

MINUTES of the Management Committee Meeting held on 24<sup>th</sup> June 2025

Location – 65 Golspie Street, Govan, Glasgow, G51 3AX and Teams

Item	Agenda Item			
1.0	Apologies			
	<b>Committee present</b> Maureen McDonald (Chair) Melanie Gilmour (Vice-Chair) Tomasz Sawczuk (Co-optee) Sofie Rytz (Casual Vacancy) Marie Moody Veronica McLaughlin Eileen McCallum Craig Reid (virtually)  Louise Devlin (Observer) Cameron Greig (Observer)	<b>In Attendance</b> Gary Dalziel (CEO) Kerry Clayton (GCM) Helen Sutherland (DFCS) Aiden McGuinness (DHCS) Duncan Smith (DAM) Rachel Cooper (HM) Gillian McFadden (minute)  Lorna Shaw, Research Resource	<b>Apologies</b> Kirsty Stoddart	<b>Special Leave</b>
2.0	Declaration of Interest			
None – standard agenda item.				

3.0	Minutes for Approval		
3.1	Minutes of Previous Management Committee Meeting held on Tuesday 27 <sup>th</sup> May 2025	The Minutes were agreed as a true record of the meeting.  Minute Approved	Signed by Chairperson: [REDACTED – PERSONAL DATA]  Signed By CEO: [REDACTED – PERSONAL DATA]
3.2	Matters Arising	The following matters arising were discussed as not otherwise on the agenda:  The CEO advised that the both the five-year projection plan and the ARC report were submitted to the SHR within timescales and that SHN would present the ARC results at a Performance Analysis Visit on Wednesday 8 <sup>th</sup> October.  Following the recent Business Planning Meeting the committee expressed that it was a good, enjoyable meeting. The CEO advised that the next planning meeting will be the 18 <sup>th</sup> August 2025 with a potential third session at the end of September.  REDACTED – CONFIDENTIAL INFORMATION	
4.0	Governance		
4.1	Notifiable Event	None – standard agenda item	
4.2	Regulatory Returns	None – standard agenda item	
4.3	Governance Report	REDACTED – CONFIDENTIAL INFORMATION  50 <sup>th</sup> Anniversary AGM  The CEO invited Committee to think about suggestions for celebrating our 50 <sup>th</sup> AGM and suggestions included a cake and raffle. The CEO advised that a short film was being produced that will be shown at the AGM and there may be some speakers in attendance. Committee were asked to let the corporate team know of any further suggestions.  Committee Acknowledged the plans that were already in place for the AGM.	

		<p><b>Committee Member Recruitment</b></p> <p>The CEO informed committee that we had begun a recruitment drive for new committee members following the recent vacancies that have arisen. This included engaging with SFHA's onboard programme which lists individuals that are interested in joining, however this hasn't been hugely successful. The association also purchased Trustee Connect at a discounted cost of £1000 pa and within this can both search the candidate list and advertise on their portal.</p> <p>The CEO acknowledged the two observers attending tonight's meeting who had expressed interest in becoming committee members and asked them to give brief details of backgrounds and reasons for wishing to join the committee.</p> <p>The CEO advised that both Louise and Cameron had submitted membership applications given this was the last meeting in which they could become members to allow them to stand for election at the AGM. He also advised that subject to committee approval both would attend the meeting in August as observers with the intention of standing for election at the AGM in September.</p> <p>Both visitors were asked to leave the room for the committee to discuss the approval of their membership applications which will allow them to stand for election at our AGM in September</p> <p>Committee <b>approved</b> the membership applications for Cameron Greig and Louise Devlin and thanked them for their interest in the committee.</p> <p><b>Nationwide Business Savings Account</b></p> <p>The DFCS informed that Nationwide have requested that we submit personal information of our Management Committee to keep our business account open. This is to provide information in relation to authorised signatories (including CEO and Senior Management Team). This may involve committee members taking 2 pieces of ID to a Nationwide branch;</p>
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4.4	Assurance Update Report	<p>The GCM outlined the current position and progress with the annual assurance action plan.</p> <p>On monitoring the action plan, it was noted that 29/58 actions have been completed. Actions worth noting were:</p> <ul style="list-style-type: none"> <li>• Approving the implementation of Asset Management Strategy, hub software and Landlord Health and Safety Audit Report which have been delayed due to the appointment of a new Director of Asset Management (DAM).</li> <li>• The DAM advised that he is prioritising tasks as set out above however recruitment and restructure within the team has taken precedence</li> <li>• The GCM has updated the action plan to reflect this</li> <li>• Performance is under review</li> <li>• The completed actions are Equality Strategy, Notifiable Events, Review of Website and Code of Conducts are complete</li> </ul> <p>Committee <b>approved</b> the report.</p>
4.5	Annual Review Progress Report/Training Plan	<p>The GCM presented the report and advised that the training plan will be reviewed on a quarterly basis and should be monitored closely to ensure training gaps are being met.</p> <p>The GCM acknowledged the success of the recruitment of two new members from the local community with both bringing experience, skills and objectivity to committee.</p>

