

**CRAIGDALE HOUSING ASSOCIATION MINUTE OF BOARD MEETING HELD ON MONDAY 28<sup>TH</sup> NOVEMBER 2022 AT 6.00PM****PRESENT:**

Des Phee	Chairperson	Hilary Tennant	Board Member
Morag Cameron	Vice Chair	Gemma Woodrow	Board Member
Louise Bacon	Secretary	Stephen Baxter	Board Member
Christine McCormack	Board Member	Kevin Boyle	Board Member
Helen Bayne	Board Member	Stephen Kelly	Board Member
John Kilpatrick	Board Member		

**IN ATTENDANCE:**

Linda Chelton	Chief Executive Officer (CEO)	
Frances Cunningham	Senior Corporate Services Officer (SCSO)	(Minute Secretary)
Lisa Campbell	Housing Services Officer (SHSO - Temp)	
Graham Harper	Graham Harper Consulting (GHC)	(In Part)

**1. Apologies for Absence**

Apologies were tendered on behalf of Claire Taylor (Treasurer).

**Leave of Absence:** None.

**Absent:** None.

**2. Chairperson's Remarks**

The Chair thanked everyone for their attendance tonight and thanked Staff for preparing Christmas buffet. The Chair asked the Board if they could stay back at the end of the 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 his report 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 and Agenda Item 17c, EVH Ballot (2023/24).
- Louise Bacon declared an interest in relation to Agenda Item 17c, EVH Ballot (2023/24).
- Gemma Woodrow declared an interest in relation to Agenda Item 6b, Development Report – Castlemilk West Church Site.

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**4. Minutes of Previous Meetings:**

**4.a Approval of Minutes of Board Meeting held on Monday 24<sup>th</sup> October 2022**

The Board approved the minute as a correct record of the meeting held on Monday 24<sup>th</sup> October 2022 as proposed by Morag Cameron and seconded by Louise Bacon. The minute was signed and sealed by the Chair.

- Agenda Item 5-CEO Report & Governance Report, 2.2 EICR's: M Cameron highlighted that there was an error in this section the minute mentions 28 non-compliant laptops. The CEO confirmed that it should have read 28 non-compliant properties.

**4.b Matters Arising from the Board Meeting held on Monday 24<sup>th</sup> October 2022**

The Chair asked if anyone had any matters arising from the previous minutes of Monday 24<sup>th</sup> October 2022. The SCSO gave the following update.

**B182, Agenda Item 5 – CEO's Report & Governance Report – 2.2 EICR's:** The SCSO advised that 1 inspection was being carried out today, 1 inspection was being carried out on Wednesday and 1 inspection required social work involvement.

The SCSO 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 Monday 24<sup>th</sup> October 2022.**

**4.c Draft Minutes of the Operational Services Committee Meeting (07.11.22)**

The Board noted the draft minute of the Operational Services Committee Meeting held on Monday 7<sup>th</sup> November 2022.

**4.d Matters Arising from the Operational Services Committee Meeting (07.11.22)**

The Chair asked if anyone had any matters arising from the draft minutes of the Operational Services Committee meeting held on Monday 7<sup>th</sup> November 2022.

No matters arose or questions asked by the Board.

**The Board noted that there were no matters arising or recommendations from the Operational Services Committee meeting held on Monday 7<sup>th</sup> November 2022.**

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**4.e Draft Minutes of the Audit & Assurance Committee Meeting (14.11.22)**

The Board noted the draft minute of the Audit & Assurance Committee Meeting held on Monday 14<sup>th</sup> November 2022.

**4.f Matters Arising from the Audit & Assurance Committee Meeting (14.11.22) Recommendations for Approval**

The Chair asked if anyone had any matters arising from the draft minutes of the Audit & Assurance Committee meeting held on Monday 14<sup>th</sup> November 2022.

No matters arose or questions asked by the Board.

**Recommendations**

**The Chair asked the Board to approve the recommendations made by the Audit & Assurance Committee held on Monday 14<sup>th</sup> November 2022. The Board approved the following recommendations.**

- **Wylie & Bisset – Internal Audit Compliance with Rules Report**
- **Wylie & Bisset – Internal Audit Procurement Report**
- **Management Accounts - Quarter 2, 30<sup>th</sup> September 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:

**2.3 Cost of Living Crisis:** The CEO advised that our WRO was successful with a joint grant application of £67k for fuel vouchers and Energy Fuel Officer.

The CEO highlighted that Board approval is being sought to explore the diversion of a portion of the wider role budget to form a 'Craigdale Cares' fund.

