CLYDESDALE HOUSING ASSOCIATION LIMITED

Minute of the Management Committee meeting held in the office at 39 North Vennel, Lanark ML11 7PT AND via Video Conferencing on Wednesday the 25th of March 2026 at 18:30.

Present: Brian McInally - Teams
Claire McGraw - Teams
Gabrielle McElhinney
Iona Taylor
John Lockhart, Treasurer
Ken Greenshields - Teams
Lesley McDonald - Teams
A quorum was achieved.

In Attendance: The Chief Executive Officer (CEO)
Depute Chief Executive (DCE)
Finance Manager (FM)
Housing Manager (HM)
Corporate Services Assistant (CSA)
Elizabeth Miller, Corporate Services Officer (CSO) - minute.

1. Apologies

Apologies were received from Agne Zasinaite, Deborah Hay, Hazel Galbraith, Jacqueline McCutcheon, Jonathan Main, Ross Gowland and Ruth McElhinney.

In the absence of the Chairperson, Committee agreed that John Lockhart chair the meeting.

The CEO advised Committee that Deborah Hay had requested a Leave of Absence for three months due to personal reasons. Committee agreed to the Leave of Absence Request.

2. Conflicts of Interests

Staff members present declared a conflict of interest for Item 15 – Proposed Extra Public Holiday 2026-27. It was agreed that staff members would leave the meeting for that item and that the Chair would advise the CEO of Committee's decision after the meeting.

3. Previous Meeting Minutes & Matters Arising

The minutes of the Management Committee meeting held on 25 February 2026 were reviewed for accuracy and approved.

In line with Section 62 of the Association's Rules, the Treasurer authorised the CSO to apply for an electronic signature as conclusive evidence that the minutes are a true and accurate record.

Matters Arising.

There were no matters arising.

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

The Treasurer asked Committee and staff if they had any other competent business to discuss at agenda item 16. Committee had no items to discuss under AOCB.

4. Actions from Previous Meetings

The CEO presented the report to Committee. They advised that the purpose of the report is to ensure that items identified for action at Management Committee and Audit Sub-Committee meetings are a) followed up on, and b) reported to Committee to confirm the follow up. The CEO told Committee they had nothing further to add to the report content.

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

5. Notifiable Events

The CEO presented the report to Committee and advised that the purpose of reporting notifiable events is a positive step and a key part of Committee being responsible and accountable for the running of the Association.

The CEO noted that they had nothing further to add to the report content.

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

6. Corporate Scorecard

The CEO presented the report to Committee. They advised the purpose of the report is to provide them with details of the Association's performance against the key performance indicators.

The Committee requested details from the HM on rent collected as a percentage of total rent due for the reporting year (F1). The HM explained the rent debit process, including the relevant dates and the impact of February and March direct debit payments.

i)	Committee noted the content of the report and agreed that performance in the reported areas was satisfactory.

7. Health & Safety Update

The CEO informed the Committee that the purpose of the report was to update the Management Committee on Health & Safety at Work activities and to present the Health & Safety Policy Statement for approval. The CEO advised that there were no Health and Safety issues to report.

i)	Committee considered the Health & Safety Update Report and agreed progress is satisfactory.

8. Bad Debt Write-Off

The HM presented the report to Committee. They advised that the purpose of this report is to provide the Management Committee with information to consider writing off former tenant debt which is deemed irrecoverable. They gave Committee an overview of the report content and advised they had no further updates.

The Committee requested details from the HM on the processes used to recover outstanding debts. The HM outlined the procedures, including the use of debt collection agencies and the termination process.

i)	Committee considered and agreed that there was sufficient information to approve the bad debt write off.
ii)	Committee, being satisfied with the information provided, approved the bad debt write-off amounting to £8,941.94.

9. Insurance Tender Update

The FM presented the report to Committee. They reminded Committee that at the meeting on 25 February, following a presentation by Gibbs Laidler and discussion amongst Committee, delegated authority was granted to the Finance Manager to make the final decision regarding the award of the contract upon completion of the negotiation stage of the procurement process.

The FM explained that the negotiation stage had resulted in a significant change to the price of the insurers Property Owners Combined policy by one of the tendering companies. Following earlier discussion with Office Bearers, it was decided that the FM should not make the decision on who to award the contract to without further consultation with the Management Committee. Given the renewal date of the insurances policies of 1 April 2026, and the standstill period required by the procurement process, a decision was required prior to the Committee meeting on 25 March 2026. A meeting was therefore held on the 12th of March 2026 with the Office Bearers who decided that they wanted to accept the policies offered by Zurich as they deemed that the level of cover offered by Protector via Marsh was insufficient.

i)	Committee considered and noted the content of the report.
ii)	Committee agreed with the decision previously made by Office Bearers to appoint Zurich.

10. Annual Housing Management & Technical Services Target Setting

The DCE & HM presented the report to Committee. They advised that the purpose of the report is to present proposals for the Housing Management & Technical Services targets for 2026-2027.

They asked that Committee consider the proposed Housing Management and Technical Services targets for 2026/27, which were presented via Balanced Scorecards based on ARC and non-ARC performance indicators.

They advised that Housing Management scorecards cover neighbourhood and community, access to housing and support, and value for money, while the Technical Services scorecards cover housing quality and maintenance. Both teams have reviewed year-to-date performance and consider the proposed targets achievable.

i)	Committee agreed that there was sufficient information to consider if the 2026/27 Housing Management & Technical Services targets.
ii)	Committee approved the 2026/27 Housing Management & Technical Services targets.

