



**Minutes of the Board meeting  
held on Thursday 20th January at 6pm  
in the Community Centre**

Committee Member	Attended	Apologies
Linda Brown (LB) ( <i>Chair</i> )	x	
Gerry O'Donnell (GO'D)		x
Jamila Flynn (JF)	x	
Kristina Bowie (KB)	x	
Elizabeth Doherty (ED)		x
Claire McGraw (CM)	x	
Stewart MacKenzie (SM)	x	
Helen McNab (HM)	x	
Stephanie Harverson (SH)		x
Maisie O'Brien (MO'B)	x	
Tope Falade (TF)		x

In Attendance	
Pamela Milne (PM)	Chief Executive
Lesley Carnegie (LC)	Business Improvement Manager
David Edgar (DE)	Housing Manager
Charlie Wood (CW)	Asset Manager
Fettes McDonald (FMD)	FMD Financial Services

Agenda Item	Description	Action By
<b>1.</b>	<b>Welcome</b>	
1.1	LB welcomed Board members to the meeting, explaining that staff would join after the initial governance items. Apologies were noted from GO'D, ED, SH and TF. There were no declarations of interest from Board members, with staff having a declared interest in the confidential item.	
<b>2.</b>	<b>Approval of previous minutes</b>	
2.1	Board approved the minutes of the meeting held on 25th November 2021. These were proposed by HM and seconded by MO'B.	
<b>3.</b>	<b>Action Tracker</b>	
3.1	Board approved the updates to the Action Tracker, including those actions now closed as complete.	
	<b>GOVERNANCE</b>	
<b>4.</b>	<b>Chair's Update</b>	

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4.1	Board approved the final Board Assessment Report and were provided with an update on the Board Training Plan.	
4.2	Board noted the resignation of co-optee Thomas Mellor and approved a leave of absence for Stephanie Harverson of three months, inclusive of this meeting.	
4.3	It was agreed that office bearers and the Chair of the Community Centre Committee would be involved in a working group to take forward actions for re-opening the Centre. Office bearers would also take forward a plan for the office/reception area, with final approval at Board level.	PM
<b>5.</b>	<b>Assurance Framework review</b>	
5.1	Staff joined the meeting at this point.	
5.2	LC introduced this item, explaining it was the first quarterly report on Assurance. The aim was to ensure Board were aware of compliance levels and progress made with agreed actions throughout the year.	
5.3	LC advised that 18 actions had successfully been completed since the October meeting. 35 were within agreed timescales and only one was slightly delayed.	
5.4	LC explained that there was a lot of cross over with the Business Plan objectives currently being developed, so dates had not yet been populated for these items. These would be updated once the Business Plan was finalised.	
5.5	Board members commented that it was good to have all of the Assurance information in one report and to track this quarterly.	
5.6	It was agreed that an Assurance Working Group would meet in August/September to look in detail at the full Assurance Framework and back up evidence. Board members were asked to come forward to volunteer to be part of this group.	LC BMs
5.7	Board noted the progress made and that compliance had not changed this quarter. Board agreed to continue with the format of the report.	
	<b>OPERATIONAL</b>	
<b>6.</b>	<b>Proposed Rent, Management Fee and Service Charges for 2022/23</b>	
6.1	DE introduced this item, explaining that a 2.5% rent increase was proposed and that tenant consultation had now been completed. An 18% response rate was achieved with 60 tenants agreeing with the increase and 63 against it. The main feedback received related to concerns around the quality of service and increasing costs of living.	

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6.2	Owners had also been consulted on the proposed freeze on fees and service charges. The majority were in favour of the freeze.	DE/CW
6.3	Board members noted that the high response rate for tenants was positive. Officers were asked to consider removing the "Neither satisfied or dissatisfied" option in future surveys.	
6.4	DE advised that anyone who had raised an issue through the consultation was receiving a phone call from the team to follow up. Board members agreed that this was important, to show that feedback had been acted upon. Board members requested that areas for improvement identified from the consultation be incorporated into the new Business Plan.	
6.5	Board then approved the proposed rent increase of 2.5% effective from 1 April 2022.	
6.6	Board also approved the freeze on management fees and service charges for 2021/22.	
<b>7.</b>	<b>Landlord Health &amp; Safety Compliance</b>	
7.1	CW provided an update on landlord health and safety, with the report setting out a position statement on each of the key elements. CW advised that a compliance working group was going to be established with a cross section of staff to ensure everything in the H&S action plans was taken forward as planned.	CW
7.2	Board noted that it was a very good report with a good format that was easy to read. Board members suggested that the compliance working group could also cover office/staff health and safety.	
7.3	Board members asked in relation to legionella what the time frame was for getting rid of all water tanks. CW advised that in the interim all tanks were going to be emptied, disinfected and refilled to remove the risk of legionella. The tanks will then be removed later in the year.	
7.4	Board noted the content of the report.	
<b>8.</b>	<b>Back Up Contractor</b>	
8.1	CW introduced this item, noting that Board members were already aware of recent poor performance in relation to voids and that having a back up contractor had already been proposed and agreed.	
8.2	A mini competition procurement exercise had now been completed. Board approval was being requested of the winning bid so this could be taken forward. The winning contractor would also be given the remaining major works for this financial year.	

