



NOTICE OF MEETING

The Meeting of the Full Management Committee will be held on Thursday the 2nd of May 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 – Management Committee Appraisal 2024 ***
- 1.4 REGULATORY & STATUTORY RETURNS 2024 / 25
- 1.5 WHISTLEBLOWING, FRAUD & NOTIFIABLE EVENTS REGISTER 2024 / 25
- 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 28.03.24

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

6.0 CORPORATE GOVERNANCE REPORTS

- 6.1 FREEDOM OF INFORMATION 2023/24 REPORT
- 6.2 GENERAL DATA PROTECTION REGULATION 2023/24 REPORT
- 6.3 TENANT SATISFACTION SURVEY FOLLOW-UP REPORT
- 6.4 REVIEW OF STAFF TERMS & CONDITIONS REPORT ***
- 6.5 INTERNAL AUDIT REPORT –ANNUAL RETURN ON THE CHARTER 2024 VERIFICATION
- 6.6 ANNUAL RETURN ON THE CHARTER 2024 ***
- 6.7 LOAN PORTFOLIO RETURN 2024 ***

7.0 FINANCE REPORTS

- 7.1 AUDIT ENGAGEMENT LETTER ***
- 7.2 AUDIT LETTER OF REPRESENTATIONS ***
- 7.3 FINANCIAL STATEMENTS TO 31.03.24 ***
- 7.4 2024 AUDIT SUMMARY REPORT
- 7.5 LONG TERM FINANCIAL PROJECTIONS – BUSINESS PLAN UPDATE REPORT ***
- 7.6 SCOTTISH HOUSING REGULATOR FIVE YEAR FINANCIAL PROJECTIONS SUBMISSION 2024 ***

8.0 DEVELOPMENT REPORTS

- 8.1 DEVELOPMENT SCHEME REPORT

9.0 HOUSING MANAGEMENT & MAINTENANCE REPORTS

- 9.1 QUARTERLY COMPLAINTS HANDLING REPORT
- 9.2 QUARTERLY TENANT PARTICIPATION STRATEGY REPORT
- 9.3 ARREARS CASES REPORT ***
- 9.4 MAINTENANCE SCHEME REPORT
- 9.5 POLICY REVIEW REPORT
 - 9.5.1 Alterations & Improvements Policy ***

10.0 DATE OF NEXT MEETING 30.05.24

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. Casual Vacancy	
5. Fleming, Anne	✓✓✓	10. Thompson, Margaret	✗✓✓		

**MINUTES**

Minutes of the Full Management Committee Meeting held on Thursday the 2nd of May 2024 at 18:30hrs in the Association's offices at 2310 Dumbarton Road, Yoker, Glasgow.

Present

Shields, G (Chairman)
Busby, E
Donnelly, L
Fleming, A
Jarvis, A
McKendrick, M
Ryan, I
Vandermotten, R
Wronowska, A

In Attendance

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

Booth, K (Alexander Sloan – External Auditors)
Gaffney, O (SHARE)

G Shields welcomed O Gaffney of SHARE to the meeting and noted that K Booth of Alexander Sloan was also due to appear to speak to the audited financial statements.

1.0 MANAGEMENT COMMITTEE**1.1 APOLOGIES**

Apologies for absence were received from M Thompson, M Ballantyne and J Porter.

1.2 REGISTRATION, DECLARATIONS & CODE OF CONDUCT

Staff members present declared an interest in Agenda Item 6.4 and the Chairman asked that said staff vacate the meeting when this matter was discussed.

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 noted that a number of committee members had not yet achieved their training hours target and suggested that this matter be addressed as part of the training review being undertaken by SHARE.

At this point K Booth of Alexander Sloan entered the meeting.

1.3.2 SHARE – Management Committee Appraisal 2024

G Shields invited O Gaffney to speak to this item and she proceeded to provide a presentation explaining the management committee appraisal process and planned timetable. She stressed the importance of preparation for the appraisal process and the need to give due consideration to the questions in the questionnaire before completing.

