

**CRAIGDALE HOUSING ASSOCIATION LIMITED MINUTE OF BOARD MEETING
HELD ON MONDAY 27TH OCTOBER 2025 AT 6.00 PM AT 83/85 DOUGRIE ROAD,
CASTLEMILK, G45-9NS**

Craigdale Housing Association Limited					
Report To:	Board of Management				
Meeting Date:	Monday 24 th November 2025				
Agenda Item:	4a	Approval of Minutes of Board Meeting – 27.10.25			
Status:	Confidential		For:	Approval	✓
	Non-Confidential	✓		Discussion	
				Noting	

PRESENT:

Des Phee	Chair	
Morag Cameron	Board Member	
Kevin Boyle	Board Member	
Stephen Kelly	Board Member	
Lucy Madigan	Board Member	Attendance by Zoom
Rebecca Leedham	Board Member	
Maryam Idris	Board Member	Attendance by Zoom

IN ATTENDANCE:

Linda Chelton	Chief Executive Officer (CEO)	
Frances Cunningham	Corporate Manager (CM)	
Lisa Campbell	Senior Housing Officer (SHO)	
Callyn McTaggart	Corporate Assistant (CA)	
Gail Sherriff		
Lorna Shaw	Research Resource	Attendance by Zoom

1. Apologies for Absence

Apologies were tendered on behalf of, Stephen Baxter, Leza Lafferty and Christine McCormack.

Leave of Absence:

Louise Bacon

Absent:

None.

2. Chairperson's Remarks

The Chair welcomed everyone to the meeting and thanked members for attending.

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3. Declaration of Interest

- Des Phee noted an interest in relation to Southside Housing Association, Agenda Item 11: CEO Staffing & Service Provider Update Report, 4.3.1.- Welfare Rights Service.

4. Minutes of Previous Meetings:

4.a Draft Minute of the Annual General Meeting held on Thursday 4th September 2025

The Board noted the draft minute of the Annual General Meeting as a true record of the meeting held on Thursday 4th September 2025.

Proposed By: Kevin Boyle Seconded By: Morag Cameron

4.b Matters Arising from the Annual General Meeting held on Thursday 4th September 2025

The Chair asked if anyone had any matters arising from the previous minute of Thursday 4th September 2025.

There were no matters arising from the previous minutes.

4.c Approval of Minutes of the Board Meeting held on Monday 22nd September 2025

The Board approved the minute as a true record of the meeting held on Monday 22nd September 2025.

Proposed By: Kevin Boyle Seconded By: Morag Cameron

The minute was signed and sealed by the Chair.

4.d Matters Arising from the Board Meeting held on Monday 22nd September 2025

The Chair asked if anyone had any matters arising from the previous minute of Monday 22nd September 2025.

There were no matters arising.

The Board noted and approved the Matters Arising Report from the Board meeting held on Monday 22nd September 2025.

5. Final: Annual Assurance Statement

The CEO informed the Board that WBG won't be present at the November meeting.

The CEO 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.

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The Board approved the final version of the Annual Assurance Statement which the Chair signed and agreed for staff to upload to the Scottish Housing Regulator's portal.

6. Tenant Satisfaction Survey Report - 2025

Lorna Shaw from Research Resource presented the result from our Tenant Satisfaction Survey as follows:

- The CM asked if the section regarding the quality of repairs by contractor, have the contractors with lower scores have been identified? *Lorna said she is unsure but can check the notes from interviews.*
- Morag highlighted that feeling safe is decreasing and wondered how we can improve this. *Lorna explained that generally these issues are decreasing across the board and are more general Craigdale specific.*
- The CEO highlighted that the reason for the dissatisfaction in regard to repairs is due to the high standards already creating high expectations for tenants.
- The CEO asked if we could have names and addresses for all damp and mould response in order to ensure this is dealt with.

The Board noted and approved the Tenant Satisfaction Survey Report – 2025.

7. Rent Report: September 2025

The SHO presented the Rent Report for September 2025 and gave the following update.

The SHO highlighted that the rent arrears on 30th September 2025 were £41,987.49 and had decreased by £3,800.39 from last month. The former tenants rent arrears were £11,560.09 and had decreased by £263.01.