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8.3	Board approved the appointment of the Repairs and Void Contract Back-up contractor, and services provider for completion of the 2021-2022 major repairs work.	
	<b>CORPORATE</b>	
<b>9.</b>	<b>Draft Budget for 2022/23</b>	
9.1	FMD presented the draft budget for 2022/23, noting that the final budget would incorporate any feedback provided by Board. FMD took Board members through the various elements of the budget.	
9.2	FMD noted that the outstanding Board action around grant income was progressing well. The employment grants had all been dealt with. The largest community grant had been investigated and had been found to relate to activities in the Community Centre that had not taken place due to covid. The intention was to discuss this with Glasgow City Council to ensure they were happy for the money to be kept and spent on activities once the Centre was re-opened.	
9.3	FMD advised that the pay award for staff had not yet been confirmed by EVH. This was being chased.	
9.4	Board members noted there was a factoring increase in the draft budget. This would be corrected in the final budget to reflect the freeze that had now been approved.	
9.5	Board members noted that 93 kitchens would be replaced in the year, which completed the kitchen programme. Board members asked about bathroom replacements and CW confirmed that all were already complete so this did not need to be included in the budget. Board members asked about boiler replacements and CW advised that these were not yet included but would be added to the final budget.	
9.6	PM advised that a Service Level Agreement was being set up with the company who would employ the Community Centre staff and recharge the Association. The final Community Centre staffing costs therefore still had to be clarified for the final budget.	
9.7	Board questioned the significant reduction in budget for wider action. PM advised that this had been difficult to budget for due to covid having affected the last two years. This would be revisited for the final budget.	
9.8	Board agreed the above changes and further work to finalise the budget.	FMD /PM
<b>10.</b>	<b>Severance Payments and Settlement Agreements Policy</b>	
10.1	PM introduced this item explaining that a new policy had been developed to address a gap in the Assurance Framework. The new policy would	

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	also mean some small changes to the Entitlement, Payments and Benefits Policy. These were outlined in the cover paper for approval.	
10.2	PM advised that the policy sets out when settlement agreements would be used. Legal advice would always be taken and Board would always be involved and asked for approval before the policy was used.	
10.3	Board approved the Severance Payments and Settlement Agreements Policy.	
10.4	Board also approved the changes to be made to the Entitlement, Payments & Benefits Policy.	
	<b>ANY OTHER BUSINESS / FOR INFORMATION ONLY</b>	
<b>11.</b>	<b>Estate management update</b>	
11.1	PM provided an update on estate management services, noting that this had been identified as an area needing improvement. PM proposed setting up an action group from next week involving LB, GO'D, DE and CW. The group would consider how to tackle areas requiring attention across the Cadder estate, with budget available from underspends in other areas to undertake specific works.	
11.2	Board members suggested that the Association needed to put more pressure on Glasgow City Council as they were not often working in the area. CW agreed that the Association had had to pick up a lot of council work, particularly in relation to bulk uplifts and litter picking. DE advised that there was a locality contact but that speaking with them had not had much impact.	
11.3	Board members suggested that Cadder residents be encouraged to complete the current Scottish Government consultation on open spaces.	LC
11.4	Board agreed the way forward for estate management improvements.	
<b>12.</b>	<b>Covid update</b>	
12.1	PM updated Board on the recent impact of changing covid restrictions. Office staff had been working on a rota system from mid-December, with time split between the office and home. It was proposed that this would end on 4th February with all staff returning to the office from the 7th.	
12.2	Board discussed whether everyone should return to the office, noting that hybrid working can be positive and have benefits for the organisation and for staff. It was agreed that the Association may want to consider options for this in future. Board members agreed that as Cadder is a community-based organisation it was important to have a presence in the area. It would therefore be important to strike the right balance.	

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12.3	In terms of service impact, the stock condition surveys had been slightly affected. The original contractor had had a significant number of staff self-isolating and therefore had to back out of the contract. CW advised that another contractor from the framework had been quickly appointed, but that there may be a slight delay in receiving the full set of stock condition information. FMD confirmed this would not be a major issue for budget planning and could be worked around.	
12.4	The only other area of service impacted was rent payment, where the 6-month notice period for Notice of Proceedings for non-payment of rent was still impacting on rent collection and arrears.	
<b>13.</b>	<b>Negative Press</b>	
13.1	DE provided an update on some negative press about the Association, explaining the actual situation and the support the Housing Team had been providing to the tenant in question. Solicitor advice had been taken about the case and there were no concerns.	
<b>14.</b>	<b>Office and Community Centre</b>	
14.1	PM advised that the architect had visited the office and was now working on plans that would be available next week for the new reception area.	
14.2	PM advised that a re-opening date of Saturday 12 <sup>th</sup> March had been agreed for the Community Centre. The Association would be working on the opening event. The new Board Room would be available next week.	
<b>15.</b>	<b>Date of next meeting</b>	
15.1	It was noted that the next Board meeting would be 24th February 2022.	
15.2	All staff except PM left the meeting at this point. A confidential item was discussed with a separate confidential minute.	