

**Minutes of Board meeting – Thursday 29<sup>th</sup> January 2026  
In Southside House at 6.00pm**

**Action**

**Present:** Lisa Peebles, Alison Devlin, Munir Choudry, Lili Peters, Ruth McCluskey (Chair), Pamela McLevy, Eachann Gillies, Alison McManus (Observer).

**In attendance:** Paul McVey, Donalda Hogg, Pauline Fletcher, Donna Reilly, Aileen Radford.

**Item 1:  
Apologies &  
Attendance** Apologies received from Alex Cameron, Jenna Monteith  
The Board approved Alison McManus as a full board member.

**Item 2:  
Tenant  
Satisfaction  
Survey  
Outcomes** Lorna Shaw from Research Resource gave a presentation on the highlights of the recent tenant's satisfaction survey.

- 1110 interviews carried out with a 54% response rate.
- Overall satisfied with the service provided – 96%
- Keeping tenants informed about services and decisions – 98%
- Opportunities to participate in decision making processes – 99.5%
- Satisfaction with last report – 92%
- Satisfaction with aspects of repairs – all points have increased.
- Quality of the home – 96%
- Satisfaction with Neighbourhood Services – all improved apart from close cleaning, bin store cleaning and close window cleaning
- Contribution to management of the neighbourhood – 96%
- Value for Money with rent – 90%

It was also noted that the main contact for tenants is via the telephone and 99.6% were satisfied with the customer care provided when they had contact.

MC noted the positive outcomes of the survey and congratulated staff and the CEO.

PF will explore a breakdown in terms of close cleaning (addresses and neighbourhoods) as this role is now carried out by different providers.

PMcV noted that the last year in estates has been a period of transition and the results reflect this. LS advised that previous surveys just after COVID showed much lower satisfaction, but the standard has now improved. While many organisations have had changes and have been driving increases, it is more common to see marginal increases – not large significant leaps like SHA. PMcV added that this validates many of the decisions made by the Board and the Leadership Team in recent years around how we do things and provide services.

EG asked about the sampling carried out and response rate. LS advised that the survey is interviewer led methodology, not self-completion. In terms of how we assess the representative, we look at physical stock and geographical profile.

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The aim is to ensure there is a spread across the various house types and our areas of operation. With self-completion you tend to get more emotional responses. If interviewer led, we can help support tenants to respond to ensure better coverage and more informed responses.

There is a prize draw for those that took part in the tenant survey - it was agreed that LS would select 5 random responses and report back to the Association.

**Item 3:  
Conflicts of  
Interest**

Alison Devlin noted a conflict in Item 11 – Rent Increase Consultation.

**Item 4:  
Minutes of  
meeting  
27.11.2025**

The Board approved the minutes of 27<sup>th</sup> November 2025.

**Item 5:  
Matters  
Arising etc**

**Albert Drive Sites / 188 Albert Drive:**

Noted in consent agenda item – much the same as last month.

**Metering & Billing – Moss Heights:**

Noted in consent agenda – only have one property to access. Arranged for next week. Instructed lawyers to raise action against former company in respect of sums due.

**Heating Programme Tender:**

Changed slightly – tender report will be discussed later this evening

**Eviction Report – November 2025:**

In November, the Board rejected the eviction which allowed staff more time to discuss issues with the individual. There was a Minute of Recall, and the tenant now has an arrangement in place and is engaging with the housing officer. The case has been continued until April 2026. LP thanked the staff for the continued engagement and support provided.

**Equalities Complaint:**

DP presented a paper at the last meeting. Following on from this he has looked into the detail which was explained to the Board and can confirm that no further action is required.

**Item 6:  
Consent  
Agenda  
items**

**Southside Lettings Quarterly Management Accounts:**

Approved by the SL Board.

**Southside Lettings Budget 2026/27:**

This budget will be brought to the Board at a future meeting for approval

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**Southside Lettings Other items:**

Attachments can be found in Our Place for more information

**Operations – Quarterly Performance Reports:**

KPI Report, Tenant Safety and Complaints Reports can be found on Our Place for information.

**Projects Report:**

This report will be discussed further at tonight's meeting.

Lift replacement at MHA ongoing – good feedback received.

Window replacement – almost finished at Nithsdale Road / March Street

Painter work – ongoing – streets noted within the report.

Kitchens – moving on with these. H/C nearly complete

A couple of tenders will require approval prior to the next Board meeting – Gas Boiler Contract and an additional plumbing contractor.

640 Pollokshaws Road – works moving on, bricklayers scheduled to start next week. Hopefully finish November/December 2026.

