



**MINUTES OF THE MANAGEMENT COMMITTEE MEETING
HELD ON WEDNESDAY 27 MAY 2026 at 6.00p.m.
MEETING HELD IN THE COMMITTEE ROOM OF THE ASSOCIATION'S OFFICES**

1. Sederunt

PRESENT A. Cushingham, J. Stevenson, C. Harvey, F. Lavery, K. Herd
R. Hartness

IN ATTENDANCE:

K. Mollins – Chief Executive (MS Teams)
G. Kerr – Head of Finance & Corporate Services Manager / Depute Chief Executive
G. McLachlan – Head of Maintenance
N. Smith – Corporate Services Officer
P. Freer - Allia

Apologies: G. McNaught

Leave of absence: None

The Chief Executive advised members that K. McSherry Stewart resigned from the Management Committee.

2. Meeting of the Management Committee

a) 29 April 2026

i) Minute

The minutes of the Management Committee meeting on 29 April 2026 were approved by J Stevenson and seconded by K Herd.

ii) Matters Arising:

a) Section 8 – Membership of the Management Committee

The Chief Executive advised the Committee there has been no response to the advert for new Committee members. He has arranged for members of the Residents Panel to observe the meeting in June, as well as contacted sector agencies to identify any persons interested in joining the Management Committee

There were no other matters arising.



c) Master Tracker

The Chief Executive presented the progress report on the Master Tracker from the meeting in April 2026 and outlined the progress of tasks on the Master Tracker. He highlighted to the Management Committee progress of tasks that were on-going or to be actioned in the tracker:

- The CSO confirmed the upgrade to the community CCTV system is on-going with some additional works to complete the wiring loop of cameras in Easthall.
- The Head of Maintenance advised the lead pipe replacement in Wardie Road was in progress and we awaited Scottish Water to make the final connections, which should be complete by mid June 2026. The Chief Executive will provide an update to the SHR on completion of the works to inform their assessment of the notifiable event.

The Committee noted the content of the report.

3. Meeting of the Audit, Finance & Performance sub-Committee

a) 11 May 2026

i) Minute

The minutes of the Audit, Finance & Performance sub-Committee held on 11 May 2026 is for information only

ii) Matters Arising:

There were no other matters arising

4. Meeting of the Staffing Sub-Committee

b) 18 May 2026

i) Minute

The minutes of the Staffing sub-Committee held on 18 May 2026 is for information only

ii) Matters Arising:

There were no other matters arising



5. Declaration of Interests and Notifiable Events

The Chief Executive confirmed that staff members will, as required declare an interest in the following agenda items:

- Agenda item 18 – Confidential Business – Staff and the Chairperson

There are seen to be no other Committee or staff members in attendance with a declaration of interest in relation to the business at the meeting.

Notifiable Events - The Chief Executive gave an update on the notifiable events submitted in relation to the 5 / 30 year financial plans and lead pipe replacement. He advised he submitted a notifiable event in relation to governance matters, which will be attended to under confidential business.

6. Report on New Borrowings for Investment Plan

The Head of F&CS gave an overview of the requirement of new borrowings to fund the Investment Plan. He introduced P. Freer to present his report on the tender process to procure £10m to deliver the Investment Plan between 2026-2033.

P. Freer presented his report and highlighted the following:

- Six lenders submitted competitive offers, while three did not due to size or term limitations.
- Longer-term options (up to 25 years) are available from some lenders, supporting strategic planning.
- Security requirements and covenants vary, with some lenders offering more flexible fixed-rate options.
- CAF Bank's green facility at **(Redacted)** margin is the most cost-effective, with no non-utilisation fees.
- Unity Bank's blended option at **(Redacted)** is competitive but has higher arrangement fees, increasing total costs.
- RBS and Triodos are more expensive due to higher margins and fees, with non-utilisation fees being a key cost driver.
- Existing relationships, security structures, and fee arrangements are key factors in lender selection.
- Unity's blended option offers flexibility with longer interest-only periods but at a higher total cost.
- CAF's structure is simpler, with a five-year availability period and lower fees, making it the preferred choice.
- Both options support long-term planning, with considerations for fixed rates and ESG conditions influencing final decisions.



The Committee raised the following queries or questions in relation to the tender report on the new borrowings:

- A member asked about the security on the new loan
 - The Head of F&CS explained he is working alongside TC young to get security in place for all loans
- A member questioned the loan documentation.
 - P. Freer explained the bank provide a standard Terms & Conditions document which passes as the loan documentation.

The Committee's decision was to proceed with Unity Bank.

