MINUTE OF MANAGEMENT COMMITTEE MEETING HELD ON TUESDAY, 14th OCTOBER 2025 AT 7PM AT 53 BALLINDALLOCH DRIVE

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

* Online attendance

1a. APOLOGIES FOR ABSENCE

Apologies were tendered for Ms G Hay, Mr J O'Donnell, Mrs A Jenkins, Mrs M Hutchison and Miss G O'Hara.

1b. DECLARATIONS OF INTEREST

None.

1c. RELEVANT BUSINESS ITEMS TO BE ADDED TO AGENDA

None.

2. ADOPTION OF MINUTES MEETING (9 SEPTEMBER 2025)

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

2a. MATTERS ARISING FROM MEETING (9 SEPTEMBER 2025)

None.

3. ADOPTION OF MINUTES SPECIAL MEETING (18 SEPTEMBER 2025)

The above was proposed for approval by Mr A Young and seconded by Mrs R Tinney.

3a. MATTERS ARISING FROM MEETING (18 SEPTEMBER 2025)

None.

4. USE OF SEAL (APPROVAL)

The CEO referred to the report provided and it was highlighted that there were cancelled memberships, who were subject to the 5-year rule. The CEO advised he intended look at this further and establish if there is a more effective way of storing this information. More information would be provided in future.

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

5a. GOVERNANCE ISSUES - THE CEO REPORT

The CEO referred to the report previously circulated.

5a.1 Staffing & Operational Update

The CEO confirmed that the new Asset Administration postholder, Kaitlyn Martin, stared on 30th September and has settled in well. The CEO also reported that notice of resignation was received from Claire Burns, Customer

First Assistant. It was confirmed that her exit interview had already taken place and Claire stated she enjoyed her time working at MHA and is leaving for family reasons. The CEO highlighted she was a very good and valuable member of staff and thanked her for her hard work over the years.

The MC were advised that, in line with the recruitment policy, MHA don't automatically fill a vacant position and should firstly assess the vacancy and ensure it still meets the needs of the business structure. The CEO advised that in his early assessment he would recommend MHA do not fill the vacant post.

A MC member highlighted the assessment should ensure no undue stress is put on other staff due to loss of resources. The CEO confirmed this would always be considered, and early assessment shows there would be no major impact on other staff or services; pointing out that the position dealt mainly with reception duties and that there has been a significant reduction in footfall to the reception area over recent years.

A MC member suggested MHA could consider the possibility of making use of SHARE's modern apprentice scheme, highlighting this provides a cost saving to the Association, as they pay only a percentage of the salary, plus it offers a good opportunity to a young person. The member suggesting this declared their interest in this matter, highlighting they are the Chairperson of SHARE.

The MC were informed a copy of the latest organisational structure, that had previously approved, could be found in the Teams folder, along with the latest copy of the People Strategy.

Feedback from the staff and committee development day on 12/09/25 was positive. Clear expectations around staff absence were covered, plus the creation of a staff social and wellbeing committee is progressing. A summary of the day, including action points will come back to the MC later.

5a.2 **Annual Tenancy Visits**

The CEO referred to the report and appendix circulated, and confirmed progress has been made over the past month, however monitoring will continue to ensure targets are achieved. It has been acknowledged that some tenants may not want to provide access for visit, but we will push the message that this is a supportive and positive visit.

A committee member mentioned that they have not received their ATV yet. Details were noted and passed to the Housing Team after the meeting.

5a.3 **Wider Role Update**

The MC were informed that the wider role audit, and outcome of this, will be covered later in the agenda.

The CEO reminded the MC that as part of our liabilities, we require to return the Bluevale Community Hall and Alexandra Sports Hub back to Glasgow City Council (GCC) in a particular condition, as set out in their dilapidation report to MHA. The report from GCC estimated that £177k was required to do this work, however it is believed this work can be carried out at a lower cost and we are progressing this, with assistance from DM Halls Surveyors. Further updates will be provided when they are available.

The CEO stressed that going forward, this type of lease agreement is something MHA should be caution of. At this point we have no more

properties in this type of lease agreement, and we own all of the properties that we provide services from.

A MC member asked if the GGC estimated cost is reflective of actual costs, and the CEO advised that our own survey provides a £122k estimate.

