

**MINUTES OF THE MANAGEMENT COMMITTEE MEETING  
HELD ON WEDNESDAY 26 FEBRUARY 2025 at 6.30p.m.  
MEETING HELD IN THE COMMITTEE ROOM OF THE ASSOCIATION'S OFFICES**

**1. Sederunt**

**PRESENT:**

|                          |                              |
|--------------------------|------------------------------|
| P. Waddell (Chairperson) | D. Barnes (Vice Chairperson) |
| A. Cushingham            | B. Hartness                  |
| C. Cooper                | F. Laverty                   |
| J. Stevenson             |                              |

**IN ATTENDANCE:**

K. Mollins – Director  
G. Kerr – F&CS Manager / Depute Director  
A. Nugent – Housing Manager  
G. McLachlan – Maintenance Manager  
A. Chelton – Temporary Corporate Services Officer  
C. Patrick – Housing Officer (Observer)

**Apologies:**

A. Farry  
C. Harvey

**Leave of absence:** None

**2. Meeting of the Management Committee**

**a) 29 January 2025**

**i) Minute**

The minutes of the Management Committee meeting on 29 January 2025 were approved by A. Cushingham and seconded by J. Stevenson.

**ii) Matters Arising:**

**a) Training & Work Experience Placement**

The Director advised the Committee that 4 S4-S6 pupils of Lochend Secondary School will commence training and work experience placements with the Association on 3<sup>rd</sup> March 2025.

**There were no other matters arising.**

## **b) Master Tracker**

The Director presented the progress report on the Master Tracker from the meeting in January 2025 and apologised as there were sections of the report incomplete.

The SMT gave an update on key tasks in the Master Tracker:

- Committee member's induction - This has still to be arranged and asked if the member could discuss a suitable date at the end of the meeting.
- Investment of Cash Reserves - The F&CS Manager advised that the Finance Officer was liaising with Nationwide and Barclays and these would be opened in due course.
- Survey of the Glenburn Centre / Association's Offices - The Director advised he has procured the services of Jones Lang Lasalle for the valuation of the centre, which included a market rent and this will be undertaken in March 2005. He has also been in communication with ERA in relation to this matter.
- Advert for new Committee members - The Director confirmed the advert will be published on our website and in the sector by 28 February 2025.
- 50<sup>th</sup> Anniversary of CBHA Event – The CSO advised Committee Members of the event and to ask for interest.

**The Committee noted the content of the report.**

## **3. Meeting of the Finance, Audit & Performance Sub-Committee**

### **b) 10 February 2025**

#### **i) Minute**

The minutes of the Finance, Audit & Performance sub-Committee are for information only.

#### **ii) Matters Arising:**

**There were no matters arising.**

## **4. Declaration of Interests and Notifiable Events**

The Staff members and two Committee members will declare an interest in the following agenda items:

- Agenda Item 16 – Staff Salary Increase 2025-28

Notifiable Events - The Director advised there were no live notifiable events.

## 5. Draft Annual Budget 2025-26

The F&CS Manager presented the draft Annual Budget 2025-26 and highlighted the following information and outturns;

- The Baseline assumptions in the draft budget i.e. rent increase, void lost rent, staff salary increase, insurance and the general inflation rate.
- A summary of the results for the first draft which included the expected surplus (£292K), cash reserves (£2.081m), loans figures (£4.645m) and loan covenants, all successfully achieved. These will be subject to change in the final budget pending any decisions by the Management Committee or SMT following completion of Delivery Plans.
- The proposed turnover for the year including rent receivable, rent losses from voids, stage 3 medical adaptation grant and Advice UK grant.
- The expected operating expenditure including the reactive maintenance costs, cyclical maintenance costs, major repairs (i.e. fence damage repairs), component replacement spend and the Veranda project, bad debts and interest receivable/payable.
- A brief overview of the management & administration proposed budget.
- The proposed statement of financial position which included: housing properties, depreciation, cash, loan repayment and revenue reserve.
- A brief overview of the loan covenants.

The F&CS Manager advised he is continuing to work with the SMT to finalise the budget, which will take account of the delivery plans within the Operational Plan 2025-26

The Committee raised the following queries or questions in relation to the draft Annual Budget 2025-26

- The Committee held a discussion on the proposed maintenance spend and component replacement proposed budget. They expressed their happiness on the level of proposed spend.

The F&CS Manager advised the Committee that the final draft budget would be presented in March with the 5 & 30 Year Financial Plans.