- M Cameron mentioned that she did not agree with rent money being used for a hardship fund. Tenants look forward to Community Events.
- H Tennant asked how the funds would be distributed. The CEO advised the funds would be distributed via meter top ups, shopping vouchers, membership for the Pantry.
- L Bacon highlighted that she was happy to assist with any funding bids.
- J Kilpatrick highlighted that it is good to source grant funding but being able to offer a tenant who is really struggling funds quickly helps the tenant.

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- C McCormack we are asking tenant about rent increases but running Community Events.
- H Bayne asked could we ask the question within the rent consultation paper.

**The Board agreed to redirect any underspend from the Community Events budget and any other underspend to the Craigdale Cares initiative.**

**2.5 Board Schedule & Operational Services Committee:** The CEO mentioned the possibility of holding Operational Services Committee meetings when required rather than quarterly as there are certain information being repeated to the full Board.

- J Kilpatrick asked if there were any risks not having the Operational Committee. The SCSO advised that there was no current risk as the Board would still receive the rent report monthly and we would review the maintenance report so that they are brought quarterly out with the month of the Audit & Assurance Committee so that we are mindful of the number of reports being presented.
- The Chair suggested that the quarterly reports are condensed. Maybe have a Policy meeting instead. The CEO mentioned that the Policy meeting would only create another meeting putting pressure on Board.
- H Bayne thought that this was a point raised from the Governance Review.
- M Cameron asked when the rent arrears cases would be brought. The SCSO mentioned that the rent arrears cases could possibly be added to the monthly report or brought on a quarterly basis to the Board.
- H Tennant highlighted that if we remove the Operational Services a couple of Board Members could join the Audit & Assurance Committee.
- H Tennant asked if the Energy Adviser post had been advertised. The CEO advised that the post was still to be advertised. L Bacon advised if tenants were members of the Food Pantry, they can access their Energy Adviser.

**The Board agreed to look at the standing orders remit and delegated authority, before making any decision about the Operational Services Committee.**

**3.3.2 Bulk Uplift / Caledonian:** The CEO advised that we are currently awaiting quote from contractor to move the airspace gates.

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

**6.A 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:

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GHC advised that Block C may be brought forward to January instead of February.

GHC asked the Board if they had any questions.

- M Cameron advised that the flats were lovely, open and bright and loved the camera door entry system.

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

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

G Harper advised that the purpose of this report is to seek Board approval to acquire the site at Glenacre Terrace as shown in appendix one of this paper should certain conditions arise.

GHC explained that the Association had previously expressed an interest in developing the adjacent site to the current development on the church site. Discussions have taken place with Glasgow City Council Neighbourhood Regeneration Services (NRS) who indicated that the site was owned by Glasgow City Council and Glasgow Housing Association in two separate ownerships. NRS further advised that the site could be made available to the Association at nil value and that they would be content to fund the acquisition, and to fund a Phase 2 of the current development with AS Homes. The Association has included the site in their Strategy and Development Funding Plan submission.

GHC advised the Board of the estimated costs to acquire the site.

GHC asked the Board if they had any questions.

- The Chair asked what FMD's view were in relation to purchasing the site. The CEO advised that they are happy with the purchase of the site at present however, they are not keen on developing the site during the current financial climate.
- H Bayne asked what the benchmark was. GHC advised that there is a basic and higher level of £90k but more than like £100k
- J Kilpatrick asked what the rent levels would be. The CEO advised that FMD have looked at the rent levels and currently they would not stack up, it may be a case that we have to review our rent setting policy.
- H Tennant asked if the higher grant would cover items such as air source heating. GHC advised that grant would not cover the specification of air source heating.
- M Cameron asked for clarification would we have the land to house an air source heating unit. GHC advised that we would not need the land for an air source heating systems as they are about the size of an air conditioning unit.

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- H Tennant advised that we would require an airing cupboard for the water tank.

**The Board noted the content of the report and approved that a conditional offer is made for the site, and should the conditions be met, the site be purchased with funding from GCC.**

**Graham Harper left the meeting at 6.15pm**

**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 Value for Money Statement for Tenants in relation to evidencing value for money against our peers will be brought to the Board in January.

The SCSO advised that she had contacted SHARE's network, and no one has an Interests Policy everyone advised that they used Code of Conduct, Declarations of Interest etc. The Chair advised that they have just created an Interest Policy and would share a copy of the policy.

The SCSO asked the Board if they had any questions. No matters arose or questions asked.

