



**ELDERPARK**  
HOUSING

**MINUTES** of the Management Committee Meeting held on 28<sup>th</sup> October 2025  
Location – 65 Golspie Street, Govan, Glasgow, G51 3AX

<b>Item</b>	<b>Agenda Item</b>			
<b>1.0</b>	<b>Apologies</b>	<b>In Attendance</b>	<b>Apologies</b>	<b>Special Leave</b>
	Committee present Maureen McDonald (Chair) Melanie Gilmour (Vice-Chair) Sofie Rytz Tomasz Sawczuk Louise Devlin Cameron Greig	Gary Dalziel (CEO) Duncan Smith (DAM) Aidan McGuinness (DHCS) Helen Sutherland (DFIT) Julie-Ann Cloherty (CGM) Gillian McFadden (Minute)	Eileen McCallum (Secretary) Kirsty Stoddart Marie Moody	
<b>2.0</b>	<b>Declaration of Interest</b>			
	None – standard agenda item.			

<b>3.0 Minutes for Approval</b>			
3.1	Minutes of Previous Management Committee Meeting held on Tuesday 26th August 2025	<p>The Minutes were agreed as a true record of the meeting.</p> <p><b>Proposed:</b> Louise Devlin  <b>Seconded:</b> Cameron Greig</p>	<p>Signed by Chairperson:  [Redacted – personal information]</p> <p>Signed By CEO:  [Redacted – personal information]</p>
3.2	Minutes of Additional Meeting held on Wednesday 17 <sup>th</sup> September 2025	<p>The Minutes were agreed as a true record of the meeting.</p> <p><b>Proposed:</b> Melanie Gilmour  <b>Seconded:</b> Sofie Rytz</p>	
3.3	Matters Arising	<p>The CEO informed committee that he was arranging a meeting with a potential management committee candidate; however, this has not progressed yet.</p>	
<b>4.0 Governance</b>			
4.1	Notifiable Event	<p>None – standard agenda item</p>	
4.2	Regulatory Returns	<p>None – standard agenda item</p>	
4.3	Governance Report	<p><b>Formation of New Management Committee</b>  The CEO confirmed that at the AGM four new committee members were elected, and that two committee members stood down seeking not to stand for re-election. We are looking to recruit for new members and the CEO asked committee to contact Corporate if they know of anyone who would be interested.</p> <p>Management Committee <b>noted</b> the current composition of the Management Committee</p> <p><b>[Redacted – personal information]</b></p>	

