

CORDALE HOUSING ASSOCIATION LTD

DRAFT MINUTES OF THE MANAGEMENT COMMITTEE MEETING HELD ON TUESDAY 20 MAY 2025 AT 6.30pm BY VIDEO CONFERENCE AND IN CORDALE OFFICE

Present	Margaret McCallion (Chair) Veronica Hamilton Sharon Murray Sheena Wain Anne Culley Eric Farren (Teams) Derek Robertson (Teams)	
Apologies	Martin Walker (LOA) Gillian Robertson Thomas Ewing Margaret McLay	
Not Present	n/a	
In Attendance	Julie Cosgrove Barry Johnstone Matt Lock Kevin Nixon Alec Drain Stuart Robertson Cameron Lyall Peter Broad Gill Donoghue Lee Patullo Maura Elliott	Chief Executive, Caledonia HA Executive Director of People & Governance, Caledonia HA Head of Frontline Services, Caledonia HA Regional Manager, Caledonia HA Asset Team Leader, Caledonia HA Governance Manager, Caledonia HA (Teams) Finance Manager, Caledonia HA (Teams) Development Manager, Caledonia HA (Teams) Strategy & Improvement Manager, Caledonia HA (Teams) Senior Finance Business Partner, Caledonia HA (Teams) Governance Officer, Caledonia HA, Minutes

30.25 Interim Chair and Committee Appointments

The Executive Director of People and Governance (EDoPG) presented the report to the members and highlighted that its purpose was to address the need to strengthen Cordale governance and committee membership. The EDoPG referred to the significant risks that the Association faced as a consequence of the challenge in retaining membership. Since the September AGM, 4 members have resigned from the Committee and the Chair and Vice Chair are on a leave of absence. EDoPG also stated that, although Cordale was a subsidiary of Caledonia, Cordale as a registered social landlord was required to demonstrate that it complied with its Rules, legal requirements and the SHR regulatory framework and guidance.

The Committee NOTED and APPROVED the following:

- Approved the request for a leave of absence from the interim Chair to be reviewed at the next Cordale Committee meeting in August 2025;
- Approved the membership applications for Caledonia Board members, Margaret McLay, Anne Culley and Derek Robertson;
- Noted the immediate appointment in accordance with the Cordale Rules of Caledonia Board members, Margaret McLay, Anne Culley and Derek Robertson to the Cordale Management Committee to strengthen governance arrangements and Committee membership;
- Approved the appointment of the interim Chair with effect from the end of the meeting.
- Noted the resignation of Gillian Robertson, Cordale Committee member, with effect from June, 2025; and
- Approved the membership and appointment of Douglas Fairley to the Committee to fill a casual vacancy.

[Anne Culley joined the meeting]

The new members present, Anne Culley and Derek Robertson, provided information on their background.

The members discussed in detail the recruitment of new members to the Management Committee and ways of encouraging members to join the Management Committee. The EDoPG provided information on previous recruitment exercises and commented that the Committee had struggled to retain members. The EDoPG also advised that new members should have the skills to fulfil key Committee responsibilities and ensure Cordale is well governed.

The Chief Executive (CE) added that following the appraisal process and workshop to review the appraisals outcomes, the consultant in liaison with the Committee would provide a report to be presented at the August Management Committee meeting. This would help the Committee consider what longer term change could strengthen membership and governance at Cordale which would inform future recruitment plans for the Association.

31.25 Apologies

Apologies were received from Martin Walker (LOA), Gillian Robertson, Thomas Ewing and Margaret McLay.

32.25 Declaration of Interest

There were no Declarations of Interest.

33.25 Draft Minutes of Cordale Management Committee Meeting held on Tuesday 18 February 2025

Approval of the minutes was proposed by Veronica Hamilton and seconded by Sheena Wain.

The EDoPG advised that following the recent strategy session, where Paul Hillard, the consultant supporting the Cordale appraisal was in attendance, and also attended by the Chair, Thomas Ewing and Eric Farren, the slides from the session would be uploaded to oneAdvanced for members to view.