The SHO advised that Current Arrears target was 3.5% and was currently sitting at 2.78%, the Actual Arrears target was 2.5% and target was currently sitting at 1.99%.

The Board noted the Rent Report: September 2025 and approved the write off of the following cases:

Case 3/2025: £1,398.34

Case 4/2025: £1,103.61

Case 5/2025: £180.94

8. Notifiable Events

The CM confirmed that we have no new notifiable events.

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9. Development Report: Phase 11 – Glenacre Terrace (PRIVATE & CONFIDENTIAL)

Gail Sherriff presented the Development Report, Phase 11 – Glenacre Terrace and gave the following update:

REDACTED to confidential nature of report.

The Board noted and approved the Development Report: Phase 11 – Glenacre Terrace.

10. Chief Executive Officer Report

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

3.1.1 Halloween Party: The party took place on the 23rd October and was not as busy due to the cycle of our tenants children's ages being too young at this moment.

3.1.2 Tenant Scrutiny: The Tenant's Table has agreed on a name and logo and has looked at the Communication Strategy and they will carry on further once an independent person is brought in to lead the group.

3.1.3 Damp Works Phase 7: The Damp Works have been completed, and the contractor provided an excellent service. We would like to look at using this contractor for day-to-day reactive repairs.

The Board noted the Chief Executive Officers Report.

11. CEO Staffing & Service Provider Update

The CEO presented the Staffing & Service Provider Update to the Board advised the following:

The CEO highlighted that due to high counts of TOIL she has swapped 3 upcoming days of annual leave with TOIL.

The Board noted the Staffing & Service Provider Update.

12. CEO Governance Update Report

The CEO presented the Governance Update Report to the Board and advised that she had no further updates.

The Board noted the CEO Governance Update Report.

13. Equalities & Human Rights Report

The CEO presented the Equalities & Human Rights Report and advised that she had no further updates.

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The CM advised that Board & Staff Training will take place on Monday 13th April 2026 from 6.00pm.

The Board noted the Equalities & Human Rights Report.

14. Complaints Half Yearly Report

The CEO presented the Complaints Half Yearly Report and advised the following:

We have only received two complaints.

The Board noted the Complaints Half Yearly Report.

15. Board & Staff Training Report

The CM presented the Board & Staff Training Report and advised the following:

Appendix 1 – Board Learning & Development Plans: CM has pencilled in dates for training, the majority of the training will take place from January 2026 onwards.

Appendix 2 – Individual Board Members Skill Assessment: CM has contacted various Board Members and has booked in some training.

Appendix 3 – Membership of Committees: will be removed from future reports.

Appendix 4 – Succession Planning: we still have two years before the current Chair steps down, however looking for anyone interested in the position to come forward and we can start organising training.

Appendix 5 - Nine Year Effectiveness Review: will be removed from report.

Appendix 6 – 360 Chairperson Review: CM advised that EVH have confirmed that they are able to carry out training, It can be covered under one 4hr session or two 2.5/2hr sessions.

Appendix 7 – Matters Arising from Board Appraisal. CM advised that this is still a work in progress and hoped to sit with CEO to clear some of the tasks.

The Board noted the Board & Staff Training Report.

16. Freedom of Information Report

The CM presented the Freedom of Information Report and advised the following:

Environmental Information Regulations requests: CM advised that we have received one EIR request.

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Subject Access Request: CM advised that we have received no requests.

Freedom of Information: CM advised that we have received two requests.

The Board noted the Freedom of Information Report.

17. Correspondence

- a) GWSF: Update September 2025
- b) EVH: Newsletter September 2025
- c) EVH: Newsletter October 2025

18. Any Other Competent Business

- a) Leave of Absence: Louise Bacon has asked for a leave of absence until January 2026 to assist with care for her parents.

The Board noted the information given.

19. Date of Next Meeting

Audit & Assurance Committee Meeting:	Monday 17th November 2025 at 6.00pm
Board Meeting:	Monday 24th November 2025 at 6:00pm

The meeting concluded at 8:00 pm

Minute Signed by the Chairperson:
