

**Minutes of Board meeting – Thursday 30th April 2026
In Southside House at 6.00pm**

Action

- Present:** Alison Devlin (AD), Munir Choudry (MC), Eachann Gillies (EG), Alison McManus (AM), Ruth McCluskey (RM) (Chair), Lili Peters (LPet), Lisa Peebles (LP)
- In attendance:** Paul McVey (PMcV), Donalda Hogg (DH), Pauline Fletcher (PF), Donna Reilly (DR), Paul McColgan (PMcC), Des Phee (DP), Aileen Radford (AR)
- Item 1:
Apologies &
Attendance** Apologies received from Jenna Monteith and Pamela McLevy.
Stacey Quinn from Turf was welcomed as an observer and everyone introduced themselves.
- Item 2:
Conflicts of
Interest** None for noting
- Item 3:
Minutes of
meeting
26.03.2026** **Corrections:-** none for noting.
The Board approved the minutes.
- Item 4:
Matters
Arising /
Outstanding
Actions** **Pensions Update:** All agreements signed. SHA has now exited the SPF scheme and waiting on exit credit coming through. This reduces the risk in the future for the association. PMcV commended the staff for their involvement.
150 Berryknowes Avenue Update: this will be discussed later in the agenda.
Additional Public Holiday Decision: PMcV communicated to all staff the rationale behind the decision as well as advising of the EV salary sacrifice scheme, which has been well received.
St. Andrews Drive Play Area: PF and PMcV attended a meeting at the Gurdwara. This was a good meeting however they do not have drawings or planning in place as yet. SHA is supportive of this moving forward.
Minutes redacted to remove commercially sensitive information
166 Gorbals Street: Lease details are being finalised with COW Collective.
Strategy Away Day: PMcV advised this had been a good day with leadership and management teams. Discussed the corporate plan looking at successes so far and what has still to be done.

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**Item 5:
SHA Lettings
Plan**

PF advised that this is an annual report for the Board which looks at the lettings performance over the past year and details the lettings priorities for the year ahead.

The report details a general overview of our housing stock e.g tenements, high rise, age breakdown of when built and area of properties. Our stock figure this year is 2253 which does not include 208 mid market rental properties or the 5 non-self-contained units (a section of our supported accommodation where there are shared facilities).

Section 5 of the report shows the performance for the last year against the targets set. The homeless lets have achieved 66.66% against a target of 65%. The Association is also supporting the GCC/Health & Social Care Partnership with the provision of 112 temporary furnished flats.

Section 7 details the key issues:-

- 6 abandoned properties and 9 evictions carried out.
- The figures for refusal rates are not available however this will be taken to the Operations Sub-Committee in May.
- Days to re-let has increased to 19.52 and this is due to a range of issues including staff sickness, and university commitments and some issues as we moved over to the new Rubixx system.
- Terminations reasons show a wide range
- Tenancy sustainment is 92.3% which is a slight increase from last year. Most of the movement is around homeless tenancies. Moving forward the association will continue with tenancy sustainment through the Welfare Rights team.

LP asked about furniture and carpets being supplied as this is not something normally issued with tenancies. What are the circumstances? PF advised that this relates to Saffron lets in terms of our social tenancies.

PF noted that in terms of performance in relation to Scottish averages SHA is still doing very well. Berryknowes Avenue may show up as an issue next year in terms of our days to let and void loss figure as we are holding properties at present for the clearance.

PF advised that there has again been a request from GCC Health & Social Care Partnership looking for 67% of lets going to homeless. However the Association will be prioritising re-homing tenants from 150 Berryknowes Avenue. Whilst we are still committed to helping with homeless referrals it is proposed that we agree to 60% of our allocations net of those going to 150 Berryknowes Avenue tenants. The new build at Pollokshaws Road will also mirror this for allocations.

The board approved the lettings plan for the coming year 2026/27, noting the targets listed as follows:

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Type of Let	Proposed Percentage of overall lets
Homeless Lets	60%
General Housing Waiting List	27%
Transfer (applicant needs based and Special Cases)	10%
Transfer (aspirational moves)	3%
Total	100%

LP asked about Pollokshaws Road and what is the intention for these properties and was there any conditions to the funding for this. PMcV – no nothing.

MC noted that 60% of our voids will go to homeless and including Berryknowes Avneue, how do we navigate this. PF advised that it will be 60% after anything has been nominated to Berryknowes Avenue.

**Item 6:
Global Action
Plan**

The Global Action is an operational tool that consolidates and tracks the progress of the various action plans across the Association linked to strategies, appraisals, surveys and internal audits etc. Although primarily an operational tracking tool a progress report is presented on a six-monthly basis to the Board.

The Global Action Plan currently tracks nine action plans. DP advised that the report attempts to provide a snapshot of actions completed, in progress, or overdue/not progressed.

