

CRAIGDALE HOUSING ASSOCIATION LIMITED MINUTE OF BOARD MEETING HELD ON MONDAY 28TH OCTOBER 2024 AT 6.00 PM

Craigdale Housing Association Limited					
Report To:	Board of Management				
Meeting Date:	Monday 25 th November 2024				
Agenda Item:	4a	Approval Of Minutes Of Board Meeting – 28.10.24			
Status:	Confidential		For:	Approval	✓
	Non-Confidential	✓		Discussion	
				Noting	

PRESENT:

Des Phee	Chairperson	
Louise Bacon	Vice Chair	
Stephen Baxter	Secretary	
Claire Taylor	Treasurer	
Christine McCormack	Board Member	Attending via Zoom
Morag Cameron	Board Member	
Stephen Kelly	Board Member	
Lucy Madigan	Board Member	

IN ATTENDANCE:

Linda Chelton	Chief Executive Officer (CEO)	
Frances Cunningham	Corporate Manager (CM)	
Lisa Campbell	Senior Housing Officer (SHO)	
Simon Gabriel	Tenants Hub	Attending via Zoom
Ben Yarwood	Alpaca Global Solutions	Attending via Zoom

1. Apologies for Absence

Apologies were tendered on behalf of Kevin Boyle.

Leave of Absence: None.

Absent: None.

2. Chairperson's Remarks

The Chair welcomed everyone to tonight's meeting.

3. Declaration of Interest

- Des Phee noted an interest in relation to Southside Housing Association, Agenda Item 5: Chief Executive Officer & Governance Report, Point 4.3.1 Welfare Rights Services.

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4. Minutes of Previous Meetings:

4.a Approval of Minutes of Board Meeting held on Monday 23rd September 2024

The Board approved the minute as a correct record of the meeting held on Monday 23rd September 2024.

Proposed By: Claire Taylor **Seconded By:** Lucy Madigan

The minute was signed and sealed by the Chair.

4.b Matters Arising from the Board Meeting held on Monday 23rd September 2024

The Chair asked if anyone had any matters arising from the previous minute of Monday 23rd September 2024.

8.a Procurement Policy (Page 4): CM asked the Board if they were happy with the suggested amendment to the policy. **The Board agreed that the wording was softer and agreed to approve the change. The Policy will be updated and placed on the website.**

15. Key Performance Indicator – Quarter 1 (Page 8): CM advised that the staff hope to pick up the Tenancy Audits in November.

The Board noted and approved the Matters Arising Report from the Board meeting held on Monday 23rd September 2024.

4.c Draft Minutes of the Operational Services Committee Meeting held on Monday 21st October 2024

The Board noted the draft minute of the Operational Services Committee Meeting held on Monday 21st October 2024.

The Board noted the draft minute of the Operational Services Committee Meeting held on Monday 21st October 2024.

4.d Matters Arising from the Operational Services Committee Meeting held on Monday 21st October 2024 Recommendations for Approval

The Chair asked if anyone had any matters arising from the draft minutes of the Operational Services Committee meeting held on Monday 21st October 2024.

The Board noted and approved the Matters Arising Report from the Operational Services Committee meeting held on Monday 21st October 2024.

5. Chief Executive Officer & Governance Report:

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

3.1.1 Damp and Mould Pilot:

The CEO advised that Simon and herself had attended the City Chambers on 21st October to discuss the funding roles. The grant has to be spent by 13.03.25 along with a presentation. We hope to work in partnership with South Lanarkshire Council in relation to Good Practice.

M Cameron asked how many homes would the funding cover. The CEO advised that 10 additional properties will be connected to the unit. The majority of grant will go towards the IT side of the project.

If the project is successful further funding may be available.

3.1.3 Board & Staff Strategy Day:

L Madigan asked if there would be any external consultants in attendance. The CEO advised that no it would only be Board and Staff on this occasion.

3.1.4 Castlemilk Lived Experience Group - CIH Awards Ceremony:

The CEO asked the Board if any of them would like to attend the Awards Ceremony. Morag Cameron, Lucy Madigan and Des Phee agreed to attend the ceremony on behalf of Craigdale.