86 Craigie Street – all on track for end March.

Albert Drive /Kenmure Street Gap site – GCC will manage the project, and they have provided costs. DR and the team are questioning some of the points. Still working through this on behalf of the owners at 188 Albert Drive.

150 Berryknowes Avenue & Mossspark URC Church – ***\*Minutes redacted to remove confidential information\****

**Item 7.1:  
ICT  
Managed  
Service  
Tender  
Report**

This is a crucial tender for IT within the association. One tender was disqualified and three who did not follow the instructions had a reduced quality score.

The Board is asked to approve Bridgeall at a total cost of ***\*Minutes redacted to remove commercially sensitive information\**** for an initial contract for 3 years.

LP noted that there is a modest increase and not unexpected. With the hourly rate, is there any indication of what the historical spend would have been had that rate stood. PMcV advised that we paid more in ad-hoc queries/work than we would have expected however the current contractor is advising that a lot of queries are over and above what is in the contract. It was important that as much information as possible was put in the tender to cover all eventualities and we would therefore hope that there will not be such a requirement for utilising the hourly rate.

MC asked whether more staff have to be employed? PMcV commented that the current staffing complement is sufficient. There may be a time that

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we require specialist work depending on what we plan over the years, however we will budget accordingly for this.

The Board approved the tender to Bridgeall - ***\*Minutes redacted to remove commercially sensitive information\****

**Item 7.2:  
Electrical &  
Hot Water  
System  
Upgrade  
Tender  
Report**

This tender was received prior to Christmas, however we were then investigating whether we could tie in Eco 4 funding for solar panels as part of the contract. This tranche of funding however was closed last week, hence we are now progressing with the initial tender paper. It should be noted however, that should the funding be opened again (which is likely) we will be ready to proceed quickly.

Hartlaw/Chirnside and 1610 and 1656 Paisley Road West have an old storage heating system. We have the budget in place to carry out work in the next year. The heaters will be replaced with high heat retention heaters – Quantum. This will allow controlling temperature etc for residents.

Section 3.6 gives details of those who submitted tenders. Saltire have emerged as the No.1 tenderer. The Association has worked well with them previously.

Section 4.4 details the budget for the contract - £2.458m.

LP noted that Saltire received a perfect score and is this typical? PMcV explained the process of the cost/quality scores and how the best tender will receive full marks.

The Board approved the appointment of Saltire Facilities Management Ltd at a total cost of ***\*Minutes redacted to remove commercially sensitive information\****.

**Item 8:  
Board and  
Sub-  
Committee  
Workplan**

This is for information to highlight what will be brought to each meeting.

It was noted that the date for the SL Board and Ops Committee in July is the day before Fair Friday. Members were asked to move this to 22<sup>nd</sup> July. This was approved.

**Item 9:  
CEO Report**

**Pension Discussions:** ***\*Minutes redacted to remove confidential information\****

**SFHA/GWSF – Monthly Update:**

Any queries on the updates to be raised with PMcV.

It was noted that pre-election period starts on 26<sup>th</sup> March where there are restrictions on certain activities by politicians and elected members.

**Housing (S) Act 2025:**

Paper from Brodies solicitors can be found on Our Place for info summarising the detail.

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**Shared Ownership Update:**

At end of November, 6 agreements had been signed, however to date 21 have now signed with plans in place for the remainder – this has been largely positive.

**Staffing:**

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

**Disposals & Acquisitions:**

To be discussed later in the agenda.

**Item 9.1:  
Disposals &  
Acquisitions  
Update**

This report gives an update on the recent sale of a property in Berryknowes Road and seeks approval to dispose of a property in 38 Minard Road. This property does not have a high energy rating and needs work carried out.

We sold 102 Berryknowes Road - £102k and we have also noted interest in a property in 56 Kenmure Street.

Approval to dispose of a property at 38 Minard Road – board approved.

There is a further property at 1610 Paisley Road West which is being acquired by GCC under Compulsory Purchase Order. SHA will receive 100% acquisition and 50% for works and will then own 32 out of 33 in the block.

**Item 9.2:  
Settlement  
Agreement  
Report**

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

**Item 10:  
First Draft  
Budget 2026  
/ 27**

DH advised that the final budget will not be issued until March and went over the main highlights, noting the proposed rental increase of 5.8% and surplus of £852,650 with £2.45m available for investment.

2.3.1 – table shows all the information required, comparing this to 5.8% increase and lower increase of 5.3% and higher of 6.3%.

2.4.2 – the total grants have been pared back to only grants confirmed. This may change before March when we hear back from funders.

