

CLYDESDALE HOUSING ASSOCIATION LIMITED

Minute of the Management Committee meeting held in the office at 39 North Vennel, Lanark and via Video Conferencing on Wednesday the 30th of April 2025 at 18:30

Agne Zasinaite (Teams – from Item 6)

Claire McGraw (Teams)

Deborah Hay (Teams)

Gabrielle McElhinney

Hazel Galbraith, Chairperson

Iona Taylor

Jacqueline McCutcheon

John Lockhart, Treasurer

Jonathan Main (Teams)

Ken Greenshields

Lesley McDonald

Ruth McElhinney

A quorum was achieved.

In Attendance: The Chief Executive Officer (CEO)

The Depute Chief Executive (DCE)

Finance Manager (FM)

Housing Manager (HM)

Elizabeth Miller, Corporate Services Officer (CSO) minute

Pedro Cameron, Tenant Participation and Engagement Manager

(TPEM) Tenants Information Service (TIS)

Claire Chalmers, Technical Services Officer (TSO) observer

Lucianne Ostadal, Technical Services Assistant (TSA) observer

1. Apologies

Apologies were received from Brian McNally and Ross Gowland.

2. Conflicts of Interest

There were no conflicts of Interest.

Agreement on Items for A.O.C.B.

The Chairperson asked Committee and staff if they had any other competent business to discuss at agenda item 18. Committee agreed to discuss recruitment of temporary staff member to cover maternity leave and the upcoming Committee training session.

3. Previous Meeting Minutes & Matters Arising

The minute of the Committee meeting held on the 26th of March 2025 was checked for accuracy and was approved by the Management Committee.

As per section 62 of the Association's rules, the Chairperson authorised the CSO to insert their electronic signature as conclusive evidence that the minute of the

meeting held on the 26th of March 2025 are a true record of the proceedings at that meeting.

Matters Arising.

There were no matters arising.

4. Actions from Previous Meetings

The CEO presented the report to the Committee, advising that its purpose was to ensure that items identified for action at Management Committee and Audit Sub-Committee meetings are (a) appropriately followed up and (b) reported back to the Committee to confirm completion of the follow-up. The CEO confirmed that there were no further updates to report. The Committee discussed the following:

- Committee requested the CEO to propose potential dates for the Tenant Safety Training to be held in October 2025. An update on the proposed dates is to be provided at the Committee meeting scheduled for 28 May 2025.

i) Committee considered the Actions from Previous Meetings Report and agreed progress is satisfactory.
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5. Notifiable Events

The CEO presented the report to the Committee, advising that the reporting of notifiable events is a positive measure and a key component in ensuring that the Committee remains responsible and accountable for the effective governance of the Association. The CEO confirmed that there were no further updates to report.

i) Committee considered the report and agreed that the actions of the Association have been satisfactory in relation to Notifiable Events

6. Tenant Scrutiny Panel Update

Pedro Cameron from the Tenants Information Service (TIS) presented a report to the Committee, providing an overview of the purpose of tenant scrutiny and insights into how both scrutiny and participation contribute to shaping the delivery of services provided by CHA.

They informed the Committee of the progress made by the RTO/Scrutiny group, outlined the steps being taken to achieve their objectives, presented the proposed timetable for the summer/autumn period, and shared details regarding the final report to be submitted to the Committee.

Agne Zasinaite joined the meeting at 18:50.

Committee discussed:

- Membership of the RTO/Scrutiny group - TPEM reported that the RTO/Scrutiny Group currently consists of 15 members. They noted that this represents a highly encouraging level of engagement and that the tenants have demonstrated strong enthusiasm to participate and contribute to shaping the delivery of services provided by CHA.

The Chairperson thanked the TPEM for attending the meeting and for the valuable insight he provided to the Committee regarding the work of the group.

The TPEM left the meeting at 19:53.

7. Health & Safety

The CEO confirmed that there were no health and safety issues to report.

8. 2025 Engagement Plan & Annual Assurance Visit

The CEO presented the report to the Committee, providing an overview of its contents, which detailed the information compiled by the Management Team in response to the SHR's request. The CEO also informed the Committee that the Chair will participate in the upcoming visit to discuss the points outlined on the final page of the SHR's letter, all of which pertain to CHA's approach to preparing the Annual Assurance Statement and the Committee's role in the process. Committee discussed:

- The vacant position of Vice Chairperson.
- The Annual One-to-One Review Report – Committee were advised this would be presented at the June 2025 meeting.
- The Association's performance in relation to tenant and resident safety, as well as covenant compliance.

i)	Committee considered and discussed the report, and the 2024 Engagement Plan and Annual Assurance Statement Visit letter.
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9. External Audit Plan: Year Ending 31 March 2025

The FM presented the report to the Committee, advising that the purpose of the plan is to outline the arrangements for the audit for the year and to provide the Management Committee with the opportunity to inform the auditor of any significant risks not already included in the Plan. The FM confirmed that there were no further updates to report.

