



NOTICE OF MEETING

The Meeting of the Full Management Committee will be held on Thursday the 25th of July 2024 at 18:30 hrs in the Association's offices, 2310 Dumbarton Road, Yoker.

AGENDA

*** for approval / decision

- 1.0 MANAGEMENT COMMITTEE
 - 1.1 APOLOGIES
 - 1.2 REGISTRATION, DECLARATIONS & CODE OF CONDUCT
 - 1.3 TRAINING
 - 1.3.1 Management Committee Training Monitoring Schedule
 - 1.3.2 SHARE Draft Appraisal Report
 - 1.4 REGULATORY & STATUTORY RETURNS 2024 / 25
 - 1.5 WHISTLEBLOWING, FRAUD & NOTIFIABLE EVENTS REGISTER 2024 / 25
 - 1.6 HEALTH & SAFETY MATTERS
- 2.0 MEMBERSHIP
 - 2.1 NEW MEMBERSHIP APPLICATIONS
 - 2.2 CLOSURE OF SHARE REGISTER
 - 2.3 ANNUAL GENERAL MEETING 28.08.24
- 3.0 DOCUMENTS FOR SIGNING AND USE OF SEAL
- 4.0 CORRESPONDENCE
- 5.0 MINUTES OF THE FULL MANAGEMENT COMMITTEE MEETING 30.05.24
 - 5.1 APPROVAL OF MINUTES ***
 - 5.2 MATTERS ARISING
- 6.0 CORPORATE GOVERNANCE REPORTS
 - 6.1 QUARTERLY KEY PERFORMANCE INDICATORS & TARGETS REPORT
 - 6.2 STRATEGIC OPTIONS APPRAISAL DRAFT REPORT ***
- 7.0 FINANCE REPORTS
 - 7.1 QUARTERLY CASH FLOW TO 30.06.24 REPORT
 - 7.2 QUARTERLY PROPERTY MANAGEMENT ARREARS TO 30.06.24 REPORT
 - 7.3 QUARTERLY MANAGEMENT ACCOUNTS TO 30.06.24 REPORT
- 8.0 DEVELOPMENT REPORTS
 - 8.1 DEVELOPMENT SCHEME REPORT
- 9.0 HOUSING MANAGEMENT & MAINTENANCE REPORTS
 - 9.1 SETTLING-IN VISIT SATISFACTION SURVEY TO 31.03.24 REPORT
 - 9.2 TENANCY TERMINATION SATISFACTION SURVEY 2023/24 REPORT
 - 9.3 QUARTERLY COMPLAINTS HANDLING REPORT
 - 9.4 TENANT PARTICIPATION STRATEGY REPORT
 - 9.5 RENT ARREARS CASES REPORT ***
 - 9.6 MAINTENANCE SCHEME REPORT
- 10.0 DATE OF NEXT MEETING 26.09.24
- 11.0 A.O.C.B.

Distribution

1. Shields, Graeme (Chairman)	☒☒☒	6. Jarvis, Anna-Maria	☒☒☒	11. Walker, Catriona	☒☒☒
2. Ballantyne, Mary	☒☒☒	7. McKendrick, Mick	☒☒☒	12. Wronowska, Agnieszka	☒☒☒
3. Busby, Elaine	☒☒☒	8. Porter, Josephine	☒☒☒	13. Vandermotten, Roderick	☒☒☒
4. Donnelly, Lisa-Marie	☒☒☒	9. Ryan, Isabella	☒☒☒	14. Cairney, Lisa	☒☐☐
5. Fleming, Anne	☒☒☒	10. Thompson, Margaret	☒☒☒		



MINUTES

Minutes of the Full Management Committee Meeting held on Thursday the 25th of July 2024 at 18:30hrs in the Association's offices at 2310 Dumbarton Road, Yoker, Glasgow.

Present

Shields, G (Chairman)
Ballantyne, M
Busby, E
Cairney, L
Donnelly, L
McKendrick, M
Porter, J
Vandermotten, R
Wronowska, A

In Attendance

Forrest, C J (Director)
Freeman, K (Secretary / Housing Services Manager)

Gaffney, O (SHARE)
McNeill, P (HRC)

G Shields welcomed O Gaffney and P McNeill to the meeting.

