlighted that it was a blessing that the training sessions were via zoom that she could attend.

The Vice Chair highlighted that a number of Board Members work and that this needs to be factored into the schedule.

The CEO mentioned that we could look at possibly recording the session and if a Board Member is unable to attend the session that they can dip into the session at their own convenience.

The Board agreed that Board meetings would continue to be hybrid how training session will continue to be held via zoom.

Staff will look at the training programme and amend so that the events are spaced out.

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

**16. Policy Review Register**

The SCSO presented the Policy Review Register and advised the Board that the following policies are due for review:

- Sustainability: The CEO highlighted that we are awaiting on guidance to be released from the Government to finalise this policy. The CEO asked if the Board would be happy if this policy was deferred until the guidance has been released. The Board agreed to wait until the guidance was available before being presented to the Board.
- Tenant Participation Strategy: The CEO will present this to the next Board meeting.

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

**The Board noted and approved the contents of the Policy Review Register.**

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**17. Correspondence**

The Secretary presented the following correspondence:

- a) TPAS: have issued a letter of comfort to all members in relation to the CEO, Lesley Baird stepping down.
- b) EVH – April 2022 Newsletter: The Board noted the content of the EVH April2022 newsletter.

**18. Any Other Competent Business**

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

**19. Date of Next Board Meeting**

- Monday 23<sup>rd</sup> May 2022 at 6.00pm

**The meeting concluded at 7.10pm**