

**MINUTES** of the Management Committee Meeting held on Tuesday 26<sup>th</sup> November 2024  
Location – 65 Golspie Street, Govan, Glasgow, G51 3AX and Microsoft Teams

<b>Item</b>	<b>Agenda Item</b>			
<b>1.0</b>	<b>Apologies</b>			
	<b>Committee present</b> Maureen McDonald (Chair) Ann McEachan Kirsty Wilson Melanie Gilmour Marie Moody Kirsty Stoddart	<b>In Attendance</b> Gary Dalziel (CEO) Helen Sutherland (DCFS) Kerry Clayton (GCM) Donna Gentles (Minutes) Aidan McGuiness (DHCS) Sofie Rytz (Observer)	<b>Apologies</b> Duncan Smith Eileen McCallum Veronica McLaughlin	<b>Special Leave</b>
<b>2.0</b>	<b>Declaration of Interest</b>			
	Kirsty Stoddart declared an interest in the recruitment of Director of Maintenance Services in her employment capacity. Agenda item 8.0			
<b>3.0</b>	<b>Minutes for Approval</b>			
3.1	Minutes of Previous Management Committee Meeting held on Tuesday 29 <sup>th</sup> October 2024	The Minutes were agreed as a true record of the meeting.  <b>Proposed:</b> Ann McEachan <b>Seconded:</b> Melanie Gilmour	Signed by Chairperson: [REDACTED – PERSONAL DATA]  Signed By CEO: [REDACTED – PERSONAL DATA]	

3.2	Matters Arising	<p>The following matters arising were discussed as not otherwise on the agenda.</p> <p>The Chair welcomed Sofie Rytz who is interested in joining the Management Committee and is in attendance as an observer.</p> <p>The CEO informed Committee the Annual Assurance Statement was submitted to SHR by 31<sup>st</sup> October and advised assurance statements for all RSL's were now published on the SHR website.</p> <p>The CEO advised the Nimmo Drive development is now on-site however, progress has been limited await an approved remediation strategy from Glasgow City Council. On that basis that the actual construction work has yet to commence, it is assumed that the costs for this financial year may be lower than expected and the conclusion of the works is likely to move into summer 2026.</p>
<b>4.0 Governance</b>		
4.1	Governance Report	<p>The CEO updated on the following items in relation to ongoing governance matters contained within the report.</p> <p><b>Closure of Notifiable Events</b>  The CEO advised the two notifiable events detailed at the previous meeting, a fire at a property in Crossloan Road and a staffing matter have now been closed by SHR with no further action required.</p> <p>The Management Committee <b>note</b> the closure of the two notifiable events.</p> <p><b>Sub-Committee Membership</b>  At the previous Committee meeting there was a brief discussion about the formation of the Sub-committees. Currently the association has three sub-committees in operation, Finance, Audit and Risk Sub-committee, Housing and Maintenance Sub-committee and a Staffing Sub-committee. The Finance, Audit and Risk and Housing and Maintenance Sub-Committees meet on a quarterly basis with the Staffing Sub-Committee only being convened when it is necessary to do so.</p>

