



CATHCART & DISTRICT HOUSING ASSOCIATION LTD

MINUTES OF THE FULL COMMITTEE OF MANAGEMENT MEETING HELD ON TUESDAY 19 NOVEMBER 2024 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	✓	

Attendance 70%

IN ATTENDANCE:

Staff Member	Attended	Apologies
Christine Leitch	✓	
Lorraine Glasgow	✓	
Grahame Cairns	✓	
Emma Connelly	✓	

Item No.	Issue	Action By
1.0	Apologies, Declarations of Interest & Notifiable Events	
1.1	Apologies were received from AP, GH and TT.	
1.2	There were no declarations of interest.	
1.3	There were no notifiable events to report.	
2.0	Minutes of the Full Committee of Management Meeting 15 October 2024	
2.1	The minutes of the Management Committee meeting held on 15 th October 2024 were proposed for approval by SH and seconded by CC.	
3.0	Matters Arising	
3.1	There were no matters arising.	
3.2	Follow Up Actions Report Emma confirmed there were no follow up actions arising from the previous meeting.	
4.0	Finance	
4.1	Lorraine provided an overview of the finance report and covered the bank reconciliation, transfers, and regular payments. She advised that we received HAG for the [REDACTED] and have spent the full allocation. Additionally, we received HAG for the [REDACTED].	

4.2	<p>Lorraine noted that we received grant funding of £ [REDACTED] from [REDACTED] which Grant will use towards the winter packages again this year. Grahame pointed out that there have been cuts to the [REDACTED] and the wait time for items is [REDACTED] weeks. Therefore, we plan to utilise this grant funding for starter packs to get [REDACTED] applicants moved into their properties as soon as possible.</p> <p>Lorraine highlighted the amounts currently on deposit will mature in [REDACTED] and [REDACTED].</p> <p>SH asked for an update on [REDACTED]. Grahame confirmed this will be discussed at the end of the meeting under A.O.C.B.</p> <p>Factoring Arrears Report</p> <p>Lorraine summarised the factoring arrears report, noting that the balance at the end of October was £ [REDACTED]. She explained the arrears were significantly higher than the previous year and the bills were issued at the end of [REDACTED].</p> <p>CC asked if the large increase was related to a timing issue. Lorraine confirmed it was and mentioned that reminders have also been sent out.</p> <p>She then provided an update on the serious arrears cases.</p>	
5.0	Directors Report	
5.1	<p>Regulatory</p> <p>Christine confirmed that there are no engagement issues with the SHR or any notifiable events.</p>	
5.2	<p>Governance & Policy Matters</p> <p>Christine advised that committee training on [REDACTED] has been arranged for [REDACTED] [REDACTED] and will be delivered by [REDACTED]. She encouraged as many members as possible to attend the session.</p> <p>She went on to explain that we have received a request for training on [REDACTED] as there have been changes to the law within the past year. Christine mentioned that [REDACTED] delivered a session for the Committee a few years back and asked if they would like to participate in a similar session again. The Committee expressed their interest, and SH added that she thought it was a good idea.</p> <p>Following the Staffing Sub Committee meeting and the footfall survey carried out in May, it has been agreed that the office will close all day on Wednesday and from 1 pm on Friday. Christine highlighted that visitors to the office have significantly declined, with an average of [REDACTED] people visiting each week. She expressed that this change would allow staff to do more fieldwork while still accommodating appointments. The welfare rights team will now be in the office on Tuesdays instead of Wednesdays. In addition, staff meetings and training sessions will take place on Friday afternoons and our phone lines will go to emergency repairs at 2.30 pm. SH remarked that this seemed reasonable, while SG commented it was a better use of staff time.</p>	
5.3	<p>Staffing</p> <p><i>Section redacted due to confidential information.</i></p>	
5.4	<p>Development</p> <p><i>Section redacted due to commercial sensitivity.</i></p>	

5.5	<p>GCC Mid-Year Review Christine advised that the mid-year review meeting took place on [REDACTED]. She then provided more information on what was discussed.</p>	
5.6	<p>ARC Christine reported that [REDACTED] has given intimation of her pending retirement and is selling her business to [REDACTED]. [REDACTED] will take over her work. She mentioned that we have a one-day validation scheduled for next year.</p>	
5.7	<p>New Van Christine advised that the van is now over [REDACTED] years old and has undergone major repairs. We have made provision in the budget for a new van and suggested the new one would be electric due to us being local to the area and doing low mileage.</p> <p>Grant funding is available to assist with the installation of a charger. There is also a requirement to obtain permission from the landlord. Christine contacted the landlord, and he confirmed he was happy with this. We would ideally prefer to have the charger installed next to the garage, but this may depend on the wiring. Jonathan is currently looking into an approved installer.</p> <p>CC enquired if the current van was a transit. Christine confirmed it is a similar size to a transit. CC then asked if the new van would be like for like. Christine confirmed she would need to speak with the estate team.</p> <p>The purchase of a new van was proposed for approval by SG and seconded by PC.</p>	
5.8	<p>Budget 2025/26 Christine detailed that she, Lorraine and Grahame have been working on the budget for Fettes to provide a first draft in December.</p>	
5.9	<p>Rent Increase 2025/26 Christine advised that the first report on the proposed rent increase will be presented at the Finance & Audit Sub Committee meeting next week.</p>	
6.0	Rent Arrears Performance Report	
6.1	<p>Grahame summarised the rent arrears performance report, noting a downward trend.</p> <p>He highlighted the challenge ahead is the transition of the remaining individuals on legacy benefits such as housing benefit to Universal Credit (UC). This will likely result in an increase in the technical arrears. Despite this, Grahame remains hopeful that the tenant arrears won't increase. SH commented that there would be problems with this. Grahame acknowledged that there can be problems, but the housing management team has been actively referring tenants to the welfare rights officers for support.</p> <p>Grahame confirmed that all high arrears cases are being properly managed, however, there may be an increase in arrears in January due to Christmas. He noted that net arrears were [REDACTED]% which includes the technical arrears.</p>	
7.0	Tenants & Residents Regulatory Compliance Review	
7.1	Christine provided an overview of the Tenants and Residents Regulatory Compliance Review.	

