MINUTE OF MANAGEMENT COMMITTEE MEETING HELD ON TUESDAY, 9 SEPTEMBER 2025 AT 7PM AT 53 BALLINDALLOCH DRIVE

PRESENT	IN ATTENDANCE
Mr A Scott	Mr P Martin (CEO)
Mr J O'Donnell	Mrs L Sichi (Deputy CEO)
Mrs R Tinney	Mr J Gourlay (Finance Director)
Mrs M Hutchison	Mr C Boyle (Senior G&C Officer)
Mrs A Strachan	Mrs L Marshall (observer)
Mrs M Smith	Miss S Richards(observer)
Ms G Hay*	
Mrs A Jenkins*	

* Online attendance

1a. APOLOGIES FOR ABSENCE

Apologies were tendered for Mrs J Donachy**,** Mr A Young, Miss G O'Hara and Mr N Halls.

1b. DECLARATIONS OF INTEREST

None.

1c. RELEVANT BUSINESS ITEMS TO BE ADDED TO AGENDA

None.

2. ADOPTION OF MINUTES MEETING (12 August 2025)

The above was proposed for approval by Ms A Strachan and seconded by Mrs R Tinney as a true record of the meeting.

3. MATTERS ARISING FROM MEETING (12 August 2025)

3a - The CEO advised a query had been raised regarding the hourly rate increase for sound services, and we were awaiting a response. It was confirmed that the Association would not approve the cost uplift unless there was reasonable justification.

3b – The MC were informed the housing team had been asked to focus on carrying out Annual Tenancy Visits to the tenants who failed to give access last year. Of the 349 visits that had taken place, 70 were tenants who failed to provide access last year and 279 did allow access last year. A further update on this subject would be provided later in the meeting.

3c - As previously confirmed, the high dilapidations cost associated with the Bluevale Community Hall and Bike Hub, meant that MHA were unable to provide grant support to the Bluevale Community Club, going forward. The CEO met with the Bluevale Community Club representative, and explained MHA's position to them.

3d – In respect of the community benefits payments due from 12 contractors, totalling £48,283, the Director of Finance has been pursuing this matter and to date 5 contractors had responded. All, but 1, of the respondents had agreed to pay, with the other 7 still to respond. MHA will contact all contractors yet to respond and inform them that we will deduct the community benefit amount from the next payment MHA is due to pay them.

A MC member asked about for clarity on how community benefits worked, and the CEO explained that when contracts are awarded, a contractual requirement is for them to provide funding towards wider role/community services. The Director of Finance further explained that the amount ranged from 2% upwards, depending on the value of the contract.

3d – The CEO advised that the Notifiable Events training is progressing well, and all staff should have received training by the end of September.

4. <u>USE OF SEAL (APPROVAL)</u>

The above was proposed for approval by Mrs M Smith, seconded by Mrs R Tinney, and unanimously agreed by the MC.

5a. <u>GOVERNANCE ISSUES - The CEO REPORT</u>

The CEO referred to the report previously circulated.

5a.1 Staffing & Operational Update

An update was provided on the Asset Administration post, with Kaitlyn Martin, due to take up the role on 30.09.25. Craig Boyle has commenced the role of Senior Governance and Compliance officer and will attend future Management Committee meetings. Pauline Munroe will continue in her role as Executive Officer, with new responsibilities of supporting the delivery of digital transformation.

The MC were reminded that the organisation structure was available in the MC Teams folder and has been updated to take account of the changes, as per previous MC approval.

After the MC met with Nicola Dillon, in relation to the independent review on MHA's People Strategy, she has now completed this work. The outcome was positive and a more detailed response to this review will be discussed at future meetings.

The MC were reminded that the staff and committee development day was taking place on 12.08.25. This session would focus on the People Strategy, in particular staff absence levels. Whilst MHA will look to address this issue, MHA will still ensure appropriate support is provided to staff who are absent, and this will also be relayed to staff. The session will also cover rewards and benefits for staff. It was highlighted that the People Strategy was available in the MC Teams folder.

5a.2 **Annual Tenancy Visits** (ATVs)

The CEO referred to the report and appendix circulated, which confirmed number of ATVs complete, the number carried out in the previous month and how many were yet to be complete. He also stated there has been a significant improvement in the numbers completed since the last meeting, but a lot of work was still required. There are still challenges around access where a tenant works, so we are encouraging the housing staff to link in with Annual Gas Service appointments. The staff will continue to make contact through various methods i.e. calls, texts, emails etc. and MHA will provide clear communication to tenants explaining that the purpose of the ATV is to provide support and assistance. It was highlighted that the ATVs carried out to date have already picked up repairs and support issues.

