



CATHCART & DISTRICT HOUSING ASSOCIATION **LTD**

MINUTES OF THE FULL COMMITTEE OF MANAGEMENT MEETING **HELD ON TUESDAY 15 APRIL 2025 AT 6.30 PM** **IN THE ASSOCIATION'S OFFICES** **AT 3-5 RHANNAN ROAD**

PRESENT:

Committee Member	Attended	Apologies
Alastair Penney (Chair)		✓
Marion McMillan (Vice Chair)	✓	
Chris Carr (Treasurer)	✓	
Sue Harper	✓	
Bruce Strathearn	✓	
Trudi Tokarczyk	✓	
Gamal Haddou	✓	
Patricia Crockett	✓	
Lesley Dunan	✓	
Stephen Grimsley	✓	
David Little (Co-optee)	✓	

Attendance 91%

IN ATTENDANCE:

Staff Member	Attended	Apologies
Christine Leitch	✓	
Lorraine Glasgow	✓	
Grahame Cairns	✓	
Emma Connelly	✓	
Jonathan Lee	✓	
Lorna Ravell (Items 1-2)	✓	

Item No.	Issue	Action By
1.0	Apologies, Declarations of Interest & Notifiable Events	
1.1	Apologies were received from AP.	
1.2	There were no declarations of interest.	
1.3	There were no notifiable events to report.	
2.0	Committee Appraisal Process	
2.1	<p>MM introduced Lorna Ravell to the Management Committee.</p> <p>Lorna informed the Committee that she carried out the appraisals in 2022, and she is attending tonight's meeting to provide an outline of the process. She then circulated a summary sheet which can also be used as a reference guide.</p> <p>Lorna detailed that the purpose of the committee appraisals is for good governance, to assess the effectiveness of the committee, including members' knowledge and skills and to comply with regulation. The process is also geared towards identifying how to support committee members in carrying out their roles to the best of their abilities. She stressed that the appraisal process is not just a tick-box exercise.</p>	

	<p>The Committee should undergo an annual appraisal to identify any training and support needs. Lorna mentioned the 9-year rule is an additional review for long-standing members to identify whether they are still enthusiastic and objective.</p> <p>She noted that there are four elements in the appraisal process:</p> <ol style="list-style-type: none"> 1. Collective appraisal 2. Individual appraisal meetings 3. 360 Chair review 4. Meeting observation <p>Lorna clarified that the collective appraisal includes the senior management team, while the chair review is only completed by the committee. She then highlighted key dates:</p> <ul style="list-style-type: none"> • Surveys for the collective appraisal and Chair 360 review will be open from [REDACTED] and will close on [REDACTED]. • Individual appraisal meetings are scheduled to take place in [REDACTED]. • Meeting observation will take place on [REDACTED]. • The overall report will be presented at the [REDACTED] committee meeting. <p>Christine asked whether Lorna would find out the committee's aspirations regarding office bearer roles for succession planning. Lorna confirmed that this would be explored.</p> <p>GH enquired whether a comparison could be made with the previous appraisal. He also asked if there was merit for staff to provide their feedback on the committee. Lorna explained that she has not done this before, and it is not typical, but it is up to the committee to consider. She reiterated that input from the senior management team is included in the collective survey. Lorna confirmed that she can provide a comparison for the collective survey as she has the 2022 report available.</p> <p>CC asked about the duration of the individual meetings. Lorna confirmed they typically last 45 minutes. She explained that the committee completes the self-appraisal form beforehand which helps guide the discussion. PC asked if anyone else would be present during the individual meetings. Christine advised that only Lorna and the respective committee member would be there. TT noted that the chair was present last time.</p> <p><i>Lorna Ravell left the meeting at 6.45 pm.</i></p>	
3.0	Minutes of the Full Committee of Management Meeting 15 April 2025	
3.1	The minutes of the Management Committee meeting held on 15 th April 2025 were proposed for approval by CC and seconded by SH.	
4.0	Matters Arising	
4.1	BS informed the Committee that the grant for the van has been applied for, although it could be May before we hear anything. Christine added that we are still awaiting delivery of the van.	
4.2	<p>Follow Up Actions Report</p> <p>Emma summarised the key points and actions from the last meeting, noting the following:</p> <p>11.1.1 Lone Working Policy</p>	