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

The CEO referred the MC to the reports previous circulated and stressed that there has been lots of activity in regard to development and capital works, highlighting that the reports provide plenty of in-depth detail.

In relation to the Haghill School site new build development, the MC were informed that the work require to Janitor's house alone will cost approximately £600k, and this is not value for money, therefore MHA will need to ensure appropriate grant funding from the Scottish Government/GCC. GCC know our position in terms of the percentage we are happy to contribute for this development, and going forward MHA will need to carefully consider the position regarding this development, in terms of whether it is a financial risk to the Association.

A special MC meeting is taking place on 28th October, and everything will be covered in more detail at this.

The SHR is expecting an update in relation to how things are progressing with the new build development, and this will be provided to them in due course.

The MC were informed that progression on the improvement programmes and stoneworks projects continues as planned; kitchen replacements start November, and the Armadale Court project is also moving forward.

5a.5 **Estates Management**

The CEO advised the Estates Team is progressing as planned through their programmed work and are meeting agreed targets. They are also commencing the winter works schedule.

It was highlighted that there was an issue with GCC's bulk disposal provider, which impacted our ability to take bulk waste to GCC bulky waste sites. This has only recently been addressed by GCC, and our Estates Team will require to work through the backlog of bulk waste disposal.

5a.6 **Governance and Compliance**

All staff have now received notifiable events training, to help improve awareness of regulatory requirements.

The MC were advised that the Risk Register was available in the relevant Teams folder for review, but that there have been no updates since September's meeting.

Following review of the meeting schedule, the Housing and Maintenance Sub-Committee will cease. Reports relating to these, including KPI information, will go directly to the MC. How this information will be presented to the MC will be covered in November's meeting.

5a.7 **Mid-Year Budget Review**

Committee were informed that an updated budget is being prepared for the November meeting, which will provide details of income and expenditure for the year so far and the projected year end position.

5a.8 **50th Anniversary Events**

The CEO advised that a children's Halloween party was taking place on 27/10/25.

The MC were reminded that the Milnbank Social Club normally receive a contribution of £1,000 from MHA. The Social Club's activities have been expanded this year, due to MHA celebrating their 50th Anniversary, and in light of this it was proposed to increase the financial contribution to £2,000. A MC member highlighted the financial contribution was very important to the Social Club and stressed the work they do in the community was incredibly important and worthwhile.

The above was proposed for approval by Mrs A Strachan, seconded by Mr A Young, and unanimously agreed by the MC.

5b. <u>FINANCIAL REPORT 31.08.25</u>

The CEO referred the MC to the financial report preciously circulated. It was highlighted that the report confirms the position at 31/08/25, pointing out that MHA's financial performance continues to be strong overall, with our cash reserve and asset base also in a good position.

The CEO summarised that Income was above target due to better rent collection (£16k better than projected) and reduced void loss (£45k better than projected), with the addition of £12.7K grant income also coming in from energy saving initiatives.

Operating expenditure was under budget, due to staffing savings, lower reactive repairs spend and underspend in cyclical and component replacement programmes. However, we will see increase in cyclical and investment spend, as works begin to start, therefore the underspend will level out.

In terms of wider role, the Café runs at a loss, and the leadership team will continue to monitor this, given its importance to the community. It was reported that £200k of lottery funding was recently granted and this will assist with the Income Maximisation and Community Engagement teams, which in turn will greatly benefit wider role services.

It was reported that covenants were fully compliant with lender's conditions, all regulatory standards were being met, and MHA had no governance or compliance issues.

5b.1 **<u>Community Benefit Update</u>**

The MC were informed that recovery of the community benefit was progressing, with £35,663 recovered to date and £47,956 still to recover. A MC member asked for this to be explained again. The CEO explained that contractors require to pay up to 2% of the contract value back to MHA in community benefit payback, as part of the pre-agreed contract with MHA. The Finance Director has contacted contractors for payment, and it was internally agreed to deduct funds from the next invoice of the contractors who have not paid or who have not responded to our request. Going forward contractors will be billed quarterly.

A short discussion between MC members took place, where it was queried if our approach to recovering the money was contractually permitted. It was confirmed that our recovery of money, and our methods of recovery were in line with the contract. The MC acknowledged that £48k coming back to us in community benefit will greatly assist with wider role.