A MC member highlighted they had recently received their ATV and felt it was very good, complimenting the Housing Officer, on how professional and helpful he was.

5a.3 **Wider Role Update**

The CEO explained that MHA has a history of providing a variety of wider roles services which are essentially GCC's responsibility to provide; and it was therefore difficult to demonstrate that MHA's direct community was gaining a benefit from these services.

Considering this, it was previously highlighted to the MC that a new framework to assess individual wider role proposals would come into place. This new framework reflects recommendations from Quinn's Internal Audit report and would ensure the future wider role services we provide would directly benefit our community and align with MHA's aims. Going forward the Director of H&CI will provide a bid for each wider role project, detailing how they align with MHA's aims and objectives, and committee will consider each for approval. A further update on this would be provided at the next MC meeting.

The MC were informed that the Association will face dilapidation liabilities prior to returning the Alexandra Park Hub and Bluevale Community Centre to Glasgow Life.

MHA continued to prepare and work on plans to return both centres, and a report will be considered later in the meeting regarding the removal of equipment at the Alexandra Park Hub.

5a.4 **Development & Capital Projects**

The MC were directed to the detailed report provided and it was highlighted that GCC has indicated that RSLs are expected to provide at least 40% of their own funding towards new build projects. MHA will communicate to GCC that this level of private finance is unsustainable and too high of a risk for MHA.

The CEO also highlighted that the new kitchen replacement programme was starting mid-October, with around 6 properties being carried out per week. The address list for these properties was based on the outcome of a Stock Condition Survey, which highlighted poorly rated kitchens, and as a result we are not carrying out replacements a street at a time, and instead kitchen replacements will take place in varying properties across the stock.

Going forward, and to assist with establishing future kitchen replacement programmes, we are introducing a 'kitchen condition criteria' at the inspection stage; where each kitchen will be recorded under different bands, i.e. band A= good, band B= fair and band C= poor.

In the future and to keep tenants better informed about what investment programmes will be taking place to their homes and when, MHA will be including information in the online tenant portal, so tenants can check this information themselves. The information may not be exact but will give them a general indication of what year certain works will be carried out.

MHA will be moving forward with window replacements and stonework repairs project in Cardross Street, with a pilot being carried out to 134 Cardross Street first, as this block is fully tenanted/owned by MHA. Work commences 15 September.

Work is progressing well with other projects, including the Armadale Court internal layout reconfiguration works and Armadale backcourts improvements project, which is in the very early stages.

A MC member asked about the possibility of converting lockups, we have in the Armadale area, into flats, like some other RSLs have done. The CEO explained that these conversions have only taken place where the lockups have been adjoined to properties, and that lock-up conversions for MHA would not be feasible due to the condition and location of our lockups.

A MC member pointed out that Reidvale H.A. gained millions in funding to carry out their stonework repairs and queried if MHA would be able to gain similar funding. The CEO advised he has already raised this query and explored this possibility with GCC and was unsuccessful. He highlighted that RHA have substantial work that required residents to temporarily move out, whereas the work required at MHA is not as substantial.

5a.5 **Estates Management**

It was reported that the Estates Supervisor continues to monitor progress on the grass cutting, close cleaning and bulk uplift programmes, which are progressing as expected.

5a.6 **Governance and Compliance**

The MC were advised that work was being done on the creation of a new dashboard template which would be used to ensure MHA was compliant with the requirements of the SHR. It was explained that this is a massive undertaking, but when complete it will provide committee with access to a live database which should provide assurance of our compliance. The MC were reminded the most recent Risk Register was available to view in Teams.

5a.7 **50th Anniversary Celebrations**

MHA's 50th anniversary celebration took place on 29.08.25. Staff, committee and volunteers agreed it was a huge success with positive feedback coming from all attendees. A community dance will take place on 13.09.25 to provide residents with an opportunity to celebrate MHA's 50th Anniversary.

5b. <u>FINANCIAL REPORT 31.07.25</u>

The Director of Finance (DoF) referred to the paper previously circulated, highlighting the points raised in the executive summary. Financial performance was still ahead of budget, with an overall of surplus of £462k, meaning MHA was £38k ahead of budget, this was further broken down in the detailed report provided. Net assets total was confirmed as £16.537m and cash at bank had increased by £7k since the beginning of the financial year, bringing the total cash at bank to £7.19m at 31/07/25.

The DoF confirmed that covenants were fully compliant with all lender's conditions, and there were no governance issues arising.

The MC were informed that rents received, and void loss was better than budgeted and MHA gained wider role grants which contributed to the positive financial position. It was highlighted that a budget review will be carried out again before next meeting.

