

Minutes of Management Committee Meeting
Held in Southside House on Thursday 27th March 2025 at 6.00pm

Action

- Present:** Alison Devlin (AD), Betty Macneill (BM), Ruth McCluskey (RM), Liz Ely (LE), Lisa Peebles (LP), Jenna Monteith (JM).
- In attendance:** Paul McVey (PMcV), Laura Brennan (LB), Paul McColgan (PMcC), Des Phee (DP), Aileen Radford (AR).
- Item 1:
Apologies** Apologies received from Shirley Robison, Alex Cameron, Munir Choudry, Lilian Peters, Surjit Chowdhary, Pauline Fletcher and Donna Reilly.
- Item 2:
Conflict of Interest** No conflicts of interest for noting.
- Item 3:
Management Committee Minutes**
- Minutes of meeting – 20.02.2025**
Corrections – SR reported that the minutes make no reference to the report being incorrect by stating that the draft budget had been due to go to the Management Committee in November 2024 – and the fact this was not available, led to the decision on consultation being deferred to January 2025. The minutes will be amended to reflect this.
- Minutes approved by committee – proposed by AD and seconded by JM
- Minutes of meeting – 27.02.2025**
Corrections – none
- Minutes approved by committee
- Proposed by JM and Seconded by BM.**
- Item 4:
Matters Arising / Outstanding Actions**
- Albert Drive sites – **Minutes redacted to remove commercially sensitive information****
- Wall at Shields Road** – almost complete.
- Rubixx update** – training and testing is ongoing. PMcV advised that Homemaster, who were also being considered at procurement stage has now been bought over by Aeron QL – a much larger nationally based company.
- 640 Pollokshaws Road** – started back on-site 17th March – ground works will last 14-16 weeks. An AS Homes article received some criticism due to its lack of reference to GCC and the funding available. PMcV will ensure a Southside article will be published in the near

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future which will address this and some of the other comments made on social media.

Eviction Report – Ref 20250123 – this was a case that had previously been approved but was subject to a minute of recall. Court have now granted the decree again and once documents are issued, the eviction will be arranged.

Pay rise proposal – The Management Committee previously voted against the proposal – however of 94% full members who voted, 89% voted in favour. The 4% rise is below what the Association had in the draft budget. The agreement is also a 3 year deal which helps with budgeting for future years.

Disposal of 427 Shields Road – Scottish Government have confirmed that there is no payback on this site. The intention is to ring fence the money and put towards the shortfall in the playground facilities at St. Andrews Drive.

Two units in McCulloch Street – PMcV advised that these units will be used for the new Food Club. Committee noted that the Larder in Cardonald is well used, and it is hoped this will be the same.

**Item 5:
Consent
Agenda &
Summary**

Minutes of SL Board – 12.02.2025 – wrong date on minutes.

Minutes of Operations Sub Committee – 12.02.2025 – wrong date on minutes and also amend Pauline Fletcher initials.

Minutes of F&CS Committee – 20.02.2025

Detail of the meetings has been reported previously to the Management Committee – this was simply the presentation of the minutes.

Committee noted all the minutes.

**Item 6:
Committee
Workplan
2025 / 2026**

DP presented the new workplan for the coming year. On top of the planned agenda items there will also be ad hoc items added throughout the year.

This was noted by Committee.

**Item 7:
CEO Report**

Recruitment of Committee Member:

Lilian Peters observed the meeting last month. It is proposed that Lilian be approved as a Casual member until the AGM when she can seek election. Committee approved this.

Proposed by LP and seconded by BM

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Acquisitions

72 Kingarth Street has been acquired for £95,000 with a further £21,000 towards works costs. GCC are no longer funding 100% of acquisitions ****Minutes redacted to remove commercially sensitive information****

Two other properties were noted that may result in acquisitions– one shared owner at Pleasance Way and one at Moss Heights Avenue. Owners at Moss Heights Avenue are facing £12k for lift replacement.

There are a number of acquisition properties that will have major works carried out over the next 6 months and also conversion works at 86 Craigie Street.

A tender report for these works was returned at £1.9m against a budget of £1.5m – the Association will receive funding for 50% of these works, and all have been acquired with 100% grant. The team have been working on value engineering the tender and have managed to reduce the costs to £1.7m but are still focused on any possible reductions. A report will be brought to the April Management Committee.