The Head of Frontline Services (HoFS) provided an update on the action list highlighting the following:

Waterside View – The HoFS confirmed that the guest room was now ready for use. He added that the recent tenant meeting was a success and confirmed that residents were now allowed to have pets.

The Chair added that it would be helpful for Committee members to attend these resident meetings. The HoFS noted the request and explained that members should be mindful to ensure operational matters are managed by staff to allow Committee to fulfil their strategic role.

Waterside View – extractor fans – The Area Team Leader (ATL) confirmed that the ventilation system was fully installed, commissioned and operational in all flats. Cases within individual dwellings were being monitored closely.

Waterside View – Conservatory – The ATL confirmed that residents had been consulted and feedback was that an outside area should be provided to replace the conservatory. It was anticipated that this would be completed by spring next year. He added that the architect's drawings would be submitted to WDC planning department before the end of May.

Skips – The Regional Manager (RM) advised that the charge for the hire of skips from WDC had increased significantly and that this invoice was on hold until the Association received a response from WDC. Following discussion, it was agreed to obtain quotes from other suppliers.

The members discussed bulk tipping throughout the estate and estate walkabouts, and queried whether these would be reinstated. The Chair highlighted the importance of staff and Committee walkabouts. The RM confirmed that Neighbourhood Officers picked up on environmental matters as part of their daily routine when out on the estate carrying out tenant visits and that estate visits with members could be scheduled.

The Development Manager (DM) confirmed that a ceremony would be held at Dalquhurn on 23 June and this would provide opportunity for members to see completed homes.

Following discussion at the previous meeting, Sheena Wain queried whether pre-termination visits had been reinstated. The ATL advised that this had been discussed at the Neighbourhood officers team meeting and that it was intended to pilot this to determine the effectiveness of the visits.

Following a follow-up query on the tenancy reference process and how internal housing condition is assessed, the RM advised that he would clarify the tenancy reference process.

The remainder of the action list was **NOTED** by Committee.

35.25 Annual Return on the Charter (ARC) 2024/25

The Governance Manager (GM) presented the ARC report to the Management Committee and requested approval of the Annual Return on the Charter for the 2024/25 reporting year.

The GM confirmed that indicator 10, Repairs Completed Right First Time, was 89.78%

The GM added that work would also be concluded to compile the associated stock return outlined in Section 4 and confirmation of submission and a log of any amendments to ARC figures would be provided at the next Management Committee meeting for noting.

He also highlighted that there may be merit in subjecting the ARC to independent external validation. Options for this validation exercise were being explored, including possible providers and timing. He added that following the introduction of its updated Regulatory Framework in April 2024, SHR undertook a comprehensive review of the ARC during 2024/25. As a result, an updated suite of indicators were in place for reporting on in 2025/26. These included a small number of new indicators relating to tenant and resident safety matters, including management of damp and mould cases. There could be greater value in the external validation focusing on the 2026 ARC pre-submission, with the work being scheduled for April / May 2026. A further update would be provided to Committee on these proposals.

The Management Committee discussed Indicator 14, Percentage of tenancy offers refused during the year. The HoFS added that the target for the year was 35%, with the year-end figure being 39.02%, and informed by the timing of offers and multiple refusals for properties.

The Strategy and Improvement Manager (SIM) confirmed that the Scottish average for tenancy offer refusals was 30.48%.

The Management Committee **APPROVED** the ARC and **REMITTED** the Chief Executive to submit the finalised document to the Scottish Housing Regulator on behalf of the Association.

36.25 Quarterly Performance Reporting

36.25.1 Business Performance 2024-25 – Quarter 4 Update

The SIM presented the Business Performance Quarter 4 Update report, which covered the final quarter of the year. Fourteen of the quarterly Key Performance Indicators (KPIs), out of twenty-two, were within target with eight KPIs out of target. An explanation and the actions being taken to mitigate were outlined in the report and the appendix.