	<p><b>Office Bearers and Sub-Committee Membership</b></p> <p>The CEO confirmed the Office Bearers who were elected/re-elected at the additional meeting on 17<sup>th</sup> September are:</p> <p><i>Maureen McDonald – Chair, Melanie Gilmour – Vice-Chair, Eileen McCallum – Secretary.</i></p> <p>The CEO advised committee that conveners will be appointed at the next meetings of the three sub-committees and the sub-committees are made up as follows:</p> <p><i>Finance, Audit and Risk – Cameron Greig, Maureen McDonald and Sofie Rytz</i></p> <p><i>Housing and Asset Management – Louise Devlin, Eileen McCallum, Melanie Gilmour, Tomasz Sawczuk and Marie Moody</i></p> <p><i>Staffing – Cameron Greig, Melanie Gilmour, Kirsty Stoddart and Louise Devlin</i></p> <p>The CEO informed committee that ideally each sub-committee would consist of five committee members. Currently the Finance, Audit and Risk only consists of three committee members which is the required number for the meetings to be quorate.</p> <p>Management Committee <b>noted</b> the confirmation of office bearers and were advised to contact Corporate should they wish to join the finance, audit and risk sub-committee.</p> <p><b>50<sup>th</sup> Anniversary AGM Feedback</b></p> <p>The CEO asked committee for feedback on the 50<sup>th</sup> Anniversary AGM and a general discussion took place with committee members agreeing that it was a great night, especially seeing previous committee members who attended. The video was enjoyable, the evening was well organised and it was good to have lots of raffle prizes for members.</p>
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	<p><b>Charities (Regulation and Administration)(Scotland) Act 2023</b></p> <p>The CEO advised committee on the changes outlined by TC Young (solicitors) which included providing OSCR with additional personal information on committee members, however advised that only first and last names will be made public and published on their website.</p> <p>In addition to this, at the end of 2025 annual returns will appear in your entry in the Charity Register and information will remain visible for 5 years. The accounts will no longer be redacted; and this should be taken into consideration before submission. Consideration should also be given as to whether a digital or typed signature should be added, rather than handwritten.</p> <p>The CEO further advised that with regards to automatic disqualification, the criteria for charity trustees will now include convictions for terrorism, money laundering, bribery and perverting the course of justice. This criteria includes people undertaking a senior management function for a charity, including volunteers. Charities should be checking whom this will have an impact on and what this would mean for the charity going forward.</p> <p>Management Committee <b>noted</b> the changes to the Charities (Regulation and Administration)(Scotland) Act 2023.</p> <p><b>Amendment to Management Committee Minute of 24<sup>th</sup> June 2025</b></p> <p>The CEO highlighted an amendment to the minutes of 24<sup>th</sup> June 2025 in relation to Section 4.4 – Assurance Update Report.</p> <p>Management committee <b>approved</b> the amendment to the minute</p>
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	<p><b>Communication with the Management Committee</b></p> <p>The CGM advised committee that most of the engagement from Corporate Services is carried out by email, which can present some challenges resulting in a time lapse in responding to communications. The committee were asked if they would be happy for a change of approach such as telephone, WhatsApp or text message, as in certain situations this could work more effectively.</p> <p>The committee were advised that this type of communication would only be used for alerts and reminders like meeting dates, training opportunities or events. An example message would be 'Please refer to email'. The CGM advised that all committee papers and reports would still be located in decision time, but that a different communication method could assist the corporate team in carrying out their role. A discussion took place and committee agreed that they would be happy to use different methods of communication in certain circumstances.</p> <p>Management Committee <b>discussed and agreed</b> to exploring different methods of communication.</p> <p><b>Scottish Housing Regulator Publications</b></p> <p>The CEO highlighted two newsworthy items published by the regulator over the last few months and advised committee that they can be provided on request.</p> <p>These are:</p> <p>National Report on the Charter – Headline Findings  Scottish Ministers Confirm appointment of new board members to SHR</p> <p>Management Committee <b>noted</b> the SHR Updates in the previous two months.</p>
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4.4	KPI Analysis Report Q1 2025/26	<p>The CGM informed committee that overall performance is strong, however there has been a decline in performance as a result of staffing turnover and provided details as follows:</p> <p>Unusually, Stage 1 response times have exceeded the 5-day target, and this suggests that some complaints which should have been escalated to Stage 2 were not, and longer response times have pushed the response time up. Staff training has taken place and with the CGM now in post, target figures should be met in future with close monitoring in place.</p> <p>Due to staff restructuring, performance in Assets and Maintenance has slipped through. It is expected that these figures will see an imminent improvement due to having more resources in place. The CGM highlighted that our compliance rate with gas safety servicing remains 100% compliant.</p> <p>In Housing Management, the work undertaken on arrears management has continued to exceed target results with the exception of former tenant arrears being 0.1% above target. The average time to re-let properties remains above target possibly due to utility meter issues which are out with the association's control.</p> <p>There is a vast improvement in staff sickness figures compared to the same quarter last year <b>[Redacted – confidentiality]</b></p> <p>The KPI performance report is indicative of recent changes in staffing, however with staff teams now at full complement, it is anticipated that these results will improve.</p> <p>Management Committee <b>noted</b> the KPI Analysis Report Q1 2025/26 and the recent changes in staff having an impact on the report.</p>
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4.8	Annual Committee form return	<p>The CGM informed committee of the forms requiring annual completion and requested committee sign the relevant forms at the meeting. The CGM advised that previously these documents had been completed at different points within the year and requested that this exercise was aligned with the post AGM cycle. Some of the documents have had changes which were highlighted. One committee member asked a question regarding H &amp; S and the CEO explained that committee have a collective responsibility to ensure that the association is compliant with legislation and good practice.</p> <p>Management Committee <b>noted</b> the Annual Committee form return report.</p>
<b>5.0</b>	<b>Health &amp; Safety</b>	<p>5.1 Health &amp; Safety update</p> <p>The DA informed committee that the processes for reporting on Landlord Health &amp; Safety Compliance is working well and that the asset team are responsible for checks, ensuring we are compliant. The DA further explained that there are now 7 areas for reporting which are:</p> <p>Gas safety Asbestos Management Lift Safety Electrical Safety Legionella Management Fire Safety Condensation, Dampness and Mould.</p> <p>The DA advised that the Asset Management Team have taken over responsibility for organisational Health &amp; Safety and that there had been no H &amp; S incidents relating to staff in Q2. There had previously been some incidents of verbal abuse to staff, however a new system for recording incidents which may have contributed to the increase. This will be monitored, and staff safety is of paramount importance.</p>