1479 Paisley Road West

****Minutes redacted to remove commercially sensitive information****

Glasgow Care & Repair / Handyperson Service

PMcV provided background to the service and the proposed cuts. SHA have managed C&R for over 30 years. Latterly GCC NRS Team have provided 50% funding (£180k) and HSCP do the same. The service provides advice and assistance for owners across the city with adaptations and other major works, home from hospital service and a handyperson service. Due to the financial crisis, HSCP have outlined £40m of savings for the year ahead. This includes their element of C&R contribution.

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

AD remarked on her work with older people and how the services provided are really relied on by many vulnerable members of the community.

Fire at 5 Albert Road

PMcV advised of a recent fire at 5 Albert Road and that our staff member, Roland Den, witnessed this when heading home. Together with Lisa Gillon, Housing Officer – they contacted all our tenants and arranged for three families to go into overnight accommodation due to smoke damage. The fire started in the café on the ground floor and travelled throughout the block. Committee asked that the staff involved are thanked for their quick response.

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Commercial Unit – 166 Gorbals Street

Our commercial unit on the ground floor of 166 Gorbals Street has been leased to Urban Union, who are developers in and around the Gorbals area. Their lease is due to terminate in the Summer and while they are happy to stay on a month-to-month basis, this will not be their long-term home. We are currently engaging with a few agencies to obtain fee proposals to market and lease the property.

The Citizen's Theatre is opening up again and this should be a prime location for hospitality. The area is vastly improved and is very popular. It is anticipated that we will obtain a better income now than was the case when we originally leased it several years ago.

Committee will be kept apprised of progress.

Governance

Our recent Internal Audit provided strong assurance from WBG. One observation noted that our Standing Orders still refer to SFARS – needs updated to Southside Letting. Committee approved for this to happen without coming back to Committee.

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

Proposed by LP and seconded by BM.

**Item 8:
Group Final
Budget**

LB advised that the draft budget issued in January has now been updated and is in its final format pending approval.

The Statement of Comprehensive Income Surplus is now £757,112. This is due to several factors – rent now set at 4.2%, employment uplift reduced to 4%, and double counting of community initiatives expenditure of £109k.

There is also a reduction of interest payable within the budget.

The Association should also not need to draw down as much next year which will also reduce interest payable.

The Capital Budget has been amended to include an additional £250k of expenditure for the Private Acquisition Programme, of which 50% is funded by HAG.

In addition a small budget of £100k has been added for potential shared owners buybacks or strategic private acquisitions during the upcoming financial year.

Another change is that the original budget prepared showed a 7% insurance increase. The Association now has a saving of £130k and

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is currently waiting on confirmation as to whether this is a one year or three-year deal. LB advised that this is largely down to work put in by Gillian Mackie and Emma McMaster on the finer detail. There will be a variance in our quarterly accounts.

Also included as an appendix, is the budget for Southside Lettings.

JM thought the new report format was clear.

AD asked about Mossspark Church as there is an article in the Times advising that the Association has withdrawn planning. PMcV advised that this is not the case and we need to wait until plans for Berryknowes Avenue are further forward as the Church site may be integral to the Berryknowes Avenue options. PMcV advised that the Association still owns the site.

Committee approved the final budget for 2025/26

Proposed LP and seconded by BM.

**Item 9:
Former
Tenant Write
Offs**

The report details former tenant arrears cases to be written off and the reason for this. There are currently 158 cases totalling £174,503.59. There have been 4 abandoned properties with high rent arrears contributing to this total in the last 6 months.

There are 96 cases being pursued through the internal arrears procedure with staff undertaking detailed analysis of these cases.

The balance of £84,307.46 (62 cases) is recommended to write off.

PMcV noted that Table 2 shows the write offs from 2023 and 2024. There was an increase of over £100k in 2024. It was noted that no evictions had been carried out during COVID. A report is being prepared for the Operations Sub-Committee which will detail the work on rent arrears overall. There is a lot of legacy debt but over the last 12 months the arrears are accruing slower and current arrears are being managed better.

Five FT cases were referred to a Debt Collection Service and debt recovery was unsuccessful for all 5 cases.

A report will be brought to a future meeting detailing our debt recovery.

Committee asked about credit balances and what happens if they are written off. PMcV commented that most of these people have moved on or received benefit overpayments or passed away. The Association makes contact with the housing benefit team asking about over payments and received assurances that there are no

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overpayments for these cases. The credit balances are offset against bad debts.

Committee approved the write-offs within the report

Proposed by LP and seconded by AD.

