

CRAIGDALE HOUSING ASSOCIATION LIMITED MINUTE OF BOARD MEETING HELD ON MONDAY 24TH FEBRUARY 2025 AT 6.00 PM

Craigdale Housing Association Limited					
Report To:	Board of Management				
Meeting Date:	Monday 31st March 2025				
Agenda Item:	4a	Approval of Minutes of Board Meeting – 24.02.25			
Status:	Confidential		For:	Approval	✓
	Non-Confidential	✓		Discussion	
				Noting	

PRESENT:

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

IN ATTENDANCE:

Linda Chelton	Chief Executive Officer (CEO)		
Frances Cunningham	Corporate Manager (CM)		
Lisa Campbell	Senior Housing Officer (SHO)		
Callyn McTaggart	Corporate Assistant (CA)		
Graham Harper	Graham Harper Consultant (GHC)	Left Meeting	18:10pm

1. Apologies for Absence

Apologies were tendered on behalf of Stephen Kelly.

Leave of Absence: None.

Absent: None.

2. Chairperson’s Remarks

The Chair welcomed everyone to tonight’s meeting and introduced Callyn McTaggart and Rebecca Leedham to everyone who is in attendance.

3. Declaration of Interest

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- 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.

4. Minutes of Previous Meetings:

4.a Approval of Minutes of Board Meeting held on Monday 20th January 2025

The Board approved the minute as a correct record of the meeting held on Monday 20th January 2025.

Proposed By: Morag Cameron Seconded By: Lucy Madigan

The minute was signed and sealed by the Chair.

4.b Matters Arising from the Board Meeting held on Monday 20th January 2025

The Chair asked if anyone had any matters arising from the previous minute of Monday 20th January 2025.

The CEO advised the Board that the draft budget for 2025/26 has been amended due to the damp and mould issue in our Phase 7 properties. All other planned works has had to be put on hold.

The Board noted and approved the Matters Arising Report from the Board meeting held on Monday 20th January 2025.

4.c Draft Minutes of the Staffing Committee Meeting held on Thursday 13th February 2025

The Board noted and approved the minute of the Staffing Committee meeting held on Thursday 13th February 2025.

Proposed By: Des Phee Seconded By: Morag Cameron

4.d Matters Arising from the Staffing Committee Meeting held on Thursday 13th February 2025 Recommendations for Approval

There were no matters arising from the Staffing Committee meeting held on Thursday 13th January 2025.

4.e Draft Minutes of the Audit & Assurance Committee Meeting held on Monday 17th February 2025

The Board noted the draft minute of the Audit & Assurance Committee Meeting held on Monday 17th February 2025.

4.f Matters Arising from the Audit & Assurance Committee Meeting held on Monday 17th February 2025 Recommendations for Approval

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The Chair asked if anyone had any matters arising from the draft minutes of the Audit & Assurance Committee meeting held on Monday 17th February 2025.

The CM advised that the following recommendations are for ratification by the Board:

- 4f5a: WBG Rent Setting & Affordability Report (final)
- 4f5b: WBG Risk Management Report (final)
- 4f5c: WBG Follow Up Report (final)
- 4f6a: Management Accounts Quarter 3, 31st December 2024
- 4f7a: Risk Register Report
- 4f12a: WBG Extension of Contract for an additional 2 Years

The Board approved the Matters Arising Report and the following Recommendations:

- 4f5a: WBG Rent Setting & Affordability Report (final)**
- 4f5b: WBG Risk Management Report (final)**
- 4f5c: WBG Follow Up Report (final)**
- 4f6a: Management Accounts Quarter 3, 31st December 2024**
- 4f7a: Risk Register Report**
- 4f12a: WBG Extension of Contract for an additional 2 Years**

from the Audit & Assurance Committee meeting held on Monday 17th February 2025.

5. Chief Executive Officer & Governance Report:

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

3.1.1 Damp and Mould Pilot: The CEO thanked Des and Kevin for participating in the video and promised to circulate the video once completed. The CEO advised that we have obtained an additional 10 unity kits.

