



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

**1. Sederunt**

<b>PRESENT:</b>	B. Hartness
D. Barnes (Vice Chair)	C. Harvey
A. Cushingham	F. Lavery
C. Cooper	A. Farry (Zoom)
J. Stevenson	

**IN ATTENDANCE:**

K. Mollins – Director  
G. Kerr – F&CS Manager / Depute Director  
A. Nugent – Housing Manager  
G. McLachlan – Maintenance Manager

**Apologies:**

P. Waddell

**Leave of absence:** None

**2. Meeting of the Management Committee**

**a) 26 February 2025**

**i) Minute**

The minutes of the Management Committee meeting on 26 February 2025 were approved by C. Cooper and seconded by J. Stevenson

**ii) Matters Arising:**

**a) Agenda item 16 - Staff Salary Increase 2025-28**

The Director advised the Committee that 94% of employers had voted, of which 89.5% were in favour of the 3-year deal for the staff salary increase. EVH have advised the agreed the deal with Unite and updated the Salary Structure for full EVH members

**There were no other matters arising.**

## **b) Master Tracker**

The Director presented the progress report on the Master Tracker from the meeting in February 2025 and advised there has been excellent progress with achievement of many tasks on the Master Tracker. He highlighted to the Management Committee progress with key tasks that were on-going on the tracker:

- Veranda Project – There has been good progress by Mast Architects, who will soon be in a position to apply for the Building Warrants.
- The Written Statement of Services will soon be issued to all owner-occupiers, once we receive confirmation of the insurance premium for 2025/26.
- Committee member's induction - The Director confirmed that this was scheduled for 26 March, however, the member submitted his apologies.

The Committee raised the following queries or questions in relation to the Master Tracker.

- Members expressed their pleasure in the progress now being made on the Veranda Project.

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

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

- a. There were no Committee or staff with a declaration of interest in relation to the business at the meeting.
- b. Notifiable Events - The Director gave an update and confirmed that there were no live notifiable events

## **4. Final Draft Annual Budget 2025-26**

The F&CS Manager presented the final draft of the Annual Budget 2025-26 and advised this had been refined following presentation of the first draft to the Committee in February 2025. He highlighted the key amendments and financial position:

- The negotiated staff salary increase between EVH / Unite and associated costs.
- The major / cyclical repair costs based on the revised programme.
- Updated prices arising from the renewal of the gas and electricity contracts
- Key tasks, which have been identified to allow us to achieve the targets showing in the 2025/26 Operational Service Delivery Plans.
- The revised position at March 2026 is as follows:
  - A surplus of £ 289k
  - Cash reserves will be £1.94m
  - Compliance with loan covenants, with good levels of headroom on the gearing covenant
  - A reduction in our loans of £287k with a balance of £4.6m at 31 March 2026.

- In summary, there are no fundamental issues, and the budget recognises the programme of maintenance and improvement in the housing stock.

The Committee approved the Annual Budget 2025-26 for implementation.

The F&CS Manager advised the Committee the 5 / 30 Financial Plans would be presented at their meeting on 30 April 2025.

## 5. Review of Insurance 2024-25

The F&CS Manager presented his report on the annual review of insurance scheduled for 1 April 2025. The F&CS Manager advised the Committee on the following:

- Our new Insurance Broker, Howden had secured quotes from insurance companies.
- We are currently tied into an LTA with QBE for Housing Stock cover for 2025/26.
- QBE has also quoted for the option of entering into another LTA with no annual uplifts.
- Not all premiums have been renewed on a like-for-like basis, but every area of the business has been covered, and competitive quotes have been received.
- A range of increases and reductions to the premiums but overall, an increase of 6.5%.
- Housing Stock premium increased by 5.6%, which is significantly lower than previous years, which had shown increases of 50-60%. Claims history as well as external factors accounted for these hefty increases.
- Because we have had no claims for 2 years and external factors have settled, the 25/26 increase is a bit more manageable.
- Final budget had assumed an increase of 10%, therefore, headroom of around £4.5k built into budget.

The Committee raised the following queries or questions in relation to the review of insurance 2025-26.

- Member asked if the figure of £210,028 in Table on page 6 represented claims in 2024/25. F&CSM advised that there had been no claims in the year and that figure represented a cumulative figure of outstanding claims.
- Member raised the point that claims being outstanding for a couple of years is not that unusual, however, the level of claims outstanding is particularly high.

