



NOTICE OF MEETING

The Meeting of the Full Management Committee will be held on Thursday the 28th of August 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 MEMBERSHIP
 - 2.1 CLOSURE OF SHARE REGISTER
 - 2.2 ANNUAL GENERAL MEETING 17.09.25
- 3.0 DOCUMENTS FOR SIGNING AND USE OF SEAL
- 4.0 CORRESPONDENCE
- 5.0 MINUTES OF THE FULL MANAGEMENT COMMITTEE MEETING 26.06.25
 - 5.1 APPROVAL OF MINUTES ***
 - 5.2 MATTERS ARISING
- 6.0 CORPORATE GOVERNANCE REPORTS
 - 6.1 BUSINESS PLAN COMPLIANCE MONITORING – MONTHLY DEPARTMENTAL ACTIVITY PLAN REPORT
 - 6.2 BUSINESS PLAN COMPLIANCE MONITORING – QUARTERLY KPI REPORT TO 30.06.25
 - 6.3 DIRECTOR ANNUAL APPRAISAL FEEDBACK & OUTCOMES REPORT
 - 6.4 FREEDOM OF INFORMATION REPORT ***
 - 6.5 DISPOSAL OF ASSETS REPORT ***
 - 6.6 POLICY REVIEW REPORT
 - 6.6.1 Homeworking Policy ***
 - 6.6.2 Lone Working Policy ***
 - 6.6.3 Managing Contacts Policy ***
 - 6.6.4 Stress Management Policy ***
 - 6.7 RISK MANAGEMENT REPORT ***
- 7.0 FINANCE REPORTS
 - 7.1 QUARTERLY CASH FLOW TO 30.06.25 REPORT
 - 7.2 QUARTERLY PROPERTY MANAGEMENT ARREARS TO 30.06.25 REPORT
 - 7.3 QUARTERLY MANAGEMENT ACCOUNTS TO 30.06.25 REPORT
 - 7.4 TREASURY MANAGEMENT TO 30.06.25 REPORT ***
 - 7.5 POLICY REVIEW REPORT
 - 7.5.1 Audit Policy ***
- 8.0 HOUSING MANAGEMENT & MAINTENANCE REPORTS
 - 8.1 MAINTENANCE SCHEME REPORT
 - 8.2 QUARTERLY COMPLAINTS HANDLING REPORT
 - 8.3 TENANT PARTICIPATION STRATEGY REPORT
 - 8.4 POLICY REVIEW REPORT
 - 8.4.1 Abandonment Policy ***
 - 8.4.2 Legionella Management Policy ***
 - 8.4.3 Void Management Policy ***
- 9.0 DATE OF NEXT MEETING 25.09.25
- 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 28th of August 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 (on-line)
 Fleming, A
 Gahagan, C
 Gallagher, D (on-line)
 McClure, J
 McKendrick, M
 Orr, H
 Porter J (on-line)
 Ryan, I
 Shields, G
 Walker, C

In Attendance

Forrest, C J (Director)
 Freeman, K (Secretary / Housing Services Manager)
 McKay, K (Senior Finance Services Officer)
 Gaffney, O (SHARE) (on-line)

1.0 MANAGEMENT COMMITTEE

1.1 APOLOGIES

Apologies for absence were received from M Walker.

1.2 REGISTRATION, DECLARATIONS & CODE OF CONDUCT

The Chairman referred to the schedule and G Shields asked that the schedule be updated to reflect a change in his circumstances. The Director declared an interest in Agenda Item 6.3.

There were no other declarations.

1.3 TRAINING

1.3.1 Management Committee Training Monitoring Schedule

A Wronowska noted that the Management Committee's training target continued to be met. Although three Management Committee members fell short of their ongoing training requirement, two of these were new members who would benefit from induction training scheduled for after the Annual General Meeting.

The report was then noted by those present.

1.3.2 SHARE – Management Committee Appraisal 2025

A Wronowska referred to the annual appraisal report and O Gaffney of SHARE presented a summary of the appraisal process and outcomes.

O Gaffney concluded her presentation by confirming that there were now only two recommendations for action and that this compared very favourably when comparisons were made with other organisations. She also confirmed that the report would be supplemented by individual learning statements being issued to each Management Committee member.

