

# CRAIGDALE HOUSING ASSOCIATION

## BOARD MEETING

TUESDAY 20<sup>TH</sup> SEPTEMBER 2022

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

## CRAIGDALE HOUSING ASSOCIATION MINUTE OF BOARD MEETING HELD ON MONDAY 29<sup>TH</sup> AUGUST 2022 AT 6.00PM VIA ZOOM

### PRESENT:

John Kilpatrick	Chairperson	Claire Taylor	Board Member
Morag Cameron	Vice Chair	Hilary Tennant	Board Member
Des Phee	Secretary	Louise Bacon	Board Member
Christine McCormack	Board Member		

### OBSERVER:

Stephen Baxter Kevin Boyle

### IN ATTENDANCE:

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

### 1. Apologies for Absence

Apologies were tendered on behalf of Helen Bayne (Treasurer) and Stephen Kelly (Observer).

### Leave of Absence:

Gemma Woodrow, Board Member has asked for Special Leave to cover her for June, August and possibly September. **The Board agreed to grant special leave to Gemma Woodrow.**

### 2. Chairperson's Remarks

The Chair thanked everyone for attending tonight's meeting and welcomed our Observers Stephen Baxter and Kevin Boyle, who will hopefully be appointed at the AGM. The Chair asked everyone if they could introduce themselves to our Observers.

The Chair highlighted that Agenda Item 12: Tenant Satisfaction Survey Report & Agenda Item 6: Development Opportunity-Castlemilk West Church Site Update Report, would be brought forward so Lorna Shaw and Graham Harper could present their reports and leave the meeting.

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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 27<sup>th</sup> June 2022**

The Board approved the minute as a correct record of the meeting held on 27<sup>th</sup> June 2022 as proposed by Morag Cameron and seconded by Christine McCormack. The minute was signed and sealed by the Chair.

4.b **Matters Arising from the Board Meeting held on Monday 27<sup>th</sup> June 2022**

The Chair asked if anyone had any matters arising from the previous minutes of Monday 27<sup>th</sup> June 2022. The SCSO updated the Board as follows:

**B98, 4.f Matters Arising from the Audit & Assurance Committee Meeting (09.08.21) Recommendations:** The SCSO advised that the supplier has received the defibrillator and we should hopefully have the defibrillator fitted in September.

The SCSO asked the Board if they had any questions.

**B158, 5. CEO's Report & Governance Report: 2.6 Visit to Castlemilk West Church Site:** M Cameron asked if anyone else had registered an interest in visiting the site. The SCSO advised that only C McCormack and M Cameron had provided shoe sizes. D Phee and J Kilpatrick advised that they would, email over shoe sizes.

**B165, 5. CEO's Report & Governance Report: 6.2 Governing Body Members Attendance at Board Meetings:** M Cameron asked for an update on C Jones. The SCSO advised that C Jones had not contacted her however C Jones had spoken with a couple of colleagues and advised that she was stepping down.

**The Board noted and approved the Matters Arising Report from the Board meeting held on Monday 27<sup>th</sup> June 2022.**

4.c **Draft Minutes of the Audit & Assurance Committee Meeting (08.08.22)**

The Board noted the draft minute of the Audit & Assurance Committee Meeting held on Monday 8<sup>th</sup> August 2022.

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**4.d Matters Arising from the Audit & Assurance Committee Meeting (08.08.22)  
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 8<sup>th</sup> August 2022.

No matters arose or questions asked by the Board.

**Recommendations**

**The Board noted and approved the recommendations made by the Audit & Assurance Committee held on Monday 8<sup>th</sup> August 2022.**

- **Risk & Assurance Progress Report**
- **Financial Statement to 31<sup>st</sup> March 2022**
- **Audit Findings Report to 31<sup>st</sup> March 2022**
- **Letter of Representation**
- **Draft Response to Audit Findings Response**
- **Management Accounts - Quarter 1, 2022/23**
- **ARC Audit & Validation Report**
- **Compliance Issue Report**
- **Tender Report: Electrical Inspections – Appointment of Magnus Electrical Services Ltd**
- **Tender Report: Gutter Cleaning – Appointment of James Mearchent & Sons Ltd**

**4.e Draft Minutes of the Operational Services Committee Meeting (15.08.22)**

The Board noted the draft minute of the Operational Services Committee Meeting held on Monday 15<sup>th</sup> August 2022.