		<p>The CEO gave a little depth on the compliance / health and safety obligations highlighting that for example the association engages a contractor to carry out over 1300 annual gas safety checks in the year to reduce the risk of anything happening. Looking at all the compliance areas noted above the association potentially spends approximately £500k in both direct and indirect costs to maintain the safety of tenant's homes.</p> <p>A Committee Member who is also a tenant of the association stated that they felt very safe in their home.</p> <p>Management Committee <b>noted</b> the Health &amp; Safety Updates.</p>
<b>6.0</b>	<b>Reports for Decision / Approval</b>	
6.1	Annual Assurance Statement	<p>The CEO explained to committee that the Chairperson is responsible for signing and approving the AAS on behalf of the Management Committee, and the deadline for this is 31<sup>st</sup> October 2025. The CEO further explained that this document provides accountability for the association and ensures that the management committee are confident that the organisation runs effectively and is compliant with our legislative and regulatory duties. The committee felt that Elderpark's AAS is was more in depth than a number of others and written well. The document consists of a 2-page written statement.</p> <p>Management Committee <b>approved</b> the Annual Assurance Statement.</p> <p><b>Proposed by:</b> Melanie Gilmour      <b>Seconded by:</b> Sofie Rytz</p>
6.2	Progress Update – Nimmo Drive	<p>The CEO informed committee that he had been asked to provide a progress report on the Nimmo Drive development to SHR. The report covered everything and stated that the build is going well, there has been no delays and the brick work and roofs are almost complete. A meeting is being held around the internal details for example kitchens choices etc and the development is on schedule for completion in May 2026.</p> <p><b>[Redacted – confidentiality]</b></p>

		<p>One committee member asked if contamination had been signed off, and CEO explained that it hadn't, however, doesn't anticipate any issues. JR are awaiting on approval, and it would be their responsibility if approval isn't granted, however this is unlikely.</p> <p>One committee member asked how the properties will be allocated and the DHCS explained that priority will be given to those with accessible needs who require housing amenities. The properties have lifts and are close to shops.</p> <p>Management Committee <b>noted</b> the Progress Update.</p>
6.3	Review of Allocation Policy	<p>The DHCS advised committee of changes that have been made to the Allocation Policy in line with changes within the allocations procedures. These consist of:</p> <ul style="list-style-type: none"> <li>• Include "Statutory homeless waiting list applicants" within the quota Section 5 lets which is currently 58%.</li> <li>• Increase points for sharing amenities from 10 points to 20 points and increase employment/support points from 10 to 15points.</li> <li>• Where those who have been awarded "exceptional need" points we will look to review their application in 3 months and monitor periodically the number awarded.</li> <li>• Add new categories to the waiting list to include wheelchair adapted and accessible housing and rephase what accessible /adapted housing means.</li> </ul> <p>A discussion took place around the current waiting list, void properties, adaptations to existing homes and a wheelchair waiting list. The current waiting list has 390 applications and will be reviewed every 3 months.</p> <p>Management Committee <b>approved</b> updates to Allocation Policy.</p> <p><b>Proposed by:</b> Sofie Rytz      <b>Seconded by:</b> Melanie Gilmour</p>

7.0	Reports for Discussion / Information	
7.1	Strategic Business Plan update	<p>The CEO informed committee that both the staff team and committee had completed 2 business planning sessions and fed back from a summarised report. Allanpark (consultants) are in the process of developing the 2026-2031 business plan, and this will be presented to the next committee meeting in November. The update outlines strengths and weaknesses, challenges and noted lots of change in the past 2 years. There were varying opinions on the vision, particularly around the word 'prosper' which didn't sit well with tenants and stakeholders.</p> <p>One committee member reflected on the process and suggested that a session with staff and committee could have been beneficial. The CEO explained that it is tricky to strike a balance however we will look at some form of joint event for the committee and staff in 2026 which could be around publication of the new strategic business plan.</p> <p>Management Committee <b>noted</b> the Strategic Business Plan update.</p>
7.2	Asset Team Restructure	<p>The DA updated committee on the staff changes/structure within the Asset Team, informing that the Customer Service Team used to sit in housing, but has now moved into Assets. The Asset team now consists of Director of Asset Management, Asset Manager, Asset Officer x 3, Asset Administrator, Estate Management Co-ordinator and 3 x Customer Service Advisers.</p> <p>The Asset Manager will provide an intensive induction and training programme for the new CSA's to ensure they are equipped to handle the property and maintenance focussed nature of customer contact effectively.</p> <p>Management Committee <b>noted</b> the contents of the Asset Team Restructure report.</p>

