

Minutes of Management Committee Meeting
Held in Southside House on Thursday 28th August 2025 at 6.00pm

Action

Present: Alex Cameron (AC), Alison Devlin (AD), Betty Macneill (BM), Ruth McCluskey (RM), Pamela McLevy (PMcL), Lili Peters (LPet), Jenna Monteith (JM), Shirley Robison (SR), Munir Choudry (MC)

In attendance: Paul McVey (PMcV), Laura Brennan (LB), Donna Reilly (DR), Paul McColgan (PMcC), Des Phee (DP), Aileen Radford (AR) Steven Cunningham (Alexander Sloan), Alison Smith (Allanpark), Alistair Russell-Smith (Spence & Partners)

AC welcomed everyone to the meeting and thanked Steven Cunningham from Alexander Sloan, Alison Smith from Allanpark and Alistair Russell-Smith from Spence & Partners to the meeting.

AC also advised that this will be the last meeting for Shirley and Betty and thanked them for their input.

Item 1: Apologies Apologies received from Lisa Peebles, Surjit Chowdhary, Marina McCall and Liz Ely.

Item 2: Conflict of Interest No conflicts of interest for noting

Item 3: SHA Annual Audited Accounts Steven Cunningham presented the annual accounts and highlighted some of the key figures.
Statement of Comprehensive Income
Showing a surplus of £770k and a total comprehensive income of £500k

Statement of Financial Position

- Current assets of £139m
- Negative goodwill of £4m
- Creditors of £14.5m - increased due to loan being refinanced.
- Net assets of £52.7m at end of year

The contingent liability is the same as last year due to court case ongoing for pension provisions.

The Financial Statements are subject to one final reference in relation to refinancing.

Committee were advised that the F&CS committee have gone over these accounts in detail and asked a number of questions and are happy to recommend these for approval. The Chair is also happy to give a summary to anyone who wishes one.

Committee approved the annual accounts.

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Item 4:
Management
Committee
Appraisal
Report

Alison Smith gave a presentation and shared slides with committee concentrating on the main highlights taken from the recent appraisal process.

Health Warning – There is a downside of a self-assessment process as completing questionnaires may differ depending on when the form was completed and how findings are interpreted.

Key conclusions: -

1. Performance improved in 2024 and has been sustained, even with changes in committee.
2. Committee highly satisfied with the contribution and effectiveness of members, with the level of diversity and sufficient skill and knowledge and also satisfied with current level of objectivity.
3. SLS board satisfied with contribution and effectiveness – this was a light touch of the process as only one different person on the board.
4. Succession planning back in focus for the management committee – mainly around office bearers and to ensure there are the right people to move into these positions.

Similar challenges as other RSLs: -

- Very full agendas against time allocated – how do we then ensure there is a proper discussion.
- Time input by volunteers is considered significant – sometimes not aware of the number of papers involved
- Long reports with complex and technical information – challenge on how you navigate through this.
- Recruiting vs attendance levels – busy professional lives and family commitments
- An issue generally on how we recruit and support committee members – looking for experience and expertise. How well do we support new members
- Feeling of disconnect from customers and employees – management committee do not know staff other than senior members
- People do want to make a difference – this is questioned by each member at annual appraisal.

Some interesting findings from Alison Smith: -

- Performance maintained despite turnover – remarkable.
- Retained sound and up to date knowledge base
- Recruited members with relevant, significant and specialised expertise – we can potentially rely on certain individuals who then move to being an adviser and not just a committee member
- A lot of support at the committee only 'away day'. Happy to repeat this event again.
- Look at how questions are framed – e.g. directed to staff and not other committee members. Do you think you should be challenging each other more?
- Not sure how much clarification is asked in advance of each meeting – this is beneficial to clarify prior to meetings.

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- Skills development which aligns with induction process. Look at skills required to be an effective committee member. Refresh this and not just for new members.
- Responsibilities as an employer are taken very seriously – a real interest in staff and hear from them directly.
- Strategic intelligence – reports are good and like improvements. Reports are heavy on descriptions, but analysis and conclusions are a bit light.
- How do we maintain engagement with independent members? Sub Minutes are issued to the management committee, however not seen by independent member until the next meeting.

Recommendations: -

- Review and bolster the induction process and programme – Look at other associations and consider skills development – how to question and scrutinise a committee report.
- Hold regular, private committee development discussions – include this as part of the contract moving forward.
- Consider having 2 members share the vice chair role to support the change in office bearers.
- Think about ways to maintain the engagement of SL independent members.