3.1.2 Fly Tipping on Downcraig Path: The CEO advised that she would be meeting with The Wheatly Group, The Castlemilk Residents Group, Local Councillors, MSP's and The Cleansing Department tomorrow at 14:30pm in our office.

M Cameron mentioned that the path is horrendous, she has never seen it so bad. SHO advised that she had spoken to Lisa Thompson from the Cleansing Department who advised that Environmental Health will be launching an investigation into the fly tipping and dog fouling.

3.1.4 Scottish Housing Regulator (SHR): The CEO advised that we had received a letter from SHR asking for early ARC data to be submitted by the 14th of March. SHR asked us to collect information from all RSLs on empty homes and voids. CEO is asking for delegated authority to submit this information to the Regulator.

The Board noted and approved the Chief Executive Officer & Governance Report and gave delegated authority to the CEO to submit the requested information to the Scottish Housing Regulator.

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6. Development Report

Graham Harper presented to the Board, the latest update on the development report and noted the following points:

- Graham Harper confirmed that acquisition has been approved we are just awaiting written confirmation.
- Graham highlighted that the next step is to meet with Fettes and Linda to look at the overall finances. Also to sit with staff and discuss the site layout i.e. parking and hard landscaping. CEO will email Fettes to arrange dates to discuss figures. CEO advised that HAG levels have risen, and the rent target levels have also.
- Graham highlighted that the progress of purchasing the land from Wheatly Group is a slow process. We will hold back preparing the tender programme as this may be a risk to the association.
- Morag Cameron asked if we could get a larger copy of the plans.
- D. Phee asked what the rationale in relation to the change to the units. Graham advised that planning felt the site was too dense for the number of properties they also didn't like the layout of the cul-de-sac and wanted a space at the eastern boundary.
- Rebecca Leedham asked will it be all flats like her development. CEO advised that it will be one block of flats, and the rest will be houses.

The Board noted and approved the Development Report.

7. Tender for Approval: Close Cleaning

The CEO presented the Tender Report for the Close Cleaning Contract after quality scoring the successful tender was from CAS Contract Cleaning LTD. All tender paperwork is on the Board Portal.

The Board noted and approved the appointment of CAS Contract Cleaning LTD.

8. Policy Review:

8.a Environmental Information Requirements Policy

The CM presented the Environmental Information Requirements Policy and advised that there have been minor amendments to the policy which related to job title changes.

D. Phee asked if we could just clarify the title of the policy. CM will contact Claire Beckley in the morning and will amend the policy title accordingly.

The Board noted and approved the Environmental Information Requirements Policy.

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8.b Freedom of Information Policy

The CM presented the Freedom of Information Policy and advised that there have been minor amendments to the policy the majority of which related to job title changes.

The Board noted and approved the Freedom of Information Policy.

8.c Attendance & Absence Management Policy

The CEO presented the Attendance & Absence Management Policy and advised that there have been minor amendments to the policy the majority of which related to job title changes.

Des Phee mentioned that we would need to put additional information in 13.1: Complaints as the paragraph only explains how to complain about the policy and not how staff would complain about the process.

Lucy Madigan asked if there were impact assessments forms carried out. Staff will contact Claire Beckley in relation the EIR, FOI Policies and staff will carry out the attendance and absence management assessment.

The Board noted and approved the Attendance & Absence Management Policy.

9. Rent Report: January 2025

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

The SHO highlighted that the rent arrears had decreased by £3,572.40 this month and that the former tenants rent arrears had increased by £717.64 (This is one person's arrears).

The SHO advised that Current Arrears target was 3% and was currently sitting at 2.96%, the Actual Arrears target was 2% and target was currently sitting at 2.29%.

The SHO ask the Board for permission to write off rent arrear balances for former tenant accounts.