7.3	Contract and Major Works	<p>The DA informed committee that Glasgow City Council Planning had recently rejected the original window specification due to properties being within a conservation area and any new windows will require to be PVC sliding sash and case windows. These types of windows have a significant cost increase which makes the programme unaffordable within the originally approved budget of £722k.</p> <p>On this basis we will look at re-aligning the works programme for 2025-26 to replace windows outwith the conservation are in line with the budgeted amount and a new procurement exercise will take place in 2026-27 for the conservation area properties.</p> <p>One committee member asked what the implications would be to continue with original planned properties and was informed that instead of 350 properties receiving new windows, it would be around the region of 150.</p> <p>Management Committee <b>approved</b> update to Contract and Major Works.</p> <p><b>Proposed by:</b> Louise Devlin      <b>Seconded by:</b> Cameron Greig</p>
7.4	Update to Factoring Policy Written Statement	<p>The DHCS sought approval for an amendment to the Factoring Policy Written Statement removing the following:</p> <p><i>You are charged a quarterly premium, there is no administration fee, and the premium is based on dividing the total cost by the number of properties we own and factor.</i></p> <p>And replacing with:</p> <p><i>You are charged a quarterly premium; there is no administration fee. The insurer determines the premium applicable to the block based on reinstatement value and that premium is then split between the owners of the properties in accordance with the provisions of the title. The insurers determine the premium based on reinstatement value for main door properties.</i></p> <p>Management Committee <b>approved</b> update to Factoring Policy Written Statement.</p>

		<b>Proposed by:</b> Melanie Gilmour <b>Seconded by:</b> Cameron Greig
7.5	Business Plan Objectives Review	<p>The CEO provided an update of the Business Plan Objectives and informed that the DA is in the process of reviewing the Asset Management Strategy.</p> <p>Management Committee <b>noted</b> the Business Plan Objectives Review</p>
<b>8.0</b>	<b>Chief Executive's Report</b>	
8.1	CEO Report	<p><b>Staffing Changes</b></p> <p>The CEO informed committee that Elderpark had experienced a turbulent few years and there has been significant changes. Recruitment for CSA has completed with 3 new staff members joining in coming weeks.</p> <p>Rachel Henry has successfully changed roles from CSA to Asset Administrator.</p> <p>Amra Iqbal has left the organisation for a promoted post at Ardenglen Housing Association. Vallia Agbokuma's temporary post came to an end, and she leaves Elderpark at the end of the week.</p> <p>Terry Cox has secured a post with Renfrewshire Council with the vacancy created having been advertised and a closing date of yesterday. We received 23 applications for this post.</p> <p>Fiona Koroma has successfully secured a Corporate Governance Officer and will be leaving Elderpark next month.</p> <p>Management Committee <b>noted</b> Staffing Changes</p> <p><b>GEL Partnership</b></p> <p>Nothing to note.</p>

