

**Minutes of Management Committee Meeting
Held in Southside House on Thursday 29th May 2025 at 6.00pm**

Action

- Present:** Alex Cameron (AC), Betty Macneill (BM), Ruth McCluskey (RM), Pamela McLevy (PMcL), Surjit Chowdhary (SC), Shirley Robison (SR), Munir Choudry (MC).
- In attendance:** Paul McVey (PM), Paul McColgan (PMcC), Donna Reilly (DR), Gillian Mackie (GM), Des Phee (DP), Aileen Radford (AR).
- Item 1:
Apologies** Apologies received from Lisa Peebles, Alison Devlin, Lilian Peters, Jenna Monteith and Liz Ely.
- Item 2:
Conflict of Interest** BM noted a conflict of interest around the discussions about Shared Ownership in light of her own situation and involvement. Agreed BM should leave the room to allow discussions to take place.
- No other conflicts of interest.
- Item 3:
Management Committee Minutes** **Corrections:** no corrections for noting.
The minutes were approved by Committee – proposed by MC and seconded by RM.
- Item 4:
Matters Arising / Outstanding Actions** PM highlighted the main points within the report.
- Wall at Shields Road** – railings and wall complete. A couple of snagging actions outstanding.
- Eviction Report Progress** – Ref 20250123 – lump sum paid on 20th May 2025 to reduce balance. Agreement now reached to pay rent plus £300. Eviction will be recalled if agreement not kept.
- Eviction Report Progress** – Ref 2025312 – eviction took place on 25th April 2025.
- Eviction Report Progress** – Ref 3003925 – Minute of recall given so eviction has been cancelled. Case will be called again on 11th June.
- Item 5:
Consent Agenda Items & Summary** **5.1 – Minutes of SL Board** – these minutes were noted by Committee.
- 5.2 – Minutes of Operations Committee** – minutes noted by Committee.
- 5.3 – Minutes of F&CS Committee** – DP highlighted some of the main points raised at this meeting.
- Internal Audit Follow-Up Report by Wbg provided a Weak level of assurance

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- Corporate Governance Internal Audit provided Strong Assurance
- F&CS approved the tender received from TIAA to provide Internal Audit services to the Association for the next three years. Initial meeting with TIAA arranged for Tuesday.
- Corporate Risk Register was presented and changes to Risk scores and some Risk Descriptors approved. This will be updated on Our Place portal
- External Audit Planning Letter
- Approval for regrading of an EVH Grade 4 post in the Finance Team to Grade 5
- Staffing related policies approved:
 - Dignity at Work Policy – Updated to reflect sexual harassment provision
 - Alcohol and Substance Misuse Policy
 - Staff Code of Conduct both light touch reviews with no material changes.

**Item 6:
CEO Report**

Future of Care & Repair & Handyperson Service:-

PM asked for retrospective approval. PM commented that it was very clear in the beginning that funding was not being provided for this service beyond end June 2025. There was also some ambiguity around whether there would be any redundancies, so the association held protected conversations and then offered settlement agreements for those concerned. Some staff discussed the situation with the union rather than sign an agreement. Our T&Cs advise that we must consult for 30 days. EVH and Unite have been advised of the situation. 5 staff have signed a settlement agreement which leaves 4 now involved in the redundancy consultation period. Currently looking at redeployment within the association. Managers will focus on an exit strategy next week.

Committee approved this – proposed by AC and seconded by MC

City Building Dispute:- **Minutes redacted to remove commercially sensitive information*.*

Pension Deficit:-

PM advised that the SHAPS update is available in Our Place for information. The deficit contributions will be required for 4 years and will start in April 2026. Individual deficit contributions are unknown at present.

Staffing:- **Minutes redacted to remove confidential information*.*

GWSF / Scottish Government / SFHA:-

Papers now in Our Place for information

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Governance:-

An application has been received from a community investment manager to join the management committee. PM meeting with them tomorrow to discuss their motivation.

MC asked if there would be cause for concern regarding our privacy if someone joins from another housing association. PM advised that this would not be an issue as you sign to be part of the committee and therefore must abide to confidentiality and code of conduct, and we already have a member who is an employee of another RSL.

MC asked what would happen to all the residents who use the Care & Repair service. PM commented that the service is outsourced by GCC and HSCP with the association providing the service. It is a very reactive service and HSCP will have to issue communication around the future of the service. With regards to the handyperson service, which has been invaluable, there are no solutions at this time but in future there may be something the association could consider.

