



# CATHCART & DISTRICT HOUSING ASSOCIATION LTD

## MINUTES OF THE FULL COMMITTEE OF MANAGEMENT MEETING HELD ON TUESDAY 21 JANUARY 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)	✓	

**IN ATTENDANCE:**

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

Attendance 82%

Item No.	Issue	Action By
<b>1.0</b>	<b>Apologies, Declarations of Interest &amp; Notifiable Events</b>	
1.1	Apologies were received from AP and PC.	
1.2	There were no declarations of interest.	
1.3	Christine informed the Committee that there was ■■■ notifiable event to report.	
<b>2.0</b>	<b>Minutes of the Full Committee of Management Meeting 17 December 2024</b>	
2.1	The minutes of the Management Committee meeting held on 17 <sup>th</sup> December 2024 were proposed for approval by SH and seconded by SG.	
<b>3.0</b>	<b>Matters Arising</b>	
3.1	Christine referred to item 4.1 concerning the new van. The installation of two charging points is scheduled for tomorrow and we have received the government grant. She has been in contact with a few leasing companies and will compile a final report.	
3.2	<b>Follow Up Actions Report</b> Emma summarised the key points and actions from the last meeting, noting the following:	

	<p>6.2 Follow Up Actions</p> <p>██████ and ██████ from ██████ reviewed the internal audit report on ██████ ██████. They have agreed that the recommendation regarding the ██████ ██████ can be removed, and a revised final report will be issued.</p> <p>11.2 Committee and Staff Dinner</p> <p>The Committee and Staff Dinner is scheduled for ██████ ██████ at ██████.</p>	
<b>4.0</b>	<b>Finance</b>	
4.1	<p><b>Finance Report</b></p> <p>Lorraine provided an overview of the finance report and covered the bank reconciliation, transfers, and regular payments.</p> <p>She advised that we have received HAG for ██████ and the ██████ ██████.</p> <p>Lorraine detailed that there were ██████ payments to ██████, one at the start of the month and another at the end. There is £██████ on deposit which will mature in ██████. Lorraine will speak to Fettes regarding potential reinvestment.</p> <p>Lorraine requested the Committee's approval to include the ██████ subscription invoice for payment. She noted that the invoice amounts to £██████ and last year it was £██████. The Committee approved the payment of the invoice.</p>	
4.2	<p><b>Factoring Arrears Report</b></p> <p>Lorraine summarised the factoring arrears report, noting that the balance at the end of ██████ was £██████. She advised that the factoring invoices were issued at the beginning of ██████ which will likely increase the balance next month.</p> <p>Lorraine confirmed that currently there are no cases with ██████. She then provided an update on the serious arrears cases.</p>	
<b>5.0</b>	<b>Directors Report</b>	
5.1	<p><b>Regulatory</b></p> <p>Christine confirmed that there are currently no engagement issues with the SHR. She then provided more information on the notifiable event.</p>	
5.2	<p><b>Governance</b></p> <p>Christine explained that ██████ is available to deliver a training session on employment law on either ██████ or ██████. Christine asked which date was preferred and the Committee expressed a preference for ██████.</p>	
5.3	<p><b>Staffing</b></p> <p><i>Section redacted due to confidential information.</i></p>	
5.4	<p><b>Rent Consultation</b></p> <p>Christine confirmed there is a separate report on the rent consultation being presented tonight.</p>	
5.5	<p><b>Development</b></p> <p><i>Section redacted due to commercial sensitivity.</i></p>	

<p>5.6</p> <p>5.7</p>	<p><b>New Van</b> Christine reiterated that she has been in touch with a few leasing companies and will put together a report for the Committee. The installation of the charging points is scheduled for tomorrow, with one in the garage and another outside. She advised that we are looking to sell the existing van. SH asked about trading it in. Christine confirmed that buying an electric vehicle outright is quite costly and not advisable, and leasing is the preferred option. TT agreed and advised that the current advice is to lease rather than buy.</p> <p>GH suggested that it might be worthwhile to have a policy or procedure in place for staff using the charging facility.</p> <p><b>Budget 2025/26</b> Christine detailed that the budget has been agreed in draft form but there will be some adjustments.</p> <p>GH asked if Fettes could advise what the impact is on the national insurance increase. He noted that his organisation is looking at approximately █% across all wages along with the █ cost of living increase. Christine confirmed she would speak to Fettes and aims to have this for the upcoming Staffing Sub Committee meeting.</p> <p>MM asked if there had been any updates from █ regarding the salary increases. Christine confirmed that there is no news so far.</p>	<p>CL</p>
<p>6.0</p>	<p><b>Quarterly Housing Management Services Performance Report</b></p>	
<p>6.1</p> <p>6.1.1</p> <p>6.1.2</p>	<p>Grahame summarised the housing management performance report.</p> <p><b>Rent Collection and Tenancy Sustainment</b> He highlighted that the rent arrears increased over the festive season.</p> <p>Grahame has spent time with the team to review each case. Some payments for █ were received in █, but these are not reflected in the report figures. A few tenants have been served with a █ (█).</p> <p>TT mentioned that the arrears are still looking significantly better, while SH acknowledged that this increase is to be expected in █. Grahame expressed that it is a usual occurrence at this time of the year.</p> <p><b>Relets, Voids and Waiting List Movement</b> Grahame reported that all settling-in visits were completed within the agreed timescales. He noted that there has been a high level of referrals to the welfare rights team.</p> <p>█ voids were allocated, with █ going to statutory homeless applicants. The average relet time for the quarter was █ days, but for the first █ months, it was █ days. Void rent loss remains at █%.</p> <p>Grahame expressed that movement on the waiting list fluctuates and we have a high number of housing applicants on our list.</p> <p>LD asked how many 5 apartments there are. Christine confirmed we have four 5 apartments. Grahame added that there have been discussions about the █ in █ which we are interested in acquiring.</p>	