The Committee's decision was to approve the renewal of the Insurance 2025-26 based on the schedule provided by the new Insurance Broker, Howden

## 6. Write Offs

The Housing Manager presented his report on write offs, which proposed the write of the following:

- Former tenant arrears	- 5 cases	=	£297
- Former tenant credit balances	- 4 cases	=	£1,130

He advised that there are not a lot of cases to be considered as there had been a huge purge in the previous year.

The Committee raised the following queries or questions in relation to the write off report.

- Member asked if all avenues are being explored prior to cases being written off  
HM advised that this is the case - some balances can sit on ledger for a number of years prior to being written off.

The Committee approved the write off former tenant arrears and credit balances noted in the report.

## 7. Report on Design & Specification of Kitchen & Bathroom Contract

The Maintenance Manager (MM) presented his report on the design and specification of the kitchen and bathroom contract and highlighted the following:

- There will be a standard specification across the board, with details of the designs and materials used.
- Samples of the designs were available for members to view, as well as what was contained in the Appendices.
- We need to have a standard kitchen where the quality and number of choices ensure these are manageable and facilitate maintenance works.
- We will always strive to achieve best value for money without having to compromise on quality.
- The procurement route to be used will be through Public Contracts Scotland portal using either Quick Quote or Open Tender.
- Details of how the tenants will be kept up-to-date throughout the process

The Committee raised the following queries or questions in relation to the report on the design & specification of the kitchen and bathroom contract.

- Would there be any amendments to the standard design if the tenant had particular needs. – The Maintenance Manager confirmed this would be the case, but only if there was a referral by the Occupational Therapist.

- Will the extractor fans be of a good quality to mitigate dampness & mould in the property – The Maintenance Manager provided detail on the specification of the extractor fans, which were of good quality.
- A Committee member highlighted concerns with the current kitchen installations, where there is insufficient space in shelving and wall cupboards.
- Members highlighted that the pictures in the Appendices do not do justice to the samples on display.
- Members asked if they could get a visit arranged to a void property with a standard kitchen already installed. – The Maintenance Manager advised that there is a kitchen being installed in a void property in Wardie Road and members will be invited to view this on completion.
- A Committee member asked if the full bathroom would be fitted with wet walls product. – The Maintenance Manager advised that the wet wall would be installed in the bathroom. There was discussion on the specification, and we have to ensure there is reasonable quality, whilst not compromising the number of completion.
- A Committee member asked about utility rooms and downstairs cloakrooms as there was no mention of these in the report. – The Maintenance Manager advised that installations are based on a standard general needs kitchen/bathroom.
- Members were all in agreement that we need to move these projects forward.

The Maintenance Manager will provide a final report on the specifications of the Kitchen and Bathroom, which will coincide with the tender of these contracts.

**The Committee agreed to note the contents of the report.**

## **8. Operational Plan 2025-26**

The Director presented his report and the Operational Plan 2025-26, which covered the following:

- An overview of the Business Plan 2023-26, specifically, the Vision, Mission Statement, Strategic Objectives and Values.
- Details of the progress against the Operational Plan 2024-26 aligned to each Strategic Objective.

- The process to develop the annual Operational Plan 2025-26, which commenced in November 2024 and Committee and staff were well engaged throughout the process, particularly in the development of delivery plans.
- The key areas of the Operational Plan 2025-26:
  - Summary of the tasks in the Delivery Plans for each Strategic Objective.
  - Performance Schedule with KPIs and Corporate Targets for 2025-26;
  - Policy Review Schedule 2025-28; and
  - Procurement Strategy 2024-25

The Director presented the Committee with a tracker showing the key tasks in the work programme of the Operational Plan 25-26 for each Committee meeting.

The Director advised that the work programme is 'challenging but achievable', and essential tasks were highlighted in bold to progress and improve the business in key areas. He further stated the Committee will be provided with a quarterly progress on key strategic tasks and the work schedules.

The Director advised the Committee that there would be a full review of the Business Plan 2026-29 and the Committee and Staff planning day was scheduled for Friday 24<sup>th</sup> October 2025.

The Committee raised the following queries or questions in relation to the draft Operational Plan 2025-26

- Members were positive with the proposed timetables.
- A Committee member welcomes the calendar format showing the key tasks and reports from the Operational Plan, which will be presented to the Management Committee.

**The Committee approved the Operational Plan 2025-26 for implementation.**

## **9. Corporate Risk Register 2025-26**

The Director presented the report on the Corporate Risk Register 2025-26 and highlighted the following:

- The process for the review of the Corporate Risk Register (CRR) from the planning day, through to sessions with the SMT to identify the main risks, finalise scoring and identify controls to mitigate risks.
- There were 13 main risks, which reflected tenants' safety including dampness & mould, the viability of maintenance and improvement work, the impact of staff absence on our service. the threat of a cyber-attack, the impact of the cost-of-living crisis on our tenants and the Association; Health &

Safety associated with our Estates & Trade Team, and increased maintenance and improvement costs on the Glenburn Centre.