		<p>A high priority training programme with GEL has yet to be progressed and recommendation was made to make use of the SHARE online learning during the current financial year with a view to embedding GEL from 2026.</p> <p>The GCM explained that the training plan highlights the priority of the areas assessed by committee in the self-assessment section of the review, alongside other training required. It includes Health &amp; Safety responsibilities, which should be undertaken bi-annually, and Equalities Training to implement the Equality and Diversity Strategy. As this training addresses the collective needs, individual learning plans will be issued to support this. The corporate team will assign relevant training to individuals based on learning needs, offering support if required.</p> <p>The GCM further stated that the recommendations are progressing well within the first reporting quarter and the recruitment of additional new committee members will strengthen the position further.</p> <p>Committee noted the progress to date and actions identified and <b>approved</b> the training schedule to be booked.</p>
4.6	Strategic Objectives Progress Report	<p>The CEO presented and sought approval for the Business Plan Objectives Monitoring Report, noting there is a large number that will be looked at in August, however the majority are in progressing well.</p> <p>Both HR and Wellbeing Strategies have been put back due to ongoing recruitment which has taken up a significant amount of the HR and Corporate Services Officer time.</p> <p>Committee <b>approved</b> the Business Plan Objectives</p>

5.0	Health & Safety	
5.1	Health and Safety Audit	<p>The GCM presented the H &amp; S Office Audit and highlighted the following points:</p> <ul style="list-style-type: none"> <li>• Legionella testing has now been out-sourced</li> <li>• Each department will be responsible for their own risk assessments</li> <li>• Corporate will ensure that these are being carried out regularly</li> <li>• GCM will pass this audit to DAM with the remit moving to the Asset Officer (Safety and Compliance)</li> </ul>
6.0	Reports for Decision / Approval	
6.1	Procurement Report	<p>The DAM presented the Procurement report and sought approval for £700k for window replacement programme. Some discussion took place around sustainability of the UPVC framed windows versus timber framed windows. The DAM explained that although timber framed windows were better environmentally, unfortunately the costs and maintenance of timber versus PVC means that to ensure value for money the final decision across most new installations both at Elderpark and across the sector is for PVC which has been the selected material for this programme of works. Further discussion took place around the aesthetic look of the windows and taking conservation areas into consideration and the DAM advised that the windows would be brown on outside to match existing and white on the inside to meet modern expectations.</p> <p>Committee <b>approved</b> Window Replacement Programme.</p>
6.2	Equality, Diversity and Inclusion Policy	<p>The GCM sought approval of the Equality, Diversity and Inclusion Policy. Noting name change from Equality and Diversity Policy. The GCM also sought approval to change this policy to a five-year period for review rather than previous three year period.</p> <p>Committee <b>approved</b> the Equality, Diversity and Inclusion Policy and to update to five-year review period.</p>
6.3	Void Management Policy	<p>The DHCS sought approval of the Void Management Policy with HM advising the previous lettings information has been removed and policy renamed.</p>