A MC member asked when contracts are subject to review/renewal. The CEO confirmed this is coming up soon, and in setting up new contracts, we are looking for the community benefit payment to come in monthly from contractors, plus to put the onus on the contactor paying, as opposed to MHA chasing.

5c. HEALTH & SAFETY STANDARD REPORTS

The MC were referred to the Landlord Facilities Health, Safety & Welfare Control Manual (LFHS&W) and it was highlighted that the document is very comprehensive and was provided by ACS, who are health and safety experts in the sector. All members require to sign this, and it gives committee assurance that we are beginning diligent in terms of our Health and Safety requirements. A Health and Safety audit should be taking place before the end of October, with the outcome being reported at the November Health & Safety Sub-Committee meeting.

It was confirmed that all staff have complete Notifiable Events training.

5c1. RISK MANAGEMENT STRATEGY UPDATE

The Deputy CEO advised that the Finance director will take on responsibility for Risk Management, including updates provided to the MC, going forward. This will include a change to how the information on the risk register will be presented.

5d. NOTIFIABLE EVENTS UPDATE

The MC were informed that a new notifiable event occurred on Monday 6th October 2025, after the papers for the meeting had been issued. A verbal update was provided, confirming loose brick was found on the footpath at 9 Culloden Street, which had fallen from the balcony of flat 2/2. In response, all balconies within the immediate area, which have similar balconies, were inspected. Of the 24 inspected, 14 were found to have issues. A further 41 balconies still required to be inspected. A structural engineer has been appointed to assess the situation further and we are awaiting the report for this.

We have communicated to all tenants and owners, plus put notices up in closes to inform them of the potential hazard. We have also contacted all tenants and owners requesting access for inspection. Given there are owners involved we will seek assistance from Building Control should we have issues gaining access to privately owned properties.

Make safe works have also already been carried out to some balconies.

A claim against our Building insurance has yet to be made, but it is hoped that the works will be covered under this.
Finally, the MC were informed that the matter has been reported to the regulator, and a brief report has been done by the Director of Asset Management (DoAM), that will be provided to the MC via the Teams channel, which will provide more details.

5e. STONEWORK & METAL DOOR UPDATE

The CEO referred to the report provided, and summarised. In particular the MC were directed to the Delivery Plan section of the report which provided an overview of how the stoneworks were categorised, how the programme would be monitored and when the MC would receive reports/updates. It was confirmed that we are starting to make progress on the stoneworks, with some jobs still requiring quotes first, so that owners can be presented with indicative costs. Our solicitors have informed that we must get two quotes before proceeding with works. It is hoped that owners may be able to access grant funding from GCC.

In terms of the metal close doors, all necessary work is complete, and we have asked a contractor if they can carry out annual inspections and services of the doors. If this gets put in place monthly updates will no longer be required.

A MC member asked if close doors continue to be blocked open. After a short discussion the CEO confirmed the Assistant Estates Officer is continuing to carry out inspections and remove blockages, where found.

5f. COMMITTEE MEMBERSHIP

The MC were referred to paper circulated, by the Deputy CEO. As well as the committee structure being confirmed, it was highlighted that our rules allow for the four office bearers to sit on all sub-committees. A breakdown of which MC members were serving on which sub-committee was also confirmed.

MC members who are not in a sub-committee will still see the papers and be notified of when these are available.

Arrangements will be made for the two new MC members to carry out their induction, in line with our committee induction policy. Thanks were given to R. Tinney and A. Strachan who have volunteered to be MC 'buddies' for the new members.

The Deputy CEO proposed an area tour for all MC, with new staff members also invited, to provide everyone with a better idea of full area and differing types of stock. A date for this is yet to be agreed.

MC were reminded that signed Code of Conduct and Registration of Interests forms should be returned, if not already complete. It was noted that some members did have IT issues, and these were being worked through.

One space is still available on the MC, and the MC were advised to let the Deputy CEO know if they were aware of any potential people who may want to join. There is also one space available to appoint a member who is not necessarily a local resident, but who may have a particular skillset which is missing from the current MC. This will be considered further, and after the MC skills audit is carried out.