G Shields thanked O Gaffney for her presentation and noted her intention to remain in the meeting as an observer.



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7.0 FINANCE REPORTS

7.1 AUDIT ENGAGEMENT LETTER

G Shields referred to the audit engagement letter and noted that this required to be updated following the change in legal status of Alexander Sloan to a limited liability partnership. He noted that there was no change to the terms of the engagement beyond the change of name.

Signing of the Audit Engagement Letter on behalf of the Association was then proposed by E Busby, seconded by A Jarvis and unanimously approved by those present.

7.2 AUDIT LETTER OF REPRESENTATIONS

G Shields referred to the audit letter of representations and noted that the terms were consistent with previous years.

Those present noted and agreed the terms of the letter and following brief discussion signing of the Audit Letter of Representations was proposed by A Fleming, seconded by I Ryan and unanimously approved by those present.

7.3 FINANCIAL STATEMENTS TO 31.03.24

G Shields referred to the Financial Statements and K Booth of Alexander Sloan provided an overview of the performance for the year to the end of March 2024 together with an analysis of the financial position at that date.

Those present noted that the performance was in line with expectations and consistent with the management accounts reported through the year.

Following brief discussion, signing of the Financial Statements was proposed by E Busby, seconded by A Wronowska and unanimously approved by those present.

7.4 2024 AUDIT SUMMARY REPORT

G Shields invited K Booth to present his audit summary report on behalf of Alexander Sloan.

K Booth provided a detailed commentary on the audit summary report and those present noted that there were no matters arising from the report that required to be addressed by management.

The report was then noted by those present.

At this point K Booth gave his apologies, those present thanked him for his attendance and he left the meeting. G Shields suggested continuing with the finance reports before returning to agenda item 1.4.

7.5 LONG TERM FINANCIAL PROJECTIONS – BUSINESS PLAN UPDATE REPORT

G Shields referred to the report and noted that the Association's financial projections had been updated to reflect actual outcomes for the year to 31 March 2024, the budget to 31 March 2025 and revised assumptions in the light of inflationary experience and development activity.

The Director provided an explanation for the key assumptions and confirmed that these had also been independently reviewed for reasonableness as part of the options appraisal process.

There then followed lengthy discussion on the impact of the revised assumptions on long term cash flow and the potential for the Association to go into overdraft in 2031 – some four years earlier than previously projected. Those present noted that the assumptions remained prudent, and G Shields suggested that there remained some flexibility in terms of implementing planned maintenance.



MINUTES

Minutes of the Full Management Committee Meeting held on Thursday the 2nd of May 2024 at 18:30hrs in the Association's offices at 2310 Dumbarton Road, Yoker, Glasgow.

7.0 FINANCE REPORTS (Continued)

7.5 LONG TERM FINANCIAL PROJECTIONS – BUSINESS PLAN UPDATE REPORT (Continued)

It was also noted that the Association had borrowing capacity to fund any funding shortfall that might materialise in years seven or eight of the business plan.

There then followed discussion on funding to meet any new energy efficiency targets and it was confirmed that the projections did not currently include costs to upgrade all properties to Energy Performance Certificate (EPC) grade B. However it was noted that all but a handful of the Association's properties currently met grade C and as such the Association was in a relatively strong position compared to many other Registered Social Landlords (RSLs) with significant amounts of tenement stock.

Following further brief discussion the amended projections were proposed by A Jarvis, seconded by L Donnelly and unanimously approved by those present.

7.6 SCOTTISH HOUSING REGULATOR FIVE YEAR FINANCIAL PROJECTIONS SUBMISSION 2024

G Shields referred to the regulatory return and noted that this simply incorporated the first five years of the approved and updated long term financial projections.

Following a brief discussion of the comparative figures and ratios, approval and submission of the return was proposed by A Fleming, seconded by I Ryan and unanimously approved by those present.