- **Annual Assurance Action Plan** – thirteen actions from the North Star independent self-assessment from August 2025, and overall this action plan is moving towards completion with only the actions outlined within the report to be progressed.
- **Governing Body Appraisal Actions** – Good progress against this, with only a couple of training actions to implement
- **SHA Management Letter** – There are three actions mainly around the fixed assets register, reconciliations with the nominal register, factoring in depreciation and matching assets to the register. An update on this goes to the Finance and Corporate Services Sub-Committee quarterly
- **Subsidiary Management Letter Action Plan** – Progressing, but three actions still to be completed.
- **Employee Engagement Action Plan** – Substantively complete. The Association has just embarked on a new survey and the outcomes from that survey will be input into the Global Action Plan.

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- **Internal Audit** – Significant inroad on outstanding actions, some previous years actions still remain but down to six or so outstanding, plus the current year's actions not due for implementation (7 from the procurement audit). 2025/26 Follow Up report will be reported to Finance and Corporate Services Sub-Committee in May.
- **Equality, Diversity and Inclusion** – Two-thirds of the way through this action plan which is a 2024-2027 action plan. EDI Working Group provides oversight on the progress of the plan, meeting scheduled for mid-May.
- **Tenant Satisfaction Survey Action Plan** – 2023 TSS action plan complete, however staff meeting early next month to formulate a new action plan from the outcomes of the most recent survey.
- **Health and Safety Management** – this is an action plan arising from the ACS Consultancy audit of Employer health and safety management, all six actions remain to be completed but within timescale.

This is monitored quarterly and the next update to the Board is scheduled for October 2026.

The Board noted the report.

**Item 7:
Policies for
approval**

Anti-Bribery Policy: Review of existing policy with minor changes to previous policy. The Anti-Bribery policy forms part of the Association's Financial Probity and Governance policies. A summary of the changes made as a result of the review of the policy are set out at Section 2 of the cover report, those changes are relatively minor in the main updating job titles and terminology. New section 10 which sets out the policy's relationship to our risk management processes.

The Board approved this policy

Fraud Policy: DP advised that this is a revision of an existing policy, and like the Anti-Bribery Policy forms part of the Association's Financial Probity polices. The Fraud Policy sets out the Association's position in relation to addressing incidences of fraud or attempted fraud. A summary of the changes made as a result of the review of the policy are set out at Section 2 of the report, and the review is relatively light touch with relatively minor changes in the main. DP did highlight Appendix 1 – the procedure for investigation of suspected fraud the review has inserted in an explicit provision in relation to when the allegation involves the CEO and signposts to the Procedure for Investigating a Serious Complaint or Grievance against the Senior Officer.

MC asked where there is an issue, at what point does this go to a higher staff member and if it is raised by a lower grade member of staff, how can we protect them. DP commented that this would be detailed in the whistleblowing policy.

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**Item 8:
Eviction
Reports**

Eviction No. 3009850:

****Minutes redacted to remove confidential or third-party personal data****

This eviction was approved by the Board.

Eviction No. 3009980:

****Minutes redacted to remove confidential or third-party personal data****

This eviction was approved by the Board.

RMc noted her thanks to the team in their pursual of arrears and that there is a noticeable difference now in the level of arrears being presented to the Board compared to previous years.

**Item 9:
CEO Report**

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

GWSF Briefings:

Links to briefings available on Our Place for information.

- Net zero Standard
- Manifesto pledges

Disposals & Acquisitions:

Two properties were acquired: ■■■, 56 Kenmure Street and ■■■, 357 Pollokshaws Road. ****Minutes redacted to remove commercially sensitive information****

One disposal at ■■■ Minard Road ■■■ for £156k.

Board Members Away Day:

PMcV commented that as there are a couple of new members and there may also be movement towards to the AGM, it would be better to look at one full day in October for team building and training. Also looking to organise a stock tour later in the year.

Craigie Street conversion of police station will be complete in next 6 weeks and the Board will be invited to come along and see how it has been finished.

EG asked about the net zero briefing and advised that there now seems to be more funding available for future energy systems. PMcV advised that is expected to be around clean heat e.g. ground source. Also, about overall house plan for retrofit. PMcC noted that there are also future plans to put in place local heat networks. With the change in standards due it is

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likely deadlines will be extended. PMcV also commented on the waste to heat proposal and as yet no networks put into streets yet.

**Item 10:
Development
Update
Report**

640 Pollokshaws Road – good progress being made.

Acquisition flats – delay with one flat in Torrisdale Street which had an issue with door entry system due to complete Friday 1st May 2026.

Mosspark Church – Glasgow City Council have now confirmed that they are supportive of the Association progressing with the Mosspark URC development, on the understanding that it is not linked to any reprovisioning proposals.

Back Court at Snooker Hall – Consultation meeting for residents arranged for Tuesday 5th May to discuss backcourt proposals at the site.

Single Building Assessment – DR advised the Board that the final SBA for 150 Berryknowes Avenue has now been received and submitted to the Scottish Government for their consideration.

