



NOTICE OF MEETING

The Meeting of the Full Management Committee will be held on Thursday the 30th of April 2026 at 18:30 hrs in the Association's offices at 2310 Dumbarton Road and through the Association's on-line meeting portal.

- AGENDA** *** for approval / decision
- 1.0 **MANAGEMENT COMMITTEE**
 - 1.1 APOLOGIES
 - 1.2 REGISTRATION, DECLARATIONS & CODE OF CONDUCT
 - 1.3 TRAINING
 - 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 26.03.26**
 - 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 KPIS TO 31.03.26 REPORT
 - 6.3 QUARTERLY RISK MANAGEMENT REVIEW REPORT
 - 6.4 SCOTTISH HOUSING REGULATOR RETURNS
 - 6.4.1 Stock Profile Return 2025/26 ***
 - 6.4.2 Annual Return on the Charter 2025/26 ***
 - 6.5 POLICY REVIEW REPORT
 - 6.5.1 Committee Training & Development Policy***
 - 6.5.2 Annual Return on the Charter Policy***
 - 7.0 **FINANCE REPORTS**
 - 7.1 QUARTERLY CASH FLOW TO 31.03.26 REPORT
 - 7.2 QUARTERLY PROPERTY MANAGEMENT ARREARS TO 31.03.26 REPORT
 - 7.3 QUARTERLY MANAGEMENT ACCOUNTS TO 31.03.26 REPORT
 - 7.4 AUDIT LETTER OF REPRESENTATIONS ***
 - 7.5 FINANCIAL STATEMENTS TO 31.03.26 ***
 - 7.6 2026 AUDIT SUMMARY REPORT
 - 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 ANNUAL LEGAL ACTION 2025 / 26 REPORT
 - 8.5 ANNUAL ANTI-SOCIAL BEHAVIOUR & NEIGHBOUR NUISANCE COMPLAINTS 2025 / 26 REPORT
 - 8.6 TENANT SUSTAINMENT 2025 / 26 REPORT
 - 8.7 TENANCY MANAGEMENT 2025 / 26 REPORT
 - 8.8 RENT ARREARS CASES REPORT ***
 - 8.9 POLICY REVIEW REPORT
 - 8.9.1 Approved List of Development and Maintenance Consultants ***
 - 9.0 **DATE OF NEXT MEETING 28.05.26**
 - 10.0 **A.O.C.B.**

Management Committee

- | | | | | | |
|-------------------------|-----|----------------------|-----|---------------------------|-----|
| 1. Wronowska, Agnieszka | ✓✓✓ | 6. McKendrick, Mick | ✗✓✗ | 11. Smith, Arlene | ✓✓✓ |
| 2. Donnelly, Lisa-Marie | ✓✓✓ | 7. Orr, Heather | ✓✗✓ | 12. Walker, Catriona | ✓✗✓ |
| 3. Fleming, Anne | ✗✗✗ | 8. Porter, Josephine | ✓✓✗ | 13. <i>Casual Vacancy</i> | |
| 4. Gallagher, Donna | ✓✓✗ | 9. Ryan, Isabella | ✓✓✓ | | |
| 5. McClure, Joseph | ✗✓✓ | 10. Shields, Graeme | ✓✓✓ | | |



MINUTES

Minutes of the Full Management Committee Meeting held on Thursday the 30th of April 2026 at 18:30hrs at the Association's offices at 2310 Dumbarton Road, Glasgow and through the Association's online virtual meeting portal.

Present

Wronowska, A (Chairman)
Donnelly, L (online)
Fleming, A
McClure, J (online)
McKendrick, M (online)
Orr, H
Porter, J (online)
Ryan, I
Shields, G
Smith, A
Walker, C

In Attendance

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

Booth, K (TC Alexander Sloan, Auditors)

A Wronowska welcomed K Booth of TC Alexander Sloan to the meeting.

1.0 MANAGEMENT COMMITTEE

1.1 APOLOGIES

There were no apologies.

1.2 REGISTRATION, DECLARATIONS & CODE OF CONDUCT

A Wronowska referred to committee member registration and signing requirements. Other than the declarations already registered, there were no other declarations of interest.