**4.f Matters Arising from the Operational Services Committee Meeting (15.08.22)**

The Chair asked if anyone had any matters arising from the draft minutes of the Operational Services Committee meeting held on Monday 15<sup>th</sup> August 2022.

No matters arose or questions asked by the Board.

**The Board noted that there were no recommendations from the Operational Services Committee meeting held on Monday 15<sup>th</sup> August 2022.**

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**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:

**2.2 ARC 2021/22 – SHQS:** The CEO advised that she had a pre-start meeting with Magnus Electrical Services this morning and that the 28 properties with no EICR certificates will commence onsite Monday 5<sup>th</sup> September 2022 and should be concluded that week depending on access. The rest of the programme will start onsite 12<sup>th</sup> September 2022. An update of progress will be given at the next Board Meeting.

**2.3 Cost of Living Crisis:** The CEO advised that the WRO was currently placing an additional funding bid with SFHA for Energy Efficiency Officer possibly one day a week if successful.

C McCormack asked how the cost of fuel was affecting the office and landlord supplies. The SCSO advised that there has been a gradual rise in costs for the office and landlord supplies however we are currently tied into a fixed rate contract for all our supplies for at least the next 12 months which we will review later in the year.

The CEO also advised that she is considering pulling the Central Heating and Boiler replacement programme for 18 months to see if inflation will reduce and we can make any savings.

**2.5 Downcraig Drive Properties:** The CEO wanted to highlight the GHA stock that sits adjacent to our properties and the state of disrepair to the GHA stock and that the CEO is looking to have a meeting with the new Managing Director.

**3.3.2 Bulk Uplift Service/Caledonian:** The CEO highlighted that there has been a backlog of bulk uplift items from GCC due to the recent strikes.

C McCormack asked if GWSF could get involved in relation to the Bulk Uplift problem. The CEO advised that GWSF currently have a campaign going.

**6.2 Governing Body Members Attendance at Board Meetings:** The Board noted attendance and asked that the SCSO send a letter of thanks to Catherine Jones.

The CEO asked the Board if they had any questions.

No matters arose or questions asked by the Board.

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

**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:

The brickwork and roof all progressing well and that the scaffolding is beginning to be removed. The project remains 6 weeks behind programme, with 15 weeks remaining. It is unlikely this will be clawed back. Some labour shortages in the roofing prevented some gains to programme, but thankfully did not result in further losses.

G Harper recalled to the Board that NRS have agreed in principle that we can develop the site opposite. Outline costs from AS Homes have indicated that it would not be viable to develop this at the current time with subsidy levels at their current levels. However, we have approached NRS to consider funding the site acquisition only at the moment. Should NRS approve this, we can proceed to gain planning permission and acquire the site, since it is at nil value. Grant funding would be available to cover the Association's costs.

**The Board agreed to purchase the land if NRS will fund the acquisition however, they agreed that they would not develop the land until such times as grant funding levels had improved.**

Should this be agreed, a paper seeking board approval to acquire the site would be submitted in due course.

G Harper asked the Board if they had any questions.

No questions were asked.

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

**Graham Harper left the meeting at 6.30pm**

**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.

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The SCSO advised as the application form had not been approved, she had to use the old application for the recent Board Recruitment exercise.

The SCSO presented the Board Members Application Form and advised that she had taken on board the points previously made by the Board. The SCSO advised that its mainly the layout that has changed to allow for personal details, references and equality information to be pulled from the form to allow Board Members to consider applications in the future.

The SCSO asked the Board if they had any questions.

No further questions were asked.

**The Board noted and approved the updated Governance Review Action Plan Report along with the Board Members Application Form.**

**8. Annual Assurance Statement**

The CEO advised the Board that the purpose of the report was for the Board to approve the process to ensure the submission of the Annual Assurance Statement is made by 31<sup>st</sup> October 2022.

