



NOTICE OF MEETING

The Meeting of the Full Management Committee will be held on Thursday the 29th of May 2025 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 – Management Committee Appraisal 2025
- 1.4 REGULATORY & STATUTORY RETURNS 2025 / 26
- 1.5 WHISTLEBLOWING, FRAUD & NOTIFIABLE EVENTS REGISTER 2025 / 26
- 1.6 HEALTH & SAFETY MATTERS

2.0 NEW MEMBERSHIP APPLICATIONS ***

3.0 DOCUMENTS FOR SIGNING AND USE OF SEAL

4.0 CORRESPONDENCE

5.0 MINUTES OF THE FULL MANAGEMENT COMMITTEE MEETING 01.05.25

- 5.1 APPROVAL OF MINUTES ***
- 5.2 MATTERS ARISING

6.0 CORPORATE GOVERNANCE REPORTS

- 6.1 KEY PERFORMANCE INDICATOR TARGETS TO 31.03.25 REPORT

7.0 FINANCE REPORTS

- 7.1 QUARTERLY CASH FLOW TO 31.03.25 REPORT
- 7.2 QUARTERLY PROPERTY MANAGEMENT ARREARS TO 31.03.25 REPORT
- 7.3 QUARTERLY MANAGEMENT ACCOUNTS TO 31.03.25 REPORT

8.0 HOUSING MANAGEMENT & MAINTENANCE REPORTS

- 8.1 MAINTENANCE SCHEME REPORT ***
- 8.2 ANNUAL LEGAL ACTION 2024 / 25 REPORT
- 8.3 ANNUAL ANTI-SOCIAL BEHAVIOUR & NEIGHBOUR NUISANCE COMPLAINTS 2024 / 25 REPORT
- 8.4 TENANT SUSTAINMENT 2024 / 25 REPORT
- 8.5 TENANCY MANAGEMENT 2024 / 25 REPORT
- 8.6 WAITING LIST & ALLOCATIONS TO 31.03.25 REPORT
- 8.7 POLICY REVIEW REPORT
 - 8.7.1 Selection & Performance of Maintenance Contractors Policy ***
 - 8.7.2 List of Approved Contractors 2025 / 26 ***
 - 8.7.3 Death of a Tenant Policy ***

9.0 DATE OF NEXT MEETING 26.06.25

10.0 A.O.C.B.

Distribution

1. Wronowska, Agnieszka	☑☑☑	6. McClure, Joseph	☑☑☑	11. Shields, Graeme	☑☑☑
2. Donnelly, Lisa-Marie	☑☑☑	7. McKendrick, Mick	☑☑☑	12. Walker, Catriona	☑☑☑
3. Fleming, Anne	☑☑☑	8. Orr, Heather	☑☑☑	13. Walker, Mary	☑☑☑
4. Gahagan, Claire (casual vacancy)	☐☐☐	9. Porter, Josephine	☑☑☑	14. Vacancy	
5. Gallagher, Donna (casual vacancy)	☐☐☐	10. Ryan, Isabella	☑☑☑		



MINUTES

Minutes of the Full Management Committee Meeting held on Thursday the 29th of May 2025 at 18:30hrs in the Association's offices at 2310 Dumbarton Road, Yoker, Glasgow and through the Association's online virtual portal.

Present

Wronowska, A (Chairman)
Donnelly, L
Fleming, A
Gahagan, C
Gallagher, D
McClure, J (on-line)
McKendrick, M (on-line)
Porter J
Shields, G

In Attendance

Forrest, C J (Director)
Freeman, K (Secretary / Housing Services Manager)
McKay, K (Senior Finance Services Officer)

1.0 MANAGEMENT COMMITTEE

1.1 APOLOGIES

Apologies for absence were received from H Orr, I Ryan, M Walker and C Walker. H Orr's ongoing special leave of absence on grounds of ill health was noted.

1.2 REGISTRATION, DECLARATIONS & CODE OF CONDUCT

The Chairman referred to the schedule and noted that there were no further declarations of interest beyond those already registered. She confirmed that on their formal appointment to the Management Committee, C Gahagan and D Gallagher would be required to sign up to the Association's Code of Conduct and complete a formal registration and declaration of interests form.