1.0 MANAGEMENT COMMITTEE

1.1 APOLOGIES

Apologies for absence were received from I Ryan, A Jarvis, A Fleming, M Thompson and K McKay.

1.2 REGISTRATION, DECLARATIONS & CODE OF CONDUCT

There were no other declarations beyond those already reported in the Register of Interests.

1.3 TRAINING

1.3.1 Management Committee Training Monitoring Schedule

G Shields referred to the report and noted that a number of Management Committee members had yet to achieve their required training hours. He suggested that following the appraisal report and the issuing of individual learning statements that those not currently meeting their training hours should address this.

He went on to suggest that following the Annual General Meeting, some may wish to attend induction training sessions for any new Management Committee members as refresher training.

1.3.2 SHARE Draft Appraisal Report

O Gaffney of SHARE provided an overview of the report from the Management Committee appraisal process and the key points for action. She confirmed that the final report together with the individual learning statements (ILS) would be issued shortly and that these should be used as the basis for planning the next year's training for each individual.

G Shields noted that there were fewer recommendations for action than in the previous year and confirmed that the ILS would be used to prepare a training programme for 2024/25.

Those present then thanked O Gaffney for her attendance and presentation.

At this point O Gaffney left the meeting.



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1.0 MANAGEMENT COMMITTEE

1.4 REGULATORY & STATUTORY RETURNS 2024 / 25

G Shields referred to the report and noted that all of the regulatory and statutory returns due for the current financial year that could be completed or submitted had been completed or submitted.

The report was then noted by those present.

1.5 WHISTLEBLOWING, FRAUD & NOTIFIABLE EVENTS REGISTER 2024 / 25

G Shields referred to the report and all those present or in attendance confirmed that they were not aware of any new whistleblowing, fraud or notifiable events having been raised since the last meeting.

The report was then noted by those present.

1.6 HEALTH & SAFETY MATTERS

There were no matters to report at this time.

2.0 MEMBERSHIP

2.1 NEW MEMBERSHIP APPLICATIONS

There were five new membership applications from bona fide applicants as follows:

<u>Share Certificate No.</u>	<u>Name</u>	<u>Address</u>
1351	[REDACTED]	[REDACTED]
1352	[REDACTED]	[REDACTED]
1353	[REDACTED]	[REDACTED]
1354	[REDACTED]	[REDACTED]
1355	[REDACTED]	[REDACTED]

Approval of these membership applications was proposed by R Vandermotten, seconded by A Wronowska, and unanimously agreed by those present.

2.2 CLOSURE OF SHARE REGISTER

K Freeman in his capacity as Secretary formally notified those present of the closure of the Share Register in advance of the Annual General Meeting.

2.3 ANNUAL GENERAL MEETING 28.08.24

G Shields referred to the report reminding those present of the date of the next Annual General Meeting (AGM) and that a third of the Management Committee would be standing down. Those present noted that this third included E Busby and M Thompson, neither of whom would be standing for re-election as they had indicated their intention to retire.

The Director confirmed that as part of the succession strategy for the Management Committee, two new members had expressed an interest in joining the Management Committee. K Freeman confirmed that both members had confirmed their intention to stand for election at the AGM.

G Shields suggested that this should allow the Management Committee numbers to remain stable going into the next year.



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3.0 DOCUMENTS FOR SIGNING AND USE OF SEAL

G Shields noted that employment contracts for two new members of staff had been signed following a successful recruitment exercise. Other than the aforementioned share certificates, there were no other documents for signing and use of the Seal.

4.0 CORRESPONDENCE

There were no items of correspondence.

5.0 MINUTES OF THE FULL MANAGEMENT COMMITTEE MEETING 30.05.24

5.1 APPROVAL OF MINUTES

The Minutes were proposed by A Wronowska, seconded by M McKendrick, and unanimously approved by those present.

5.2 MATTERS ARISING

There were no matters arising.