SR asked if there would be a communication strategy coming from HSCP. PM advised that this has been asked for coming from all three parties, and we have had to push for this. The Association will be communicating this via our own channels and those customers who we regularly deal with. It may be useful to keep the phone line running a bit longer with a message to advise anyone who phones looking for the service.

**Item 7:
Development
Update**

DR advised that the report is an update on current and proposed development projects.

The table on page 2 details the number of development and environmental projects in progress or in the pipeline.

Pollokshaws Road – on site and moving forward.

86 Craigie Street – this will start in June if planning is received.

Mosspark Church site – on hold depending on outcome of 150 Berryknowes Avenue.

150 Berryknowes Avenue. – Pre-planning application has been submitted and waiting on response. Planners have come back asking for additional information regarding the demolition of the tower and justification for this in relation to carbon emissions. The Planners will meet with the association towards the end of June with further meetings arranged prior to the outcome report around late August.

Remedial Works Halfway Park – works due to complete July 2025.

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Back Court Works – Former Snooker Club – a meeting will be arranged with the Association to discuss the 2nd stage work proposals once the first stage of works has commenced.

SR queried the grant funding and variation on this depending on each project. DR advised that for private acquisition works, 50% is received. In terms of other projects where there is a range of house sizes, there is a benchmark for each size of property. This information is noted within our project appraisals, and this then states how much is required for the project.

SR asked why the Albert Drive sites is noted within the development project as it is potentially a landbank site for up to 5 years. DR advised that this is noted here as it is in our SDFP which was approved in March. SR asked if it is in the SDFP is there then a responsibility to put in the business plan. DR noted that this report is really about keeping committee up to date with all projects and it is noted in the report as a future programme project, however we can separate this from those in the business plan in future.

**Item 8:
Albert Drive
Clearance
Project**

****Minutes redacted to remove commercially sensitive information*.***

**Item 9:
Donations
and
Community
Benefits
Report**

PF advised that the report is an overview of our Community Chest fund, our Tenant Participation Fund, Community Benefits received from our contracts and our offer of subsidised rent to local community organisations.

Community Chest – spend has been significantly better with a real spread of different projects. 14 awards to 12 organisations. Increase of £5k.

Tenant participation – significantly underspent. Change made throughout the year but hopefully this year there will be a better spend.

Community benefits – asked for priorities from the community and have stuck with this and supported. Table 4 gives a breakdown of where this money has been allocated.

Subsidised and rent-free contributions – similar to last year with nothing new this year. Food point at McCulloch Street – waiting on grant to allow sustainability of this project. Will have a conversation with Good Food Scotland and the Food Larder to work together in future.

PMcL asked how we determine the discount in the lease – is this put in place at the start of the lease. PF commented that this is in the

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lease depending on grant income and whether they have any scope for contributions towards the rent. For 423 Shields Road it is more complicated as there are multiple users at this site.

**Item 10:
Annual
Return on the
Charter**

PM gave a presentation to committee looking at some of the relevant indicators.

Staffing – overall reduced in staff numbers.

Stock – snapshot of properties which excludes MMR or shared ownership. Also gives an indication of stock types and age of these properties.

Performance –

- shows the movement which shows lower turnover
- less refusals this year
- days to re-let properties has also decreased significantly
- rent collected – 100%
- rent loss is lower – 0.2%
- arrears still too high – moving in the right direction

Satisfaction

- Tenant satisfaction survey due next year – these are carried out every 3 years.
- court actions resulting in evictions – higher than previous years. Initiated 16.
- Repairs figure continues to improve – completing emergencies and non-emergencies quicker.
- Missed one gas safety – fully compliant now
- SHQS figures continue to rise – ongoing works help this figure.

A couple of other amendments –

- Complaints figure – 98.81% to 98.18% 2 complaints that have not been responded to.
- Cost of medical adaptations – landlord just under £7k and grant figure just under £86k

SHN carried out a validation of the ARC and have come back with queries. This is really helpful and allows us to double check our figures and provide validation.

SR noted it is good to see SHN benchmarking. Query on page 12 of submission – asking about asset management strategy and stock condition survey. Is the date correct? Date is noted as Feb 2025 and this should be amended to 2028.

ARC approved by Committee - proposed by AC and seconded by BM.