1.3 TRAINING

1.3.1 Management Committee Training Monitoring Schedule

A Wronowska noted that the Management Committee's training target was being met with only one Management Committee member falling just short of their ongoing training requirement.

Upcoming conferences were then noted by those present and A Wronowska reminded those present that attendance was an effective way of assisting in achieving individual learning requirements.

The report was then noted by those present.

1.3.2 SHARE – Management Committee Appraisal 2025

A Wronowska referred to the ongoing appraisal process and the Housing Services Manager confirmed that all the necessary forms had been completed and submitted to SHARE. He also confirmed that interviews with O Gaffney of SHARE had been scheduled for the new committee members who had not participated in the process previously.

1.4 REGULATORY & STATUTORY RETURNS 2025 / 26

A Wronowska referred to the report and noted that all of the regulatory and statutory returns that could be submitted to date had been submitted by the required deadlines.

The report was then noted by those present.



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1.0 MANAGEMENT COMMITTEE (Continued)

1.5 WHISTLEBLOWING, FRAUD & NOTIFIABLE EVENTS REGISTER 2025 / 26

A Wronowska 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 NEW MEMBERSHIP APPLICATIONS

There was one new membership application from a bona fide applicant as follows:

<u>Share Certificate No.</u>	<u>Name</u>	<u>Address</u>
1380		

Approval of this membership application was proposed by A Fleming, seconded by L Donnelly, and unanimously agreed by those present.

At this point the formal appointment of C Gahagan and D Gallagher to the Management Committee to take up two of the three casual vacancies available was proposed by G Shields, seconded by J Porter and unanimously approved by those present.

3.0 DOCUMENTS FOR SIGNING AND USE OF SEAL

Other than the aforementioned share certificates, there were no other documents for signing and use of the Seal.

4.0 CORRESPONDENCE

Those present noted the following items of correspondence.

Scottish Housing Associations' Pension Scheme (SHAPS) – Employer Debt on Withdrawal

Those present noted that SHAPS had provided the Association with an estimate of the liability of the Association were it to close the scheme to future pension accrual and withdraw from the scheme.

There were no other items of correspondence.

5.0 MINUTES OF THE FULL MANAGEMENT COMMITTEE MEETING 01.05.25

5.1 APPROVAL OF MINUTES

The Minutes were proposed by J Porter, seconded by G Shields, and unanimously approved by those present.

5.2 MATTERS ARISING

There were no matters arising.



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6.0 CORPORATE GOVERNANCE REPORTS

6.1 KEY PERFORMANCE INDICATOR TARGETS TO 31.03.25 REPORT 23:03

A Wronowska referred to the report and the Director provided a summary of performance against targets for the year to the end of March 2025. He explained that the Association had achieved target against four of the six strategic objectives but had been unable to achieve target against two of the objectives.

It was noted that the targets set had been particularly ambitious and the Director noted that the Management Committee's decision to revise targets for 2025 onwards to achieve the top sector quartile would have resulted in almost all the targets being achieved in 2024.

In response to a question from D Gallagher, a detailed explanation of some of the key performance indicators and what (if any) action might be required to improve performance was conveyed by the Director.

Those present noted that where the Association had failed to achieve target, in many cases the target had been missed by small margins or had been as a result of matters out-with the Association's control. It was noted that the lack of a phased handover of the Blawarthill Hospital site combined with an agreement to hold additional properties for re-homing families in temporary accommodation had particularly affected allocation timescales and void levels.

Following further brief discussion, the report was noted by those present.

7.0 FINANCE REPORTS

7.1 QUARTERLY CASH FLOW TO 31.03.25 REPORT

A Wronowska referred to the report and the Senior Finance Services Officer provided an explanation of the reasons for the Association's cash flow falling short of target for the year to 31 March 2025.

A Wronowska noted that there had been a significantly higher level of planned maintenance than budgeted in the last quarter of the year. The Senior Finance Services Officer explained that this had simply been a timing difference and was as a result of delay in commencement of work which it had been budgeted to commence earlier in the year.

In response to a further question, it was explained that additional internal audit assurance work had contributed to the higher than anticipated expenditure on audit during the year.

The report was then noted by those present.

