

**Minutes of Board meeting – Thursday 27th November 2025
In Southside House at 6.00pm**

Action

Present: Alex Cameron (on-line), Lisa Peebles, Alison Devlin, Munir Choudry, Lili Peters (on-line) Ruth McCluskey (Chair), Jenna Monteith, Pamela McLevy, Eachann Gillies, Alison McManus (Observer).

In attendance: Paul McVey, Donalda Hogg, Pauline Fletcher, Donna Reilly, Paul McColgan, Des Phee, Gillian Mackie.

Item 1: Apologies & Attendance RM welcomed all members to the meeting and noted the presence of new members observing for the first time. Those present were asked to introduce themselves to the group.
No apologies were noted.

Item 2: Conflicts of Interest No conflicts of interest noted.

Item 3: Minutes of meeting 30.10.2025 **Corrections:** RM noted that both Lisa Peebles and Lili Peters share the same initials. For the purposes of the minutes, it was requested that these individuals be differentiated to avoid confusion in the record.

The minutes of the Board meeting held on 30th October 2025 were approved by the Board.

Item 4: Matters Arising etc **Albert Drive Sites / 188 Albert Drive:** - PMcV provided an update on progress in discussions with both Glasgow City Council (GCC) and AXA, our insurers. A meeting is scheduled next week with the property owners, GCC, AXA, and SHA. The priority for SHA remains to ensure progress that will allow owners to return to their properties.
PMcV noted that the GCC Design Competition has now been released into the public domain for the two cleared sites on Albert Drive.

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

Rubixx – PMcV provided clarification to the Board that only a small group of authorised staff may amend settings within Rubixx.

Board Recruitment Update: It was noted that while two observers had been intended for the November meeting, only AM was able to attend. Following the Tenant Satisfaction Survey, next steps will be considered regarding further Board recruitment. The Board noted the option to consider the use of Cruinn to assist with new Board members recruitment.

Heating Programme Tender: - PMcV advised that while tender reports for approval were prepared, discussions are underway with Net Zero Fund Management regarding the use of ECO4 innovation funding to support energy efficiency works. The Board will be updated between meetings if

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this approach is successful; otherwise, the tender reports will be issued for approval at the next meeting.

Health & Safety Responsibilities (Zoho): - ZOHO link now issued to Board members.

**Item 5:
Consent
Agenda
items**

Item 5.1 - SLS Board minutes – 22.10.2025: The Board noted the minutes.

Item 5.2 - Operations Sub-Committee minutes – 22.10.2025

PMcC requested questions on the explanatory note on Gas Compliance. JM welcomed the inclusion of the note. MC queried the property acquisition (2019) and subsequent gas meter installation (2024), asking what lessons had been learned. It was confirmed under Point 5.2 that processes have since been tightened and are now more robust. The next meeting of the OSC is scheduled for 21 January 2026 at 6.30pm, following the Southside Lettings Board.

Item 5.3 Finance & Corporate Services Sub Minutes - 13.11.2025

The Board noted the minutes. Lisa P expressed thanks to AC for chairing the meeting on her behalf.

Item 5.4 Tender Report – Single Building Assessment

DR thanked the Board for approving the report out with the meeting. An update was provided on the standstill period and the receipt of a challenge from an unsuccessful tenderer, which SHA has responded to. The Board discussed the matter in detail and noted that the standstill period concludes on 28 November. Further updates will be provided should a formal challenge be received during this period.

DR advised that the grant offer received from SG to carry out the SBA will be reduced to reflect the lower tender amount and will be re-issued based on the award made. Any remedial works arising from the SBAs will be addressed separately with SG.

RM noted that the reference to 1594/1596 Pollokshaws Road is not in the Cardonald area.

**Item 6:
Mid-Year
Budget
Review**

DH presented the budget review, noting a £13k overall variance since April 2025. Key differences highlighted included: reduced rental income due to the wind-up of C&R (£150k), higher R&M expenditure (£235k), lower electricity costs, increased estate management costs, reduced interest payable, and higher fixed assets following audit. Consultant fees had risen due to pension work and stock revaluation.

The £3.27m capital budget was reviewed, with some slippage in investment and development works, particularly delays at 640 PR. Private acquisitions were discussed, with an additional £100k allocated (total £200k) supported by increased grant funding. The rationale for acquisitions was explained as

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strengthening ownership in closes where SHA factors, with ad hoc opportunities considered.

The Board approved the budget, and RM thanked DH for the well-presented report.

**Item 7:
EDI Annual
Report**

DP presented the second annual report covering tenants and staff matters. The outcome of the Tenant Satisfaction Survey will be reported to the Board in January 2026, and the Employee Engagement Survey will be refreshed next year. Section 3 outlined completed and outstanding actions, including the work of the EDI working group. Staff training initiatives were highlighted, with specific events on Gender Based Violence and Domestic Abuse, and an EDI training plan included at Section 6.

Three complaints were received during the year, including equalities issues, one of which remains ongoing at Stage 2; the Board will receive updates on progress. Section 8 set out the EDI focus for the year.

LP raised a query regarding a complaint of racial harassment towards a contractor, and DP agreed to provide further information to the Board. Another complaint was noted relating to a tenant's allegation of discrimination.

PMcI commented that the report was very helpful and provided detail on the extent of works undertaken. JM asked what action the complainer might take next. PMcV advised that the matter is being dealt with as a Stage 2 complaint, noting that it relates more to policy and is a complex case. It was highlighted that there is provision within the allocations policy to step outside of the policy where appropriate, and the need to ensure fairness was emphasised.

The report was received for noting.