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 (Continued)

1.4 REGULATORY & STATUTORY RETURNS 2025 / 26

A Wronowska referred to the report and noted that all 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.

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 MEMBERSHIP

2.1 CLOSURE OF SHARE REGISTER

K Freeman, in his capacity as Secretary, declared the Share Register closed to new applicants pending the conclusion of the business of the Annual General Meeting.

2.2 ANNUAL GENERAL MEETING

A Wronowska noted that the Annual General Meeting (AGM) was due to take place on Wednesday 17 September 2025. She also noted that there would be no need for an election as the number of membership applicants was fewer than the number of vacancies.

The Director confirmed that a minimum of twenty-eight members would be required to attend to make the meeting quorate.

The report was then noted by those present.

3.0 DOCUMENTS FOR SIGNING AND USE OF SEAL

Glasgow West Housing Association Limited

The terms of an agency agreement for the provision of Finance Director Services to Glasgow West Housing Association Limited was discussed following which the agreement was unanimously approved for signing by those present.

There were no other documents for signing and use of the Seal.

4.0 CORRESPONDENCE

Scottish Housing Associations' Pension Scheme (SHAPS)

Financial Assessment: those present noted that the Association had been graded low risk following the financial assessment by SHAPS. 2024 Valuation Outcome: those present noted the scheme deficit and employer contribution levels from 1 April 2026.

Mary Walker – leave of absence request on grounds of ill health

Those present unanimously approved a three-month leave of absence request from Mary Walker to be reviewed at the November meeting.

There were no other items of correspondence.



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5.0 MINUTES OF THE FULL MANAGEMENT COMMITTEE MEETING 26.06.25

5.1 APPROVAL OF MINUTES

The Minutes were proposed by G Shields, seconded by A Fleming, and unanimously approved by those present.

5.2 MATTERS ARISING

7.4 Rent Arrears Cases Report

In response to a question from M McKendrick, the Housing Services Manager confirmed that decree for recovery of possession had been enforced. He also confirmed that the tenant had abandoned the property prior to recovery of possession.

There were no other matters arising.

6.0 CORPORATE GOVERNANCE REPORTS

6.1 BUSINESS PLAN COMPLIANCE MONITORING – MONTHLY DEPARTMENTAL ACTIVITY PLAN REPORT

A Wronowska referred to the report and the Director explained that this was a new monthly report introduced following completion of the Business Plan. The report was designed to assist the Management Committee in keeping track of progress with agreed departmental objectives within the Business Planning document.

It was noted that a number of development policy updates remained outstanding and the need for maintaining such policies in the absence of any proposed development work for the foreseeable future was discussed. Following discussion, it was agreed that these policies should be maintained and brought up to date over the course of the next few months.

The report was then noted by those present.

6.2 BUSINESS PLAN COMPLIANCE MONITORING – QUARTERLY KPI REPORT TO 30.06.25

A Wronowska referred to the report and noted that the Association was achieving high levels of compliance with Business Plan objectives and that there was an overall positive trend in the statistics.

The Director pointed out that the report format had been simplified at the request of the Management Committee to focus on those areas not achieving target.

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

At this point the Director declared an interest and left the meeting. The Housing Services Manager and Senior Finance Services Officer also left the meeting.

6.3 DIRECTOR ANNUAL APPRAISAL FEEDBACK & OUTCOMES REPORT

A Wronowska presented the report and provided feedback from the appraisal process. She discussed the key achievements and targets attained as well as the areas identified for improvement and action by the Director.

The report was then noted by those present.

At this point the Director, Housing Services Manager and Senior Finance Services Officer returned to the meeting.



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6.0 CORPORATE GOVERNANCE REPORTS (Continued)

6.4 FREEDOM OF INFORMATION REPORT

A Wronowska referred to the report and the Housing Services Manager explained that the report was issued as part of the Association's obligation to carry out a review of its Guide to Information.

He went on to explain that the only amendments being recommended at this time were to include additional policies that had been adopted by the Association since the last review.

Following brief discussion, the amended Guide to Information was proposed by J McClure, seconded by C Walker and unanimously approved by those present.