7.2 QUARTERLY PROPERTY MANAGEMENT ARREARS TO 31.03.25 REPORT

A Wronowska referred to the report and noted that while property management arrears had reduced over the quarter, they remained significantly higher than had been the case earlier in the year.

The Finance Services Officer explained that the high level of arrears had been attributable to planned common major stone and fabric repair works being carried out over a number of months. She also explained that the arrears had reduced by approximately thirty thousand pounds since the date of the report.

In response to a question from G Shields, the Finance Services Officer confirmed that there had been no Notice of Potential Liability (NoPL) against the property debt for a former owner in the sum of almost six thousand pounds. It was explained that this owner had no arrears at date of sale but had agreed through solicitors to cover the cost of the repair works from the proceeds of sale.

For the benefit of the newer Management Committee members, the Senior Finance Services Officer provided an explanation of how a NoPL could be used to secure debts attributable to property management.

The report was then noted by those present.



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7.0 FINANCE REPORTS (Continued)

7.3 QUARTERLY MANAGEMENT ACCOUNTS TO 31.03.25 REPORT

A Wronowska referred to the report and noted that the Association had performed better than budget by approximately forty thousand pounds for the year to the end of March 2025.

The Senior Finance Services Officer then provided a brief overview of the main variances that had contributed to the positive variance.

In response to a question from G Shields, she explained that the overspend in office repairs and maintenance attributable to heating system repairs was an exceptional item. However it was noted that the office was now around fifteen years old and as such higher repair and maintenance costs might be expected going forward.

Followed further brief discussion, the report was noted by those present.

8.0 HOUSING MANAGEMENT & MAINTENANCE REPORTS

8.1 MAINTENANCE SCHEME REPORT

A Wronowska referred to the report and the Housing Services Manager provided an update on the progress of work and tenders for planned maintenance being carried out in 2025/26.

He went on to explain that the decision by Committee to obtain quotations for completion of the final two rear screens at 1917 and 1925 Dumbarton Road through a Non-Competitive Action in line with the Scottish Government Procurement Journey guidance had been completed. Following brief discussion, G Shields proposed proceeding with the works based upon the quotations received. This was seconded by A Fleming and unanimously approved by those present.

The Housing Services Manager then confirmed the outcome of the tenders through Public Contracts Scotland (PCS) for stone repair works and gutter and roof maintenance as well as the accompanying tender reports.

In response to a question from D Gallagher, the Housing Services Manager explained that the successful tenderer might not be the lowest on price as the Association was required to follow a procurement process that balanced price and quality.

In response to a question from G Shields, there followed discussion on how quality was assessed and it was agreed that details would be provided to provide the Management Committee with assurance that the process was being appropriately applied.

In response to a question from J Porter, the Housing Services Manager provided an explanation of the quality control process undertaken as the gutter and roof maintenance contract progressed. The Senior Finance Services Officer confirmed that photographic evidence and individual roof reports were scrutinised prior to payment of invoices.

A Fleming asked if past Association experience of the quality of the work of a contractor was considered as part of the tendering process. The Housing Services Manager confirmed that this was not possible under the procurement regulations and as such each tenderer had to be assessed purely on the basis of the information in the tender document.

In response to a question from D Gallagher, the Director explained that the "quality" element of the tender related not to the quality of the work to be carried out but to the quality of the tender submission itself.

A Wronowska noted in the tender return that there were significant price variations and questioned why such variations existed. The Housing Services Manager explained that there was a breakdown of various elements within the tender report but that each individual contractor weighed the cost of specific elements differently. He also confirmed that while the contract surveyor did question any extraordinary variations, ultimately each contractor was entitled to price the various elements within the contract in their own way.

In the absence of any further updates to the report, it was duly noted by those present.



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8.0 HOUSING MANAGEMENT & MAINTENANCE REPORTS (Continued)**8.2 ANNUAL LEGAL ACTION 2024 / 25 REPORT**

A Wronowska referred to the report and the Housing Services Manager confirmed that this report covered the twelve months to the end of March 2025. He went on to explain that the report provided an analysis of legal actions raised with comparative data action taken in the previous four years.

The report was noted by those present.

8.3 ANNUAL ANTI-SOCIAL BEHAVIOUR & NEIGHBOUR NUISANCE COMPLAINTS 2024 / 25 REPORT

A Wronowska referred to the report and the Housing Services Manager again confirmed that the report covered the twelve-month period to the end of March 2025.