A draft SBA has also been received for the two Queensland tower blocks. This is currently being reviewed by the Association. Any recommendations requiring clarification or amendment will be referred back to the consultants. Initial findings highlight several matters for further examination, and staff will assess the measures proposed.

Draft SBA received for 20-220 Moss Heights Avenue which show no significant concerns, with only routine common area issues identified. One recommendation arising from the assessment is that the Association undertakes an audit of all fire doors within these blocks.

DR will bring an update on all SBA's at the Board meeting in May 2026.

**Item 11:
Update on
150
Berryknowes
Avenue**

PM presented the findings of the draft SBA. The assessment confirms a number of fire-related risks, including combustible cladding concerns, and weaknesses in internal compartmentation. Interim safety measures have been implemented, including a waking watch strategy, with installation of a temporary fire alarm system to follow.

Waking watch is in place and funded by the Scottish Government. Specification for a fire alarm system is currently being prepared and the funding of this will be discussed with SG.

Scottish Government is expected to fund the cladding removal.

Removal of combustible cladding is planned, with completion anticipated by the end of November 2026.

SHA will require to fund compartmentation and other remedial works.

Staff continue to engage with residents, GCC, Scottish Government and elected members. Home visits have been completed to assess needs and rehousing preferences. Over half of households are expected to be

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rehoused by year-end, supported by welfare rights and fuel advisers. Around 20 voids are currently available, with further properties expected.

The Board approved direct awards to Global Fire for future remedial works and to Brown & Wallace for project management and related services.

The Board also noted progress to date and expressed appreciation for staff efforts and the quality of tenant engagement.

PMcV also provided the Board with an update on a potential site for a new build development on Paisley Road West.

**Item 12:
Annual
Assurance
Process**

This report sets out the Association's proposed approach to obtaining assurance as part of our regulatory obligation to produce an annual assurance statement each year.

DP advised that the board previously approved a rolling review of compliance with selected regulatory standards on an annual basis which would be augmented by an independent self-assessment against regulatory standards every three or four years.

DP highlighted Section 3 of the report which sets out the proposal for renewing that rolling self-assessment following the Association's external assurance exercise last year. DP intimated that it is proposed to focus on Regulatory Standards 2 and 4, Regulatory Requirement AN3 which is focussed on our legal obligations with housing services and homelessness and landlord safety compliance, and progress against Regulatory Standard 3 improvement actions arising from last year's independent self-assessment.

DP also highlighted Section 3.5 which sets out some options for the Board to consider with regard to the format of how we carry out obtaining assurance against those Standards and Requirements. DP advised that there are two options set out at 3.5.1 and 3.5.2, one option sets out a schedule of self-assessment reports to be presented to Operations and Finance and Corporate Sub-Committees for scrutiny over May, July and August. The second option is to form a short life working groups to take part in two half-day assurance workshop sessions which we have undertaken previously. A draft timeline for both options at section 3.6 of the report.

LP asked for a steer from staff as to what their preference would be most helpful. DP advised that both have been tried over the years and both have pros and cons. RM would there be extra work for the sub-committees. DP noted it would be split over all sub-committees.

The Board agreed to incorporate into F&CS, and Ops sub-committee meetings. (Option 1)

LP asked that this is a priority on the F&CS agenda.

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**Item 13:
Committee
Workplan
2025/26** DP advised that the workplan attached looks at what was taken to each Board meeting and sub-committee meetings and looks ahead to the coming year.

The Board approved Standing Orders

**Item 14:
Governance
Matters** **Application for Membership:**
The following applications for membership were approved by the Board.

424 **Minutes redacted to remove third-party personal data**

425 **Minutes redacted to remove third-party personal data**

426 **Minutes redacted to remove third-party personal data**

Use of the Seal:

All the above membership applications were approved for use of the seal.

**Item 15:
Relationship
with other
bodies** MC attended the meeting of Corkerhill and Mosspark Community Council – two councillors attended plus a few members of the public. People attended because of the Mosspark housing site. Local public are objecting the use for a mosque and also for community use which has been rejected. Land is owned by City Property.

The meeting also discussed the parking issues.

LPet and LP attended the SFHA Governance Conference. Very interesting and generated thoughts and questions around our assets and how we manage these. LPet found it a good conference to attend and good workshops. Discussion around noting reports and how we find this helpful

**Item 16:
SHR
Guidance
Notes etc** One notifiable event – Reference 31404 which relates to the disposal of a property at [REDACTED] Minard Road. This property has been identified in line with the Association's Disposals Strategy. This was valued at £130,000 and offer accepted for £156,000.

**Item 17:
Health &
Safety
Update** No items for discussion.

**Item 18:
Any other
competent
business** LP asked a question regarding electric and gas meters and will discuss this out of the meeting with the staff concerned.

DH advised that in February authorised signatories were to be changed for Nationwide and now Bank of Scotland has also requested an update. Proposing that we can agree that at least three of the directors are

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included for all of the banks as signatories. This was approved by the Board.

Item 19: The next board meeting will be held on Thursday 28th May 2026 at
Date of next meeting 6.00pm.