i)	Committee considered and discussed the External Audit Plan. They agreed that there were no additional significant risks of material misstatement in the financial statements beyond those identified by the auditor and outlined in the Audit Plan.
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10. Complaints Summary Report

The HM presented the report to the Committee, advising that its purpose was to provide an overview of service delivery complaints and compliments received between the 1st of April 2024 and the 31st of March 2025. The HM summarised the content of the report and confirmed that they had no further updates to add. The Committee discussed the following:

- Stage 2, investigation complaints - low survey response rate.
- The types of service delivery complaints received.
- The compliments received over the reporting year.

i)	Committee considered and discussed the breakdown of the service delivery complaints for the reporting period the 1 st of April 2024 to the 31 st of March 2025.
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11. Equalities Monitoring Report

The DCE presented the report to the Committee, advising that its purpose was to provide the outcome of the annual review of the Equalities Action Plan and to assure the Committee of the progress made over the past six months. The DCE confirmed that there were no further updates to report. Committee discussed:

- Page 3 of Action Plan, objective *We will analyse underlying reasons for under-representation of particular groups*, in particular the low survey response rate from Factored Owners.

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| i) | Committee agreed that there was sufficient information contained within the Equalities Action Plan to assure Committee of progress |
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12. Annual Procurement Report

The DCE presented the report to the Committee, advising that its purpose was to provide oversight to the Management Committee with information regarding procurement activities (regulated and non-regulated) that have taken place during the period from the 1st of April 2024 to the 31st of March 2025. The DCE confirmed that there were no further updates to report.

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| i) | Committee considered and agreed that there was sufficient information contained within the Annual Procurement Report to provide oversight on the procurement activities carried out within the period the 1st of April 2024 to the 31st of March 2025. |
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13. Housing Quality & Maintenance Scorecard

The DCE presented the report to the Committee, providing a summary of the Housing Quality and Maintenance Scorecard. They advised that the comments section of the scorecard outlined information on any targets that had not been met. The Committee discussed the following:

- Outcome 4, P5, Average length of time taken to achieve re-let standard (working days)

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| i) | Committee considered the Housing Quality & Maintenance Scorecard report and agreed progress was satisfactory. |
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14. Planned & Cyclical Maintenance progress

The DCE presented the report to the Committee, providing a summary of the Planned and Cyclical Maintenance Progress Report. They advised the Committee that the Heating Replacements project had been completed. The Committee discussed the following:

- The Heating Replacement contract installation, including tenant feedback on the quality of the work carried out and the benefits experienced from the new heating systems.

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| i) | Committee considered the Planned & Cyclical Maintenance progress report and agreed progress was satisfactory. |
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15. Tenant & Resident Safety Scorecard

The DCE presented the report to the Committee, advising that its purpose was to inform the Management Committee of the Association's progress in meeting its statutory and legal obligations regarding tenant safety, as part of the Annual Assurance Statement. The Committee expressed their thanks to the TSO and TSA for their dedication to ensuring the Association continues to meet these obligations.

- i) Committee considered the Tenant and Resident Safety Scorecard and report and agreed that progress was satisfactory.

16. 2025/26 Budget Amendment

The FM presented the report to Committee. They advised the purpose of the report is to provide Committee with an update to the figures in the 2025-26 Budget approved by Management Committee on 19 February 2025.

- i) Committee noted the content of the 2025/26 Budget Amendment report.
ii) Committee agreed to the revised cost for staff maternity leave cover.

17. Policy Reviews:

- 17.1 Staff Recruitment & Selection
- 17.2 Remote Working
- 17.3 Settlement Agreements
- 17.4 Management Committee Annual Review
- 17.5 Data Back-up Strategy

The CEO presented the report to the Committee, advising that it provided a summary of the proposed changes to the policies listed above for the Management Committee's consideration and approval. The CEO confirmed that the report offered assurance that CHA's policies in these areas are up to date, aligned with current guidance, and compliant with legislative and regulatory requirements.

- i) Committee considered the following policies and approved the final versions for adoption by CHA without amendment.
- Staff Recruitment & Selection
 - Remote Working
 - Settlement Agreements
 - Management Committee Annual Review
 - Data Back-up Strategy
- ii) Committee considered the above policies and agreed that they provided satisfactory assurance that CHA has up to date policies in these areas that reflect guidance and comply with legislative and regulatory requirements.

18 AOCB

a) Confidential Staffing Report – Housing Officer Maternity Leave (update)

The HM presented the report to the Committee, advising that its purpose was to provide an update on the recruitment process for the temporary Housing Officer position (maternity cover). The HM confirmed that there were no further updates to report.

- i) Committee considered the information presented and agreed that the approach was in line with the Association's Recruitment and Selection Policy.
- ii) Committee confirmed that sufficient information had been provided regarding the current status of the recruitment process for the post.

b) Committee Development Finance training session

The CEO reminded the Committee that the Development Finance training session with Fettes MacDonald is scheduled to take place online on Wednesday, 14 May 2025, at 6:30 p.m.

The Chairperson thanked everyone for attending - the meeting ended at 19:25.