The Deputy CEO highlighted that there had been one change to the Committee Members Meetings Charter, which stated "Members are permitted to attend meetings online; however, the preference is to attend in person where possible. Members who attend online are asked to switch their camera on until the close of the meeting."

5g. APPROVAL OF ANNUAL ASSURANCE STATEMENT 2025

The Deputy CEO directed the MC to the report, and reminded them that quarterly updates have been reported to the Governance sub-committee in terms of assurance, plus the information from these meetings is reviewable by all MC.

How the Annual Assurance Statement (AAS) is developed was summarised to the MC, with particular attention drawn to ASS Action Plan detail, which showed the work involved in producing the AAS.

The CEO confirmed our AAS shows we comply with all regulatory requirements, for example, MHA seek relevant external advice where required (for instance the stock condition surveys), and that we are compliant with our EICR requirements. The AAS highlights that not all properties meet SHQS, and what we are doing about this, plus that we do not deem this as material non-compliance.

It was stressed to the MC that submitting this AAS confirms all MC are assured in terms of our regulatory compliance with the Scottish Housing Regulator (SHR).

Future development of the AAS statement framework was explained; highlighting that we also identified areas where we are weaker, for instance consulting on the ARC return, increasing customer scrutiny, reminding tenants how to make complaints, developing our equality and diversity action plan, as well as how we present the assurance evidence gathered to the MC.

The CEO provided the MC with a demonstration of new assurance evidence bank toolkit, explaining how this will show relevant evidence, and that the MC will be able to access this at any time, through 'view only' access. The new evidence bank should also allow the MC to identify and concentrate on areas where we have insufficient evidence. It was stressed that we have already been providing evidence, but that this new system should be more user friendly. It was confirmed that development of the new evidence bank is still being worked on and will be an ongoing process throughout the year.

The MC were asked to approve the AAS for submission to the SHR. The above was proposed for approval by R. Tinney, seconded by A. Young, and unanimously agreed by the MC. The MC also commented on the high level of evidence collected to support the AAS.

5h. **REVIEW OF COMMITTEE SKILLS AUDIT POLICY**

The Deputy CEO referred to the report and policy previously circulated, highlighting proposed changes. Reference was made to the changes made to forms. It was also proposed that the Chair would go through the skills audit with MC, and a short discussion took place on how this will work.

The above was proposed for approval by Mrs R.Tinney and seconded by Mrs A. Strachan.

5i. **REVIEW OF EQUALITY, DIVERSITY & INCLUSION POLICY**

The Senior G&C Officer referred the MC to the policy review, highlighting that equality and diversity was an area of particular interest to the SHR.

A rundown of the information contained in the report and policy review was detailed to the MC, particularly the addition of an Equality Impact Assessment, which will be carried out against all policy reviews from this

point onwards. MC were informed that an Equalities Action Plan was still to be developed and would be presented to the MC in December.

The above was proposed for approval by Mrs R. Tinney and seconded by Ms S. Richards.

5j. REVIEW OF VOIDS POLICY

It was highlighted that there has been an improvement in void letting days, and the policy review was presented to the MC by the CEO. The policy review included small changed to letting standards, and it removes information in reference to specific costs, opting for more generic information. A section on decoration was also removed and replaced with a statement that décor vouchers can be offered, where required.

The above was proposed for approval by Mrs R. Tinney and seconded by Mrs A. Strachan.

5k. REVIEW OF DEALING WITH DAMPNESS & MOULD POLICY

The MC were advised that this was a very topical subject for the Government and SHR, and important to the organisation. It was highlighted that we have a new module on our Homemaster system, to help with reporting on damp and mould, stressing that this matter is reported to the SHR in ARC.

In terms of the policy review, the CEO stressed that the policy has additions from guidance provided from ACS. In practical terms, it was mentioned that tackling dampness and mould might require fitting specific types of extractor fans (which can't be switched off) to some properties.

A brief discussion took place with the MC regarding the recognition of this issue and addressing it in co-operation with the tenants. The CEO confirmed we do recognise the importance of this issue and are actively trying to better educate tenants and address tenants' contribution to the issue i.e. by them not heating/ventilating properties. Staff have received training to ensure they know how to deal with reports too. We are also fitting continuous flow of air extractor fans to tackle the issue.