**The Committee noted the content of the report.**

## 6. Written Statement of Services.

The Housing Manager presented his report on the Written Statement of Services and highlighted the following;

- The background to the development of the WSoS
- The Draft WSoS fully reflect the title deeds and the responsibilities of the Association as the factor and the owner-occupiers e.g. general obligations, factoring accounts, building insurance, repairs and maintenance.
- A sample of costs for an owner-occupier property i.e. factoring management fee, estate service charge, stair lighting and insurance.
- The building insurance figure on the example was this year's

The Committee raised the following queries or questions in relation to the draft Written Statement of Services

- A Committee Member asked the Housing Manager if they were 100% sure that the example was legally sound. *The Housing Manager responded that he was.*

**The Committee approved the example Written Statement of Services.**

## 7. Gas Servicing Contract 2025-28

The Maintenance Manager presented his report on the progress on the procurement of Gas Servicing Contract 2025-28 and highlighted the following:

- The background where there was an extension to the current gas contract with James Frews to 30 September 2025 to facilitate the procurement of the new contract.
- The scope of the contract, which included annual servicing and maintenance of boilers and central heating systems, out of hours service and planned replacements on boilers.
- There has been close working with Scotland Excel to procure the contract through their procurement framework.
- The contract will be tendered for contractors to submit their tender application for the contract, which will be based on a quality / price assessment. This will be administered through the Scottish Government's procurement web-portal, Public Contracts Scotland.
- Scotland Excel have confirmed that the procurement will be issued as a quick quote, which is in keeping with the Public Contracts (Scotland) Regulations 2015.
- He provided details of a capability and capacity assessment by contractors on the framework and interest from contractors.
- The tendering arrangements and timescales to ensure a new contractor will be appointed by 1 October 2025.

**The Committee noted the content of the report**

## 8. Stock Condition Survey

The Maintenance Manager presented his report on the Stock Condition Survey and highlighted the following:

- The background to the development of the report.
- Key findings in the stock condition survey i.e.
  - 59% access to properties (412 properties)
  - 92% compliance with the SHQS.
  - Details of catch-up repairs.
  - Properties with dampness & mould and how these are being attended to by the Association.
  - Tenant aspirations for major repairs i.e. bathrooms (32%), Windows (30%) and Kitchens (21%).
- Key considerations for 30-year Investment Programme, specifically fabric / internal works.
- Presented the following options for the focus of the investment plan in the short term:
  - Switch focus onto the replacement of timber windows and doors which would delay the replacement of bathrooms and kitchens up to 2 years.
  - Conduct a programme of bathroom and kitchen replacements and only focus on the most deteriorated windows and doors.
- Next steps to:
  - Refining and publishing the 5-year Investment Plan.
  - Tender of the kitchen contractor and suppliers.
  - Strategic works and assessment i.e. Asset Management Strategy, Maintenance policies, etc.
  - Progress reports on the key aspects of the SCS i.e. SHQS compliance, Investment Plan outcomes and Dampness & mould.

The Committee raised the following queries or questions in relation to the report on Stock Condition Survey.

- The Committee discussed the options presented by the Maintenance Manager regarding the replacement of windows / doors and bathrooms / kitchens. The Committee agreed with that Maintenance Manager that it is important to balance the needs of the tenants. The Director also highlighted the need for investment, value for money in the investment and the need for a schedule to be developed for the investment plan.
- The Committee, Maintenance Manager and Director agreed that there was need for further discussion on the survey and investment plan.

**The Committee noted the content of the report and agreed to an additional discussion, to be held in March / April.**

## 9. Veranda Project.

The Director presented his report on the Veranda Project and highlighted the following:

- The background to the project
- The outcome of consultation with tenants and owner-occupiers on the design options and cost assessments
- The appointment of Mast Architects and their work to progress the project.
- The scope of works in the contract.
- The updated cost plan based on the scope of works provided by Reid Associates, which included:
  - The cost of the replacement veranda and installation of ventilation systems
  - The cost of additional works associated with the contract
  - The situation with VAT, where there may be an exemption for the main works.
- The timeline for the project, which included:
  - Submission of applications for statutory consent to GCC.
  - Procurement to appoint a contractor.
  - Report to the Management Committee to decide to progress the contract based on tender costs and to appoint the contractor
  - The date the contract will be on-site.
- The communication arrangements to keep tenants and owner-occupiers updated on the progress of the Verana Project.