		<p>The CEO advised Ideally the association would have five members on each Sub-committee which should allow for the likelihood that some members may be unable to attend occasionally. With the quorum for each Sub-committee being three members it would be the preference to have another member on the Staffing Sub-committee. Kirsty Stoddart expressed an interest to join the Staffing Sub-committee.</p> <p>The Management Committee <b>note</b> the Sub-Committee membership.</p> <p><b>Potential New Committee Members</b></p> <p>The CEO commented that following the AGM which took place on the 17<sup>th</sup> September the association has had some notes of interest from members looking to find out more about the role of the Management Committee. [REDACTED – PERSONAL DATA] attended the meeting as an observer and the GCM will meet with others who have expressed an interest. In addition as part of the recruitment exercise the CEO and GCM have engaged with SFHA’s On-Board Register of individuals who are also interested in joining a Management Committee within the sector.</p> <p>Following a review of the candidates on the database who have shown an interest, the GCM met with [REDACTED – PERSONAL DATA] today and will meet another two of the candidates in the next few days, with a view to observing a meeting in January 2025. The GCM advised, unfortunately none of the potential candidates have specific finance expertise but the overall skills would be beneficial in strengthening the Management Committee.</p> <p>The CEO discussed that the association currently has five vacancies on the Management Committee, therefore this would give the association stronger numbers going forward.</p> <p>The Management Committee <b>note</b> the progress with seeking out new Committee members.</p>
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		<p><b>Annual Committee Reviews</b></p> <p>The CEO informed the Management Committee that each Committee member must undertake an annual committee review as part of the Regulatory Standards of Governance. It was agreed at a previous meeting by the Management Committee that the Chair would be supported by the GCM to carry out the reviews. It is understood that the meetings themselves should take no more than an hour with the intention for these to be carried out sometime in December 2024. The Corporate Team will contact the members of the Management Committee to conduct a suitable time for the meetings to take place.</p> <p>The CEO confirmed that in addition, a consultant will be appointed to carry out the CEO appraisal along with the Chair of the association, with a view for this to be carried out in the first quarter of 2025.</p> <p>The Management Committee <b>note</b> the process for the annual committee review</p>
4.3	KPI Analysis Report Q2 – 2024/25	<p>The CEO talked through the Performance Analysis Report for Q2. The purpose of the report is to provide the Management Committee with greater context around the performance of the association on a quarterly basis and benchmark performing with other organisations across a range of KPI's.</p> <p>Highlighted performance in the following areas:</p> <ul style="list-style-type: none"> <li>• Stage 1 and Stage 2 complaints remain over target, more detail will be provided at the Complaints report however it is recognised this continues to be an area of focused improvement and learning outcomes better utilised.</li> <li>• Repairs and Maintenance results remain comparable to previous quarters with no major changes in performance with the CEO highlighting the data will be subject to further scrutiny to ensure accuracy and gas repairs have been included this quarter which accounts for the increase in volume. Repairs satisfaction saw an increase in this quarter to around 83% compared to 70% the previous quarter.</li> </ul>

		<ul style="list-style-type: none"> <li>• Compared to the benchmarking group, the association is one of the better performers in terms of re-let times and void loss albeit the association’s re-let days was above the organisations target this quarter.</li> <li>• Rent arrears show a slight increase over this quarter and remains over target. The CEO advised work with an external consultant to conduct a review of the rent arrears management and seek improvement actions is ongoing.</li> <li>• The association’s staff sickness remains higher than the organisation would like however this has been heavily impacted by long term absence. [REDACTED – PERSONAL DATA]. Short term absence rates are generally in line with what you would expect from an organisation of its size.</li> </ul> <p>The CEO concluded the current performance provides a reasonable positive picture across most areas with some room for improvement.</p> <p>Committee sought clarification on what action was being taken in relation to arrears as has been previously highlighted this is mainly a result of individual performance. The DHCS advised the situation is being closely monitored and supported.</p> <p>The Management Committee <b>note</b> the report</p>
4.4	Assurance Action Plan Review	<p>The GCM talked through the action plan, and discussed that between October 2023 and 2024 a full comprehensive review was undertaken with a number of actions identified that will improve the associations overall compliance, performance and deliver excellent customer services to our tenants and service users. Going forward 2024/25 and 2025/26 will focus on completing the actions identified.</p> <p>The GCM talked through the Master Action Plan and brought attention to the key actions that were not complete with a suggested review date.</p>