11. Strategy

11.1 Business Plan Update

The Depute CEO presented the report to the Committee and advised that its purpose was to provide an update on progress against the Strategic Objectives set out in the 2025–2028 Business Plan. The Committee was informed that the early stages of the Business Plan period have focused on developing a detailed action plan to support the implementation of the Association's four strategic themes. A summary of the proposed timelines for implementation was provided.

i)	Committee considered this Business Plan Progress Report and agreed that it provided sufficient information for assurance and oversight purposes.
ii)	Committee agreed that progress against the 2025/28 Business Plan is satisfactory.

11.2 Risk Management Report

The CEO presented the report to Committee. They told Committee that the purpose of the report is to present the results of the annual risk management review carried out by the Audit & Risk Sub-Committee to the Management Committee.

The Chair mentioned that discussions at the earlier Audit & Risk Sub-Committee identified new economic risks created by the Iran war – the CEO will add details of these to the Risk Management Log.

i)	Committee considered and noted the content of the report.

11.3 Workforce Planning

The CEO presented the report to Committee. They told Committee that the purpose of the report is to update them on workforce planning actions designed to support service delivery and implementation of the 2025/28 Business Plan.

The CEO gave Committee an overview of the report content and advised they had nothing further to add to the report content.

i)	Committee considered and noted the content of the report.

11.4 Treasury Management Update

The FM told Committee that the purpose of the report is to update them on the progress implementing the recommendations agreed at the 28 January 2026 Management Committee meeting.

i)	Committee considered and noted the content of the report.

12. Governance

12.1 Committee Succession Planning

The CEO presented the report to Committee, advising that it provided information on Committee succession planning for discussion and consideration. The CEO gave Committee an overview of the report content.

i)	Committee considered the report and agreed it provided sufficient information for assurance and oversight purposes.

12.2 Committee Annual Review – Appraisal Meetings

The CEO presented the report to Committee. They gave Committee details of the report content and advised they had nothing further to add to the report.

The Committee requested details on the content of the Committee self-assessment questionnaire and how to access it online.

i)	Committee noted the important dates, agreed to meet necessary deadlines and participate in 1-2-1 Review meetings as planned.

12.3 Committee Training

The CSO presented the report to Committee. They told Committee that the purpose of the report is to provide Management Committee with a summary of training events that had taken place in 2025-2026 based on the recommendations that arise from their one-to-one meetings. The CSO advised Committee of the upcoming Equality & Diversity and IT declaration forms that they will receive via the online platform, CX Feedback.

Gabrielle McElhinney offered to provide a report at the next meeting on the SFHA Housing Management Conference she recently attended. Committee agreed that this should be added as an agenda item for the April 2026 meeting.

i)	Committee considered and agreed that there was sufficient progress made in meeting the expectations of Regulatory Standard 6 – Guidance 6.2, particularly in relation to ongoing training and development.
ii)	Committee noted the training undertaken by Management Committee members between 1 April 2025 and 17 March 2026, as summarised in the report.
iii)	Committee confirmed its support for further training in the priority areas of Tenant Safety and Asset Management and agreed to discuss the preferred format and timing of a future session.
iv)	Committee noted that Individual Learning Statements will be issued by SHARE following the appraisal process and will review and update their statements to reflect completed training and any additional development needs.

12.4 Annual Report on Disclosure of Interests

The CSO presented the report to Committee. They told Committee that the purpose of the report is to present the Association's annual assessment of compliance with Section 2 of the Entitlements, Payments and Benefits Policy: Managing Your Interests. They advised the report provides assurance that appropriate processes are in place to record, monitor and manage declared interests.

i)	Committee considered and agreed that the Association's performance in managing and recording interests is satisfactory.
ii)	Committee confirmed that the evidence presented provided adequate assurance of compliance with the Entitlements, Payments and Benefits Policy: Managing Your Interests.

12.5 Membership Register Report

The CSO advised the report provides an update on progress relating to Association Rule 7.2 (Applying for Membership) and Rule 11.1 (Ending Your Membership). They made Committee aware of the memberships that had ended and the reasons for them ending. They also asked for Committee approval of the application for membership from Kathleen Hogg.

i)	Committee considered and agreed that progress against Association rule 7.2, and 11.1, is satisfactory.
ii)	Committee confirmed their approval of the membership for Kathleen Hogg.

13. Policy Reviews:

13.1 Tenancy Sustainment Policy
13.2 Leasing Policy
13.3 Shared Ownership Policy

The HM presented the report to Committee and provided a summary of the changes to the policies. Assurance was given to Committee that CHA has up-to-date policies in place in these areas, which reflect relevant guidance and comply with legislative and regulatory requirements.

i)	Committee considered the Tenancy Sustainment Policy, Leasing Policy and Shared Ownership Policy and approved the final versions without amendment.
ii)	Committee agreed that the policies provide satisfactory assurance that CHA has up to date policies in these areas that reflect guidance and comply with legislative and regulatory requirements.

14. Confidential Staffing Report – Flexible Working Request

The HM presented the report to Committee and provided a summary of background to the flexible working request. Committee sought clarification on:

- The impact of the request on the other members of the Housing Management Team
- The impact this will have on hybrid working arrangements in the team.

The HM made Committee aware that the Housing Management Team were consulted on the request and had no objections to the request.

i)	Committee considered and agreed that the request is agreeable to the Association.
ii)	Committee approved the request by the [redacted] to decrease their working hours to 30 per week, effective from 8th June 2026

All staff left the meeting at 19:06.

15. Proposed Extra Public Holiday 2026-2027

Committee was asked to review the proposed EVH public holidays for the 2026/27 financial year and to determine whether the additional public holiday on Monday, 15 June 2026 should be approved.

i)	Committee considered the introduction of the extra public holiday on Monday 15th June 2026 and agreed this should be allowed.

The meeting ended at 19:08.

Post meeting note: the Chair messaged the CEO immediately following the meeting to advise on the Management Committee's approval of the extra public holiday reported under Item 15.