Those present noted the number and nature of anti-social behaviour complaints received during the year and the actions and outcomes in each case.

The report was then noted by those present.

8.4 TENANCY SUSTAINMENT 2024 / 25 REPORT

A Wronowska referred to the report which detailed the levels of tenancy sustainment for various types of allocation for the twelve months to the end of March 2025.

Those present noted that four out of thirty-five tenancies failed to last for more than one year. Of those tenancies, none had been terminated as a result of issues with the Association or their existing tenancy.

Following brief discussion the report was noted by those present.

8.5 TENANCY MANAGEMENT 2024 / 25 REPORT

A Wronowska referred to the report and noted that this provided details of tenancy assignments, sub-letting, succession and similar tenancy rights exercised during the twelve months to the end of March 2025.

Noting no particular issues arising from the content of the report, it was noted by those present.

8.6 WAITING LIST & ALLOCATIONS TO 31.03.25 REPORT

A Wronowska noted that this was the second of the six-monthly reports for the year ended 31 March 2025 and that it covered the full year to the end of March 2025.

The Housing Services Manager provided a brief overview of the content of the report highlighting the eighty-five allocations and over seventeen hundred applicants on the Association's waiting list for housing at the end of March 2025.

In response to a question from G Shields, the Housing Services Manager confirmed that a "cleansing" exercise on the waiting list for housing had just been completed and that as a result, the waiting list had been reduced by approximately four hundred since the end of March 2025. He acknowledged that the overwhelming majority of such applicants were unlikely to ever be housed by the Association based on existing stock turnover. While it was often explained to applicants that they should consider other housing providers where their likelihood of housing by the Association was extremely low, in most cases applicants insisted that they remain on the waiting list for housing – as was their right to do.

The report was then noted by those present.



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8.0 HOUSING MANAGEMENT & MAINTENANCE REPORTS (Continued)**8.7 POLICY REVIEW REPORT****8.7.1 Selection & Performance of Maintenance Contractors Policy**

A Wronowska referred to the policy and noted that there were no material changes being recommended at this time.

Following brief discussion the policy was then proposed by A Fleming, seconded by G Shields and unanimously approved by those present.

8.7.2 List of Approved Contractors 2025 / 26

A Wronowska referred to the list of approved contractors and the Housing Services manager explained the rationale behind the amendments to the list.

A Wronowska asked for confirmation that background checks were carried out for any new contractors and it was confirmed that Companies House registrations and references from other housing providers were obtained.

In response to a question from G Shields, it was confirmed that in some cases new contractors were included as a result of solicitation.

A Wronowska asked if the Association routinely checked the status of companies that traded with the Association on Companies House. The Senior Finance Services Officer confirmed that this was not done routinely. However "red flags" were usually a request for a change of bank details from a contractor. In such circumstances the Association always required a copy of the original bank statement to confirm that the company name remained the same.

Following further brief discussion the list of approved contractors for 2025/2026 was proposed by J Porter, seconded by L Donnelly and unanimously approved by those present.

8.7.3 Death of a Tenant Policy

A Wronowska referred to the policy and noted that the main changes related to the risks associated with not having such a policy and the process for dealing with residents who had no succession rights to the tenancy.

J Porter asked for confirmation of the timescales allowed for family or friends to clear the property on the death of the tenant and whether the normal one month notice period could be extended where responsibility was taken for the additional rent. The Housing Services Manager confirmed that a commonsense approach was adopted on a case-by-case basis. He suggested that the Association would usually extend the notice period where family and friends agreed to take responsibility for the additional rental period.

The policy was then proposed by A Fleming, seconded by G Shields and unanimously approved by those present.



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9.0 DATE OF NEXT MEETING 26.06.25

A Wronowska reminded those present that the next scheduled meeting would take place on Thursday the 26th of June 2025.

10.0 A.O.C.B.

Open Day

A Fleming asked if there were any plans for another tenant open day as had been organised the previous year and the Housing Services Manager confirmed that it was in the tenant participation action plan – although a date had yet to be firmed up and agreed by the Management Committee.

There being no other competent business the meeting closed at 19:55 hrs.

Proposed By _____

Seconded By _____