The CEO highlighted that the SFHA updated the Social Landlord Self-Assurance toolkit in June 2022 and advised that an assessment is taking place to ensure that we can meet all items recommended in the toolkit.

The CEO asked the Board if they had any questions.

No matters arose or questions asked by the Board.

**The Board noted and approved the timetable of tasks to be undertaken in relation to the submission of the Annual Assurance Statement 2022.**

**9. Business Plan 2021-24 (Year 2) - Strategic Objectives Delivery Plans (Quarter 1)**

The CEO presented the Business Plan 2021-24 (Year 2) - Strategic Objectives Delivery Plan (Quarter 1) Report and that the purpose of the report was to monitor progress.

The CEO asked the Board if they had any questions.

No matters arose or questions asked by the Board.

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**The Board noted the content and approved Business Plan 2021-24 (Year 2) - Strategic Objectives Delivery Plan Report (Quarter 1).**

**10. Business Plan 2021-24 (Year 2): Operational Delivery Plans (Quarter 1)**

The SCSO presented the Business Plan 2021-24 (Year 2) - Operational Delivery Plan (Quarter 1) Report and that the purpose of the report was to monitor progress.

The SCSO 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 1) Report.**

**11. Tender Report: External Auditors**

The SCSO advised that we tendered for External Audit Services for a one-year period with the possibility of extending this for an additional four-year period.

The closing date for tenders was Friday 29<sup>th</sup> July 2022 at 12 noon. The Association received one completed submission from Azets Audit Services.

The total cost of annual audit £14,420.00 (less discount £1,420.00) totalling £13,000.00 excluding vat. Fees in subsequent years will rise by Azets wage inflation. They have advised that if there is a significant change or new auditing or accounting standards come into play, Azets will seek to re-price based on any changes.

The SCSO asked the Board if they had any questions.

H Tennant asked how we would prove value for money with only one tender return. The SCSO advised that she was not sure how to prove value for money as this hadn't happened before however would contact JMP who procure services constantly and would feedback any comments to the Board.

**POST MEETING NOTE:**

The SCSO advised that she had spoken with JMP on 31.08.22 for a little guidance on procurement and value for money when receiving one tender. They suggested that we could compare the prices from our previous tender for external auditors or we could do a price comparison against other RSL's who have recently tendered these services.

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We have compared the cost against our last tender for external auditors and the price received from Azets then was £8,880.00 we have used the RPI Inflation Calculator which has averaged inflation at 4.6% from August 2017 until August 2022 which totalled £11,093. Azets tender August 2022 was £13,000.

We will ensure for all future tenders, if we only receive one tender that we will do a price comparison either against previous tenders or other RSL's tenders.

**The Board noted and approved the appointment of Azets Audit Services for the period 2022/23 to 2026/27 (five-years) and will recommend to our Shareholders their appointment as our External Auditors.**

**12. Tenant Satisfaction Survey Report**

Lorna Shaw from Research Resource explained that the Association had commissioned them to carry out a customer satisfaction survey on their behalf. L Shaw highlighted that a total of 255 tenants were interviewed during the summer, representing a 69% response rate from tenants and providing data accurate to +/- 3.45%.

L Shaw explained that the table below compares Craigdale's performance with regards to the Scottish Housing Regulator Indicators over the past 4 tenant satisfaction surveys and also against the Scottish Average. As can be seen below, Craigdale is performing in line with or above the Scottish Average for all indicators. Furthermore, 6 out of 7 indicators have seen no significant change compared to the 2019 tenant satisfaction survey.