		Committee <b>approved</b> the amendment to the Void Management Policy
6.4	Safeguarding Policy	<p>The DHCS sought approval for the new Safeguarding Policy, which will help EHA to apply for funding for tenants in need.</p> <p>Committee <b>approved</b> the Safeguarding Policy.</p>
6.5	Rent Setting Policy	<p>The DHCS sought approval for the Rent Setting Policy noting no significant change to previous policy.</p> <p>Committee <b>approved</b> the Rent Setting Policy.</p>
7.0	Reports for Discussion / Information	
7.1	Tenant Satisfaction Survey Results/Equality Strategy Consultation Initial update	<p>This agenda item was moved to start of meeting.</p> <p>Lorna Shaw from Research Resource presented feedback on the results of the recent large scale tenant satisfaction survey with 600 interviews with tenants and 24 interviews with owner occupiers carried out. These findings were published in May and have been submitted within this year's ARC return (2024/25).</p> <p>Lorna highlighted that there is a margin of +/-3% allowed for error and that the Scottish Average figures will be available in August/September when the Scottish Housing Regulator publishes the ARC data. Overall, the findings were very positive, with Elderpark Housing performing above the previous Scottish Average in most instances.</p> <p>Points to note:</p> <ul style="list-style-type: none"> <li>• Tenants provided very positive feedback</li> </ul>

		<ul style="list-style-type: none"> <li>Any dissatisfaction highlighted was expectedly around repairs/timelines/communal areas, although tenants did acknowledge that repairs were of high standard</li> <li>Tenants felt that they were kept informed</li> <li>There was low interest in tenants getting involved with Elderpark</li> <li>Under half of tenants interviewed have contacted the organisation in the last year</li> <li>Of the tenants who did contact EHA – 73% were about repairs</li> <li>86% of tenants interviewed were satisfied after repairs were carried out, this figure has increased from previous 81%</li> <li>90% of tenants were satisfied with the quality of their home</li> <li>83% felt that they were getting value for money</li> <li>Over 90% agreed that each of our values were being met</li> </ul> <p>The presentation prompted a discussion around increased fly tipping in the local area, notably out with our stock. It was acknowledged that this is a consistent issue throughout other neighbourhoods across the city and it does have an impact on how people feel about their neighbourhood.</p> <p>DHCS will investigate any fly tipping in our area and follow this up.</p> <p>Committee thanked Lorna for carrying out the tenant satisfaction survey and presenting her findings.</p>
7.2	Membership Applications	<p>The GCM requested approval for two new membership applications. Louise Devlin and Cameron Greig observed the meeting to this point and were asked to leave the room whilst committee made decision. Both rejoined the meeting.</p> <p>Committee <b>approved</b> the two membership applications.</p> <p>.</p>