		<p>requirement to talk through in detail on the basis that all Committee members have read the polices and therefore sought <b>approval</b>.</p> <p>Committee <b>collectively approved</b> the Asbestos Management Policy</p>
6.2	Electrical Safety Policy	<p>As minuted above.</p> <p>Committee collectively <b>approved</b> the Electrical Safety Policy</p>
6.3	Fire Safety Policy	<p>As minuted above.</p> <p>Committee collectively <b>approved</b> the Fire Safety Policy</p>
6.4	Gas Safety Policy	<p>As minuted above.</p> <p>Committee collectively <b>approved</b> the Gas Safety Policy</p>
6.5	Legionella Safety Policy	<p>As minuted above.</p> <p>Committee collectively <b>approved</b> the Legionella Safety Policy</p>
6.6	Lift Safety Policy	<p>As minuted above.</p> <p>Committee collectively <b>approved</b> the Lift Safety Policy</p>
6.7	Mould And Dampness Policy	<p>As minuted above.</p> <p>Committee collectively <b>approved</b> the Mould and Dampness Policy</p>
6.8	Rent Increase For Consultation	<p>The DFCS talked through the Rent Increase Report, advising the purpose of the report is to provide the Management Committee with an overview of the economic factors impacting the association's financial viability to support discussion and decision making processes on future rent increases. The DFCS advised three options have been presented within the report for Committee to consider and discuss to allow the consultation process to be undertaken.</p> <p>The key points to note that as part of the development of any thirty year plan a range of assumptions are used in relation to the Bank of England Base Rate, Rent Increases, general inflation increases salaries, overheads and major repairs etc.</p>

		<p>The DFCS discussed that any business plan has to be updated regularly in response to changing circumstances to manage resources effectively as well as considering the need for changes to the economic assumptions for inflation and interest.</p> <p>The DFCS provided information on proposed rent increases of 3.9%, 4.9% and 5.9%. It was noted that If the organisation were to choose to increase rents by 3.9% then potentially increases may need to be higher in future years to compensate for this.</p> <p>A detailed discussion took place between all Committee members, who expressed various views, giving full consideration to the ongoing financial viability and mitigating any financial risk to the association, while ensuring rents remain affordable in the current economic factor and the pressures being faced by tenants. The various options were given full consideration and views remained different in terms of what option was best to consult upon.</p> <p>The decision was therefore taken to a vote with the majority being in favour of 4.9% increase which would then go out to tenant consultation in line with the legislative requirements.</p> <p>The Committee <b>collectively approved</b> consulting on a 4.9% rent increase for 2025/26</p>
<b>7.0</b>	<b>Reports for Discussion / Information</b>	
7.1	Management Accounts	<p>The DFCS gave an overview of the Management Accounts for period 1<sup>st</sup> April 2024 to 30<sup>th</sup> September 2024. Providing a detailed run through of the key variances and advising an overall operating surplus of £455.4k at the end of the period against a budgeted surplus of £361.7k, representing an increased surplus at this stage of £94k.</p> <p>The DFCS informed Committee the cash position presented in the Statement of Financial Position shows cash has increased by £717k to £5.1m in the year largely due to the underspend on major component replacements programmes for 2024/25.</p>



		<p>The DFCS informed committee that the Interest loan covenant is at 450% which is well above the required 110%, with the gearing covenant at 14% being well below the maximum allowed of 35%.</p> <p><b>Approved:</b> Ann McEachan      <b>Seconded:</b> Melanie Gilmour</p>
7.2	Complaints Report Q2	<p>The GCM talked through the Complaints Report for Q2 advising Committee the report was being presented in a new format to support reducing the volume of written reports which was a recommendation from the Annual Review process in 2023/24. The GCM also advised as the report has been under development both Q1 and Q2 are presented here individually and cumulatively.</p> <p>The GCM highlighted performance remains over target for both Stage 1 and Stage 2 complaints with Stage 2 complaints being significantly over target as a direct result of the absence of key employees and other available resources to effectively resolve with limited information available. This is being addressed by regular communication on open complaints and a review of procedures when there are absences will be required.</p> <p>The CGM discussed that most of the complaints the organisation receives relate to reactive repairs for the standard of repair and communication which is expected given this is the most important service to tenants and most used service.</p> <p>Committee queried if any emerging patterns were evident in the response times. The CEO commented complaints are not effectively being resolved at front line and at times being passed inappropriately as potential confusion on who is responsible due to the current structure and delivery of this service. The GCM added the new report allows for complaints to be reported on by handler and this is something that will be set up for the CEO / Directors to support improvement and target training and performance issues.</p> <p>Committee agreed the format of the report was helpful but would be good to have included the Learning Outcomes as before in the previous report format. The GCM advised this will be</p>