- The format of the CRR and the risk description; initial and residual scoring controls that were SMART, timeline and responsibility and linking each risk to our strategic objectives, Charter and Regulatory Standards.
- The F&CS Manager will present a quarterly progress report on the controls within the CRR to the Audit, Finance & Performance sub-Committee.

The Committee raised the following queries or questions in relation to the draft Corporate Risk Register 2025-26.

- Members agreed that this was a good piece of work. – The Housing Manager advised it was a positive experience for SMT allowing them to get a better overview of the Association's position.
- A Committee member stated that she would like some refresher training on Risk.
- Members were in agreement with the Corporate Risk Register, as well as schedule showing lower scoring risks to monitor thee and identify any emerging risks.

**The Committee approved the Corporate Risk Register 2025-26 for implementation.**

## **10. Report on Committee Performance Reviews**

The Director 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

In summary he highlighted the following:

- There are 18 Action Points
- The Committee had highlighted:
  - Achievements in the year
  - The need to increase membership of the Management Committee with local tenants / owner-occupiers, as well as people with specific skills / knowledge.
  - Improve their engagement with tenants and staff.



- The effectiveness of the Chairperson to lead the Committee.
- Their awareness of their roles and responsibilities.

The Committee raised the following queries or questions in relation to the report on the Committee Performance Reviews 2024-25.

- Members were happy that the feedback was being welcomed and that actions would follow on.
- There was a consensus among members that there was consistency position across the Committee in many areas of the report.

The Committee noted the content of the report.

The Director confirmed he will develop the Committee Succession Plan and Training Plan 2025-26 for April's meeting of the Management Committee.

## **11. Report on Annual General Meeting – September 2025**

The Director presented his report on arrangements for the AGM, specifically to agree the members to stand down and to undertake a formal assessment of members with 9 or more continuous years' service required to stand down. He advised on the following:

- One third of members had to stand down, which equates to 3 members as there are 8 full members on the Committee. He outlined members required to stand down based on the longest serving since their last election:
  - P. Waddell, A. Cushingam, C. Cooper and F. Lavery were all last elected in 2023 and 3 members required to stand down, but could stand for election without nomination
- There were 3 members from list of members last elected in 2023 that had 9 or more continuous years' service and if required to stand down they would need to demonstrate continued effectiveness to the Management Committee. The Director outlined the process to assess the effectiveness of members with 9 or more consecutive years' service either directly by the Chairperson / Vice Chairperson or through SE Training.

The Committee raised the following queries or questions in relation to the report on the AGM 2025.

- Members agreed that although this may be a bit early to discuss AGM, forward planning is crucial.
- There was general agreement among members that Vice Chair should carry out the Review in the absence of the Chair. That is, effectively, his role to step in for Chair.



The Committee decided on the following:

- The members to stand down in 2025 would be P. Waddell, A. Cushingam and C. Cooper.
- The Vice Chairperson would undertake the assessment of members with 9 or more years consecutive service and report to the Committee in June 2025.

## **12. Committee Representation**

The Director advised the Committee that annually there is an assessment on the Committee representation with the communities they serve.

The Director issued an equalities questionnaire for members to complete, which would allow for their ethnic and demographic profile to be assessed. This report will be issued to the Committee in April 2025.

**The Committee noted the report.**

## **13. Report on Donations, Gifts & Hospitality 2024-25**

The F&CSM presented a report on Donations, Gifts and Hospitality offered or received in 2024-25, which were as listed:

- Donations - 0
- Gifts - 5
- Hospitality - 0

The F&CSM highlighted that a high majority of gifts were from tenants / customers to staff due to their appreciation for their work and service. He is aware that staff are advising tenants / customers they do not need to offer gifts for the service they provide.

The report highlighted the costs of corporate events and Management Committee's recognition of Committee and staff members' work, commitment and achievements with contribution towards a Xmas meal / event.

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

## **14. Report on the Staff Survey 2025**

The Director presented his report on the staff satisfaction survey completed in February 2025 and highlighted the following:

- The survey covered 13 areas, which covered staff views on the Association, relationships, communication, workplace, teamwork, well-being, etc

- Staff satisfaction has increased compared to the 2022 survey when there were governance and organisational challenges in the Association.
- He outlined positive areas from the survey.
- He highlighted areas for improvement and further discussion with staff members.