1.0 MANAGEMENT COMMITTEE

1.4 REGULATORY & STATUTORY RETURNS 2024 / 25

G Shields referred to the report and noted that most of the regulatory and statutory returns due for the current financial year had not yet been completed or submitted. However those present noted that with approval of the Financial Statements, Five Year Financial Projections (FYFP) and Annual Return on the Charter (ARC) on the agenda for this meeting, these would be reflected in the next report.

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 NEW MEMBERSHIP APPLICATIONS

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

<u>Share Certificate No.</u>	<u>Name</u>	<u>Address</u>
1346		
1347		
1348		
1349		

Approval of these membership applications was proposed by I Ryan, seconded by A Jarvis, and unanimously agreed by those present.



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3.0 DOCUMENTS FOR SIGNING AND USE OF SEAL

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

4.0 CORRESPONDENCE

M Thompson - Leave of Absence Request – A request for leave of absence on medical grounds by Margaret Thompson was unanimously approved by those present.

Glasgow City Council – Housing & Regeneration Services – Investment outturn and budget figures for 2023/24 and 2024/25 respectively.

Glasgow City Health and Social Care Partnership – Implementation of the Local Letting Plan 2024/25. Following lengthy discussion it was agreed that this would be considered as part of the Letting Policy review.

Scottish Housing Regulator – updated guidance to reflect changes to the Regulatory Framework and Statutory Guidance. There were no other items of correspondence.

5.0 MINUTES OF THE FULL MANAGEMENT COMMITTEE MEETING 28.03.24

5.1 APPROVAL OF MINUTES

The Minutes were proposed by L Donnelly, seconded by A Fleming, and unanimously approved by those present.

5.2 MATTERS ARISING

There were no matters arising.

6.0 CORPORATE GOVERNANCE REPORTS

6.1 FREEDOM OF INFORMATION 2023/24 REPORT

G Shields referred to the report and those present noted that all deadline dates for submissions to the Scottish Information Commissioner had been met and that three information requests had been received and responded to within the statutory timescales.

The report was then noted by those present.

6.2 GENERAL DATA PROTECTION REGULATION 2023/24 REPORT

G Shields referred to the report and those present noted that the Association had one subject access request during the last year and that this was dealt with in accordance with the statutory timescales.

The report was then noted by those present.

6.3 TENANT SATISFACTION SURVEY FOLLOW-UP REPORT

G Shields referred to the report and the Housing Services Manager provided a comprehensive review of the analysis carried out following the poor maintenance satisfaction performance recorded in the latest tenant satisfaction survey.

Those present noted that there was no clear evidence of a link between the poorer performance and the performance of a specific contractor or contractors. It was also noted that in a number of cases tenants had expressed dissatisfaction with the repairs service when they had not apparently reported any repair to the Association.



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6.0 CORPORATE GOVERNANCE REPORTS (Continued)

6.3 TENANT SATISFACTION SURVEY FOLLOW-UP REPORT (Continued)

Notwithstanding these issues, the Housing Services Manager confirmed that additional post inspection repair follow-ups were being conducted in order to ensure that repairs that were completed were being completed to the satisfaction of the tenants in question.

M McKendrick suggested setting a specific target to carry out follow-up inspections focusing on window repairs as these seemed to be the main area of complaint. He also suggested that a specialist window contractor might be used to carry out such repairs rather than a joiner. The Housing Services Manager agreed to take on these suggestions.

G Shields suggested that the Association continue to monitor satisfaction levels through the internal satisfaction surveys and hoped that the additional follow-up inspections together with managing tenant expectations would result in higher levels of satisfaction.

The report was then noted by those present.

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

6.4 REVIEW OF STAFF TERMS & CONDITIONS REPORT

G Shields referred to the report and explained that the recommendation was to increase salaries in line with the Association's agreed policy of applying the same annual increase approved by Employers in Voluntary Housing (EVH).

I Ryan then proposed implementation of a general increase of 6.0% plus an increase to raise the lowest salaries on the Association's salary scale to meet the Living Wage as well as applying a salary increment to the relevant qualifying staff. This was seconded by A Fleming and unanimously approved by those present.