6.0 CORPORATE GOVERNANCE REPORTS

6.1 QUARTERLY KEY PERFORMANCE INDICATORS & TARGETS REPORT

G Shields referred to the report and noted that the Association was generally achieving high levels of compliance with its strategic objectives based on the key performance indicators for the first quarter of the current financial year.

He went on to note that there was however low compliance with one of the Association's strategic objectives and the Director provided an explanation of the reasons behind this indicator not yet achieving target for the year. He went on to explain that he fully expected compliance to be achieved as the year progressed and the Association's planned maintenance programme was implemented.

In response to a question raised by M McKendrick, the Director confirmed the basis on which the targets had been set for the current year with reference to the Association's locality and size benchmarking groups. He acknowledged that the rent arrears target was ambitious but that these targets remained consistent with the approach agreed in the Business Plan. He suggested that these could be reviewed as part of the review of the Business Plan.

The report was then noted by those present.

6.2 STRATEGIC OPTIONS APPRAISAL DRAFT REPORT

P McNeill referred to the draft report and explained that he was not surprised by the outcome based upon his initial observations.

He went on to refer to the positive outcomes from the tenant consultation, the governance review and the financial viability and business plan review. He explained that the Association was clearly a "stand-out" organisation based upon his own independent benchmarking exercise.

With respect to the housing stock, he said that it was clear from his own observations that the Association invested in its housing –he observed "order" in backcourts and estate management compared to the "chaos" he often observed elsewhere.



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6.0 CORPORATE GOVERNANCE REPORTS

6.2 STRATEGIC OPTIONS APPRAISAL DRAFT REPORT

P McNeill then placed these findings in context and referred to the current inflationary and high interest-rate environment. He explained that the Association's lack of debt, low-cost base and low rent levels meant that it was well placed to address these challenges as well as the future "net zero" agenda.

He reminded those present of the need to continue with this work in future years and the importance of selecting the right person to replace the Director when the time came. He told those present that too many organisations had run into difficulty in the past by having the wrong person in the position of Director or Chief Executive. He suggested that replacing the current Director would be one of the major challenges facing the organisation in the coming years.

Referring to the report, he explained that there were a number of recommendations for further improvement, and he noted that action had already begun to address these areas. However he explained that these were all relatively minor issues and did not detract from the overall conclusion that the Association was a well-managed, well governed organisation favoured by its tenants.

He concluded by confirming that the recommendation of the report was that the Association continue as an independent organisation.

There then followed discussion around the next steps to be taken and the finalising of the report.

J Porter suggested that the report be held in draft until such time as the Director formally intimated his decision to retire. She did not think it was appropriate to consult with the Scottish Housing Regulator (SHR) at this time as the Options Appraisal had been carried out as part of a planning exercise in preparation for that eventuality.

M Ballantyne agreed that the report should be held in draft and updated in the due course of time when a formal notice of retirement was received from the Director which would result in a Notifiable Event to the SHR.

There was some debate around whether the SHR might see a change of Director as an opportunity to try to force an amalgamation or takeover by another organisation. Based upon past experience, G Shields acknowledged the suspicion and mistrust of the SHR on the part of some present.

However M McKendrick suggested that based upon the findings of the options appraisal, there was an argument for the opposite – that the Association was more likely to be in a position to take over another organisation than to be taken over itself.

P McNeill agreed and encouraged those present to be vocal about the Association's "stand-out" performance. He also agreed that until such time as a formal notice of retirement was received from the Director, there was no need to notify the Scottish Housing Regulator. On the assumption that such a notification was received within the next six to twelve months, the draft report could simply be updated and finalised at that time.

G Shields then thanked P McNeill for his report and those present unanimously agreed to defer finalising the report until such time as the Director's retirement date was formally intimated.



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7.0 FINANCE REPORTS

7.1 QUARTERLY CASH FLOW TO 30.06.24 REPORT

G Shields referred to the report noting that cash flow to the end of June 2024 was better than budgeted and that cash at bank and on hand was approximately one hundred and forty-three thousand pounds higher than budgeted.

The Director then provided a brief analysis of the key variances from budget.