1.3 TRAINING

A Wronowska referred to the schedule and noted that the two Management Committee members not currently meeting their training hours were scheduled to take part in the upcoming SFHA Conference. That being the case, she noted that all Management Committee members would then be meeting or exceeding their minimum training requirements.

The report was then noted by those present.

1.4 REGULATORY & STATUTORY RETURNS 2025 / 26

A Wronowska referred to the report and noted that only one return had been completed to date for this new financial year.

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

A Wronowska noted that there were no matters to report at this time.



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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>
1396	[REDACTED]	[REDACTED]

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

3.0 DOCUMENTS FOR SIGNING AND USE OF SEAL

There were no documents for signing or use of Seal other than the aforementioned share certificate.

4.0 CORRESPONDENCE

Christopher J Forrest – Notice of Retirement

A letter giving formal notice of his intention to retire from the post of Director of the Association was received from C Forrest and noted by those present. A Wronowska asked that those involved in the recruitment process remain after the meeting to co-ordinate availability for the initial meeting with Employers in Voluntary Housing (EVH) who it had been agreed would administer the recruitment process.

The Director reminded those present that this was a Notifiable Event and that the Scottish Housing Regulator would be notified accordingly.

There were no other items of correspondence.

5.0 MINUTES OF THE FULL MANAGEMENT COMMITTEE MEETING 26.03.26

5.1 APPROVAL OF MINUTES

Subject to the correction that both J McClure and M McKendrick be removed from the list of attendees and D Gallagher, H Orr and C Walker be included in the list of attendees, the Minutes were proposed by I Ryan, seconded by G Shields, and unanimously approved by those present.

5.2 MATTERS ARISING

There were no 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 noted that all the identified business plan activities remained up-to-date and on schedule.

The report was then noted by those present.

6.2 BUSINESS PLAN COMPLIANCE MONITORING – QUARTERLY KPIS TO 31.03.26 REPORT

A Wronowska referred to the report and noted that while most areas were performing well relative to strategic objectives, indicators suggested that Strategic Objective one was not being achieved.

The Director explained that the poor performance related to one factor that had an impact on a series of indicators. He went on to explain that the treasury management decision to pay off the pension past service deficit liability in one lump sum had impacted a number of financial ratios.



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6.0 CORPORATE GOVERNANCE REPORTS (Continued)**6.2 BUSINESS PLAN COMPLIANCE MONITORING – QUARTERLY KPIS TO 31.03.26 REPORT (Continued)**

There then followed discussion on the targets for individual indicators following which it was agreed that any target that was not achievable should be reviewed down to an achievable level. G Shields gave the example of KPI No. 26 which was set at a level beyond what could actually be achieved.

In terms of performance, it was noted that five emergency repairs had not been attended to within the target response time during the year. The Housing Services Manager confirmed that while the three-hour target had not been achieved, all had been dealt with in less than four hours and there had been no significant impact for the tenants.

The report was then noted by those present.

6.3 QUARTERLY RISK MANAGEMENT REVIEW REPORT

A Wronowska referred to the report and noted that there had been no change in the risk profile for the Association since the last quarterly report.

I Ryan asked those present to consider the changing demographic of an ageing population as a potential risk factor as most of the Association's housing stock was flatted dwellinghouses above ground level. It was agreed that while the Association had a healthy waiting list this was less of a concern than it might otherwise be but it was agreed that this be included in the risk register at the next quarterly review and treated as an emerging risk.

With respect to risk No.96, it was agreed that the reference to a lack of tenant feed back questionnaires be removed as it did not now reflect the actual position.

The report was then noted by those present.

6.4 SCOTTISH HOUSING REGULATOR**6.4.1 Stock Profile Return 2025/26**

A Wronowska noted that this Return did not require formal approval but had been provided for information to those present and showed that the Association had six hundred and seventy-two properties at the end of March 2026.

The report was then noted by those present.

6.4.2 Annual Return on the Charter 2025/26

A Wronowska referred to the Annual Return on the Charter (ARC) for the year to 31 March 2026 and to the accompanying report that provided comparative analysis of performance over the past five years.

There then followed discussion of performance over the last five years with notable improvements in rent arrears levels noted by M McKendrick. The lack of evictions on grounds of rent arrears was noted and confirmed by the Housing Services Manager.