P. Freer left the meeting

7. Health & Safety Report 2026-27

The Corporate Services Officer (CSO) presented her report on health & safety matters for 2026-27 and highlighted the following:

- Annual gas servicing is coordinated with contractors for the office, Glenburn Centre, and estate flat, scheduled for June 2026.
- Quarterly health and safety working group meetings are being held.
- Regular checks- lift inspections, DSE assessments for office/hybrid working, PPE, and manual handling/working at height risk assessments.
- The H&S manual is signed annually, by staff SMT and the management committee
- Electrical safety checks include routine annual inspections, full tests every five years, and PAT testing; water safety involves Legionella risk assessments and annual water testing.
- Staff training covers lone working, fire safety, mental health, and manual handling, with specific risk assessments for trades and estate teams.
- Contractor management requires proof of insurance, references, safety policies, licenses, and risk assessments before engagement, with forms checked by management.
- Fire safety audits occur biennially, with weekly evacuation drills, biannual fire alarm and extinguisher tests, and quarterly housekeeper inspections.
- Risk assessments are reviewed annually or as needed for various hazards.
- Electrical safety includes routine checks, five-year comprehensive inspections, and PAT testing.
- Asbestos management is reactive, based on repair or premises work.



The Committee raised the following queries or questions in relation to the Health & Safety Report 2026-27.

- The chair thanked the CSO for a detailed report on H&S.

The Committee noted the content of the report and the H&S Action Plan for 2026-27.

8. Data Governance Report

The CSO presented her report on data governance matters and outcomes in 2025-26 and highlighted the following:

- Stage 1 complaints, with an average response time of 2.58 days and only three out of 93 complaints exceeding timescale of 5 days.
- The main issues involved service failure, delays, and standard of service, with 59% upheld and 41% not upheld.
- Stage 2 complaints, totalling 16, had an average response time of nearly 15 days, with 27% upheld and 73% not upheld, primarily concerning service standards and disagreements with decisions.
- The Association handled a small volume of information requests, with most FOI requests answered within timescales and all SARs responded to appropriately.

The Committee raised the following queries or questions in relation to the Data Governance Report 2025-26.

- A member of the Committee asked if the report could show trends in upheld complaints in the next data governance report.

The Committee noted the content of the report

9. Tenant Safety Report 2025-27 – Progress to 31 March 2026

The Head of Maintenance presented the Tenant Safety Compliance Report, which included the Action Plan for 2025-27 and detailed progress to 31 March 2026. He highlighted the following:

- Key tasks included developing policies for asbestos, damp, electrical, gas, fire, legionella, and lift safety.
- Achievements include 100% compliance in lift inspections and external audits, plus water tank inspections.



- A new gas maintenance contract started October 2025; information booklets are awaiting design.
- Training programs for staff in tenant safety are scheduled for April-June 2026.
- Some non-compliance issues: overdue gas (3) and electrical (14) safety services, with properties identified for overdue inspections.
- A new tracking system was introduced to improve monitoring, with staff training provided.
- Two properties have outstanding Electrical Installation Condition Reports (EICRs); access is scheduled for May 2026.
- Slippage occurred in staff training due to the capacity of external providers; courses are booked for early summer.
- Stock condition surveys are ongoing, with one property remaining for damp, mould, and condensation inspection.
- Water hygiene projects include lead pipe replacements delayed due to tenant access issues, scheduled for May 2026, and feasibility studies for cistern conversions.

The Committee raised the following queries or questions in relation to the Tenant Safety Compliance Report.

- A member asked about the term of a cloned property
 - The Head of Maintenance explained the term; an survey of a property that has been copied and applied to a nearly identical home, rather than being assessed individually due to no access.
- A member asked if we should be changing the gas servicing process/procedure to eliminate any failures and asked about developing a better internal audit process.
 - The Head of Maintenance explained we have created an internal audit process through employing Atholl Maintenance Services to conduct an overhaul of our systems and develop monitoring arrangements.

The Committee noted the content of the report

16. Review of Policies

i) Aids & Adaptations

The Head of Maintenance presented the draft Aids & Adaptations Policy and advised on the following:

- Tenants requiring adaptations must be assessed by a medical professional (usually an Occupational Therapist, OT). The OT provides recommendations to the Association.



- Referrals are logged and tracked. Self-referrals are directed to Social Work for assessment.
- The OT categorises needs as Critical, Substantial, or Moderate, based on urgency and impact on quality of life. The Association further prioritizes based on funding and feasibility.
- Adaptations are funded through Stage 3 Medical Adaptations Housing Association Grant (HAG) from the Scottish Government, administered by Glasgow City Council.
- If demand exceeds funding, tenants remain on a waiting list until more funds are available.
- Works are scheduled by date and priority. Critical cases may be expedited, sometimes using internal budgets if HAG is exhausted.
- The Association tracks completion times, costs, and tenant satisfaction. Reports are submitted to the Management Committee and Scottish Housing Regulator

The Committee approved the Aids & Adaptations Policy

The Chairperson thanked G. McLachlan for his work and achievements and offered her best wishes to him in his new role.