The Committee raised the following queries or questions in relation to the report on Veranda Project.

- A Committee Member asked if there was a financial impact to the Association because of the project. The F&CS Manager responded that the cost of the project had been built into the budget and could be afforded, albeit leaving a much-reduced cash balance. The Director highlighted that the cost of the project did reduce the amount of other investments that could have been done however the project was needed.

**The Committee agreed to continue the project.**

## 10. Governance & Service Policies

### i) Estate Management Policy

The Housing Manager presented the draft Estate Management Policy and advised on the following:

- The policy was last reviewed in September 2023.
- A review of the policy has been brought forward due to references to “Co-Operative” and the Housing Manager used this as an opportunity to fully review the policy.
- An overview of the policy, which covered:
  - The policy sets out the roles and responsibilities of staff including the Estate Caretakers.
  - Ensures resident satisfaction by providing a clean, safe and secure physical environment.
  - Provides clear service standards and performance management.
  - Outlines dealing with tenancy breaches for those who don't maintain their property.
  - Ensuring the services is planned, resourced and managed.
  - Providing accountability and transparency.
  - Developing partnerships with stakeholders.
- The policy is next due for review in February 2028.

The Management Committee raised the following queries or questions in relation to the draft Estate Management Policy.

- A Committee Member asked if there were plans to introduce charges for garden maintenance and close cleaning. *The Housing Manager responded that this was being considered as a potential long-term plan, and he plans on conducting a value for money exercise for the services.*

**The Committee approved the Estate Management Policy.**

### ii) Neighbour Nuisance & Anti-Social Behaviour Policy

The Housing Manager presented the draft policy on Neighbour Nuisance & Anti-Social Behaviour and outlined the following:

- The policy was last reviewed in August 2021
- The previous policy was a joint policy with Lochfield Park HA.
- An overview of the policy, which covered:
  - Clearly define behaviour which would be categorised as ASB and what wouldn't.
  - Outline how ASB and neighbour disputes would be dealt with.

- Deal promptly and effectively with ASB and neighbour nuisance.
- Provide staff with clear guidelines.
- Meet legislative and regulatory requirements and work in partnership with the Council and Police Scotland.
- The policy is next due for review in February 2028.

The Management Committee raised the following queries or questions in relation to the draft Neighbour Nuisance & Anti-Social Behaviour Policy.

- The Committee highlighted that it was a good idea to highlight what isn't Anti-Social Behaviour and providing staff with clear guidelines to follow.

**The Committee approved the Neighbour Nuisance & Anti-Social Behaviour Policy.**

## **11. Committee Succession Plan 2024-25 – Progress to December 2024**

The Director presented the report on progress against the Committee Succession Plan to December 2024 and highlighted the following:

- The advertisement and recruitment of new members to the Management Committee.
- The Committee members' attendance at Management Committee and sub-Committee meetings.
- The membership is currently 9 members on the Management Committee.
- There has been no training delivered to the Management Committee in Q3 of 2024-25 with the Committee Mini-Conference deferred to January 2025.
- Members were issued with an equalities questionnaire to inform the demographic and ethnic profile of the Committee and to assess their level of representation compared to the communities they serve.

The Management Committee raised the following queries or questions in relation to the progress report on the Committee Succession Plan 2024-25.

- A Committee Member highlighted the importance for non-tenant Committee Members to be given a tour of the housing stock.

**The Committee noted the progress on the Committee Succession Plan.**



## 12. Operational Plan 2024-25 – Progress to December 2024.

The Director presented the report on progress against the Operational Plan 2024-25 to December 2024. 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 the quarters April – June, July – September, and October – December 2024 e.g. reporting on governance matters, the procurement of architectural services contract development of the Committee Succession Plan; the progress in Tenant Safety and development of the Fire Safety booklet and performance and effectiveness of the network of contractors.
- Good progress in key areas of the performance scheduled (appendix 2), which includes:
  - Our financial position – cash reserves
  - Covenant compliance
  - Stable rent arrears position
  - Improved letting performance in Q3
  - Sustained improvement in repair service
  - Governance and organisational matters i.e. low staff turnover
  - Attendance at Committee meetings and the outcomes through the welfare rights service.
- There are areas for further action and improvement, which includes:
  - The completion of insurance claims
  - The progress with the Written Statement of Services Action Plan.
  - The assessment and reporting of the Stock Condition Survey.
  - The work to develop the in-house Trade Team
  - The delay in planned major repairs completions, where contracts will be prioritised to be tendered
  - Membership of the Management Committee.