	<p><b>TIS Membership</b>  The CEO informed committee that the organisation has renewed its annual membership with TIS at a cost of £270.</p> <p>Management Committee <b>noted</b> the renewal of TIS Membership.</p> <p><b>CIH Housing Awards</b>  The CEO informed committee that 12 representatives of Elderpark will be attending the Housing Awards on the 14<sup>th</sup> November. Elderpark are sponsoring Young Achiever in Housing Award and have been shortlisted for the Housing Association of the Year Award. There will be a total of 650 attending the event. The CEO advised committee to let Corporate know if they would like to attend.</p> <p>Management Committee <b>noted</b> the CIH Scotland Housing Awards programme and our participation in the event.</p> <p><b>CX-Feedback Supported 50<sup>th</sup> Anniversary Christmas Event</b>  The CEO informed committee that CX-Feedback have offered to support the association in holding a Christmas event to celebrate our 50<sup>th</sup> anniversary by providing an evening for our tenants and residents. Plans are in the early stages however CX Feedback have committed a minimum of £6K and providing staff towards the event. We aim to seek support from other partners who work with us and increase the scope of what this event can deliver. We are grateful to CX Feedback for supporting us to deliver this event, providing something for the community to celebrate the 50<sup>th</sup> Anniversary of the Association.</p> <p>Management Committee <b>noted</b> the potential community 50<sup>th</sup> anniversary event being explored.</p>
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		<p><b>Leadership Development Programme</b></p> <p>The CEO updated committee that the association has commissioned an external leadership trainer to work with the management team. This will allow the team to understand skills, approaches and leadership styles of other team members. As a starting point the management team have completed 'personality profiles' and the first session will take place at the end of October, continuing each month until the end of February except for December.</p> <p>Management Committee <b>noted</b> the Leader Development Programme update.</p>
<b>9.0</b>	<b>Training</b>	
9.1	Training schedules staff/committee	<p>The CGM informed committee that there have been several requests for individual training and she is looking into coordinating group training for management committee and that individual training requests should be directed to corporate.</p> <p>Management Committee noted the Staff/Committee training schedules update.</p>
9.2	Forthcoming Training Courses/Events/Chairing Skills	As above.
9.3	Feedback on Training/Events	Nothing to report – standard agenda item.
<b>10.00</b>	<b>AOCB</b>	
		<p>The CEO offered congratulations to Louise Devlin who came first in the Imagine Glasgow competition. Louise came up with something new – an idea to repurpose an old railway line in Glasgow.</p> <p>Management Committed joined the CEO in congratulating Louise.</p>
<b>11.0</b>	<b>Date of Next Meeting</b>	
11.1	Date of Next Meeting	The date of the next meeting Tuesday 25 <sup>th</sup> November 2025

## Approvals

Item No	Agenda Item	Proposed (P) & Seconded (S) by	Lead Officer
3.1	Minutes of Meeting held on 26 <sup>th</sup> August 2025	<b>Proposed:</b> Melanie Gilmour <b>Seconded:</b> Sofie Rytz	
3.2	Minutes of additional meeting held on 17 <sup>th</sup> September 2025	<b>Proposed:</b> Louise Devlin <b>Seconded:</b> Cameron Greig	
4.3	Amendment to Management Committee Meeting minutes held on 24 <sup>th</sup> June	<b>Proposed:</b> Melanie Gilmour <b>Seconded:</b> Sofie Rytz	
4.5	Assurance Master Action Plan Progress Update and amended dates	<b>Proposed:</b> Melanie Gilmour <b>Seconded:</b> Tomasz Sawczuk	
4.6	Membership Application	<b>Proposed:</b> Melanie Gilmour <b>Seconded:</b> Tomasz Sawczuk	
4.7	Ending Membership Report	<b>Proposed:</b> Melanie Gilmour <b>Seconded:</b> Tomasz Sawczuk	
6.1	Annual Assurance Statement	<b>Proposed:</b> Melanie Gilmour <b>Seconded:</b> Sofie Rytz	
6.3	Review of Allocation Policy	<b>Proposed:</b> Sofie Rytz <b>Seconded:</b> Melanie Gilmour	
7.3	Contract and Major Works	<b>Proposed:</b> Sofie Rytz <b>Seconded:</b> Melanie Gilmour	
7.4	Update to Factoring Policy Written Statement	<b>Proposed:</b> Melanie Gilmour <b>Seconded:</b> Cameron Greig	

Additional Actions from Meeting

Item No	Agenda Item	Action Required	Lead Officer / Date to be Actioned by
3.1	Minutes of Meeting held on 26 <sup>th</sup> August 2025	Redact and publish August minutes	CGM
4.3	Amendment to Management Committee Meeting minutes held on 24 <sup>th</sup> June	Publish to website	CGM
4.6	Membership Application	Process membership, issue share to new member	CGM
4.7	Ending Membership Report	Update membership record and file	CGM
6.3	Review of Allocation Policy	Update website, policy registers and circulate to staff	CGM
7.4	Update to Factoring Policy Written Statement	Update website, policy registers and circulate to staff	CGM