G. McLachlan left the meeting

10. Annual Return on the Charter (ARC) / Stock Return 2025-26

The Chief Executive presented the report on the Annual Report on the Charter 2025-26 for submission to the SHR by 31 May 2026. He referred the Committee to appendix 1, which showed the performance in 2025-26 compared to 2024-25 and the average for the housing sector in 2024-25 and advised on the following:

- The main highlights included a reduction in sickness absence; good performance in re-active repairs, management of complaints and anti-social behaviour; low turnover of properties; high levels of tenancy sustainment and rent collection, effective management of arrears; stage 3 medical adaptations; and high and sustained tenant satisfaction from the latest independent survey in 2025.
- There were areas where performance or outcomes in the year were less favourable, these included a turnover of staff; tenant safety, specifically non compliance in gas and electrical safety; and an increase in court actions due to non-payment of rent, but there were no evictions in the year.



The Chief Executive presented the Stock Return, which included details on our stock, rent levels and advised the Committee there were no material issues in the annual stock return.

The Committee raised the following comments and questions in relation to the Annual Report on the Charter / Stock Return 2025-26.

- A Committee member felt the report and performance was very positive.

The Committee approved the Annual Return on the Charter / Stock Return 2025-26 which will be submitted to the SHR by the Chief Executive via the Regulator's portal.

11. Wider Role Grant to ERA

The Chief Executive presented his report on the wider role grant to Easthall Residents Association and covered the following:

- The Committee approved a budget for wider role services by ERA to our tenants and their families.
- ERA have submitted a proposal for wider role services in 2026-27, which includes:
 - Homework club
 - Youth club
 - Access to the My Life, My Choices programme for residents of Easthall / Kildermorie
 - A contribution towards the Annual Xmas Fayre

The total cost for 2026-27 was £28,833, which was within budget.

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- The monitoring arrangements through half yearly progress report by ERA.

The Chief Executive proposed a 3 year funding option for our wider role contribution to ERA, which would enable them to sustain these activities and events between 2026-29 and possibly attract match funding from other sources. He proposed an annual uplift of CPI at February of each year against the 2026-27 approved grant.

The Committee raised the following questions and queries in relation to the proposed wider role contribution to ERA:

- A Committee member stated that the 3 year option would ensure the sustainability of the community services.



- A Committee member stated that the 3 year option clearly demonstrated our commitment to the area and was still in keeping with our annual contribution.

The Chief Executive advised the Committee he has discussed the arrangements if ERA secured grant funding to fund the existing programme of activities, where the grant monies could be directed with our agreement into other services and activities to benefit our tenants and their families

The Management Committee approved the proposed wider role services by Easthall Residents Association at a cost of £28,833 for 2026-27 associated with the grant award by the Association.

The Management Committee approved the wider role grant award for 3 years to March 2029.

12. Committee Succession Plan 2025-26

The Chief Executive presented the report on progress against the Committee Succession Plan to March 2026 and highlighted the following:

- The annual Committee performance reviews were completed and reported to the Management Committee.
- The assessment of the Committee's representation compared to the ethnic & demographic profile of the communities they serve was completed.
- The annual Committee mini-conference was held in January 2026.
- There has been a good programme of training to develop Committee members' knowledge and skills.
- The Committee members' attendance at Management Committee and sub-Committee meetings has been excellent.
- The membership is currently 8 members on the Management Committee.
- There were a few areas of slippage that included the development of bespoke training plans for the designated sub-Committees; the apathy in the community to join the Residents Panel / Management Committee; minutes to be published to March 2026.

The Management Committee raised the following queries or questions in relation to the progress report on the Committee Succession Plan 2025-26.

- A Committee member asked what we can do now to recruit new members to the Management Committee. The Chief Executive reaffirmed the invite to Residents Panel members to observe the Committee meeting,



contacting sector organisations and advertising for new members on Scottish Housing News.

- There was discussion that many housing association are experiencing challenges in recruiting new members to their Committee / Boards.

The Committee noted the progress on the Committee Succession Plan.