8.0	Chief Executives Report	<p>The CEO advised that his appraisal had been completed, and the committee would be provided with a summary of objectives and performance over the past 12 months.</p> <p>The main objectives for the coming year are:</p> <ol style="list-style-type: none"> <li>1. Launch a new business plan</li> <li>2. Further develop and enhance strategic and operational partnerships</li> <li>3. Embed a strong and effective management team</li> <li>4. Drive forward the organisational culture</li> <li>5. Provide a supportive platform for colleagues to raise their own profile (as well as the RSL profile)</li> <li>6. Ensure smooth succession planning for the management committee</li> <li>7. Develop a clear personal learning &amp; development plan for himself.</li> </ol> <p>Management team will now be appraised by the CEO, with the Management Team then appraising employees.</p> <p>CIH Awards Ceremony</p> <p>The CEO provided an update on the CIH awards and informed that EHA are sponsoring the Young Achievers in Housing Award. It is anticipated we will submit entries for one, or more, awards and may be fortunate to be nominated.</p> <p>GWSF</p> <p>The CEO informed that the Glasgow West Scotland Forum are looking for nominations for Board Members and if any of our MC would like to be nominated, they should advise the Corporate Team.</p> <p>Committee Expenses</p> <p>The CEO sought approval for the committee expenses allowance is updated to £30 from £25 and follow suit with other organisations.</p> <p>Increase in expenses allowance <b>approved</b> with existing policy to be amended to reflect this change.</p>
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		<p>Staffing</p> <p>The CEO updated the committee on the following staffing information:</p> <ul style="list-style-type: none"> <li>• Currently recruiting for an Asset Manager, one individual had verbally accepted the post, but has since withdrawn their interest. CEO advised that spoke to the candidate who was second but has subsequently attained a new role and a discussion was held with another candidate who had withdrawn from the first recruitment due to personal reasons however they remaining in a position where they couldn't consider the role. The CEO advised that the closing date is w/c 30<sup>th</sup> June 2025 with interviews taking place in July</li> <li>• Asset Officer (Safety and Compliance) has been recruited with our existing Asset Administrator being successful and will take up the post from the 1<sup>st</sup> July 2025</li> <li>• Asset Administrator will be recruited in July / August to fill this vacancy which has been created.</li> <li>• Customer Services now working fare transitioning to work under the Asset Management Department with a Customer Services Advisor moving to housing. Two of the current Customer Advisors are temporary and in line with our recruitment policy these posts will require to be advertised externally and openly.</li> <li>• GCM post – second interviews have taken place with a candidate selected and verbally offered the post which they have accepted.</li> </ul> <p>The CEO advised that this should broadly conclude the recruitment meantime albeit can change quickly.</p>
9.0	Training	
9.1	Forthcoming Training Courses/ Events	Nothing to report
9.2	Feedback on Training/Events	Nothing to report

10.0	Any Other Competent Business	
10.1	Any Other Competent Business	<p>The DAM informed that himself and the CEO attended a meeting to explore the possibilities of making use of a new heating network being developed through GREN and advised that this is something that has potential to be hugely beneficial but will continue to engage with relevant partners before making any final decisions on the merit of their proposal.</p> <p>The DFCS informed that the auditors have changed their name to AAB Audit and Accountancy, trading as AAB.</p> <p>The CEO informed that the next Business Planning meeting will take place on 18<sup>th</sup> August 2025 from 5.30-8.30pm.</p> <p>The CEO acknowledged that it was the GCM's last meeting and advised that the association was sad to see her leave but wished every success in her new role. The Chair acknowledged and added to this on behalf of committee advising it had been a pleasure to work with GCM and that she was a strong support to the committee during her time in the role and would be missed.</p>
11.0	Date of Next Meeting	
11.1	Date of Next Meeting	The date of the next Management Committee Meeting is 26 <sup>th</sup> August 2025.

## Approvals

Item No	Agenda Item	Proposed (P) & Seconded (S) by	Lead Officer
4.3	The CEO will take on Secretary role until the AGM	Approved	CEO
4.3	Appointment of Cameron Greig and Louise Devlin to join Committee	Approved	CEO
4.4	Assurance update report	Approved	GCM
4.5	Annual Review Progress Report/Training Plan	Approved	GCM
4.6	Strategic Objectives Progress Report	Approved	CEO
6.1	Procurement Report	Approved	DAM
6.2	Equality, Diversity and Inclusion Policy	Approved	GCM
6.3	Void Management Policy	Approved	HM
6.4	Safeguarding Policy	Approved	DHCS
6.5	Rent Setting Policy	Approved	DHCS
7.2	Membership applications x 2	Approved	GCM

## Additional Actions from Meeting

Item No	Agenda Item	Action Required	Lead Officer / Date to be Actioned by
3.1	Minutes of previous meeting	Redacted and published to website	GCM
3.2	Matters Arising	Investigation in to fly tipping in the area	DHCS
4.3	Governance report	Submit Committee Members information and ID to Nationwide	DFCS
4.3	Governance report	DAM to be added to list of signatories and previous DA to be removed.	DFCS
4.3	Governance report	DAM and DFCS will be added as signatories for all bank accounts	DFCS
5.1	Health and Safety Audit	Audit to be passed to DA	GCM
7.2	Membership application	Issue Shares to new CM x 2	GCM