**Item 10:
Procurement
Strategy**

This Procurement Strategy requires to be approved setting out how the Association intends to carry out regulated procurements when we have significant procurement expenditure in a year that is equal or greater than £5m.

PMcC advised that the policy explains what procurement is and detailed what was noted in the strategy last year. Some projects have been moved into this year, and these include mainly development and land maintenance work.

The Strategy gives standard explanations and 1.3 details the thresholds which have not changed and remain constant.

1.6 details the procurement activity for this year including values. (the values must include full term contract value)

LP asked that when presenting figures could there be a consistent approach – this was agreed.

Committee approved the Procurement Strategy to 31st March 2026.

Proposed by JM and seconded by LP.

**Item 11:
Value for
Money Report
for Mobile
Facilities**

LB went through the report in detail advising that there are ongoing vacancies within the team and costs for the main services provided have been looked at to assess value for money.

During the last 6-9 months some elements have been outsourced due to difficulties filling vacancies. The Association is now looking at cost savings on a longer-term basis.

Various options have been looked at including costs of the team (14 staff) as well as costs for a smaller team and outsourcing some elements.

The best option is for outsourcing close cleaning and procuring landscape maintenance on 3 specific sites, which should outturn a saving of around £50k.

A review is ongoing to assess the sufficiency of rechargeable factoring expenditure, particularly in relation to services provided by in house resources. Where relevant, increases will be applied to factored owners.

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The cost savings are based on current charges for outsourcing close cleaning and it may be that we receive more competitive rates once we go out to procure the services.

LP asked how we establish VFM in close cleaning? Does someone check the quality? PMcV advised that we should be checking the quality of outsourced work and in future we would expect satisfaction surveys to be issued. The concierge manager, Paul McKenna, has advised that the standard has been higher with others carrying out the work. When procuring the service, it will be based on quality and cost.

PMcC noted that the concierge manager knows the standards required and he will have input to the contract documents. When tenders are returned there will be a quality scoring. KPIs will also be set once a contract is awarded.

JM asked what the assessment of quality will be when going out to tender. PMcV commented that the Association would ask for a list of at least 10 customers, and we would then pick 2-3 to ask for a reference to ensure they are not hand chosen.

It was noted that the scope of the estates management team has increased over the last few years as new build developments have been released into management – for example, St Andrews Drive. This has not been matched with an increase in resource and has put additional strain on the team's ability to deliver services.

The current mobile team will be retained for bulk uplifts and the remainder of landscaping works.

It was noted that there will not be the same overheads with external contractors, although the management of external contractors will increase.

The report illustrates three options, and the recommendation is Option 1 as the best way forward at the moment. Outsourcing close cleaning and 3 sites for landscaping.

Following discussion, Committee approved the proposed Option 1.

Proposed by AD and Seconded by RM.

**Item 12:
Lift Safety
Policy Review**

PMcC advised that this is a new policy and is in line with recent compliance and health and safety regulations.

The main points to note are the legal regulatory framework at section 5 and also assurance to committee on how we manage this. Section 7 shows responsibilities.

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PMcC also noted that testing is a major element in managing lifts and ensuring that a robust procedure will be in place. There are 49 lifts in total and it is important to ensure these are all being tested and all identified actions are addressed promptly.

JM asked if Rubixx will record when testing is due to be carried out? PMcC advised that this will be added into Rubixx to show when testing is due as well as when completed and will also keep a history of actions.

The Lift Safety Policy was approved by Committee.

Proposed by BM and seconded by JM.

**Item 13:
Governing
Body Review,
Recruitment
& Succession
Planning
Policy**

DP advised that this is a newly developed policy which sets out the Association's position with regard to annual appraisal of the Governing Body's effectiveness and of Governing Body members performance and on-going effectiveness and how this process links into the recruitment of new members of the Governing Body and also planned succession into Office Bearer roles.

There are a number of guidance points within Regulatory Standard 6 to which this policy is particularly relevant, and there are also requirements within the SHA Rules which guide how we review performance, recruit new members and plan orderly succession.

We have leaned on recently published updated guidance from SFHA in relation to recruitment and succession planning.

Section 4 focusses on recruitment and actively promoting recruitment from within the shareholding membership and recruiting specialist skills, knowledge and experience from the gaps identified from the annual appraisal process and other sources.

There is also some discussion at sector representative body level currently with regard to what does community-control or ownership mean in 2025 and conversation around how we might be able to make the shareholding membership offer more meaningful.

Committee approved the Policy.