		<p>added for Q3 as had been some challenges bringing this information in to the report as Rubixx is still not being used as intended to record these.</p> <p>Committee <b>noted</b> the report</p>
<b>8.0</b>	<b>CEO Report</b>	
8.0	CEO Report	<p>The CEO gave the Management Committee a brief summary of the following ongoing activities within the organisation.</p> <p><b>Staffing / Recruitment Challenges</b> The CEO discussed that the last twelve months have been the most challenging for the organisation in relation to staffing.</p> <p>[REDACTED – PERSONAL DATA]</p> <p>Committee <b>note</b> the Staffing / Recruitment Challenges</p> <p><b>Award Recognition</b></p> <p>The CEO informed Committee that our recently retired Estates Inspector was the proud recipient of the Lifetime Achievement Awards at both the TIS National Awards and CIH Scotland Awards. This was a great achievement after devoting 43 years’ service and his whole working life to Elderpark Housing.</p> <p>Committee <b>note</b> the success of our former Maintenance Inspector</p>
<b>9.0</b>	<b>A.O.C.B</b>	
		<p>The Chair discussed that with the recent high turnover of staff in the last couple of years, it would be an idea to have a networking event with staff and Committee members. It was agreed this would be beneficial.</p>
<b>10.0</b>	<b>Date of Next Meeting</b>	
10.1	Date of Next Meeting	The date of the next meeting Tuesday 28th January 2025.

## Approvals

Item No	Agenda Item	Proposed (P) & Seconded (S) by	Lead Officer
3.1	Minutes of the Management Committee meeting held 29 <sup>th</sup> October 2024	<b>Proposed:</b> Ann McEachan <b>Seconded:</b> Melanie Gilmour	CEO
4.3	Assurance Master Action Plan	<b>Proposed:</b> Kirsty Wilson <b>Seconded:</b> Kirsty Stoddart	GCM
6.1	Asbestos Management policy	<b>Collectively Approved</b>	CEO
6.2	Electrical Safety Policy	<b>Collectively Approved</b>	CEO
6.3	Fire Safety Policy	<b>Collectively Approved</b>	CEO
6.4	Gas Safety Policy	<b>Collectively Approved</b>	CEO
6.5	Legionella Safety Policy	<b>Collectively Approved</b>	CEO
6.6	Lift Safety Policy	<b>Collectively Approved</b>	CEO
6.7	Mould and Dampness Policy	<b>Collectively Approved</b>	CEO
6.8	Rent Increase for Consultation	<b>Collectively Approved</b>	DFCS
7.1	Management Accounts	<b>Proposed:</b> Anne McEachan <b>Seconded:</b> Melanie Gilmour	DFCS

## Additional Actions from Meeting

Item No	Agenda Item	Action Required	Lead Officer / Date to be Actioned by
3.2	Matter Arising	Redact and publish October Management Committee Meeting Minutes	GCM
4.0	Potential New Committee Members	GCM to meet with potential new members in coming weeks	GCM
6.1	Asbestos Management policy	Update website and circulate to staff	GCM
6.2	Electrical Safety Policy	Update website and circulate to staff	GCM
6.3	Fire Safety Policy	Update website and circulate to staff	GCM
6.4	Gas Safety Policy	Update website and circulate to staff	GCM
6.5	Legionella Safety Policy	Update website and circulate to staff	GCM

<b>6.6</b>	Lift Safety Policy	Update website and circulate to staff	GCM
<b>6.7</b>	Mould and Dampness Policy	Update website and circulate to staff	GCM
<b>6.8</b>	Rent Increase for Consultation	Consultation to go to tenants via CX Feedback & Mail	DHCS
<b>8.0</b>	Staffing Sub-committee Meeting	Arrange date for Staffing Sub-committee meeting	CEO