**Scottish Housing Regulator Indicators (Tenants Only)**

	<b>2013</b>	<b>2016</b>	<b>2019</b>	<b>2022</b>	<b>ARC 2020/21</b>
Q1 Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Craigdale Housing Association? ( <i>% very/fairly satisfied</i> )	98%	99%	98%	95%	89%
Q3 How good or poor do you feel Craigdale is at keeping you informed about their services and decisions? ( <i>% very/ fairly good</i> )	99%	100%	99%	98%	92%
Q7 How satisfied or dissatisfied are you with the opportunities given to you to participate in Craigdale's decision making	97%	100%	100%	99%	87%

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process? (% very/ fairly satisfied)

Q17 Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by Craigdale? [Repair carried out in the last 12 months] (% very/ fairly satisfied)	95%	96%	96%	93%	90%
Q20 Overall, how satisfied or dissatisfied are you with the quality of your home? (% very/ fairly satisfied)	96%	99%	92%	95%	87%
Q24 Taking into account the accommodation and services your landlord provides, to what extent do you think your rent represents value for money? Is it... (% stating very/ fairly good)	76%	97%	91%	84%	83%
Q34 Overall, how satisfied or dissatisfied are you with your landlord's management of the neighbourhood you live in? (% very/ fairly satisfied)	99%	99%	98%	97%	86%

**The Board noted and approved the Results of the Customer Satisfaction Survey – July 2022.**

**Lorna Shaw left the meeting at 6.20pm**

**13. Share Capital Report**

The SCSO presented the Share Capital and highlighted that we currently have 80 members.

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

**14. Notifiable Events Report**

The SCSO advised that there were no new notifiable events this month and that the CEO had given an update in relation to the notifiable events raised in June.

**The Board noted and approved the Notifiable Events Reports.**

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**15. Rent Report: July 2022**

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

The Chair asked the Board if they had any questions. The CEO highlighted to the Board that the actual arrears at end of July were under 1.50% which puts us in a good starting position as we enter into winter fuel crisis.

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

**16. Key Performance Indicators Report (Quarter 1)**

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 highlighted that she has amended the following KPI's for the year.

Average Days to Let: Increased from 5 days to 7 days  
Percentage of Tenancy Offers Refused: New Target 10%  
Number of Repairs Satisfaction Letters Issued: New Target 75%  
Routine Timescales: Decreased from 10 days to 5 days

The CEO asked the Board if they had any questions.

No matters arose or questions asked by the Board.

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

**17. Register of Interests, Entitlement, Payments & Benefits Report (01.04.22 to 30.06.22)**

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 asked the Board if they had any questions.

No matters arose or questions asked by the Board.

**The Board noted and approved the Register of Interests, Entitlement, Payments & Benefits Report (01.04.22 to 30.06.22).**

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**18. Correspondence**

The Secretary presented tonight's correspondence:

- a) EVH are please to share the positive news that the outcome of the 2021 actuarial valuation for SHAPS has been agreed. From 1<sup>st</sup> October 2022 no further deficit contributions are due. The position will be reassessed at the next valuation in 2024.

**19. Any Other Competent Business**

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

a) **Policy Review**

M Cameron highlighted that there hasn't been a policy review recently. The CEO advised that due to staff shortages and holidays that Staff haven't had the capacity to review policies at present and mentioned that the Policy Register Review report is due to be presented to the Board next month. M Cameron asked if Policy Review could be a standing item on the agenda. The CEO will ensure that it is added to future agenda's.

b) **Election of Chair**

H Tennant noted that the Chair mentioned earlier that he would be stepping down as the Chair at the AGM and asked who would be succeeding John. The Vice Chair highlighted that the nomination forms would be sent out shortly and that the SCSO would send out an email prior to this for Board information.

c) **Board Meetings**

L Bacon asked if Board/Committee meetings were being held back in the office. The SCSO advised the Board that the office is open and that they are more than welcome to come into the office for the meeting if this was convenient to the Board Member however, she would still issue a Zoom invite in case this option was still convenient due to work or family commitments.

d) **Staff Report**

H Tennant asked if there was an update in relation to the Staffing Report from the June Board Meeting. The CEO advised that the process was still ongoing and that the Staffing Committee would hopefully be able to give an update to the Board shortly.

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The CEO highlighted that the Maintenance Services Officer had tendered his resignation and would be leaving us on Friday. H Tennant asked if his resignation related to the ongoing Staffing Issue. The CEO advised that the MSO had a new job that accommodated Hybrid working.

**20. Date of Next Board Meeting**

- Monday 19<sup>th</sup> September 2022 at 6.00pm

**The meeting concluded at 7.15pm**