Committee thanked Alison Smith, and all agreed that the report is a fair representation of the management committee. It was agreed to put the slides on Our Place which will allow members to review the recommendations, and all are keen to have another Away Day which would be a good opportunity to have a health check on the recommendations noted in the report.

Committee approved the report

Item 5: ****Minutes redacted to remove commercially sensitive information****

Item 6: No corrections or matters arising for noting.
Management Committee **Committee approved the minutes dated 26.06.2025**
Minutes –
26.06.2025

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Item 7:
Matters
Arising /
Outstanding

Albert Drive Sites:

This is referred to later in the meeting.

Glasgow Care & Repair:

All three employees who moved to our finance department have settled in well. An invoice has been raised but still to receive income from other partners.

Stock Condition Survey Outcomes:

This is running behind schedule due to data transfers but anticipate report coming to September meeting.

Chameleon – Metering & Billing:

Noted in a separate item later in the meeting.

Refinancing Update:

This was referred to earlier in accounts discussions. Indicative terms have been received and expecting credit approved terms to be issued early September and a report to the lender by 4th September.

Pensions Update:

Presentation from Spence and Partners given to committee.

Item 8:
Consent
Agenda
Items

Minutes of Southside Lettings Board 23.07.2025

For information

Minutes of Operations Sub-Committee 23.07.2025

For information

Minutes of F&CS Committee 21.08.2025

No minutes – original meeting was not quorate and rearranged for the following week. A verbal update of what was discussed was given to committee.

Shared Ownership Progression

Queries to clarify from previous reports and meetings. Staff have now taken recommendations on how we move forward. It is proposed to commence work on shared ownership policy and procedure documents which will include how charges are broken down and how we acquire properties etc. A legal session with TC Young will be arranged for committee members.

Committee approved the recommendations noted in the report.

Item 9:
CEO Report

Albert Drive Collapse: -

All changed in July – building collapsed. Changed our direction within our development perspective. We factor 188 Albert Drive and involved in discussions around this however likelihood of being involved in future development has decreased.

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Staffing Update:

Recruited a new Director of Finance & Corporate Services. Donalda Hogg coming in from Queens Cross H.A. A lot of experience working on subsidiary side in Queens Cross as well as finance/accounting. Donalda will start at the beginning of November. Coming in next week to have a handover with Laura.

GWSF/Scottish Government/SFHA:-

Updates from GWSF noted in Our Place.

Emergency Plan/Disaster Recovery & Business Continuity:-

These will be updated – Donna and Paul will look at these in detail

Future of Mobile Facilities: -

Tendered for close cleaning and community landscaping. Having problems filling these roles and now down to only three members of staff. Supervisor is retiring and is our only driver. Currently in process going out to tender for the remainder of the services – bulk uplift and ground maintenance.

Rubixx Implementation: -

Thanks to committee for support over the last couple of years. Successfully launched this in July. Already a new online portal for applying for housing. Still developing as we go. Currently focussing on reporting. More user friendly than previous system. Will also look at a post implementation review in a year's time.

Laura mentioned the work of Liz.

Committee happy to note the report.

**Item 10:
Governance
report**

Committee noted the members standing down and thanked them for all their commitment.

Now three vacancies at the time of the AGM which will not be filled at that point, and we will look to recruit members who will fill casual vacancies.

Following on from the committee appraisal report there will be a recruitment exercise for new members.

A quick committee meeting will take place after the AGM to appoint chair, vice chair and secretary and who will be on each sub-committee.

Standing orders agreed by committee.

There was some discussion around the chair and vice chair with AC assisting in both these roles for the coming year.

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Naming of Governing Body: -

There was some discussion around our name - are we a management committee or a board? Committee were asked to consider this moving forward.

Governance Action Plan Items: -

The table within the report gives an update on where we are with this.

AC thanked all the outgoing members for their contributions and now looking forward to next year stepping down as chair.

Committee discussed the naming of the committee, and it was agreed to change this to a Board (of Management) from the AGM. It was agreed that rules and policies would change incrementally.

Committee agreed with the recommendations in the report and re-naming the Management Committee to a Board.

**Item 11:
Amendment
to Bank of
Scotland
Mandate**

With the Director of Finance & Corporate Services leaving the association it is important to look at the signatories as there will be a short period of time with only one signatory. The suggestion is to add the Director of Housing as a full signatory and the Finance Manager as a part signatory.

Committee approved the updates to the mandates for Bank of Scotland

**Item 12:
Development
&
Regeneration
Report**

The attached report is in two parts – general update on development and then an update on Single Building Assessment.