	<p>She advised that Joe had presented a report to the Committee last month on the Big 7. The phase 2 updated report is a separate report on the other 20 areas of compliance and good practice.</p> <p>Christine explained that this information is useful and forms part of the annual assurance statement. She noted that Appendix 1 lists all the different areas of compliance and Joe was able to validate the work that has been done in those areas. Christine referred to item 20 and confirmed that there is no RAAC present within CDHA properties.</p> <p>BS asked how many properties have electric heating. Christine confirmed quite a few and we have been looking at grant funding to change them to gas, however, we have encountered issues. BS asked if it was storage heaters. Christine confirmed yes, but in most cases, it is the modern heaters, and we plan to replace these whenever possible.</p>	
8.0	Data Protection Quarterly Report	
8.1	<p>Emma highlighted that the data protection report covers the reporting period Q2 July to September 2024. Within this time period, there were ■ subject access requests, ■ freedom of information requests, ■ environmental information request and no reported data breaches.</p> <p>During this period, the quarterly statistics for quarter 1 were submitted to the Scottish Information Commissioner, the Clear Desk and Clear Screen Policy was reviewed and approved by the Committee, ■ data protection impact assessments (DPIAs) were reviewed, and the contractor-supplier register was reviewed and updated. In addition, ■ carried out the ■ in ■ with recommendations sent to ■ for further action.</p> <p>The planned activities for the next period Q3 October to December include submitting the quarterly statistics for quarter 2, carrying out the ■, and reviewing the Mobile Device Management Policy, Bring Your Own Device (BYOD) Policy and the Data Protection Policy.</p>	
9.0	Cyber Security Update	
9.1	Emma provided the Committee with an update on cyber security.	
10.0	Annual Fraud Report	
10.1	<i>Section redacted due to confidential information.</i>	
11.0	Policy Review	
11.1	Before the undernoted policies were approved, an overview was given of each one.	
11.1.1	<p>Acceptable Usage Policy Emma confirmed that no changes are proposed to the policy.</p>	
11.1.2	<p>Bring Your Own Device Policy She confirmed that no changes are proposed to the policy.</p>	
11.1.3	<p>IT Policy Emma detailed that ■ from ■ reviewed the IT policy. The password policy has been updated. Appendix 1 has also been updated and relates to open ports enabled on the firewall.</p>	
11.1.4	<p>Digital Strategy Emma outlined several changes to the policy including:</p>	

	<ul style="list-style-type: none"> • The strategy dates have been revised to align with the latest business plan. • References to the new [REDACTED] system and tenant portal have been included. • The mention of [REDACTED] has been removed as this service is no longer offered by the Association. • The business continuity section has been updated to reflect that our data is now stored in the [REDACTED] via [REDACTED]. • Equalities data is now collected anonymously through [REDACTED]. <p>CC pointed out that the strategy does not mention carbon footprint. He then suggested using links instead of sending attachments. Christine mentioned we have been using QR codes for the rent consultation etc.</p> <p>CC then asked about the use of artificial intelligence (AI). Christine explained she is attending [REDACTED]'s Annual Conference and has registered for the session on AI in Housing.</p> <p>The policies were proposed for approval by SH and seconded by LD.</p>	
12.0	A.O.C.B	
12.1	<p>Share Membership Application</p> <p>A share membership application form from [REDACTED] of [REDACTED] [REDACTED] was presented to the Committee.</p> <p>The Committee noted that the eligibility of the application had been checked.</p> <p>The membership application was approved by SH and seconded by SG. The Committee then confirmed that the member would be added to the Share Membership Register and that a Share Certificate would be issued.</p>	
12.2	<p>[REDACTED] Contract</p> <p><i>Section redacted due to confidential information.</i></p>	
12.3	<p>Tenant Portal</p> <p>Emma shared her screen and presented a video demonstration that Grant had created on the new tenant portal.</p>	
13.0	Date of Next Meeting	
13.1	<p>The next Management Committee meeting will be held on 17th December 2024 at 6.30 pm.</p> <p>There being no further business, the meeting closed at 8.00 pm.</p>	

Signed

Chairperson

Date