6.1.3	<p>MM asked if there had been any updates on the [REDACTED]. Christine explained that no new information has been received, but it was discussed during the mid-year review meeting and [REDACTED] is looking into it.</p> <p><b>Customer Service and Complaints</b> Grahame detailed that we have met our targets for customer service and complaints.</p> <p>Grahame noted that ASB complaints were low in the third quarter, with only [REDACTED] complaints being reported. LD asked if these complaints were made to the Association or to an official body. Grahame confirmed that they were reported to the Association, but we work with [REDACTED] on some issues.</p> <p>Grahame highlighted that we have completed [REDACTED] annual visits and will be placing more emphasis on the properties that we were unable to access.</p>	
7.0	<p><b>Rent Increase Consultation</b></p>	
7.1	<p>Grahame reported that the annual rent consultation was undertaken in [REDACTED]. We received a total of [REDACTED] responses which is comparable to the [REDACTED] responses from the previous year. He highlighted that the 4% increase was the most favoured option with [REDACTED] tenants ([REDACTED]%) selecting it.</p> <p>Grahame referenced the [REDACTED] rent survey, pointing out that [REDACTED]% of RSLs offered only a single option. The Committee then discussed this further.</p> <p>BS expressed that the percentage of people who responded is exceptionally low. Trudi confirmed that the average is [REDACTED]-[REDACTED]%. GH mentioned the issue of national insurance which won't be reflected in RPI or CPI as it is taxation. Christine explained that there are proposals coming forward and a report will be presented at the Staffing Sub Committee meeting.</p> <p>The Committee agreed on a rent increase of 4% for 2025/26. This was proposed for approval by SH and seconded by LD.</p>	
8.0	<p><b>Data Protection Quarterly Report</b></p>	
8.1	<p>Emma highlighted that the data protection report covers the reporting period Q3 October to December 2024.</p> <p>Within this time period, there was [REDACTED] subject access request, [REDACTED] freedom of information requests, [REDACTED] environmental information request and [REDACTED] reported data breach.</p> <p>MM asked about the type of people who are requesting information. Emma confirmed we receive requests from a variety of people including local councillors, members of the Scottish Parliament, and tenants.</p> <p>During this period, the quarterly statistics for quarter 2 were submitted to the Scottish Information Commissioner. The Committee also reviewed and approved the Mobile Device Management Policy, Bring Your Own Device (BYOD) Policy and the Data Protection Policy.</p> <p>In addition, [REDACTED] carried out the [REDACTED] in [REDACTED] with recommendations sent to [REDACTED] for further action.</p>	
9.0	<p><b>Cyber Security</b></p>	
9.1	<p><b>Section redacted due to security.</b></p>	

<b>10.0</b>	<b>Policy Review</b>	
10.1	Before the undernoted policies were approved, an overview was given of each one.	
10.1.1	<p><b>Communications Policy</b> Christine confirmed that there have been minor changes to the policy including the replacement of “Twitter” with “X” and the addition of a sentence clarifying that staff should primarily use private mobile phones during breaks and lunch periods.</p> <p>GH suggested removing password length from the policy.</p>	<b>EC</b>
10.1.2	<p><b>Pets Policy</b> Christine explained that this policy was developed in response to the XL Bully ban. She confirmed that the Association has never denied pets, but there are legal restrictions concerning specific breeds.</p> <p>Grahame assured that the Association would not apply the policy retrospectively, but it will be applied going forward. A colleague has been working with Dogs Trust who has endorsed the policy. Grahame mentioned that the policy sets out expectations for tenants and serves as a reference for staff.</p> <p>It was noted that a word is missing from section 3.3 which would be corrected.</p> <p>The policies were proposed for approval by SH and seconded by GH.</p>	<b>EC</b>
<b>11.0</b>	<b>A.O.C.B</b>	
11.1	<p><b>Away Day</b> CC mentioned that he has been unable to attend the Away Day for a few years, mainly due to work. He spoke to another committee member, and they are in a similar position. CC proposed that a half day may be more amenable. MM confirmed that the usual schedule is from ■ am to ■ pm, including lunch. TT suggested moving social activities like the quiz to the afternoon. Christine mentioned that we could schedule the speakers for the morning instead.</p>	
11.2	<p><b>Committee and Staff Dinner</b> Christine confirmed that the Committee and Staff Dinner will be held at ■■■■■■■■■■ on ■■■■ ■■■■■■■■■■. She requested that everyone confirm their attendance with Emma.</p>	
11.3	<p><b>Staffing Sub Committee Meeting</b> Christine asked the Staffing Sub Committee when they would be available for a meeting.</p> <p>It was agreed to hold a meeting on ■■■■■■■■■■ at ■■■■ pm on Zoom.</p>	
<b>12.0</b>	<b>Date of Next Meeting</b>	
12.1	<p>The next Management Committee meeting will be held on <b>18<sup>th</sup> February 2025</b> at 6.30 pm.</p> <p>There being no further business, the meeting closed at 7.40 pm.</p>	