**Item 8:
Refinancing
– Loan
Agreement**

PMcV updated the Board on the renewal of the current credit facility, reducing from £25m to £20m. Legal documentation is being progressed with both sets of lawyers to agree the terms of the Facility Agreement. Report 8.1 summarised the commercial terms and details of the facility. The Board approved the draft minutes and delegated authority to the CEO, DOF, or Chair to sign off, noting ongoing negotiations with both parties lawyers.

PMcV confirmed engagement with lawyers will continue subject to points raised. DH and PMcV reported positively on the relationship with Handelsbanken, noting the release of security on properties identified for disposal and the constructive working relationship. Covenant compliance was confirmed as satisfactory.

The Board approved proceeding with the renewal.

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**Item 9:
CEO Report**

GWSF / SFHA: PMcV advised the Board of the GWSF Charter Report 2024–25, which highlighted sector performance and confirmed Southside’s homelessness lets remain above average at 60–67%. The SFHA has launched new Governing Body Induction Guidance, which SHA is adopting and is being led by PMcV.

PMcV provided the Board with an update on the following projects:
640 Pollokshaws Road, 86 Craigie Street, Private Acquisition Flats, Back Court Works – Former Snooker Club (Victoria Rd/Calder St/Kingarth St) and 150 Berryknowes Avenue.

Initial Rent Increase Considerations: The Board noted from GWSF correspondence that members are considering increases around 5.8%. PMcV advised that SHA’s final rent increase proposal will be determined through the January budget, with the past service pension deficit taken into account. The purpose of the report was to illustrate the broad range of increases across the sector.

Shared Ownership Update: PMcV advised the Board of a meeting with TCY next week. RM asked if a final date had been set for owners to sign agreements. PMcV confirmed that if owners refuse to sign, SHA may consider forcing a joint sale, although this has not been actioned previously. Requests for buy-backs from sharing owners are considered on their own merit, noting that some properties have limited internal investment and therefore high repair costs.

**Item 10:
Strategic
Delivery
Plan Review**

PMcV provided the Board with an update on Year 2 progress of the Strategic Delivery Plan supporting the Corporate Plan (2024–2029). Six key objectives were noted: Homes, Communities, Customer Services, Finance & Governance, People & Leadership, and Collaboration & Innovation.

The Board noted the progress and agreed updates will continue as actions are delivered.

**Item 11:
Policies for
approval**

Declaration of Interests Policy – This policy was previously revised in 2022, and this review is in line with the standard three years review cycle. The outcome is a relatively light-touch review, Section 2 of the report outlines any changes which are mainly of the nature of updating internal job titles and terminology. Section 2.3 & 2.3 of the policy have new paragraphs included which explicitly align with the provisions within the SHA Rules.

This Policy was approved by the Board.

Domestic Violence Policy: PF presented the new policy, advising Board members that this was linked to the 16 Days of Action and staff training, developed in line with the CIH “Make a Stand” pledge which SHA had signed up to and changes to the Housing (Scotland) Act. The policy recognises housing’s unique role in addressing domestic abuse, with SHA

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committed to proactive prevention and appropriate action. An 'easy read' version will be prepared by year-end, alongside new staff procedures which will be developed.

The Board discussed roles and responsibilities, including SHA's corporate role in supporting staff, potential outlets such as mental health first aiders, and updating the HR Dignity at Work policy.

Lisa P agreed to seek information on wellbeing support from Social Security Scotland and provide this to staff.

JM raised issues around homelessness referrals and resource implications. MC highlighted the need for staff training on police reporting and respecting victims' choices, with emphasis on safeguarding vulnerable adults and children.

EG welcomed the supportive and signposting approach outlined in the report.

This Policy was approved by the Board.

**Item 12:
Eviction
Report**

PF presented the report outlining timelines and communication with the tenant. The Board discussed the tenant's history and potential vulnerabilities, including referral to adult support. Lisa P raised concerns regarding the tenant's route into housing and suggested suspension until the meeting on 1 December, with engagement from LSA. It was noted that the decree allows a six-month period, with action to follow if default occurs again. Queries were raised regarding DHP support and recent payments.

Both Lisa P and PMcL expressed concerns and were not comfortable approving eviction at this stage, noting recent attempts by the tenant to engage with SHA and a payment made towards the account. The Board agreed that SHA and Welfare Rights will continue discussions with the tenant and provide an update at the January Board meeting, allowing further time for tenant action. It was therefore agreed to defer any action until the January meeting.

**Item 13:
Governance
Matters**

No items for discussion.

**Item 14:
Relationship
with other
bodies**

No items for discussion.

**Item 15:
Notifiable
Events**

This report represents a summary of the Notifiable Events submitted during 2025 to the Scottish Housing Regulator. Over the past year we have submitted eight new Notifiable Events the details of which are set out in full at Appendix 1. All of these will have been reported to the SHA Board

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previously. Section 2.3 of the report highlights two of the eight Notifiable Events remain open on the SHR Landlord Portal, however since the report being issued one relating to a change in group structure of the External Auditor has been closed. This just leaves the Notifiable Event submitted this year that remains open on the SHR portal

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

The Board noted the Register of Notifiable Events for 2025.

**Item 16:
Health &
Safety**

Health & Safety Responsibility sheets have been issued to board members for signing – via Zoho.

**Item 17:
Any other
competent
business**

None.

**Item 18:
Date of next
meeting**

The next board meeting will be held on Thursday 29th January 2026 at 6.00pm.

Board Christmas Night Out – Tuesday 16th December 2025 at 7pm in Loks Bar and Kitchen. Invite to be extended to EG.
The meeting closed at 19.40pm