640 Pollokshaws Road – progressing well.

86 Craigie Street – planning permission issued on 15th August 2025 and building warrant approval remains outstanding.

Mosspark Church and 150 Berryknowes Avenue – planners have asked for further information, and this has been submitted, and we now await the outcome. An update letter has also been issued to residents.

Albert Drive Gap Site – this tenement has suffered a major structural collapse and GCC has taken steps to demolish the building to prevent further safety risks. Currently awaiting confirmation from the insurance company in relation to the gable end of 188 Albert Drive, however they have indicated that there may be a level of cover available. Insurers have also written to owners today asking about their relocation costs. GCC have issued a dangerous building notice and tenement is now fully demolished. Insurers have instructed the association to engage with surveyors and engineer to draft a report to the insurers. Next steps are that the engineer is preparing a report to demonstrate how they will get access into the building and they need to engage with owners who own

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the properties to allow the engineer access. The engineer will prepare a risk and method statement to assess the damage – this will then go to the insurance company to determine a valid claim. A report will go to the next Operations Sub Committee.

Single Building Assessment Programme

Minutes redacted to remove confidential information

Committee noted the report.

**Item 13:
Metering &
Billing
Report**

Committee have been kept up to date with the meter and billing issues with Chameleon and the attached report covers two issues and challenges.

Table 2.2 within the report shows what payments have been received and when further payments will be received.

On 30th June, the association received confirmation from Chameleon that the company were going to cease providing this service. The association has had to find an alternative provider.

The association has engaged Switch 2 Energy to effectively switch over the meter and billing in each property. A pilot has been carried out on a new meter from Switch 2 within the concierge office. This took 40 minutes. Costs relating to this are now fixed at 136k to replace all meters.

Staff met with the CEO of Chameleon last week and timescales for the switchover will be 6 weeks. Switch 2 cannot manage to fit all new meters within this timescale. TC Young are now reviewing the contracts and once approved these will be passed to Switch 2. A letter is also being prepared to issue to residents to keep them updated and an open day will also be organised for residents.

Committee noted the report and agreed the recommendations

**Item 14:
Annual
Complaints
Report**

The information within the report represents the Annual Report of complaints handling performance and activity within the Association for the year 1 April 2024 to 31 March 2024. It is a requirement of the SPSO and the Association's Complaint Handling Procedure that the association must develop and publish an Annual Complaints Report which is published on our website for tenants, other customers and other interested parties.

The headline from the report is the reduction on the number of complaints which were received during the reporting year, 122 down from 150. While there will be an element of factors such as improved contractor performance genuinely reducing complaints, the feeling is that the Orchard system issues is probably responsible for less

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complaints being logged by staff, which we would obviously hope to see addressed with the new case management module of Rubixx which is a much simpler process.

If approved, the association will publish the report on our website and social media channels. We are also in the process of developing a brief summary Annual Complaints Report video.

Committee approved the complaints report

**Item 15:
EICR
Contract**

The procurement activity for this was for a 5-year tender – 3-years plus 1 plus 1. The volume involved over the 5-years is high and it is also good to produce a framework for contractors.

Section 4 notes the top three contractors and notes the tenders were based on 60% cost 40% quality.

Looking for approval to award to the three contractors mentioned.

Committee approved the contract noted within the recommendations.

**Item 16:
Governance
matters**

Application numbers 418, 419, 420 and 421 were all approved for membership.

**Item 17:
Relationship
with other
bodies**

Nothing to report.

**Item 18:
SHR
guidance
notes etc**

Notifiable Event – 31404

**Minutes redacted to remove confidential information.*

Committee noted the report.

SHR Updated SHA Engagement Plan

The SHR had published an Engagement Plan for the Association in March this year following its annual risk assessment of RSLs and engaged with the Association in relation to our plans to seek new finance this year. This is an updated Engagement Plan from the SHR published on the 20 August to the SHR website following completion of all the required information and updates provided by the Association as set out in the March Engagement Plan.

Committee noted the report.

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Item 19:
Any other
competent
business

Committee thanked both Betty Macneill and Shirley Robison for their many years on the management committee and their hard work and commitment.

Both Betty and Shirley gave a short word of thanks to everyone on the committee, including staff.

Item 20:
Health &
Safety

Committee were advised that this will be a standing item on the monthly agenda following the recommendation from the recent Health & Safety Audit.

Item 21:
Date of next
meeting

Thursday 11th September 2025 6pm – Annual General Meeting

Thursday 11th September 2025 7pm – Board meeting

Thursday 25th September 2025 6pm – Board meeting