

Alan Jones, Chair of Caledonia, confirmed that he had no objection to SW attending. SW would be contacted with details of the next meeting and the role of an observer.

74.25 Executive Director of People and Governance Update

The EDoPG presented the report and provided members with updates and information on significant strategic or operational matters that impacted the Association and the broader Caledonia Housing Group.

The EDoPG highlighted the key points to note from the report:

- Item 3 – progress on the implementation of the Cordale Governance Action Plan, 2025-26
- Item 4 – details of the Group Strategy Day, Tuesday 18 November to be held at Dunblane Hydro
- Item 5 – the appointment of the new Executive Director of Finance
- Item 6 – the review of the Cordale and Caledonia Service Level Agreement
- Item 7 – update on the Scottish Social Housing Charter, 2025 self-assessment

Margaret McLay (MMcL) welcomed the update on the recruitment of new governing body members and supported the decision to engage a specialist search agency to attract candidates with the specific skills, experience and knowledge required.

The EDoFG advised that the Governance Officer would be in contact to confirm arrangements for the Strategy Day on 18th November. MMcL advised that she could meet with members in advance of the strategy day to provide some input.

DF raised a question in relation to the Scottish Social Housing Charter and homeless application refusals. The Regional Manager (RM) advised that the refusal of offers was influenced by various factors including local preferences, suitability of accommodation and individual circumstances. The complexity of the Section 5 process was acknowledged, including challenges in coordination with local authorities and the impact of mismatched referrals. The RM added that the team continued to engage with the West Dunbartonshire Council through quarterly meetings to improve outcomes and ensure appropriate allocations.

[Margaret McLay left the meeting]

The Management Committee **DISCUSSED** and **NOTED** the contents of the report.

75.25 Annual Assurance Statement

The EDoPG presented the report and advised that all Registered Social Landlords (RSLs) were required to submit an Annual Assurance Statement (AAS) to the

Scottish Housing Regulator (SHR) by 31 October 2025, confirming compliance with regulatory standards and statutory obligations. An Annual Assurance Working Group was convened to oversee the assessment process. The Group met on 31 July and 24 September, with Thomas Ewing representing Cordale at the latter meeting. Following review of evidence and performance data, the Working Group recommended approval of the draft AAS by both Cordale and Caledonia governing bodies.

In line with SHR guidance, the AAS included specific assurance on Tenant and Resident Safety. A thematic review confirmed no material weaknesses in this area. Additional thematic reviews were undertaken on Cybersecurity, Customer Engagement, and Stock Investment and Service Delivery. A minor weakness was identified in Customer Engagement, and the Working Group concluded that the ongoing review of the Group Tenant Engagement Strategy, would enhance further performance engaging, listening and responding to tenants.

The Working Group also reviewed a comprehensive Annual Assurance Checklist, supported by an evidence bank. The Group confirmed it was fully compliant with 68 regulatory standards, with 5 areas identified as requiring minor improvement. No moderate weaknesses or areas of non-compliance were identified. This represented an improvement from 2024, as shown in the accompanying trend analysis (2023–2025).

The Checklist also highlighted improvement measures within the Cordale Governance Action Plan and the EDoPG highlighted the importance of delivering the agreed actions, as this was key to continued compliance with statutory guidance on Group structures and governance standards.

Following Board member comments, the EDoPG advised that the Caledonia Board would review and finalise the AAS and may consider amending the wording. The EDoPG highlighted SHR AAS guidance expected there to be improvements as a result of an annual review, however these would only feature in the AAS if they were material and questioned compliance. He also advised that the AAS Working Group concluded that the appointment of three Caledonia Board members to the Cordale Committee in May did not require inclusion in the AAS as this intervention meant that Cordale continue to comply with their constitution and regulatory requirements, while SHR were regularly updated and assured with the action taken and development of the action plan.

The EDoPG advised that any amendments to the AAS would be reported back to the Cordale Committee. He also thanked Thomas for his contribution to the Working Group.

The Management Committee **APPROVED** the Annual Assurance Statement and **NOTED** that the Caledonia Chair would sign the statement on behalf of the governing bodies of Caledonia and Cordale, prior to it being submitted to the SHR by the end of October.

76.25 Membership Review

The EDoFG outlined the provisions within the Cordale Rules relating to the ending of membership in certain circumstances, including failure to notify a change of address, and failure to attend, submit apologies or appoint a proxy for five consecutive Annual General Meetings.

The EDoPG highlighted that increasing membership remained a key priority and data would be available going forward for reasons why tenants chose not to become members, which would help inform future engagement plans.

A member suggested holding an event, such as an open day to help boost membership and tenant interaction. The RM added the Association had held previous events where membership up take was low and added that an incentive may be an idea to attract new members.

It was acknowledged that a plan would be developed in accordance with the Association's Annual Assurance Improvement Plan, with progress reported to the Committee.

The Committee noted that the Rules **APPROVED** cancellation of one member who had failed to attend or submit apologies for the last 5 AGMs, while also **NOTING** that a further one membership had ended due to deceased, while two members had requested that their member be ended.

77.25 Planned Maintenance Programme Report

The ATL advised that the paper was for information and highlighted a successful residents meeting held at Waterside View recently which primarily focussed on the conservatory upgrade, with visual materials provided to residents and staff available to answer questions. Feedback was positive and residents would be kept informed of progress.

Following a query from a member, the Assets Team Leader (ATL) confirmed that budgets must be fully utilised within the financial year, with no carry-over.

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

78.25 Chief Executive's Report to the Caledonia Management Board – Tuesday 23 September 2025

The Management Committee **NOTED** the report.

79.25 Draft Minutes of the Group Audit & Risk Management Committee Meeting (including Risk Map) – Tuesday 12 August 2025

Derek Robertson (DR) added that a review of a significant number of internal audits had been carried out at the last meeting. The organisation was complemented for its approach to managing internal audit and the subsequent results. He also confirmed that Cordale was considered within assessment of the wider organisational risks, providing assurance to Cordale members.

The Management Committee **NOTED** the draft minutes.

80.25 Any Other Competent Business

Following a query from the Chair the ATL confirmed that the play area in Dalquhurn remained cordoned off and advised that discussions were ongoing with contractors involved in the new build to explore potential improvements or contributions through community benefit. Progress has been slower than hoped, but the proposal remained active.

Play Park improvements at Katherine Place were being carried out by QTS through community benefit at no cost to the Association.

Following a query from DF in relation to Dalquhurn lade, the ATL advised that the Association was awaiting a hydrologist’s report to inform next steps and that planning considerations and safety measures such as fencing and signage were being enhanced. DF commented that it would be helpful to keep Dalquhurn lade as an agenda item going forward.

DF also asked about the undeveloped land at Dalquhurn. The ATL advised that this had previously been considered for a community garden or allotments, however, was now being reviewed for potential housing development in future phases.

Date & Time of Next Meeting:

Strategy Away Day - Tuesday 18 November 2025
Group Audit & Risk Management Committee – Tuesday 2 December 2025 @ 6pm
Management Committee Meeting – Tuesday 9 December 2025 @ 6pm

The meeting concluded at 19:50hrs.

Signed (Chair): -----

Date: _____