Proposed by LP and seconded by JM.

**Item 14:
30-year
Financial Plan
– Brixx
Modelling**

LB advised that this report is an update on progress so far on our 30-year Business Plan.

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The Business Plan consists of 3 key financial statements – Statement of Comprehensive Income, Statement of Financial Position and Statement of Cash Flows.

Over the last 4-5 months, the business plan has been transitioned to Brixx financial modelling software. This will improve the ability to stress testing and financial planning moving forward. The Business Plan is built around assumptions and these are noted within the body of the report including a base rate interest rate of 5%, inflation of 2%, as well as rental increases, void loss and bad debt assumptions.

Another key area is information around asset management. The association is currently carrying out a stock condition refresh and taking account of other areas e.g mechanical works.

Berryknowes Avenue is included as an 'as is' basis allowing for maintenance to take place over a 30-year plan. The Plan will continue to evolve - in April it will incorporate the proposed new build development and demolition.

The Plan will also incorporate stress testing as our current business plan will not withstand this. In May, the Plan will also incorporate extra inflation for asset management and repairs and possibly employment costs.

LB commented that this is a work in progress and very fluid. The Plan will be updated with annual audited figures and next year's budget and assumptions as they emerge throughout the year.

LB also noted that the Association carries a much higher level of debt compared to historical plans. This is due mainly to cost per unit increases.

A lot of work is involved with finance and asset management to get the information correct. This model allows staff to update and develop as we move on.

JM asked if the Plan would build in the prospect of decarbonisation. PMcV advised that it will in time, however there is a lack of certainty over just what the standards will be, the timescales and the available funding levels.

There was some discussion on various heating systems and what the future may be for these.

Committee acknowledged that it is good to have our own plan with more control and allows more flexibility and ability to adapt the figures at any time. It also allows us to map the business plan back to the budget and is more straightforward.

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**Item 15:
Eviction
Report**

No. 2025312

Household composition of three adults with arrears currently at £9980.72.

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

Committee noted the report and approved the decree for eviction.

Proposed by AD and seconded by LP.

It was also agreed that an article about evictions that have taken place will be put in the newsletter. This will detail the processes followed and implications for other tenants when rents are not paid

DP asked to suspend standing orders – agreed by committee

**Item 16:
Governance
Matters etc**

Application for Membership:

414 – ****Minutes redacted to remove third-party personal data****

415 – ****Minutes redacted to remove third-party personal data****

426 – ****Minutes redacted to remove third-party personal data****

All Membership applications were approved.

Proposed by LP and seconded by JM.

Use of the Seal:

- Seal No. 1299 - Application for Membership No. 695

Approved by Committee.

Proposed by BM and seconded by LP.

**Item 17:
Relationship
with other
bodies**

EVH – BM gave an update of the recent meeting at EVH which highlighted sexual harassment and other Equalities issues.

**Item 18:
SHR
Guidance
Notes etc**

SHR Engagement Plan and Regulatory Status

DP advised that as part of the SHR's annual risk assessment of social landlords, the SHR publishes a Regulatory Status and Engagement Plan annually for every housing association and co-operative and local authority landlords under its regulatory control.

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The report attached is the Associations' Regulatory Status and Engagement Plan for 2025/26. Our Regulatory Status is again Compliant.

The SHR are engaging with the Association in relation to our plans to refinance to fund our development programme. The practical ramification of this is that we must provide an update to the SHR on how refinancing progresses and send them our 12 monthly cashflow. For reference or context last year the SHR engaged with 32 RSLs in relation to Financial Management and many of them also related to RSL refinancing or developing again after a long time.

Annual Assurance Statement Preparation – SHR

DP advised that the SHR will notify RSLs in advance of any specific requirements they must consider in their Annual Assurance Statement, again this relates to assurance around the 'big 7' tenant & resident safety areas.

**Item 19:
Any other
competent
business**

Updated Nationwide Mandate

LB noted that at the management committee meeting in January she raised a mandate for Nationwide under any other competent business. As the minute was not as detailed as bank required, the process now has to be minuted again.

The Association is required to complete an updated mandate for Nationwide on an annual basis ****Minutes redacted to remove confidential information****

Committee approved this mandate.

Proposed by LP and Seconded by BM.

**Item 20:
Date of next
meeting**

The next meeting will be held on Thursday 24th April 2025 at 6.00pm.

Prior to the management committee meeting there will be a bite size training session on Treasury Management – 5.00pm