Tenancy Reference	Tenancy ended	Reason	Rent Balance
RA01	22.04.24	Abandonment	£1,880.72
RA02	14.01.24	Left keys in Office	£761.45
RA03	14.09.23	No contact made with former tenant	£90.23
RA04	04.03.24	No contact made with former tenant	£286.31
RA05	20.05.24	No contact made with former tenant	£46.35
RA06	19.03.24	No contact made with former tenant	£113.97
RA07	04.04.23	No contact made with former tenant	£185.61
RA08	11.06.24	Tenant Died	£0.01
Total Amount:			£3,364.65

The SHO ask the Board for permission to write off credit balances from former tenant accounts

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Tenancy Reference	Tenancy ended	Reason	Rent Balance
CB01	31.10.23	Clear Balance	-£12.75
CB02	14.07.23	Tenant Died	-£638.99
CB03	27.04.23	No forwarding address	-£93.86
CB04	20.11.22	Tenant Died	-£280.99
CB05	07.05.24	Tenant Died	-£0.04
CB06	14.09.23	Tenant Died	-£198.88
CB07	19.05.23	Tenant Died	-£115.77
CB08	16.10.17	Moved away	-£538.01
CB09	18.09.23	Tenant Died	-£264.14
CB10	04.10.22	Tenant Died	-£217.00
CB11	24.03.24	Tenant Died	-£374.54
CB12	07.05.24	Moved to care home	-£278.66
Total Amount:			£3,013.63

The Board noted and approved the Rent Report for January 2025 and the recommendations to write off the rent arrears balance for former tenants, totalling £3,364.65 and the write off credit balances for former tenants totalling £3,013.63

10. Membership Report

The CM gave a verbal update and advised the Board that there had been no change to the Membership this month.

Membership currently stands at 78.

The CM advised that staff are currently carrying out Tenancy Audit Visits and are promoting tenants to become a shareholder. Des Phee asked what our membership actually offers other than attending the AGM. CM advised that it also allows tenants to get involved in our community and become a Board Member.

The Board noted the membership report.

11. Notifiable Events Report

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.

12. Board and Staff Members Training Plan

The CM presented the Board & Staff Members Training Plan and highlighted that the Board Appraisals are just about to commence and that the plan will identify any new training.

The Board noted and approved the Board and Staff Members Training Plan.

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13. Policy Review Register

The CM presented the Policy Review Register and advised that the dates had only been populated until June 2025.

The next policies for review are:

- Code of Conduct Board
- Code of Conduct Staff
- Staff Training & Development

The Board noted the Policy Review Register.

14. Key Performance Indicators (Q3)

The SHO advised that the purpose of this Report is to ensure that the Association is monitoring all of its Key Performance Indicators (KPI's).

SHO apologised that Anti-social complaints resolved within timescale (cat 3) had a box highlighted In red. This was supposed to show 63% and that 3 out of the 8 complaints were out of timescale.

The Board noted the Key Performance Indicator (Quarter 3).

15. Correspondence

The Secretary presented the following correspondence:

- a) EVH Annual Conference: Morag Cameron will attend.
- b) SHARE Annual Conference: Morag Cameron will attend.
- c) Nationwide: Customer Mandate Form: The CM advised that Nationwide had been in contact. They are currently carrying out a review of mandates and have noted it has been sometime since ours were last updated.

I require the Board to certify the mandated officers of Craigdale Housing Association as, Linda Chelton (Chief Executive Officer), Frances Cunningham (Corporate Manager) and Angela Hughes (Housing Officer).

The Board approved the mandated officers as Linda Chelton, Frances Cunningham and Angela Hughes.

The Board noted the Correspondence Report.

16. Any Other Competent Business

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- a) M Cameron asked if we could issue and newsletter of flyer to all tenants stating the bulk pick up points. CEO advised that this will be actioned after tomorrow's discussions and the Environmental Health Investigations.
- b) Stage 2 complaint: The CEO recalled the stage 2 complaint about her last November and advised that the tenant has now complained about Lisa and Frances in relation to our response time scales. The CEO asked if a board member could read over her response to tenant and if happy sign letter on behalf of the association. M Cameron asked S Baxter if he would consider doing this as it is part of his day-to-day job. Stephen agreed to look over the correspondence and response.

17. Date of Next Meeting

Board Meeting:

Monday 31st March 2025 at 6:00PM

The meeting concluded at 7:03pm

Minute Signed by the Chairperson:
