

**Board Meeting – Thursday 30<sup>th</sup> October 2025  
In Southside House at 6.00pm**

**Action**

<b>Present:</b>	Ruth McCluskey (Chair) Munir Choudry, Alison Devlin, Jenna Monteith, Lisa Peebles, Lili Peters.
<b>In Attendance:</b>	Paul McVey, Pauline Fletcher, Paul McColgan, Donna Reilly, Des Phee, Aileen Radford
<b>Item 1: Apologies</b>	Apologies received from Alex Cameron, Pamela McLevy and Eachann Gillies
<b>Item 2: Attendance Record</b>	As noted.
<b>Item 3: Conflicts of Interest</b>	<p>██████████ noted a conflict of interest in 3.3 – Mutual Exchange.</p> <p><b>3.1 - Application for Membership:</b> Two applications for approval - Eachann Gillies who observed last month and Alison McManus.</p> <p><b>The Board approved both applications.</b></p> <p><b>3.2 Approval of Board Membership:</b> Eachann Gillies has met with the CEO and attended September meeting as an observer.</p> <p><b>The Board approved Eachann Gillies to fill one of the current four vacancies as a Co-optee.</b></p> <p><b>3.3 Mutual Exchange (Board Member:</b> Request received from a board member for a mutual exchange – mutual exchanges are an option available to tenants as per our Allocations Policy and in line with our Group Policy on Entitlements, Payments and Benefits a mutual exchange request from a Board member must come to the Board for consideration. PF confirmed that all the criteria has been met therefore the recommendation is for the board to approve the mutual exchange.</p> <p>The mutual exchange was approved by the Board.</p> <p>MC asked if a board member leaves after 5 years' service are they given an appreciation letter. PMcV advised that services are acknowledged.</p>
<b>Item 4:</b>	<p><b>Corrections:</b> No corrections for noting</p>

**Board Meeting – Thursday 30<sup>th</sup> October 2025  
In Southside House at 6.00pm**

**Minutes of  
meeting  
25.09.2025**

The Board approved the minutes of 25.09.2025.

The Board were advised that the minutes are posted on to our website for information, however some details are redacted.

**Item 5:  
Matters Arising  
/ Outstanding  
Actions**

**Albert Drive Sites:**

Still ongoing and no change, however a further fire happened this week on one of the other corner sites – this was not as serious as previous fires on the corners. Southside have no ownership on any of the corners.

**Pensions Update:**

Discussions still ongoing with SPF and GCC.

**Item 6:  
Consent  
Agenda Items**

**6.1 - Management Letter – Southside Lettings:**

This should have been with the papers for Southside Lettings Board last week but was omitted in error. Auditor spoke to this at the meeting - attached now for information and approved.

**6.2 - Summary of Operations Sub-Committee – October 2025**

Complaints volumes showed an overall decrease during Q2. Overall complaints volumes are markedly down on volumes recorded in previous years, and while some of this will be down to improved repairs contractor performance there will also be an element of under-reporting and particularly in the immediate implementation of the Rubixx system. In terms of complaints trends or themes, there were no significant trends although debt recovery related complaints in relation to Factoring continue to be a theme.

The report has raised some learning from complaints in terms of volume which relates to the Rubixx implementation.

PMcV is happy with an increase in complaints as it notes dissatisfaction which can be dealt with. Still learning new methods of recording these within the new system.

Former Tenant arrears write offs of £14,296 and Former Tenant credit write-offs of £8986 were approved by the Operations Sub-Committee. Housing Manager responded to a query around how many cases this involved (13 cases) and for how long the debts had been on-going – difficult to accurately say how long each individual account had been in arrears.

Draft minutes will be circulated to ensure all items are noted and these will be issued for the November board meeting.

Further issue raised as the summary report does not mention discussions around the gas issue from the Operations Sub-committee. PMcV advised that this was a summary of the reports presented as opposed to the discussion held at the Sub Meeting.

**Board Meeting – Thursday 30<sup>th</sup> October 2025  
In Southside House at 6.00pm**

PMcC gave the background to the discussion and advised the Board that an annual tenancy visit was carried out in Allison Street and there was a request for a repair to a boiler. This was passed to property Services to instruct, and when doing so the housing management system that showed the house had an electric heating system as opposed to gas. This was an acquisition property where refurbishment works were completed, and the property handed over by Development to Property Services in January 2024. On recognising this issue Property Services carried out further checks on the other acquisition properties within this block at Allison Street which were handed over during the same period. In total there were 7 properties out of which 4 of these had been managed as per the process and were added to the gas servicing contract as well as the management system recording that they had gas heating but the other 3 had not. These 3 properties were inspected within 2 days of discovering this incident, and Property Services carried out a full cross check on the remaining 227 acquisition properties and are satisfied that there were no other properties where they had failed to carry out a gas safety inspection within the 365 days' timescale.

There is an existing SHA Acquisitions and Disposals procedure in place which has been circulated to staff. This is also currently being reviewed to further improve the process.

It is understood that this incident occurred due to an error due to not following the procedure but PMcC confirmed that this incident has been resolved.

LP asked if it is a notifiable event? PMcV advised that this will be noted in the annual catch up with the regulator as opposed to raising a NE – mainly to do with the numbers involved.

MC noted that this was discussed in detail at the operations sub-committee and pleased that these have now been dealt with. Glad that it was brought to the sub-committee's attention.

JM commented that it would be helpful to have a report showing how this will be dealt with in future. Need to be sure there are no others in this position. PMcC will prepare a paper to satisfy the board on this and the new procedure.

**6.3 - Summary of Southside Lettings meeting – October 2025**  
This minute will be brought to November board meeting.

**Item 7:  
Rubixx Post  
Implementation**

The board watched a video which detailed the information noted within the report.

There was some discussion around the technology that has produced the video – how is the language developed and do we feed this into the video? This seemed to be over complicated and

**Board Meeting – Thursday 30<sup>th</sup> October 2025  
In Southside House at 6.00pm**

did not feel like a Southside message. This feedback was taken on board.

It was agreed that technology will move with us and staff will make sure the language is correct. This video is only for use at the board. It was also agreed to upload the video to Our Place to allow the board to view again.

LP commented that there was reference to staff being able to change configuration, but does this not highlight some security issues. PMcV is confident that the teams set up to use this will be aware of this and will check that it is only certain personnel can do this. However, a further check will be made.

LP noted that the implementation of the new system seems to have gone through without major issues and within budget and this is a testament to all staff involved.

**Item 8:  
MMR Former  
Tenant Arrears  
Write-Offs**

PF advised that this write off report is being brought to the Board as the Southside Lettings board are not able to approve this at the moment, but this will change in future as the scheme of delegation is amended.

The overall total former tenant MMR arrears to write off is £6530.93.

There are currently 52 cases with a total credit value of £13,136.41. It is proposed to write off 5 cases totalling £765.02. For the 47 remaining cases, staff are trying to contact former tenants to issue refunds.

**The Board approved the write-offs.**

MC asked if a report could be brought to the Board showing the pattern of write offs for last year and previous years. This will be brought at the end of the financial year.

**Item 9:  
Development &  
Regeneration  
Update**

The attached report provides an overview of the current development projects.

**150 Berryknowes Avenue**

***\*Minutes redacted to remove confidential information\****

**Metering & Billing – Moss Heights Avenue**

Switch 2 are currently progressing with the installation of replacement metering and billing meters across all 219 properties. As of this week,

**Board Meeting – Thursday 30<sup>th</sup> October 2025  
In Southside House at 6.00pm**

installations have been completed in 201 flats. The contractor, in partnership with the Association, is working diligently to gain access and complete the remaining 18 installations.

**Single Building Assessment Contract**

Five tenders have been received for carrying out SBAs. A full assessment of these tenders will be undertaken, and a detailed report will be presented to the Board at the November meeting.

**The Board noted the report.**

**Item 10:  
CEO Report**

**GWSF / SFHA**

Appendix 1 contains the September update. PMcV met the new SFHA chief executive and had discussions around a number of key areas.

**Glasgow Housing & Homelessness Emergency**

PMcV attended a session at the City Chambers to discuss the homelessness and housing emergency in Glasgow along with other key stakeholders.

Homelessness is worsening to just under 7k cases. Details are noted within the report. £27m has been spent on B&Bs and this is predicted to reach £62m. £43m is attributed to refugee households.

PMcV highlighted issues with legislation and impact on temporary housing. The issues are complex, but the main issue is that the current solutions to homelessness do not appear to be working. The Council request 67% of our voids to be allocated to homeless persons – this is more than most other associations. This was originally thought of as a temporary figure but shows no sign of reducing. The association will start to reduce this figure as there is a disconnect between our waiting list and transfer list receiving significantly less offers than previously. The most common route now is to present as homeless.

PMcV gave some background on the % being allocated to Section 5 referrals. PF advised that we have agreed to 65% this year in our lettings plan.

**Staffing**

Quarterly reviews are being carried out with staff, and these are very positive.

PMcV will liaise with RM and LP to arrange his annual appraisal.

The report also notes staff joining the association and those leaving.

**Board Meeting – Thursday 30<sup>th</sup> October 2025  
In Southside House at 6.00pm**

**Disposals & Acquisitions**

Looking to increase the budget at the mid-year review in light of an increase in acquisition funding from GCC.

**Refinancing**

Will bring more information next month on progress.

**Item 11:  
Global Action  
Plan**

The Global Action is an operational tool that consolidates and tracks the progress of the various action plans across the Association and is linked to strategies, appraisals, surveys and internal audits etc. Although primarily an operational tracking tool a progress report is presented on a six-monthly basis to the Board.

The Global Action Plan currently tracks eight action plans, and the report provides a snapshot of actions completed, in progress, or overdue/not progressed. Progress is set out at the various sections within the report with narrative reporting those actions which have not been progressed or are overdue.

- Governing Body Appraisal Actions – Good progress against this, with some training actions to implement
- SHA Management Letter – actions added from the recent 2024/25 Audit Summary and that accounts for a number of actions still to be implemented.
- Subsidiary Management Letter Action Plan – Good progress
- Employee Engagement Action Plan and EDI Action Plan are longer term three-year plans and that is reflected in the actions which remain to be completed by the end of 2026 and mid 2027 respectively.
- Internal Audit – working on progressing those actions which remain to be fully implemented, and progress will be reported to Finance & Corporate Services Sub-Committee on an on-going basis.

The next report will be at the end of Q4 and will report on progress against the actions identified from the Independent Self-Assessment against Regulatory Standards which was reported to Board at the end of August.

**Item 12:  
Abandonment  
Policy**

This is an update to the existing policy and outlines our approach to properties that are unoccupied. We will update our processes in line with the updated policy.

The policy objectives are noted within the report at 3.3.

PF advised that last year there were 9 abandoned properties and so far this year there have been 3.

**The Board approved the policy**

**Board Meeting – Thursday 30<sup>th</sup> October 2025  
In Southside House at 6.00pm**

**Item 13:  
Amendment to  
Standing  
Orders –  
Southside  
Lettings**

This report presents a proposal for an amendment to the Southside Lettings Scheme of Delegated Authority.

Currently the Scheme of Delegated Authority is silent with respect to where authority lies for the authorisation of former tenant arrears write-offs for mid-market rent former tenancies, therefore authority remains reserved to the SHA Board, hence the report being presented for MMR former tenant arrears write-offs. Authority for approval of Former Tenant arrears write-offs with respect to SHA social rented tenancies is specifically delegated to the Operations Sub-Committee in the SHA SODA, and so this proposal seeks to similarly delegate authority to the Southside Lettings Board with respect to Mid-Market Rent former tenancies.

The Board is asked to consider the revised Southside Lettings Scheme of Delegated Authority and approve the proposed changes.

Over and above this the Southside Lettings standing orders and associated documents have been amended to reflect the change from the charitable parent's Governing Body changing name from Management Committee to Board. The SHA Board approved these changes to be made without seeking further approval at the September meeting.

**The Board approved the amendments set out within the report.**

**Item 14:  
Eviction  
Reports**

**Eviction No. 3009789**

***\*Minutes redacted to remove confidential information\****

The Board approved this eviction.

**Eviction No. 3005448**

***\*Minutes redacted to remove confidential information\****

The Board approved this eviction.

**Item 15:  
Governance  
Matters**

**Recruitment of Governing Body Members**

The Association has been advertising for board positions where there are now 3 vacancies. We have 12 positions on the board but no requirement to fill all of these. 4 applications have been received and details of each one is noted within the report.

Recommendation is that the CEO will meet with the applicants, and it is proposed to invite numbers 1 and 4 to the November meeting as observers and then approve in January.

This leaves 1 space and it was agreed to see if anyone else becomes available from the upcoming tenant satisfaction survey.

**Board Meeting – Thursday 30<sup>th</sup> October 2025  
In Southside House at 6.00pm**

The Board approved the recommendations noted within the report.

**Item 16:  
Relationship  
with other  
bodies**

PMcV will attend the Pollokshields Community Council on Monday.

GWSF conference on 17<sup>th</sup> November – please advise if anyone would like to attend.

Pollokshields and Cardonald Area Partnerships will be represented by the housing manager for each area. LP is happy to support the housing manager if they cannot attend Pollokshields at any time.

**Item 17:  
SHR guidance  
notes etc**

6 monthly update due to be submitted around November.

**Item 18:  
Health & Safety**

All Board members will be issued with a Health & Safety information sheet which details their responsibilities. This is required to be signed annually and will be issued next week through Zoho.

**Item 19:  
Any other  
competent  
business**

OSCR return to be submitted – PMcV advised that personal details of each Board member need to be passed on.

PMcC is reviewing tender applications for Hartlaw/Chirnside heating programme. These cannot wait until the meeting in November and will be issued via email for electronic approval.

**Item 20:  
Date of next  
meeting**

The next Board meeting will be held on Thursday 27<sup>th</sup> November 2025 at 6.00pm.