6.5 DISPOSAL OF ASSETS REPORT

A Wronowska referred to the report and noted the recommendation that the Association dispose of two unimproved tenement properties located in two separate tenement closes.

The Housing Services Manager explained the background to the acquisition of these properties, the lack of engagement from co-owners and the ongoing cost of ownership. He explained that the properties could not be brought up to a lettable standard as this would require extensive common repair works for which there was no support from co-owners.

There then followed discussion and consideration of the recommendation that the properties be sold. Thereafter it was proposed by A Fleming, seconded by H Orr and unanimously agreed by those present that the disposals proceed.

6.6 POLICY REVIEW REPORT

6.6.1 Homeworking Policy

A Wronowska referred to the Homeworking Policy and the Housing Services Manager provided an explanation of the recommended amendments to the policy.

In the absence of any queries, the policy as tabled was proposed by G Shields, seconded by C Gahagan and unanimously approved by those present.

6.6.2 Lone Working Policy

A Wronowska referred to the Lone Working Policy and noted that there was only one minor change being recommended to the policy at this time.

The policy as tabled was then proposed by C Walker, seconded by I Ryan and unanimously approved by those present.

6.6.3 Managing Contacts Policy

A Wronowska referred to the Managing Contacts Policy and noted that there was only one recommended change to this policy at this time.

The policy as tabled was proposed by A Fleming, seconded by H Orr and unanimously approved by those present.

6.6.4 Stress Management Policy

A Wronowska referred to the Stress Management Policy and noted that there were a number of changes being recommended at this time.

The Housing Services Manager gave a brief explanation and summary of the recommended changes, following which the policy was proposed by J McClure, seconded by I Ryan and unanimously approved by those present.



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6.0 CORPORATE GOVERNANCE REPORTS (Continued)

6.7 RISK MANAGEMENT REPORT

A Wronowska referred to the risk management report and the Senior Finance Services Officer provided an overview of the current key risks facing the Association and the actions identified to mitigate these risks where practicable.

Following a recent training session on cyber security, it was agreed that the register be updated to include a more extensive section on cyber security. The Senior Finance Services Officer confirmed that this would be incorporated into the risk register.

The specific risks that were the responsibility of the Management Committee were discussed, and it was agreed that there were no new or emerging risks that had been identified since the last review.

The report was then noted by those present.

7.0 FINANCE REPORTS

7.1 QUARTERLY CASH FLOW TO 30.06.25 REPORT

A Wronowska referred to the report noting a strong cash flow for the first quarter of the current financial year.

The Senior Finance Services Officer provided an overview of the results and the key variances that had contributed to the higher-than-expected increase in cash at the end of June 2025.

Following brief discussion and clarification of interest received during the quarter following a query from G Shields, the report was noted by those present.

7.2 QUARTERLY PROPERTY MANAGEMENT ARREARS TO 30.06.25 REPORT

A Wronowska referred to the report and the Senior Finance Services Officer provided an update on the outstanding property management arrears.

It was noted that the arrears had reduced by over fifty thousand pounds since the end of the quarter and that the number of owners had reduced by one following a tenement property acquisition by the Association.

In response to a question from M McKendrick, it was confirmed that an owner with a significant outstanding balance at the end of June 2025 because of a high-cost remedial repair charge had cleared the charge in full.

The report was then noted by those present.

7.3 QUARTERLY MANAGEMENT ACCOUNTS TO 30.06.25 REPORT

A Wronowska referred to the report and noted that the Association had performed better than budgeted with a surplus of over three hundred and fifty thousand pounds.

The Senior Finance Services Officer then referred to the key variances that had contributed to the higher-than-expected surplus for the first quarter of the financial year.

Following brief discussion and points of clarification, the report was noted by those present.



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7.0 FINANCE REPORTS (Continued)

7.4 TREASURY MANAGEMENT TO 30.06.25 REPORT ***

A Wronowska referred to the report and the Senior Finance Services Officer provided an overview of the Associations current investments.

It was noted that following a recent reduction in interest rates, the return on short term deposits in particular had reduced. It was therefore recommended that maximum permissible funds remain in ninety-five-day and one-hundred-and-twenty-day deposit accounts respectively.