**The Committee noted the progress on the Operational Plan 2024-25.**

### **13. Annual Assurance Statement Action Plan – Progress to December 2024**

The Director presented his report on progress against the AAS Action Plan, 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:
  - Progress with the Equal Opportunities Action Plan
  - The completion of the Director's appraisal in November 2024.
  - The completion of governance and service policies
  - Progress with key tasks in Tenant Safety i.e. Fire Safety booklet, contract arrangements for the gas and electrical safety contracts and progress against actions from the Tenant Safety Audit.

**The Committee noted the content of the report**

### **14. Committee Mini-Conference 2024-25**

The Director presented his report on the members' completed evaluation questionnaires on the Committee mini-conference, which covered the following:

- Members' views of individual training sessions, specifically scoring on the content and presentation, what they learned and what could have been improved;
- Members' views on the venue and service at the Savoy Park Hotel, Ayr;
- Member's views of the overall mini- conference
- The cost of the event, which averaged £630 per Committee member which is best value compared to sector conferences
- Members had a very positive response for the Mini-conference event to develop their knowledge, skills and team building with other members and the senior staff team.
- Members feel we should continue with the event in 2025, although another venue to suit all members.

The Committee raised the following queries or questions in relation to the Evaluation Report on the Committee Mini Conference.

- The Committee held a discussion on the proposed date for the next Mini-Conference,
- It was agreed a sub-group of (D. Barnes & F. Lavery) supported by N. Smith would meet in Q1 OF 2025-26.

**The Committee noted the content of the report.**

## 15. Membership Approvals

The Temporary Corporate Services Officer presented his report and sought Committee approval for the memberships issued and cancelled.

- New Share Applications
  - Ms Mathieson – Share Number 1511
  - Mr Blackwood – Share number 1512
- Cancelled Shares
  - Ms Gould – Share number 1303

**The Committee approved the report.**

A. Nugent, G. McLachlan, A. Chelton, C. Patrick, J. Stevenson and B Hartness left the meeting

## 16. Staff Salary Increase Report 2025-28

The Director confirmed he and the F&CS Manager had a conflict of interest in this staff salary increase and they would present information and then leave the meeting for the Committee to discuss EVH's proposal and their response to the ballot of EVH members.

The Director presented the report and covered the following:

- The proposed increase in 2025-26, which was 4% increase in all salary scales
- The proposed increase in 2026-28, which would be based on CPI at October and there would be floor and ceiling levels and if these are breached, EVH would reconvene negotiations with Unite
- The key objectives EVH were keen to achieve through negotiations i.e.
  - The aim to maintain salaries against the movement of inflation.
  - Affordability was a key factor and the impact any increase has on the rent setting process.
  - Recognition of the increase in National Insurance payments.
  - CPI is the preferred measure of inflation in the negotiation process.
  - Employers' views for a multi-year deal to improve planning and budgeting.
- The communication members have made to the Glasgow West of Scotland Forum.
- The timeline for completion of the Ballot, which was 11 March 2025.

The F&CS Manager presented information to the Committee on the financial implications of the proposed increase in 2025-26 and multi-year deal and highlighted the following;

- Advised that the proposed 4% had been built into the draft 25/26 budget already presented to MC in an earlier Agenda item.
- Advised MC of the full increase in staffing costs, including increase in NI contributions, additional staff member, increments, as well as the 4% increase. These have all been included in the draft 25/26 budget.
- 30-Year Cashflow will need to reflect this 3-year deal.

The Management Committee raised the following queries or questions in relation to EVH's report on the staff salary increase.

- A Committee member asked the F&CS Manager about the financial impact of the proposed crease. The F&CS Manager advised that the 4% increase in salaries equated to circa 1.25% of the total income and had been incorporated into the annual budget, which should a viable position

K. Mollins and G. Kerr left the meeting

The Management Committee discussed the proposed staff salary increase 2025-28 and completed the ballot paper for issue to EVH.

K. Mollins, J. Stevenson and B. Hartness rejoined the meeting.

## **17. Correspondence**

There was no correspondence.

## **18. Confidential Business**

There was no confidential business

## **19. Any Other Business**

There was no other business



## 20 Date of Next Meeting

### **Management Committee:**

Wednesday 26 March 2025 at 6.30pm to be held in the Committee room in the Association's office

Chairpersons Signature: \_\_\_\_\_

Date: \_\_\_\_\_