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

**8. Business Plan 2021-24 (Year 2) - Strategic Objectives Delivery Plans (Quarter 2)**

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

The CEO asked the Board if they had any questions.

- H Bayne highlighted that the covering report 2.4 mentions **see report xxx for further information** and asked if there was another report. The CEO apologised that there was not another report.
- H Bayne asked if a RAG key indicator could be added to report. The CEO will ensure that a RAG key was inserted into the next report.

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

**9. Business Plan 2021-24 (Year 2): Operational Delivery Plans (Quarter 2)**

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

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

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

**10. Rent Consultation 2023/24**

The CEO advised that the purpose of this report is to consider options for the 2023/24 rent increase and our proposed method on how to consult tenants about rent increases in ways that enable them to express informed views on options for different rent levels with clear information on what they mean for services and investment in homes.

The CEO asked the Board if they had any questions.

- M Cameron advised that the Board had previously agreed to consult on 2 options rather than 3 options.
- J Kilpatrick felt 7% was high and suggested maybe looking at a multi-year approach to catch up with the below inflation rent increases such as 5% over a three-year period instead of CPI + 1%.
- H Tennant asked if it had to be the same figure for the multi-year approach. J Kilpatrick advised no it would be a figures that suited the Association.
- CEO felt that in the short term the Scottish Government would possibly go for a lower rent cap than English Government.
- M Cameron highlighted that working tenants would not get a 7% wage increase.
- S Baxter felt that the examples for tenants were good.
- J Kilpatrick asked if we could use a ranking system for feedback from tenants.
- Chair felt that the comparisons were great.

The CEO highlighted that the Board would need to meet to discuss the actual rent consultation figures to consult with tenants. The Board agreed to meet in January and the SCSO to circulate some dates.



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**The Board agreed to consult with tenants on 2 options and approved the two-step consultation process with some minor amendments i.e., insert a pie chart with current spend to the £1.00 and the use of plain English.**

**11. Policy Review**

The policy timetable has been suspended for a 12-month period until September 2023.

**12. Share Capital Report**

The Board noted the level of membership was currently 80.

**13. Notifiable Events Report**

The SCSO advised that there were no new notifiable events this month.

**14. Rent Report: October 2022**

The SHSO went through the Rent Report for October 2022.

The SHSO asked the Board if they had any questions.

- J Kilpatrick asked if the new rents had been added. The SHSO advised that the new rents would be added on Wednesday.

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

**15. Key Performance Indicators Report (Quarter 2)**

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).

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

- J Kilpatrick asked how the relets for internal transfer to the new build was going. The SHSO (Temp) advised that there are eight internal transfers however, a number of the tenants were running two rents for old and new property, which has given staff a little breathing space in relations to allocating the internal transfers. All tenants who required assistance have been booked into see our Welfare Rights Officer.

**The Board noted and approved the contents of the Key Performance Indicators**



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**Report.**

**16. Register of Interest Report (01.04.22 – 30.09.22)**

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.

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

- H Tennant advised that she is no longer a staff member of another RSL/Local Authority. SCSO will update register.

**The Board noted and approved the Register of Interests, Entitlement, Payments & Benefits Report (01.04.22 to 30.09.22).**

**17. Correspondence**

The Secretary presented tonight’s correspondence:

- Thank You Card – P Bowden: The Board noted the thank you card.
- EVH Newsletter (Nov 2022): The Board noted the EVH newsletter.

**8.00pm The Board agreed to suspend Standing Orders and continued with the meeting.**

- EVH Ballot (2023/24): D Phee declared an interest and refrained from voting in relation to this agenda item. All staff members left the meeting at this point to allow the Board to discuss the recommendations on salaries for April 2023.

**After discussion the Board approved the ballot recommendation from the EVH on Salary increase of 5.25% from 1<sup>st</sup> April 2023 and acceptance of the £150 non-consolidated monthly heating allowance in January, February & March 2023. The Board gave delegated authority to Helen Bayne, Secretary of the Staffing Committee to sign the Ballot Paper on behalf of the Association and for staff to email response back to the EVH.**

**18. Any Other Competent Business**

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The Chair asked if anyone had any other competent business for discussion. There was no further competent business for discussion.

**19. Date of Next Meeting**

Tuesday 10<sup>th</sup> January 2023 at 6.00pm  
Monday 30<sup>th</sup> January 2023 at 6.00pm  
Monday 6<sup>th</sup> February 2023 at 6.00pm

Board – Approve Rent Consultation Figure  
Board – 1<sup>st</sup> Draft of Budget 2023/24  
Board Meeting (Jan)

**The meeting concluded at 8.10pm**