The Committee raised the following comments or questions in relation to the Staff Satisfaction Survey:

- There was general feeling among members that the Survey showed good positive results. Overall, it was a better result than the previous survey.
- One member asked if we could colour code the survey to give an indication of which area of the business each respondent worked in. – The Director advised that the survey was anonymous, and he was unaware of the responses from each team..
- Members were happy that we are able to identify areas where the Association can improve, and these will be rolled forward as action required.

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

## **15. Correspondence**

### **a) Annual Assurance Statement 2025.**

- The Director advised that a letter had been received from Michael Cameron highlighting new indicators now appearing in the ARC regarding damp and mould.
- The AAS now includes several factors on tenant's safety. More compliance.

### **b) Engagement Plan with the Scottish Housing Regulator 2025-26**

The Director advised that the Engagement Plan for 2025/26 has been issued and EHP is now compliant.

**The Committee was pleased to learn of the Compliant status and noted the content of the report.**

## **16. Confidential Business**

There was no confidential business

## 18. Any Other Business

### a) Renewal of Utility Contracts

The F&CS Manager presented a report on the renewal of Utility Contracts and highlighted the following;

- Energy market is still very volatile and fraught with risks.
- Using a Broker for tendering these contracts is more effective and efficient use of EHP staff time and resources.
- The Broker will, generally, give us access to a wider market.
- Unfortunately, due to the current market there was limited interest from parties submitting quotes
- The quotes received for both electricity contracts have come in substantially lower than the level of the current contracts.
- The F&CSM highlighted that due to the uncertainty of the market and future pricing, it would be good to tie in the contracts for the longest terms available.

**The Committee approved the following utility contracts:**

Contract	Supplier	Annual Value Quote	Length of contract
Unmetered Supply (Electricity)	SSE	£1,173.47	12 months
Metered Electricity supply – LL supply and Office	SSE	£31,107.13	36 months
Gas	Crown	£11,185.92	48 months

### b) Neighbourhood Infrastructure Improvement Fund (NIIF)

The Director provided the Committee with details of the NIIF funding, here the Baillieston Area Partnership had £1m to spend across the partnership area that covered: Garrowhill, Baillieston, Swinton, Easthall and Wellhouse.

The Association was required to submit its ideas for investment to the Area Partnership, thereafter the City Council would cost these for a decision by the Partnership.

The Director outlined some ideas to secure funding for Easthall and asked if members could provide their views and comments by 4 April 2025.

The Committee raised the following comments or questions in relation to the NIIF funding:

- If Kildermorie is classed as a separate area, would this allow us to access funds from the Glasgow NE Area Partnership The Director agreed to contact the Glasgow North East Area Partnership to establish arrangements for their spend within the NIIF fund E for advice on how to apply.
- If additional CCTV cameras are to be installed as part of this project, would there be an issue with some being installed in Kildermorie?
- A Committee member highlighted that, as well as this NIIF funding, there is additional funding available for parks which could provide more equipment.
- The Director highlighted that any qualifying projects must be capital and on GCC land. Members agreed that SMT should highlight any projects which they feel would fall into these categories.
- The Director requested the Committee delegate the Chairperson to sign off the Association's submission to the Area Partnership.

**The Committee noted the report and were agreeable to delegate to the Chairperson to sign off the Association's submission to the Area Partnership.**

c) Fencing Storm Damage

A Committee member asked for an update on the fencing situation.

- The Maintenance Manager advised that there is a programme in place, but priority was being given to fencing where there is a health & safety issue.
- A discussion followed and questions were asked if we should be claiming this expenditure against our insurance premiums. It was stated due to the age of the perimeter fencing this would not be covered by Insurance and there was less coverage in current insurance policies to cover fencing of any age.



d) Refuse Bins

A Committee member asked if there is going to be any action taken to address the issue of tenants leaving their bins out in the street permanently.

- The Committee expressed concern about this practice and the likelihood this could lead to there being a vermin problem.
- The Housing Manager advised there had been an incident reported to them but that had been dealt with. He asked the member to provide details of the address, and this would be acted upon in due course.

e) Temporary Estate - Caretaker Post

The Housing Manager advised that the 2025/26 Budget included a temporary Estate Caretaker post previously approved by Management Committee however, that staff member has now resigned. The post will be re-advertised and members should note that this is not an additional post.

**There was no other business**

**20 Date of Next Meeting**

**Management Committee:**

Wednesday 30 April 2025 at 6.30pm to be held in the Committee room in the Association's office.

Session on the Investment Plan for the Management Committee has been arranged for Wednesday 23<sup>rd</sup> April 2025 at 6.30p.m. in the Association's office.

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

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