Following further brief discussion, submission of the ARC for 2026 to the Scottish Housing Regulator was proposed by C Walker, seconded by A Fleming and unanimously approved by those present.

The Director confirmed that he would postpone submission until the internal audit of the 2026 ARC was reported to the May Management Committee meeting.



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6.0 CORPORATE GOVERNANCE REPORTS (Continued)

6.5 POLICY REVIEW REPORT

6.5.1 Committee Training & Development Policy

A Wronowska referred to the policy and noted that the only recommended changes were to the standard cover sheet. The Director confirmed that the policy continued to work effectively in practice.

The policy was then proposed by I Ryan, seconded by G Shields and unanimously proposed by those present.

6.5.2 Annual Return on the Charter Policy

A Wronowska referred to the policy and noted that this was a new policy introduced as part of the ARC review process.

Following discussion, the report was proposed by G Shields, seconded by A Smith and unanimously approved by those present.

7.0 FINANCE REPORTS

7.1 QUARTERLY CASH FLOW TO 31.03.26 REPORT

A Wronowska referred to the report and the Finance Services Manager explained that cash flow for the final quarter of the year had been significantly lower than budgeted because of the one-off payment of the pension past service deficit and the timing of planned maintenance works.

However, those present noted that cash balances were approximately three hundred and twenty thousand pounds higher than budgeted at the end of March 2026 because of better-than-expected performance for the first three quarters of the year.

The report was then noted by those present.

7.2 QUARTERLY PROPERTY MANAGEMENT ARREARS TO 31.03.26 REPORT

A Wronowska referred to the report and noted that arrears at the end of March 2026 were slightly lower than at the corresponding time at the end of March 2025.

There then followed discussion on individual high level arrears cases – many of which had only materialised in the last quarter following the completion of major repair works and which were expected to reduce significantly in the first quarter of 2026 / 27. Notices of Potential Liability (NoPL) were also discussed and it was agreed that instructions should be chased up to ensure that these had been lodged in the highest arrears cases.

The report was then noted by those present.

7.3 QUARTERLY MANAGEMENT ACCOUNTS TO 31.03.26 REPORT

A Wronowska referred to the results for the year to the end of March 2026 and noted that there was a surplus of almost seven hundred and forty thousand pounds. The Finance Services Manager explained that this was almost one hundred and ninety-seven thousand pounds higher than budgeted for the year.

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

7.4 AUDIT LETTER OF REPRESENTATIONS

The Audit Letter of Representations was referred to by A Wronowska and the Director provided a brief explanation of the reason for providing the auditors with such a letter.

Following brief discussion, the Letter of Representations was unanimously approved for signing by those present.



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7.0 FINANCE REPORTS (Continued)

7.5 FINANCIAL STATEMENTS TO 31.03.26

A Wronowska referred to the Financial Statements for the year to the end of March 2026 and noted that the results were consistent with the Management Accounts for the same period.

K Booth of TC Alexander Sloan then referred to the Financial Statements. He confirmed that they had an unmodified audit opinion and as such the results as reported provided a true and fair view of the income and expenditure for the year and the financial position of the Association at the end of March 2026.

He also confirmed that the Financial Statements had been properly prepared in accordance with the relevant regulatory and statutory requirements.

The Financial Statements were then unanimously approved for signing by those present.

7.6 2026 AUDIT SUMMARY REPORT

K Booth of TC Alexander Sloan then went on to provide a lengthy and detailed analysis of the outcome of the audit process for 2026 as part of the audit summary report. He confirmed that the audit had been completed without any issues arising and that there were no matters that required to be brought to the attention of management.

The report was then noted by those present.

At this point those present thanked K Booth for his attendance and he 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 confirming that Assist Design had been awarded the contract for co-ordinating the bathroom replacement programme.

He also confirmed that the tender for render repairs had also been completed and that this had been awarded to Caledonian Maintenance Services Limited.

In response to a question from M McKendrick, the Housing Services Manager confirmed that render repairs would be included within the Association's planned maintenance programme.

The report was then noted by those present.

8.2 QUARTERLY COMPLAINTS HANDLING REPORT

A Wronowska referred to the report that covered all complaints received for the year to the end of March 2026.