The SIM highlighted that no changes were proposed to current indicators and Group indicators would be reviewed at Caledonia's May governing body meeting. New property measures had been added to reflect the new ARC measures on electrical and fire safety and damp and mould case management.

There was a brief discussion on the impact of the new properties on void figures. The RM advised that an increase in voids was expected however we would work with the contractor to ensure a quick turnaround of void properties. He also confirmed that Cordale would allocate the new homes.

The report also provided members with an update on progress over quarter 4 with the strategic priority actions identified within the Business Plan for 2024-29. The SIM advised that 28 of the 31 actions (90.3%) due for completion over the year had been achieved and activity on the remaining three initiatives were continuing to be progressed.

The SIM provided an update on the Annual Assurance Improvement Plan actions to the end of quarter 4 and advised all actions were complete at the that end of quarter 4.

The Management Committee members **NOTED** the contents of the report.

36.25.2 Management Accounts for the year ended 31 March 2025

The SFBP (SFBP) provided a review of the Management Accounts detailing Cordale's financial activity for the year ended 31 March 2025.

The SFBP commented on the surplus for the year end, which was a positive variance against the projected surplus. The turnover was higher than the turnover for last year, which was mainly due to the rent increase of 7.7%, partially offset by a reduction in service charge income as a result of the reduction of Waterside View service charges and a house sale.

Operating expenditure for the year was very similar to the prior year, having decreased by £100,847, due to reductions in service charges and bad debts.

The SFBP reported that cash balances were higher than the usual levels held due to the receipt of the remainder of the Scottish Government HAG in relation to Dalquhurn, while all financial covenants had been met.

The Chair advised that she was aware of a tenant that was still waiting to receive a rent overpayment refund and she had raised this at the February meeting. The HOFS advised that he would liaise with the Chair out with the meeting and check the progress of the refund.

The Management Committee **NOTED** the attached accounts and explanatory report.

Development Progress Update Report

37.25

The Development Manager (DM) advised that the report was for information and welcomed any comments from members.

Anne Culley commented that members of the Development Committee were pleased with the new reporting format and found the report easy to read and understand. She also added that following the Development Committee last week additional narrative in relation to consultants cost report had been requested by the members and she was pleased to see this included.

Following a query from a member, the DM confirmed that staff and tenants would be provided with training on how to use the new zero carbon emissions air source heat pumps and that ongoing support would also be available.

The Committee **NOTED** the contents of the report.

38.25 Planned Maintenance and Cyclical Investment Programme Update

The Asset Investment Team Leader (ATL) advised that the paper was for information and welcomed any comments from members.

The Committee **NOTED** the contents of the report.

39.25 Draft Minutes of the Group Audit & Risk Management Committee Meeting (including Risk Map) – 11 March 2025

The Committee noted the draft minutes.

40.25 Minutes of the Development Committee Meeting – 4 February 2025

The Committee noted the draft minutes.

41.25 Any Other Competent Business

Bathroom replacements – Veronica Hamilton commented on the workmanship and wished to pass on her thanks to the contractor.

Playpark, Katherine Street – Veronica Hamilton advised that following damage to the fence after the recent storm, there was wire mesh visible. Rubbish and dog fouling in the play park had also been reported previously. The ATL confirmed that this had been logged with the contractor.

The Chair commented on grass cutting at Thimble Street and the damage to the fence at the office. The RM and ATL advised that they would carry out an inspection of the estate to pick up on general estate management issues and liaise with contractors to repair the office fence.

Sheena Wain asked if the Association would consider opening Waterside View as a community kitchen. The HoFLS agreed to consider the request in the ongoing review of Waterside View.

Sheena Wain commented on the value of her tour of the stock as part of her induction, and suggested that plans for the Community Garden be included as a future agenda item.

Date & Time of Next Meeting:

Audit & Risk Management Committee Meeting – Tuesday 10 June 2025

Strategy Session – June (date TBC)

Management Committee Meeting – Tuesday 19th August 2025

The meeting concluded at 20:25hrs.

Signed (Chair): -----

Date: _____