The above was proposed for approval by Mr A. Young and seconded by Mrs R. Tinney

5l. WIDER ROLE FRAMEWORK UPDATE

The CEO referred to previous MC agreement to introduce a framework for reviewing wider role projects and provided an update on the progress made. It was reiterated that MHA's wider role projects should aim to achieve value for money and align with strategic priorities and business plan objectives. The new approach would be more stringent, and proposed projects would detail the aims, expectations and resource implications on the Association. These project proposals would be considered by a short-life working group of MC members, scrutinising them against MHA's assessment criteria. This group will provide oversight and recommendations to the MC on wider role projects, based on the agreed framework, and volunteers for this group were requested.

Mrs M Smith, Mr A Scott, Mrs R Tinney and Mrs A Strachan volunteered to join this short-life working group.

5m. NOTE OF COMMITTEE SESSION TENANT SAFETY 02.09.25

The above was noted by the MC, and no questions were raised. MC members highlighted it was a useful and interesting session.

5n. TENDER REPORTS

The MC were referred to the tender reports and recommendations provided.

In terms of the tender for the Energy Strategy Analysis Report, agreement was sought for approval of both consultant fees be accepted, for £17,580 for Energy Consultants (Carbon Futures) and for £3,060 for Quantity Surveyor (NBM). This was proposed for approval by A. Young and seconded by Mrs R. Tinney.

In terms of the Armadale Area Back Court Feasibility Study and works, it was highlighted that we will face issues with owners and the DoAM is looking at option to soften the financial impact on them. The Landscape Architects (Ironside Farrar Ltd.) £7,944 proposed fee was recommended to be accepted.

A MC member highlighted that the report details 12 Armadale Place as having no owners in the block, however, pointed out that there was at least one owner in this block. It was confirmed that this information would be passed back to the DoAM.

The above was proposed for approval by Mr A. Young and seconded by Mrs A. Strachan.

In relation to the tender report for the 16 Birkenshaw Flat 0/1 refurbishment, the CEO highlighted that without these proposed works the property would not be fit for purpose and that MHA was receiving GCC funding which allowed the works to be complete at a reduced rate. The total tender price was £71,034.48, with MHA contribution of £27,038.88 due. It was recommended that RS contractors were approved.

The above was proposed for approval by Mrs R. Tinney and seconded by Mrs A. Strachan.

5o. CONSULTATION ON MHA's BUSINESS PLAN, YEAR 3

The Deputy CEO highlighted the report on consultation of the 2025/26 Business Plan. It was highlighted that in line with regulatory requirements MHA should seek opinions and feedback on the Business Plan, including its content and layout etc.

The report was summarised to the MC. The main points raised from the 20 people who were consulted, were that 12 thought it was too long, plus it was commented that the text was a bit small.

In terms of lessons learned for the future, MHA will attempt to reduce the number of pages, increase font size, include more information on rent comparisons and include more information on community events.

The MC noted the report.

5p. MINUTES MAINTENANCE/DEVELOPMENT SUB-COMMITTEE 27.05.25

The above was noted and proposed for approval by Mrs R. Tinney and seconded by Mrs A. Strachan

5q. MINUTES OF HOUSING/WIDER ROLE SUB-COMMITTEE 24.06.25

The above was noted and proposed for approval by Mrs A. Strachan

and seconded by Mrs R. Tinney.

Noting:

r) Committee Meetings Schedule 2025
s) Member Organisations Update
t) KPI & PI 2025/26 Update
u) SHR Compliance Update
v) GDPR, FOI, Complaints & Compliments

All the above reports were noted by the MC.

w) Feedback from the SHARE Governance Conference 16-17th September 2025.

Mrs M Smith provided a brief overview of the conference contents and highlighted the information around Net Zero was particularly interesting. She advised that pilots were carried out in relation to Net Zero works, to two properties: one more modern type of property with work costing £19k, plus work to an older type property, costing £800k. It was confirmed the work carried out to the older type of property was unsuccessful, and the success of the work to the modern property had yet to be determined. It was also highlighted that the format of the conference was different this year, with panels and question and answer sessions; this format was informative and worked well.

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 Aitken Street, was randomly selected and will be notified.

7. DATE OF NEXT MEETING

Tuesday, 11 November 2025 at 7pm.



Chair
11/11/25