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

6.5 INTERNAL AUDIT REPORT – ANNUAL RETURN ON THE CHARTER 2024 VERIFICATION

G Shields referred to the internal audit report and noted that this was instructed periodically to provide the Management Committee with assurance that the figures in the ARC and methodology applied in arriving at those figures were accurate and verifiable.

He went on to note that as in the last such verification audit, the audit had not identified any issues either with the methodology used or the accuracy of the figures entered in the ARC. He also noted that the report confirmed that the ARC figures were verifiable and that it provided an overall conclusion that systems were "Strong".

The report was then noted by those present.



MINUTES

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6.0 CORPORATE GOVERNANCE REPORTS (Continued)

6.6 ANNUAL RETURN ON THE CHARTER 2024

G Shields referred to the ARC and noted that this had been completed in line with the results of the tenant satisfaction survey and was consistent with quarterly performance data provided through the course of the year.

Following clarification of the statistics surrounding staff turnover and illness absence, formal submission of the ARC as presented was proposed by L Donnelly, seconded by A Wronowska and unanimously approved by those present.

6.7 LOAN PORTFOLIO RETURN 2024

G Shields referred to the Loan Portfolio Return (LPR) and noted that this was a "nil" return being presented for submission to the SHR as the Association had no loan facilities at this time.

Approval of the submission of the return as presented was then proposed A Fleming, seconded by E Busby and unanimously approved by those present.

At this point G Shields moved Standing Orders as the meeting was about to run over the two-hour mark.

8.0 DEVELOPMENT REPORTS

8.1 DEVELOPMENT SCHEME REPORT

Blawarthill Hospital Site

The Director confirmed that he had nothing further to add to the report but that a site visit was now possible and following discussion it was agreed that this be arranged for the afternoon of the 23rd of May 2024. The Director went on to confirm that he would firm up on access arrangements nearer the time.

The report was then noted by those present.

9.0 HOUSING MANAGEMENT & MAINTENANCE REPORTS

9.1 QUARTERLY COMPLAINTS HANDLING REPORT

G Shields referred to the report and the Housing Services Manager provided a brief overview of the complaints received for the year to the end of March 2024. Those present noted the number and nature of complaints received and the fact that all complaints had been dealt with in accordance with the required timescales.

The report was then noted by those present.

9.2 TENANT PARTICIPATION STRATEGY REPORT

G Shields referred to the report and the Housing Services Manager provided a brief overview of the actions and targets achieved in implementing the tenant participation strategy over the period up to the end of March 2024.

Those present noted that the only outstanding item related to the "open day" and that this had now been re-scheduled to take place on the 2nd of August 2024.

The report was then noted by those present.

9.3 RENT ARREARS CASES REPORT

G Shields referred to the report and the Housing Services Manager provided an update on the circumstances of the tenant following the award of decree for recovery of possession, rent arrears and expenses.

Following discussion, it was unanimously agreed that enforcement of the decree be postponed and reviewed at the next meeting pending the outcome of proposed payment arrangements by the tenant.



MINUTES

Minutes of the Full Management Committee Meeting held on Thursday the 2nd of May 2024 at 18:30hrs in the Association's offices at 2310 Dumbarton Road, Yoker, Glasgow.

9.0 HOUSING MANAGEMENT & MAINTENANCE REPORTS (Continued)

9.4 MAINTENANCE SCHEME REPORT

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

The report was then noted by those present.

9.5 POLICY REVIEW REPORT

9.5.1 Alterations and Improvements Policy

G Shields noted that there were a number of recommended changes to the policy and the Housing Services Manager provided a brief explanation of the rationale behind these changes.

In the absence of any other suggested amendments, the policy was proposed by A Jarvis, seconded by A Wronowska and unanimously approved by those present.

10.0 DATE OF NEXT MEETING 30.05.24

G Shields confirmed that the next meeting of the Management Committee was scheduled to take place on Thursday the 30th of May 2024. It was anticipated that this would be an in-person meeting.

11.0 A.O.C.B.

There being no other competent business the meeting closed at 20:55 hrs.

Proposed By _____

Seconded By _____