Management expenses were under budget, due to reduced staffing costs, because of periods where MHA had been down staff numbers.

Heat and light were also under budget, but it was assumed that this budget may have been set too high by the previous DoF.

Consultant fees were over budget by £4k, and this was attributed to the work undertaken in relation to the People Strategy and in establishing the dilapidations costs for the Bluevale Hall.

Training costs were also £3.7k over budget, mainly due to increased training and MC attendance at the upcoming SHARE convention.

The office repairs budget was £4k over budget, because of works to the community halls.

Planned investment costs were under budget, due to being behind with the works schedule, however this spend will catch up as projects commence. Reporting on this may change going forward, to show what has been spent and on what.

The MC were informed that deposits from August had already been reinvested.

5c. HEALTH & SAFETY AND RISK UPDATE

The Depute CEO referred to papers previously circulated and advised that we are keeping up to date with the Landlord Facilities Health, Safety & Welfare Control Manual (LFH&SW), with actions from the LFH&SW ongoing. The manual is subject to updates in October, and these will come back to the MC for approval.

A version of the Health and Safety Control Manual (HSCM) was being prepared and would take into consideration specifics relating to MHA. An audit of HSCM will be carried out by ACS, in time for the H&S sub-committee meeting in November.

Details of the recent H&S training which had taken place were highlighted to the MC. There will be an ongoing review of the training programme to ensure any new staff needing training, would receive it.

Updates to the stonework improvements risk register continue, and a similar risk register for roof repairs is also being prepared.

5d. NOTIFIABLE EVENTS UPDATE

The MC were directed to the list of notifiable events and informed that there had been no new notifiable events since the 11 Bannatyne Avenue issue, reported at the previous MC meeting. MHA will monitor the regulator's portal for updates.

5e. STONEWORK & METAL DOORS UPDATE

The CEO referred to the report provided and highlighted that after taking on board recommendations from consultants, the Director of Asset Management had agreed a way forward in categorising the required stonework repairs in a risk register. MHA were progressing with a programme of works for anything identified under the 'urgent' category on this risk register.

It was highlighted that planning permission has been acquired for the Cardross Street works and that a pilot at 134 would be carried out and include the installation of new windows. The challenge MHA will face is not knowing

the full condition of stoneworks until the scaffolding is up and we can carry out extensive inspections.

Tenants and owners have been informed, and an FAQs information sheet has been provided. It is anticipated that owners may have issues with the costs of work being charged to them, but MHA will communicate that failure to do the work will cost more to them in the long-run and could impact their ability to sell their property.

The MC had a brief conversation surrounding government funding for owner occupiers, and the CEO advised that there will be political debate around this subject, and we can't assume any grant will be forthcoming at this stage. MHA recognises this is safety issue therefore we will require to push on with remedial works.

In relation to Walter and Aitken Street stoneworks, it was confirmed this work is complete.

The MC were directed to the detailed delivery plan provided in the report and were advised that all 'urgent' works should be complete within 6-12 months.

The CEO informed the MC that all required repairs to metal close doors, within the ex-GHA (Haghill area) stock is complete, leaving them safe and operational. The Assistant Estates Officer is carrying out routine inspections to remove items being used to block close doors open, as these cause damage. MHA will communicate to residents that CCTV may be used to identify residents blocking doors open, and that potential action could be taken where we can identify residents who are responsible for this act.

The CEO surmised that both stoneworks and metal doors are under control and being addressed, which should provide assurance to the MC.

5f. **AGM UPDATE**

The Depute CEO confirmed that following the issuing of the AGM letters, three nominations were received, and Georgina O'Hara, Linda Marshall and Susanne Richards would stand for election. Under the Rules, the MC can reject a nomination on certain grounds, however, these grounds did not apply to any of the nominations.

An election would not be required, as there were six vacancies, and five nominations received: two members standing for re-election and the three new nominations.

The nine-year rule statement for Mrs M Hutchison had been signed offf by the Chair, in accordance with rules.

For the AGM to be quorate, 59 members would require attending the AGM.

It was explained that in line with Rule 68, the Secretary must confirm in writing to the MC that Rules 62-67 have been followed, or, if they have not been followed, the reasons for this. It was confirmed that the Secretary viewed all relevant registers on 05/09/25 and they were deemed to be in order. A signed document from the Secretary was presented to the MC.

The Depute CEO referred to the compliance checklist and confirmed that the Association was compliant with MHA's constitutional rules.