The report was then noted by those present.

7.2 QUARTERLY PROPERTY MANAGEMENT ARREARS TO 30.06.24 REPORT

G Shields referred to the report and the Director provided a brief analysis of the movement in property management arrears over the quarter. After adjusting for the annual insurance premium included within the quarterly invoices to the end of June, the Director explained that the downward trend in property management arrears continued.

There then followed discussion on a number of the individual high-level arrears cases, following which the report was noted by those present.

7.3 QUARTERLY MANAGEMENT ACCOUNTS TO 30.06.24 REPORT

G Shields referred to the Management Accounts and noted that the Association had performed better than budgeted for the first quarter of the financial year with a surplus of almost three hundred and three thousand pounds.

The Director then provided a brief overview of the main variances that had contributed to the positive results for the first quarter.

Those present noted the positive results and in the absence of any questions, the report was noted by those present.

8.0 DEVELOPMENT REPORTS

8.1 DEVELOPMENT SCHEME REPORT

Blawarthill Hospital Site

G Shields noted the content of the report, and the Director confirmed that he had attended a site meeting that day and provided an update on progress.

He explained that there had been further delays to completion while the Contractor awaited the availability of the sub-contractor who was carrying out the air tightness testing required for Passivhaus accreditation. Additionally, the Architect had intimated delays in response from Building Control in finalising the Building Warrant queries.

In response to a question from G Shields, the Director confirmed that there would be budget implications as a result of the delays as the Association had anticipated site completion at the end of June and budgeted rental income from the beginning of July 2024.

There then followed discussion on the specialist contractors that would be required for the future maintenance of these properties.

The report was then noted by those present.



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9.0 HOUSING MANAGEMENT & MAINTENANCE REPORTS

9.1 SETTLING-IN VISIT SATISFACTION SURVEY TO 31.03.24 REPORT

G Shields referred to the report and the high levels of satisfaction from the survey.

The report was then noted by those present.

9.2 TENANCY TERMINATION SATISFACTION SURVEY 2023/24 REPORT

G Shields referred to the report and noted the high levels of satisfaction with the Association as a landlord, noting that tenancy terminations did not correlate with service standards.

Following brief discussion the report was noted by those present.

9.3 QUARTERLY COMPLAINTS HANDLING REPORT

G Shields referred to the report and the Housing Services Manager provided a brief summary of the one complaint that had been received by the Association in the first quarter of the current year. It was noted that the complaint had not been upheld.

The report was noted by those present.

9.4 TENANT PARTICIPATION STRATEGY REPORT

G Shields referred to the report and the Housing Services Manager explained that this provided an update on progressing the Association's strategy with the main outstanding item being the "open day" scheduled to take place the following week.

The Housing Services Manager explained that this report would be the last in the old format following the update to the tenant participation strategy approved at the previous meeting.

The report was then noted by those present.

9.5 RENT ARREARS CASES REPORT

G Shields invited the Housing Services Manager to provide an update on this case following which it was unanimously agreed that enforcement of decree be deferred on the basis of the payments already received and the repayment arrangement made.

The report was then noted by those present.

9.6 MAINTENANCE SCHEME REPORT

G Shields referred to the report and the Housing Services Manager provided an update on the progress of various planned maintenance works.

10.0 DATE OF NEXT MEETING 26.09.24

G Shields reminded those present that there would be no meeting in August in lieu of holding the AGM and that the next scheduled meeting would take place on Thursday the 26th of September 2024. It was anticipated that this would be an in-person meeting.



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11.0 A.O.C.B.

Open Day

K Freeman confirmed arrangements were in hand for the "open day" the following week and a number of those present confirmed that they would attend to represent the Management Committee.

Elaine Busby

E Busby confirmed that she would not be standing for re-election following this year's AGM. She said that she had both enjoyed the experience and gained a great deal of knowledge and understanding from it. She expressed her thanks to all those present and in attendance for their support over the years and wished the Management Committee, staff and Association every success for the future.

There being no other competent business the meeting closed at 20:25 hrs.

Proposed By _____

Seconded By _____