The Finance Services Manager provided an explanation of the circumstances of a complaint that related to the property management service in response to a question from G Shields.

G Shields noted that in a number of complaints it had been the action or lack of action on the part of a contractor that had resulted in a complaint being upheld. The Housing Services Manager confirmed that in some cases the contractor involved would apologise directly to the complainant but that this did not happen routinely. However, he did confirm that contractors were kept informed of complaints and where the complaint was upheld, the contractor was informed of the action necessary to avoid such complaints in the future.

The report was then noted by those present.



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8.0 HOUSING MANAGEMENT & MAINTENANCE REPORTS (Continued)**8.3 TENANT PARTICIPATION STRATEGY REPORT**

A Wronowska referred to the report and the Housing Services Manager highlighted the work now being done to improve the tenant satisfaction levels with the repair service.

The Housing Services Manager went on to highlight the post-repair inspection and survey results which indicated 98.7% of respondents were satisfied with the repair service. This was a significant improvement over the last tenant satisfaction survey.

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

8.4 ANNUAL LEGAL ACTION 2025 / 26 REPORT

A Wronowska referred to the report and noted that this gave a summary of the progress of legal actions raised by the Association during the year to the end of March 2026.

The Housing Services Manager then highlighted the key outcomes from the report with an increase in the number of legal actions primarily in relation to rent arrears following the transitioning of benefit claimants to Universal Credit.

The report was then noted by those present.

8.5 ANNUAL ANTI-SOCIAL BEHAVIOUR & NEIGHBOUR NUISANCE COMPLAINTS 2025 / 26 REPORT

A Wronowska referred to the report and noted that the Association had dealt with eighteen anti-social and neighbour nuisance complaints during the year to March 2026.

In response to a question from I Ryan, the Housing Services Manager confirmed the process for involving Glasgow Community Safety in higher level anti-social behaviour cases and the timescales involved.

A Fleming suggested that the number of anti-social complaints appeared relatively small – particularly the small number of serious cases.

The report was then noted by those present.

8.6 TENANT SUSTAINMENT 2025 / 26 REPORT

A Wronowska referred to the report and the Housing Services Manager provided a summary of the outcome of tenancy sustainment levels for the year to the end of March 2026.

The Housing Services Manager went on to explain that five tenancies had not been sustained for more than a year and provided details of why these had been terminated. Those present noted that in all five cases the circumstances for termination had not been down to the action or inaction of the Association as a landlord.

Following lengthy discussion, the report was noted by those present.

8.7 TENANCY MANAGEMENT 2025 / 26 REPORT

A Wronowska referred to the report and the Housing Services Manager provided a summary of the content which he suggested was self-explanatory.

The report was then noted by those present.

8.8 RENT ARREARS CASES REPORT

A Wronowska referred to the report and the Housing Services Manager provided an overview of the circumstances that had led to Decree for recovery of possession.

Following discussion, the recommendation that enforcement of Decree be deferred while payment arrangements continued to be monitored was unanimously agreed by those present.



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8.0 HOUSING MANAGEMENT & MAINTENANCE REPORTS (Continued)

8.9 POLICY REVIEW REPORT

8.9.1 Approved List of Development and Maintenance Consultants

A Wronowska referred to the policy and noted that the only minor amendments being recommended at this time.

The Housing Services Manager confirmed that the list of approved contractors had been updated to reflect the Link Framework in which the Association participated. However, it was noted that the Association had recently been notified of the retirement by one of the structural engineering contractors - Greig Penman Ltd.

Subject to the removal of Greig Penman Ltd from the list, the policy was proposed by A Fleming, seconded by G Shields and unanimously approved by those present.

9.0 DATE OF NEXT MEETING 28.05.26

A Wronowska reminded those present that the next scheduled meeting would take place on Thursday the 28th of May 2026.

10.0 A.O.C.B.

Damp & Mould Regulations

Feedback from participation in a training event was provided by A Fleming, J Porter and I Ryan. The Housing Services Manager confirmed that the Association's systems and contractors were being updated to reflect the latest and anticipated regulatory requirements.

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

Proposed By _____

Seconded By _____