5.1 Procurement Update:

Ground Maintenance Contract: The CEO asked the Board if anyone would be available to attend this tender opening. Lucy Madigan, Morag Cameron and Kevin Boyle agreed to attend on Monday 4th November 2024 at 12.30pm.

Bathroom Replacement Contract: C Taylor asked what the teething problems had been with the Contract. The CEO advised that there was a leak in the toilet after the contractor had left for the evening. The plumber came back sorted the problem however his attitude was terrible. The plumber's employment with contractor has been terminated.

6.0 Chief Executive Officers work priorities:

M Cameron asked if the completed tasks could be removed from the report. The CEO agreed to remove these items from the next report.

L Madigan asked if we had started our Digital Strategy. The CEO highlighted that Simon Gabriel would be assisting with this strategy.

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

6. Development Report

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The Chair advised the Board that they had agreed on 27.02.23 that this report would be moved to a quarterly cycle. The next report is scheduled for 25th November 2024.

7. Final: Annual Assurance Statement

The CM asked the Board if they had any amendments to the Annual Assurance Statement (AAS). As there were no further amendments the Board approved the Annual Assurance Statement for 2024. The Chairperson signed the statement on behalf of the Association and Staff will load our AAS onto Scottish Housing Regulators Portal in the morning.

The Chair asked for confirmation that the Governance Review would take place next year. CM advised that the Board agreed to carry out a Governance Review next year as it would be five years since the last one had taken place. Money had been placed in the budget for this work.

The Board approved the final version of the Annual Assurance Statement 2024 (AAS).

8. Policy Review

8.a Decant Policy

The CEO presented the Decant Policy and advised that there have been minor amendments to the policy such as:

Page 4, 2.1 Scottish Social Housing Charter: Removed 2017

Page 6, 5.2 Legislation: The Chair highlighted the third bullet point and asked if we should be inserting same sex partnership and relevant Act. The CEO will have a look at the Act and will insert in the minute any suggested change.

Suggested Change

- The claimant must be a tenant, an employee in a tied property, a spouse with occupancy rights under the Matrimonial Homes (Family Protection) (Scotland) Act 1981 or **both opposite and same sex couples since the implementation of the Family Law (Scotland) Act 2006** or any person with any “interest in the dwelling house”

Page 6, 5.3, bullet point 4: remove an RSL and inserted a RSL

Page 7, 6.9 this paragraph may need reworded if the Board agree to changes to Appendix 1.

Page 7, 6.10 additional bullet point has been added in relation to property: Full property will be painted with white emulsion and gloss.

Page 9, 11, Equality & Diversity (title) removed Impact on Equality and Diversity

Appendix 1, Home Loss & Decant Payment/Allowance:

Original

Recommendations

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Decant Payment – One Off Payment:	£100 if CHA organise decant	The Association will organise decant property. No payment to tenant.
	£200 if tenant organises own decant arrangements	If tenant organises own dis/re connections of telephone, broadband, aerial, satellite or cable the Association will reimburse the costs on receipt of account.
		If the Board accept the above 6.9 will require to be reworded that the Association will reimburse dis/re connections of telephone, broadband, aerial, satellite, or cable as per Appendix 1.
Full Removal:	CHA will organise.	The Association will organise removal (with the exception of packing unless tenant meets certain criteria).
	£300 if tenant organises own removal	Remove
Replace Allowances:		These figures only relate to when tenant moves back into original property and alterations to window and flooring have changed.
Blinds/Curtains:	£30.00	£100 per window
Flooring:	£150.00	£300 per room
Damage to Wooden/ Laminate / Floor Tiles:	£150.00	£300 per room
Maximum Allowance:	£400.00	Maximum Allowance £1000.00??

M Cameron advised that she disagrees with the amounts for Replace Allowances she feels that these are too low. The CEO will look at the costs.