	<p>The Committee discussed the use of body cameras at the last meeting. Emma advised that she and Christine raised this with the Data Protection Officer who confirmed that body cameras could be used.</p> <p>The Committee expressed that they thought this would be a good idea. Christine clarified that they would not be used routinely, only if there was a health and safety risk.</p>	
5.0	Finance	
5.1	<p>Finance Report Lorraine provided an overview of the finance report and covered the bank reconciliation, transfers, and regular payments.</p> <p>She explained that we have received the HAG for all the acquisitions, except for one at [REDACTED] but she will follow this up with [REDACTED]. Lorraine advised that £[REDACTED] was drawn from the deposit account to fund the [REDACTED].</p> <p>SH enquired whether [REDACTED] had received their final payment. Jonathan confirmed they have received the final payment, and we have closed their account.</p>	LG
5.2	<p>Factoring Arrears Report Lorraine summarised the factoring arrears report, noting that the balance at the end of March was £[REDACTED]. She explained that the factoring bills were issued at the beginning of April, so the balance may change.</p> <p>Lorraine then provided an update on the serious arrears cases.</p>	
6.0	Directors Report	
6.1	<p>Regulatory Christine confirmed that there are no engagement issues with the SHR or any notifiable events.</p>	
6.2	<p>IT System <i>Section redacted due to commercial sensitivity.</i></p>	
6.3	<p>Staffing <i>Section redacted due to confidential information.</i></p>	
6.4	<p>Development <i>Section redacted due to commercial sensitivity.</i></p>	
6.5	<p>Rent Query <i>Section redacted due to confidential information.</i></p>	
6.6	<p>New Van Christine confirmed that the new van has been ordered.</p>	
6.7	<p>GWSF Christine shared that she and MM attended the GWSF open meeting, and the discussion was largely centred around the survey conducted by them on the retention of committee members. SH remarked that she found the report quite interesting.</p> <p>Christine noted that we have recently received four membership application forms.</p>	

6.8	Committee Appraisal Process Christine mentioned that Lorna attended tonight's meeting and provided an outline of the committee appraisal process.	
6.9	Complaint <i>Section redacted due to confidential information.</i>	
7.0	Housing Management Services Performance Report	
7.1	<p>Grahame summarised the rent arrears performance report, noting a downward trend. He expressed that he does not believe we have reached a plateau yet. Void loss remains at █% below the target of █%.</p> <p>Grahame noted there was an error in the report, clarifying that there were █ relets, █ went to statutory homeless, █ were tenant transfers, and █ went to the waiting list. He explained that the properties being returned to the Association are generally in very poor condition, which highlights the importance of the annual visits. Grahame advised that we are now seeing signs as to why tenants are not giving us access such as █ etc.</p> <p>GH asked if we issue recharges to tenants. Grahame confirmed that we do, and the recharges are now passed to a debt collector. It was mentioned that some RSLs offer incentives such as monetary rewards for properties returned in good condition.</p> <p>Grahame then summarised the complaints received during the quarter.</p>	
8.0	A.O.C.B	
8.1	<p>█ Membership Renewal Fee The Committee approved the invoice for payment.</p> <p>Share Membership Applications The following membership applications were presented to the Committee:</p> <ul style="list-style-type: none"> • █ • █ • █ • █ 	
8.2	<p>The Committee noted that the eligibility of the applications had been checked. The membership applications were approved by SH and seconded by LD.</p> <p>The Committee then confirmed that the members would be added to the Share Membership Register and that Share Certificates would be issued.</p>	
9.0	Date of Committee & Staff Away Day	
9.1	The Committee and Staff Away Day will be held on 20 th May 2025 at █.	
10.0	Date of Next Meeting	
10.1	<p>The next Management Committee meeting will be held on 17th June 2025 at 6.30 pm.</p> <p>There being no further business, the meeting closed at 8.00 pm.</p>	

Signed

Chairperson

Date