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

7.5 POLICY REVIEW REPORT

7.5.1 Audit Policy ***

A Wronowska referred to the policy and the Senior Finance Services Officer confirmed that there were only minor amendments being recommended to the policy at this time.

The policy was then proposed by J McClure, seconded by I Ryan and unanimously approved by those present.

At this point, the Senior Finance Services Officer left the meeting.

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.

He confirmed that funding approval for other owners had now been received from Glasgow City Council to progress fabric repair works at 1917 Dumbarton Road.

The Housing Services Manager also confirmed that Kerr Heating and Plumbing had been the successful tenderer for the bathroom replacement contract.

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

8.2 QUARTERLY COMPLAINTS HANDLING REPORT

A Wronowska referred to the report which provided an overview of complaints received in the first quarter to the end of June 2025.

Following a brief analysis of the report by the Housing Services Manager, and in the absence of any issues or action points being raised, the report was noted by those present.

8.3 TENANT PARTICIPATION STRATEGY REPORT

A Wronowska referred to the report and those present noted the progress of the strategy against the targets set.

The Housing Services Manager explained that the report did not include the outcomes of the Open Day that had taken place earlier in the month but that this would be included in the next quarterly report.

The report was then noted by those present.



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8.0 HOUSING MANAGEMENT & MAINTENANCE REPORTS (Continued)

8.4 POLICY REVIEW REPORT

8.4.1 Abandonment Policy

A Wronowska referred to the policy and the Housing Services Manager explained that there was only one minor amendment to the policy being recommended at this time.

The policy as tabled was then proposed by J McClure, seconded by I Ryan and unanimously approved by those present.

8.4.2 Legionella Management Policy

A Wronowska referred to the policy and the Housing Services Manager explained that this policy was being brought forward for updating ahead of schedule because of the introduction of new water systems in the form of air source heat pumps.

He went on to explain that because of risk assessments carried out, a number of policy amendments were now being recommended. He explained that these amendments reflected the Health and Safety Executive (HSE) approved guidance and provided a detailed explanation of the changes recommended.

A Wronowska questioned how inspection work was being monitored and if there were procedures in place to ensure routine inspections were being carried out. The Housing Services Manager confirmed that a monitoring system similar to gas service monitoring had been introduced and that a key performance indicator had also been introduced for reporting purposes.

The policy as tabled was then proposed by C Walker, seconded by A Fleming and unanimously approved by those present.

8.4.3 Void Management Policy

A Wronowska noted the two recommended changes to the policy and the Housing Services Manager provided an explanation of the amendments being recommended at this time.

Following brief discussion, the policy was proposed by G Shields, seconded by J McClure and unanimously approved by those present.

9.0 DATE OF NEXT MEETING 25.09.25

A Wronowska reminded those present that the next scheduled meeting would take place on Thursday the 25th of September 2025.

10.0 A.O.C.B.

Options Appraisal

The Director confirmed that the options appraisal being carried out by HRC was currently under way and that he planned for his final report to be available at the September meeting. He confirmed that Paul McNeill and Patricia Gallagher were carrying out this process focusing on finance and governance respectively.

Those present noted that on conclusion of the options appraisal, assuming the results were consistent with the previous year, they would be able to begin the recruitment process for a new director.

In response to a question from A Fleming, it was suggested that a new director was not likely to be able to take up the post until the new year.

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10.0 A.O.C.B.Senior Finance Officer Re-grading

Those present discussed the re-grading of the Senior Finance Officer to Finance Manager following the decision to provide Finance Director services to Glasgow West Housing Association Limited.

Following discussion, it was unanimously agreed that the Senior Finance Services Officer be re-graded to Finance Manager on a temporary basis pending the outcome of the six-monthly review of the agency service by Glasgow West Housing Association Limited. It was further agreed that should the service be renewed thereafter, the Finance Manager re-grading be permanent.

In response to a query from M McKendrick, the Director confirmed that the Finance Officer had indicated his willingness to undertake some limited overtime hours if this was required at particularly busy times for the finance department. This was most likely to be at the quarter and year end.

There being no other competent business the meeting closed at 20:30 hrs.

Proposed By _____

Seconded By _____