The Chair asked if we carry out an Equality Impact Assessment (EIA) when reviewing or creating new policies. The CEO confirmed that we do carry out EIA. The Chair asked if these could be attached to all policies where applicable and brought to Board for approval along with the policy.

L Madigan asked when the Factoring policy would be presented to the Board. The CM advised that due to being short staffed this policy would be presented in the new year.

The Board Noted the Decant Policy and agreed that Appendix 1 will be brought back next month to the Board for approval.

9. Membership Report

The CM advised that there was one application for membership this month.

- Rebecca Leedham

The CM highlighted that Rebecca is interested in becoming a Board Member and will invite her in for an informal chat and maybe invite Rebecca along to November or January Board Meeting to observe.

The Board noted the level of membership was currently 78.

The Board noted and approved the content of the Membership Report and share certificate for Rebecca Leedham.

10. Notifiable Events

The CM gave a verbal update and advised the Board that we currently have no live notifiable events.

The Board noted that there were no Notifiable Events.

11. Rent Report: September 2024

The SHO presented the Rent Report for September 2024 and gave the following update.

The SHO highlighted that the rent arrears had increased by £3,067.58 this is mainly due to the September weekend falling the last weekend of the month and that the former tenants rent arrears had decreased by £99.89.

The SHO advised that Current Arrears target was 3% and was currently sitting at 3.05%, the Actual Arrears target was 2% and target was currently sitting at 2.23%.

The SHO advised that Rent Arrears Case 1/2024: case called back at court on 16.11.24 and has been continued until 11.12.24 to monitor payments.

L Bacon asked if we offered appointments for Welfare Rights. The SHO confirmed that we do but not everyone wishes to take up the appointments, some tenants prefer to go through the Castlemilk Law Centre for money advice.

The Chair asked if SDM had a rent sense that highlighted arrears. The SHO advised that SDM does not have a rent sense that highlighted arrears.

The Board noted and approved the Rent Report for September 2024.

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12. Register of Interest Report (1st July 2024 to 30th September 2024)

The CM went over the Register of Interest Report with the Board. The Board will let CM know if anything changes.

The Board noted the Register of Interest Report (1st July 2024 to 30th September 2024).

13. Complaints Analysis Report (1st April 2024 to 30th September 2024)

The CEO presented the complaints report to the Board.

From 1st April 2024 to 30th September 2024, we received 7 complaints we record what the complaint was about and what phase of our stock it relates too:

- 5 Maintenance: All of the maintenance complaints were about workmen either not attending at the allotted time or not attending at all and quality issues. The complaints were about two of our contractors. All concerned have been discussed at our contractor meetings. *Housing Officer and Senior Housing Officer have increased frequency to the contractor meetings.*
- 1 Staff: The complaint about a staff member was dealt with at stage 2 of the complaint procedure. The Board received a full report about this complaint.
- 1 SPSO: We received a complaint from the SPSO from a person who had previously followed our complaints process but wasn't happy with our findings. The Board received a report about this case. The SPSO upheld our original decision with a recommendation to replace the tenant's front door as part of our planned improvements in the area. *This recommendation is currently being progressed.*

The Board noted and approved the contents of the Complaints Analysis Report (1st April 2024 to 30th September 2024).

14. Correspondence

The Secretary presented the following correspondence:

- a) GWSF: September 2024 - Update
- b) SHR: Consultation on the Annual Return on the Charter: The Chair asked if we were looking to submit a response as an individual or collectively with GWSF. The CEO will forward our response on to be inserted into GWSF collective response.
- c) Castlemilk Food Pantry:

The Board noted the Correspondence Report.

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15. Any Other Competent Business

- a) Awards Dinner Representation: CIH Awards at the Raddison Blue Hotel, Argyle Street Friday 8th November 2024. Morag Cameron agreed to attend Lucy Madigan and Des Phee to double check their attendance.
- b) Tender Opening: Monday 4th November 2024 at 12 noon: Morag and Lucy agreed to attend tender.

16. Date of Next Meeting

Board Meeting: Monday 25th November 2024 at 6:00PM

The meeting concluded at 7.24pm

Minute Signed by the Chairperson:
