

**Minutes of Board Meeting – Thursday 27<sup>th</sup> August 2026  
In Southside House at 6.00pm**

**Present:** Ruth McCluskey (RM), Lisa Peebles (LP), Munir Choudry (MC), Lili Peters (LPet), Jenna Monteith (JM), Pamela McLevy (PM), Alison McManus (AM), Stacey Quinn (SQ)

**In attendance:** Paul McVey (PMcV), Donalda Hogg (DH), Des Phee (DP), Aileen Radford (AR), Gillian Mackie (GM), Steven Cunningham (TC Group), Darius Wilson (observer)

**Item 1:** Leave of Absence for Alex Cameron.

**Apologies & Attendance** Apologies received from Alison Devlin and Eachann Gillies

**Item 2:** No conflicts of interest for noting.  
**Conflicts of Interest**

**Item 3:** **Corrections:** no corrections for noting.

**Minutes of meeting 25.06.2026** The Board approved the minutes dated 25<sup>th</sup> June 2026.

**Eviction Report 3003208:**

There have been issues with this particular case, currently being explored with DWP – case now set for a proof hearing and hoping to get benefits backdated, so unlikely that we will get a decree.

**Chameleon Legal Case:**

*\*Minutes redacted to remove confidential information\**

**SPF Pension Withdrawal:**

PMcV was pleased to report that following the consultation and engagement with the 10 employees in this fund, an exit credit of £2.6m has been received. Taking account of compensatory payments, legal and actuarial payments, the Association still have in excess of £2m to add to our cashflow.

**Concierge Review:**

*\*Minutes redacted to remove confidential information\**

**Item 5:** The report details papers available on Our Place in relation to:

**Consent Agenda**

F&CS Committee on 20<sup>th</sup> August 2026

- Minutes of previous meeting – May 2026
- Quarterly Management Accounts – Qtr. 1
- Grading Review Paper
- Quarterly Information Governance Report
- Annual Assurance Self-assessment and Evidence – Regulatory Standard 4

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- Board and sub-committee Workplan

Operations Sub-Committee on 22<sup>nd</sup> July 2026

- Draft Minutes of meeting 22<sup>nd</sup> July 2026
- Disturbance Payment and Allowance Policy reviewed
- Gas Service and Maintenance tender – 3-year fixed cost
- Quarterly reports for Qtr. 1
- Annual Assurance Self-assessment and evidence - AN3

In between meeting decision

- Eviction Report 3004533 – approval sought electronically from board members which was received. Longstanding tenant and history tells us that payments are not made. PMcV advised that it is important to get decisions as quickly as possible and this does not always fit the timeline of meetings.  
It is proposed that if there is not a meeting for at least 2-3 weeks then a one-item meeting in person or via Teams will be organised. JM advised that the teams meeting organised recently for an eviction worked well. The board agreed that this would be helpful.

Management accounts have been approved by F&CS, and the board ratified these accounts.

A review will be brought to the Board of the overall assessment of the self-assessment regime and the standards that have been taken to each sub-committee.

LP noted that the Board have demonstrated that they generally agree to the eviction due to the amount of evidence that has come to the board to make the decision.

**Item 6:  
SHA Annual  
Audited  
Accounts**

**Annual Accounts**

Steven Cunningham from TC Group presented the accounts to the Board and highlighted some key areas:

Page 17 – Statement of Comprehensive Income

- Operating surplus of £1,255,014
- Surplus for the year is £890k compared to £770k last year
- Total comprehensive income is £3,306,653 (this includes the payment from Strathclyde Pension Fund)

Page 18 – Statement of Financial Position

- Negative goodwill (£3,887,824)
- Current assets £10,600,714
- Creditors due within next 12 months just under £7.7m
- SHAPS Pension Scheme deficit (£369,000)
- Net assets of £56m which has increased from last year at £52m

Page 19 – Cash Flows

- Cash in the bank at 31<sup>st</sup> March 2026 £5,607,336

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Page 45 – contingent liability – SHAPS contingent liability – date to be amended from 2025 to 2026

The Board approved the accounts as of 31<sup>st</sup> March 2026

**Management Letter**

There has been significant progress over the past year, with no new Management Letter points this year. Various Management Letter points are now resolved, however there are still a few outstanding:

- Other fixed asset register – small tidy still to be done on building revaluation
- Component accounting – improvements in the differences between the fixed asset register and nominal ledger. Remaining historic issues will be resolved when we move to a new finance system.
- HAG – done via a spreadsheet, work to be done with TC Group to move to the finance system
- Rent reconciliation – historic difference that will be written off in financial year 26/27.

RM thanked all the staff for their hard work during the year.

**Letter of Representation**

Letter to confirm that auditors are aware of any court cases etc.

**SC returned to the meeting as a point of clarification to the Board referring to the SPF exit and the liability in terms of payments to employees.**

**Once it was agreed that staff did not need excused from the meeting – SC provided the background.**

SC explained that the liability was not paid during the year and has stretched into this year and was not included in the accounts when it should have. This will be detailed with a note under the salary costs highlighting that there is an increase in costs.

PMcV commented on the negotiations with staff regarding the SPF pension where we knew a credit would be received which allowed a compensatory payment to be made to staff leaving the scheme and moving into our current pension. The cost for the project was in excess of £600k and included legal and actuarial fees. Some staff have agreed to their payment being phased over a 3-year period to be drip fed into their pension.

SC noted that this needs to show a credit as well as income with some narrative to note. This change will be put through, and updated accounts will be issued to the Association.

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The Board approved the accounts subject to the changes noted for the SPF scheme.

SC and GM left the meeting.

**Item 7:  
Pollokshields  
Community  
Shop**

PMcV advised that the association has a relationship with Good Food Scotland at Swinton Place for the Food Larder. The association supplies a flat and utility costs with no recharge made to the Larder. Everyone is encouraged to use this service.

Pauline Fletcher has been talking to Good Food Scotland about vacant shops in McCulloch Street. The Association has funding in place for this.

Good Food Scotland have also spoken to the local shop keeper to advise of our plans, and he is very supportive of this project.

It will open 2 days each week in the first instance. Table 1 within the report shows what each partner is providing.

The costs to the Association will be in the region of £7k plus 2.5k in utility costs. We are looking to offer a 3-year lease.

SQ asked about the Swinton Place model and highlighted the difference between a larder model and a pantry model. PMcV commented that the produce is cheaper to buy for customers. £1 per month membership and produce is sold as credits – 1 credit is 50p - this is a condition of the retailers to detract from price competition.

LP asked about the eligibility criteria and the dignity of those attending. Previously there were queues outside the food bank in Pollokshields. PMcV advised that the eligibility criteria is for those living or working in a certain post code area. There is no income eligibility, and the spirit of the model is for anyone to be able to go and purchase food – this is where the model is different from a food bank. Good Food Scotland are very experienced with this and the various models.

LP asked how this will be launched? PMcV noted that at Swinton Place there was a big launch and this will be the same to ensure that everyone knows about it.

In response to how we would check on the project, PMcV confirmed there would be regular updates provided. He also confirmed that we would be looking to partner in terms of publicity, referrals etc and potentially vouchers.

PMcL noted that this a minimal investment for a very good project with potentially very positive outcomes.

The Board are happy for this to go ahead

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**Item 8:  
Policies for  
approval**

**Corporate Credit Card Policy:**

DH advised that this policy has been reviewed a number of times and not many points to be amended. The cards are not used very often. The Corporate Card is for day-to-day use, and approval has to be sought through the bank if there is any different activity.

Minor changes to note is committee amended to board and a general tidy up.

MC asked if there were any cases in the last year where the card has been misused. DH advised that there were none.

The Board are happy to approve this policy

**Expenses Policy:**

Again, this has been reviewed a few times but did not cover the wider volunteer group. This has now been amended to include them. Also tidied up amounts claimed and the wording around audit being replaced with F&CS with an additional section on volunteers.

LPet has mileage incurred but not claimed in the past. The policy notes that Staff are allowed to claim 3 monthly but Board only monthly. DH happy to make everyone 3 monthly. This will be changed.

LP asked what the limit is for hotel rooms. PMcV advised that we don't have the need for staff to be using hotels as conferences are the only time this is required and it is booked all inclusive. However, if a booking was required we would simply look to book a reasonably affordable accommodation on behalf of the employee or board member. DP confirmed that there is provision within the entitlements payments and benefits policy for staff.

Board happy to approve with amendments

**Item 9:  
CEO Report**

**150 Berryknowes Avenue Update:**

PMcV reminded Board that among rehousing, there are a couple of urgent measures to be taken – removal of the cladding and the installation of a communal fire alarm system.

***\*Minutes redacted to remove confidential and commercially sensitive information\****

Fire Alarm – the funding has been given for this, and this will cover the cost of fitting the alarm. The Quantity Surveyor and Building Surveyors are going through the tender returns at the moment. Given the urgency of the project and we have 100% of funds approved, Board is asked to approve delegated authority to the CEO and Director of Property Services to make an award and proceed once tender reports have been received from our consultant who is checking the returns. This was approved by the Board.

There are currently 39 voids, 5 GCC lets with 11 tenants signed up for new homes and removals booked in and 78 tenants remaining in the building.

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The Homeless Team are keen to work with the association to fast track as many as possible in a bid to return to more Section 5 referrals being housed by Southside.

PMcV noted that the City Development Plan 2 has been released and includes the Berryknowes Avenue new build development. A request has been made to meet with the Council to discuss the future of the site, as ideally with the Council onboard, we could start to consider demolition and new build, however without support and partnership that will not proceed.

PF has arranged a meeting next week with remaining residents to keep them updated.

### **Close Cleaning & Landscaping**

Ramora, our close cleaning and landscaping contractors, advised the Association that they wanted out of part of the contract. The project was procured as a larger contract - close cleaning and landscaping. Both parties have now agreed to use the 90-day break clause where both parties will walk away. Caledonian who are carrying out similar work elsewhere will take over their works. We will start the procurement exercise imminently to obtain a new contractor for the next financial year.

### **SHR Notifiable Events Report**

There is a link to the annual report noted in the report. Our own notifiable event about shared owners has been case studied in the SHR report.

### **New Notifiable Event – Falling Masonry**

There was a recent incident of falling masonry at Pollokshaws Road/Calder Street. A piece of stonework fell from the building and was reported by the commercial property below. The Association is now carrying out a full fabric survey of the block. There are no Association tenants in this block.

On the general subject of pre-1919 stonework inspections, there was an internal meeting today and we have agreed to appoint a surveyor who will carry out a detailed drone survey of our blocks. We will update the Board at the next meeting of our work in this area. If other blocks are requesting SHA provide factoring services, a prerequisite of us taking on the block will be the completion of our detailed drone survey.

### **Stock Tour**

This took place in July. One board member attended. Staff from SFHA and Handelsbanken also attended and thoroughly enjoyed the tour. We will look to do this either every year or every other year – positive for both Board and staff alike.

### **Governance**

The Chair, Vice Chair and AR recently interviewed candidates and we are delighted that following that process, Darius Wilson has been invited to come along to observe the board.

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Darius will join the Housing Association tonight as a Share Member and is looking to stand for election at the AGM in September.

Following the business of the AGM there will be a short board meeting to appoint office bearers and chairs of sub-committees and our subsidiary.

All members are expected to be on at least one sub-committee and meetings are held quarterly.

### **CEO Appraisal**

The CEO Appraisal has been scheduled for 15<sup>th</sup> September – members are encouraged to provide any comments to either Lisa or Ruth prior to this on the performance or any aspect of the CEO in his current role.

### **MND Pledge**

Bridgewater HA and other members of the FLAIR Group of Housing Associations have committed to MND Pledge. Jim Williams and PMcV met today with MND Scotland to find out what is involved for the association. The pledge commits the Association to help families that are suffering from MND which will include a range of assistance from housing to front funding adaptations, and from advice and signposting through to more specific welfare advice. We intend to meet BHA to discuss their experience and possible routes of assistance for owners. Separately, we intend to talk to 6 or 7 local RSLs with a view to potentially devising our own pledge based on the principles of FLAIR.

AM noted the benefits for residents who want to stay within the area.

The Board is happy to support this pledge.

### **Staff Team Building Away Day**

The away day is tomorrow and something new for the association. There are ten teams taking part and PMcV will update the Board on the success of the day.

#### **Item 10: Secretary's Report of compliance with Rules 62 to 68**

DP advised that this is pre-AGM report in line with the Association's Rules to show we comply with the Rules 62-68 set out at Section 2 of the Report.

It is the Secretary's role to demonstrate compliance but in practical terms this is delegated to staff under the Scheme of Delegated Authority.

DP met with the Secretary last Friday and went through the report and the various pre-AGM obligations we have to meet. The only relevant matter that is outstanding in terms of the Rules is having all minutes of the meetings of the Board signed which will be completed this evening.

#### **Item 11: SHA Annual Complaints**

DP gave an update on the report.

- Complaint volumes are up slightly for the year 128 complaints up from 122 recorded for the previous reporting year.

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**Report  
2025/26**

- Stage 1 complaints on average are being resolved just outside the five working days target for closing – 5.3 days, although this is an improvement on last year (6 working days)
- Stage 2 complaints on average were closed within the twenty working days timescale at 17.3 days, although this is a deterioration in performance from the previous year (13 working days)
- The three commonly reoccurring service areas that people complained about were Repairs and Maintenance service (40%), Housing Management (21%) and Property Factoring (27%), DP commented that this is what we may reasonably expect to be the case.
- The subsidiary Southside Lettings recorded a much smaller volume of complaints volumes across the 208 MMR units it manages, and both stage 1 & 2 complaints were closed on average within the respective 5 and 20 working days timescales.
- DP also highlighted some learning from complaints case studies, and complaints handling achievements over the past year, some other focus areas for improvement and some development plans in complaints handling for the next year.

DP advised that if the Board grant approval to the Annual Complaints Report this will be published on the SHA website and social media channels, and a brief summary Annual Complaints Report video has been developed for publications to the website.

DP also highlighted a few minor changes to figures within tables in the report which have been revised since the report as issued and this will be updated before publication of the report

MC enquired about the 51% complaints upheld and can this be explained. DP advised that although this may seem high it does show that the association is transparent about when things have not gone as they should have and will uphold complaints when this is the appropriate outcome. DP also advised the 51% does not necessarily mean that these complaints were not upheld at stage 1, a proportion of stage 2 complaints are also directly considered at Stage 2 due to their complexity or seriousness and have not been considered at the frontline resolution stage first. PMcV advised he is comfortable that half of the complaints are upheld as it does show openness and transparency and a willingness to take customer feedback onboard as a learning opportunity.

LPet asked about root cause of complaints noted as 'ongoing'. DP noted that this is where an issue may not have been adequately resolved e.g. a repairs request, or other request for a service. PMcV commented that this category could be broken down further to provide a more in-depth explanation of the issues.

PMcV commented that the Association is finding that people are increasingly using AI assistants when making a complaint. DP agreed and advised that this is also becoming apparent with regard to Freedom of Information and subject access requests.

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The Board approved the complaints report 2025/26

**Item 12:  
Meeting dates  
2026/27** At the last Southside Lettings meeting the start time was discussed and it was agreed to move this to 6pm and not 5.30pm.

**Item 13:  
Governance  
Matters** **Application for Membership:**  
The report attached notes 4 applications for membership.  
  
All applications approved by the Board.

**Item 14:  
Relationship  
with other  
bodies** Nothing to report.

**Item 15:  
SHR  
Guidance  
Notes** Nothing to report

**Item 16:  
Health &  
Safety Update** No updates for noting. The Health & Safety Manual and advisory group minutes are available on Our Place for information.

**Item 17:  
Any other  
competent  
business**

**Item 18:  
Date of next  
meeting** 17<sup>th</sup> September 2026 - AGM followed by short board meeting  
  
PMcV asked if there was merit in moving 24<sup>th</sup> September meeting to 1<sup>st</sup> October. Board approved moving to 1<sup>st</sup> October 2026.