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**Item 11:
Five Year
Financial
Projections
Return**

This submission is required by the Regulator each year. The key points to note are:-

- Underlying assumptions updated in line with anticipated inflation and interest rates.
- No covenant breaches
- Current revolving credit facility with Handelsbanken due to be refinanced in January 2026
- Cash balances remain above £2.5m with cash drawn down from the revolving credit facility to accommodate this.

This was approved by Committee - proposed by AC and seconded by MC

**Item 12:
Shared
Ownership
Report**

****Minutes redacted to remove commercially sensitive information*.***

PM asked to suspend standing orders – this was approved by Committee

**Item 13:
People
Strategy**

AR advised that this Strategy has been developed to support the objectives within the current Corporate Plan and align these with the Vision and Values set out.

This Strategy will work in line with the Action Plan drawn up which ensures that the Association meets the clear objectives set out with deadlines for each task.

The Strategy is split into two themes – People and Culture and there are key priorities noted within each theme.

This was taken to the recent F&CS committee for information also.

This was approved by Committee – proposed by AC and seconded by RM.

**Item 14:
Eviction
Report**

Eviction Ref. No. – 20252005

****Minutes redacted to remove confidential information*.*** Arrears now at £5374.95. The case history shows employment, out of employment, universal credit being paid and not paid. Also, some engagement from the tenant but then no contact. Govan Law Centre have had some involvement in the past for support, but they have also withdrawn early May this year.

Committee approved the recommendation to seek eviction – proposed by AC and seconded by RM.

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MC asked if anything has been learned from this case. PF noted that there were circumstances that led to level of arrears and some were external circumstances, also reduction in staff resources in dealing with this. New processes and procedures in place.

**Item 15:
Tender
Reports for
Approval**

15.1 – Independent Self-Assessment

DP advised that this is a tender evaluation report following a procurement exercise carried out via Public Contract Scotland Quick Quote facility to procure a suitable and qualified consultant to carry out an Independent Self-Assessment against Regulatory Standards for the Association.

As set out in the report we invited five prominent consultancies who regularly carry out this kind of work within the RSL sector in Scotland.

****Minutes redacted to remove confidential information*.***

- Indigo House, and

****Minutes redacted to confidential information*.***

Tenders were received from ****Minutes redacted to remove confidential information*.*** and North Star by the closing date of 28 April. Section 2.3 sets out the price quote received from those organisations, and section 3.4 sets out the weighted overall quality and price scores based on a 60/40 Quality/Price ratio.

Committee noted that the final scores between ****Minutes redacted to remove confidential information*.*** and North Star Consulting and research were extremely close, however North Star's quality stood out particularly with regard to their finance focus and the quality of personnel involved in the commission

Committee approved North Star Consulting and Research Limited at a cost of £12,000 plus VAT to carry out an Independent Self-Assessment against Regulatory Standards for the Association

Timetable would be for initial meeting early June and for work to progress through June and July with a final report to Committee in August.

This was approved by committee - proposed by RM and seconded by PMcL.

15.2 – Air Source Heat Pump Maintenance

PMcC went through the report in detail.

- ADA Construction Consultants Ltd were appointed to prepare all tender documentation.
- Four tenders received
- Tenders were scored on 60%/40% (Quality/Price)

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175 properties which have ASHP and 315 properties have unvented cylinders.

****Minutes redacted to remove commercially sensitive information*.***

Committee approved the tender from James Frew – proposed by AC and seconded by SC.

15.3 – Landscape Maintenance & Close Cleaning

PF gave a verbal update on this. Consultants tender report only received late this afternoon.

- Committee were keen on the quality for this tender which was scored on 70% / 30%. 6 returns with 4 being worked on.
- If used 60% / 40% it would have produced the same outcome
- One contractor came out on top with their people side of things being very impressive. PF attended an online meeting with them this morning to tease out some of the costs presented to understand how they got to the figures. Also applying for references.
- Also looking at the costs to the association and what we can recoup.

Still a couple of loose ends before a report is issued. PF will issue a full report next week and advised that there is a tight turnaround as we are coming up to the cutting season.

Proposed by AC and seconded by MC and approve via electronic e-mail.

**Item 16:
Governance
Matters etc**

Nothing to report.

**Item 17:
Relationship
with other
bodies**

Nothing to report.

**Item 18:
SHR
Guidance
Notes etc**

Nothing to report.

**Item 19:
Any other
competent
business**

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Item 20:
Date of next
meeting

The next meeting will be held on Thursday 26th June 2025 at 6.00pm.
Please note that there will be a bite sized training session at 5.00pm
on Strategic Finance.