13. Progress Report on the Annual Assurance Statement Action Plan to 31 March 2026

The Chief Executive presented his report on progress against the AAS Action Plan 2025, where achievement would further strengthen our compliance against the Regulatory Frameworks and Regulatory Standards. He highlighted the following:

- The progress against the plan covered the following areas:
 - Regulatory Framework
 - Regulatory Standards of Governance & Financial Management
 - Scottish Social Housing Charter
 - Landlord Safety
- He highlighted key areas progress to in the quarter, which included:
 - The new Business Plan 2026-29 was approved by the MC in March 2026.
 - The internal audit on the Annual Return on the Charter was completed in January 2026.
 - The Committee mini-conference was held in January 2026 and the evaluation report was presented to the Committee in February 2026.
 - The Chief Executive delivered notifiable events training to the Committee.
 - The Chairperson has held 1-2-1 progress meetings with the Chief Executive.
 - The Head of Housing presented the Customer Care Policy to the Committee and delivered training to the staff team in January 2026.
 - There has been good progress on the development and review of service policies in the quarter e.g. void management, gas safety, legionella.
 - The Head of Housing completed a demand study and presented this to the MC in February 2026.
 - The areas of slippage, which included the review of the asset management strategy; the review of information booklets, the review of corporate and service policies; publishing the Investment Strategy to tenants; best value review of the Estate Caretaking service; and the development of the Trade Team.

The Management Committee raised the following queries or questions in relation to the progress report on the Annual Assurance Statement Action Plan 2025:



- A Committee member asked if the AAS Action Plan 2025 would be affected by the turnover of senior staff. The Chief Executive advised the recruitment of the new Head of Maintenance ensures continuous cover in this role, although it would take the new staff member time to settle in and this could impact on the progress and completion of key tasks.
- A Committee member referred to the discussion at the Committee mini-conference to schedule a session on the AAS 2026 and asked if this had been arranged. The Chief Executive stated that a training day on a Saturday in September would be arranged for the AAS 2026.

The Committee noted the progress on the Annual Assurance Statement 2025 to 31 March 2026.

14. Report on the Operational Plan to 31 March 2026

The Chief Executive presented the report on progress against the Operational Plan 2025-26 to March 2026. The report highlighted the following:

- There has been good progress against the work programme in the year.
- Appendix 1 details the progress, specifically with the completion of key tasks in each quarter in the year
- The achievements in the 4th quarter (January – March 2026) included the following: reporting on governance matters, the completion of the annual review of business, completion of Committee members' performance reviews, the review of the annual rent increase, and good financial management and reporting.
- Good progress in key areas of the performance scheduled (appendix 2), which includes Increase in rent collection and reduction in current tenant arrears. void rent loss was below target, tenancy sustainment levels remain very high; sustain improvement in the repairs service, lets to homeless families; our financial position – cash reserves and covenant compliance
- There are areas for further action and improvement, which included:
 - Governance and corporate policies;
 - Communicating the Investment Plan due to the re-set of loan covenants and confirmation of new borrowings
 - The development of the I.T Strategy
 - Key tasks in the Tenant Safety Action Plan i.e. lead pipe replacement, non-compliance in gas and electrical safety, and the publication of information booklets and guidance.

The Committee noted the progress on the Operational Plan 2025-26.



15. Report on the Committee Performance Reviews 2025-26

The Chief Executive presented S. Eglinton's report on the Committee Performance Reviews, which covered:

- Committee composition and succession plans
- The role of Committee
- The effectiveness of the Committee
- Performance management
- The Committee's training needs
- Conclusion

The Chief Executive gave an overview of the report and confirmed he will develop the Committee Succession Plan and Training Plan 2026-27 for June's meeting of the Management Committee.:

The Committee raised the following queries or questions in relation to the report on the Committee Performance Reviews 2025-26.

- A Committee member stated it was a positive report, reflecting the Committee's work and commitment.

The Committee noted the content of the report.

17. Correspondence

There was no correspondence

N. Smith, G. Kerr and A. Cushingham left the meeting

18. Confidential Business

- a) Confidential Business held at the Management Committee meeting on 29 April 2026.
 - i) Minute
The minute of the confidential business held during the meeting of the Management Committee on 29 April was approved by J. Stevenson and seconded by F. Lavery.
 - ii) Matters Arising
There were no matters arising.



b) Governance Matter

The minute has been redacted due to the confidentiality of the report

There was no other confidential business.

19. Any Other Business

a) Appointment of the new Head of Maintenance

The Chief Executive advised the Committee that the Recruitment Panel for the Head of Maintenance has appointed Kirsty Azboy starting on EVH Grade SM4 and she will commence the role on Monday 1st June 2026. He confirmed there was full compliance with the delegated remit to the Recruitment Panel in the appointment of the new Head of Maintenance.

b) Recruitment of the F&CS

The Chief Executive informed the Committee that due to the resignation and availability of members. It was agreed that the recruitment panel would be the Chief Executive; The Head of F&CS / Depute Chief Executive; and the Chairperson of the Audit, Finance & Performance sub-Committee – R. Hartness.

There was no other business

20. Date of Next Meeting

Management Committee:

Wednesday 24 June 2026 at 6.30p.m. to be held in the Committee room in the Association's office.

Chairpersons Signature: _____

Date: _____