2.4.4. factoring income – there is a proposed uplift in management fee at 5.8%.

SLS – internal management fee has increased. Lease income has been uplifted by 5.8%. Income to parent company shows an increase of £146k.

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2.5.2 planned maintenance spend – £436k which is down on this year. The reduction relates to capitalisation on major components. Consultancy fees relating to procurement is included as a separate budget heading of £36k.

2.5.3 Salary budget – in line with what has been discussed – overall costs have reduced by £44k.

2.5.4 Insurance – could possibly rise around 10% - relates to some of our claims e.g. 188 Albert Drive.

2.5.5 finance costs – loan interest costs have been updated in line with forecast funding requirements. It is estimated that an additional total drawdown of £6.65m is required.

3.0 areas of potential efficiencies continue to be reviewed by the Leadership Team.

4.1 investment budget is anticipated at £4.16m with details noted in the report.

Financing requirements and debt covenants show SHA is in a good financial position.

LP asked if we are confident that the capital programme is deliverable and what contingency plan is in place if delayed. DR advised that given the delays with Pollokshaws Road we are now moving in line with revised programme and at this stage we are confident that spend will be achieved. Other projects will be completed by March. Other spend for development will be £500k which is in line with what is noted.

PMcV advised that we are seeing reasonable surpluses coming back into the association. Our loans are still low and hopefully this will be the last year of clawing back some of the shortfalls.

LP asked for a list of commercial properties and could a paper be brought to the Board. A report will be brought to a future meeting.

LPet asked about 5.8% coming through on rental income. Is there assurance that this has been worked through. DH assured that the 5.8% increase has been calculated on the base rent figure. The rental income from the 50 new-build properties at Pollokshaws Road was included in last year's budget, however since the project was delayed and no rental income received from those properties, this has not been included in the base rent for this year.

The Board noted the draft budget.

**Item 11:  
Rent  
Increase**

PF advised that a number of considerations were looked at to bring the proposed rent increase figure. Historically the agreement is to use September CPI (UK government uses this to set allowances) + 0.5%. At a

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**Consultation  
Proposal**

Special meeting of the Board in January 2023, it was agreed to amend to CPI + 1% for 2025/26 onwards to allow us to meet our Business Plan projections. Further to this, in January 2025 the Board agreed to CPI + 2% for 2026/27 and then revert back to CPI + 1% thereafter.

Table 1 gives the CPI rates and increases since 2021/22. The charter indicators are also looked at when setting the rent increase as well as financial viability.

In terms of the recent satisfaction survey, the results are very positive and 90% noted that their homes and services are VFM. Taking into account financial and economic considerations, poverty rates to remain high and child poverty in Glasgow in particular is a factor to consider.

VFM and tenant priorities – satisfaction levels are higher than previously, and this relates to quality of homes and rent. Affordability – there will always be a tension on what is required for the business against what tenants can afford. It was noted that the Association invests efforts in supporting tenants in a number of ways e.g. food vouchers, breakfast clubs etc.

Appendix 2 shows the model of a 5.8% increase to show what it looks like in reality, and this is tested against minimum wage etc. Similar to previous years, for most households this is affordable apart from single people in 2 apartments. Those living within larger apartments are well in line with affordability. Table 2 shows weekly cost to tenants.

The income received from rent with this change will be £700k.

PF noted that the consultation will just be on one figure of 5.8%. Once consultation concludes a paper will be brought back with results.

The information being issued to tenants will show how the money is being spent and why we suggest the rate of 5.8%. PMcV noted that out of the last 5 years, 3 of these we have been lower than the average increases. Our rents are higher due to the complexities of our stock - we have 49 passenger lifts for example, very few others have that level of expenditure associated with external components.

The board commented on the documents being issued to tenants and some amendments will be made.

Following a query, it was agreed to contact the tenants that show a fail in affordability post consultation to advise of our welfare advice team.

The Board approved 5.8% increase as the initial basis for consultation with tenants.

PMcV asked to suspend standing orders – approved by Board.

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- Item 12: Use of the Seal:**  
**Governance Matters** The Board approved the use of the seal for two Membership Applications – Nos. 704 and 705.
- Item 13: Relationship with other bodies** Nothing to note.  
Pollokshields community council meeting next week – LP will attend.
- Item 14: SHR Guidance Notes etc** No items for discussion.
- Item 15: Health & Safety Update** No items for discussion.
- Item 16: Any other competent business** None.
- Item 17: Date of next meeting** The next board meeting will be held on Thursday 26<sup>th</sup> February 2026 at 6.00pm.  
The Board meeting closed at 8.10pm