5g. SHR LANDLORD REPORT 2024/25

The annual SHR report was referred to by the Depute CEO and it was explained what its purpose was and why it is provided each year. It was further explained that MHA's performance was detailed in the report with our statistics compared against the Scottish average. The MC noted that MHA performed above the Scottish average in all areas, except in percentage of homes which meet SHQSs, and percentage of reactive repairs completed right first time. It was pointed out that MHA are obliged to publicise these results on our website etc, and this would be done. It was also highlighted that the statistics were an improvement on last year.

5h. CONTRACTOR FRAMEWORK REVIEW

The MC were informed that the contract with James Frew to deliver our annual gas servicing has been in place since 2022 and was successful. However, to test the market and ensure value for money it was proposed that MHA put the contract out to tender. Elements of this re-tender will consider better services to tenants i.e. possible availability for evening appointments and better tenant communication from the contractor. Contract documents were under preparation, with the tender to be issued early October.

Similarly, it was proposed to the MC that the 'go to' list of contractors for repair works should be put out to tender to again test the market and ensure value for money. The DoAM's detailed report recommended joining Procurement for Housing Scotland Contractors Dynamic Purchasing System, to tender all current trades and the emergency out of hours repairs services.

The above was proposed for approval by Ms A Strachan, seconded by Mrs R Tinney and unanimously agreed by the MC.

5i. SPORTS HUB INVENTORY OF EQUIPMENT

The MC were presented with a report recommending MHA donate various items from the Alexandra Park Sports Hub to charities. It was highlighted that, if possible, we would seek to gain a monetary return on the large storage containers.

The MC discussed the report and suggested giving the boxing equipment and weights etc to Bluevale Community Club. The CEO confirmed this suggestion would be taken forward and contact would be made with the Bluevale Community Club. MHA will also ensure signed receipt of these donations would be gained from the receiving charities.

The above was proposed for approval by Ms A Strachan, seconded by Mrs R Tinney and unanimously agreed by the MC.

5j. REVIEW OF COMMITTEE INDUCTION POLICY

The Depute CEO referred to the above, and upon review the policy was proposed for approval by Mrs M Hutchison, seconded by Mrs R Tinney and unanimously agreed by the MC.

It was confirmed laptops etc. would be provided to new committee members. The new members will be matched with a buddy MC member to assist with their introduction to serving on the MC.

5k. **NOTE COMMITTEE SESSION ON FUTURE OF WIDER ROLE 19.08.25**

The above was noted by the MC, and it was acknowledged that this issue was discussed earlier in the meeting.

5l. **PRECIS BUSINESS H&S SUB-COMMITTEE 25.08.25**

The MC were referred to the note of the H&S sub-committee meeting on 25/08/25, and no questions were raised.

A MC member referred to a recent committee H&S session and stated it was very informative and worthwhile. The Chair highlighted the importance of MC members attending briefing and training sessions.

5m. **PRECIS OF BUSINESS GOVERNANCE SUB-COMMITTEE 25.08.25**

The MC were referred to the note of the Governance sub-committee meeting, and it was highlighted that the first part of the meeting was held with only MC members present, as it referred to the People Strategy and their role as an employer. It was confirmed that the People Strategy would be covered more at the staff and committee day taking place on 12/09/25. The remainder of the report was noted.

The MC were informed that the Internal Audit and Governance action points were all almost complete.

5n. **PRECIS OF BUSINESS AUDIT & RISK SUB-COMMITTEE 26.08.25**

The Chair of the Audit & Risk Sub-committee referred to the report and provided a brief overview of what was covered at the meeting on 26/08/25 and requested approval to sign the annual accounts off.

The DoF added that MHA's named responsible Auditor was unable to attend the above meeting, and a colleague attended in her place to provide the update. As a result, the annual accounts were unable to be signed off that evening. This has subsequently been carried out by the named responsible Auditor for MHA, and in follow up to this the MC also required to approve and sign off the annual accounts.

The above was proposed for approval by Mrs M Hutchison and seconded by Mrs R Tinney, and unanimously agreed by the MC. The relevant papers were signed off at end of the meeting.

The MC highlighted the hard work carried out by staff around the subject finances/budgets and saving money and it was recognised that MHA were now in a stronger financial position, and able to afford to carry out more investment works because of this.

Noting:

o) Committee Meetings Schedule 2025
p) Member Organisations Update
q) SHR Compliance Update
r) GDPR, FOI, Complaints & Compliments

All the above reports were noted by the MC.

6. **A.O.C.B**

As part of the 50th anniversary celebrations a monthly Golden Ticket was drawn at the meeting; the winner, a tenant from Corsock Street was randomly selected and will be notified.

7. DATE OF NEXT MEETING

Tuesday, 14 October 2025 at 7pm.



Chair
14/10/25