Management Committee Meeting Minute

TOLLCROSS housing association limited

Meeting summary:

Date	22 September 2025		Start time	6.00pm
Location	Hybrid (868 Tollcross Road + online via Teams)		End time	8.00pm

Present:

Chris Elliot (Chair) ✓	Geraldine Connolly ✓	~~Gail Jackson~~	~~Agnes Phillips~~
Drew McPhail (Vice Chair) ✓	~~Bill Dougan~~	Jackie Jeffs ✓	~~Eileen Watters~~
Esther Skimins (Secretary) ✓	Steve Fleming ✓	~~Alice Lyness~~	John McMorrow ✓
	~~Ellen Garscadden~~	Sharon May ✓	

Minimum quorum requirements met when 5 governing body members are present.

In attendance:	Clive Douglas, Chief Executive	Anne Wilson, Corporate Director
	Joe Wilson, Technical Director	Fiona Mills, Housing Director
Dianne Mathewson, Corporate Services Manager (minutes)		
Alex Cameron, Quinn Internal Audit (for agenda item 4)		

Agenda items:

Item 1	Welcome, Apologies & Declaration of Interest
1.1	Apologies: Bill Dougan, Ellen Garscadden, Gail Jackson, Alice Lyness, Agnes Phillips and Eileen Watters.
1.2	Declaration of Interest: None.

Item 2	Minute of Previous Meetings
2.1	Minute of the Management Committee Meeting held on 25 August 2025 i. Matters arising: None. ii. Corrections to the minute: None. iii. Approval of the Minute: Approved by general consent. iv. Decisions taken between meetings: None.
2.3	Sub Committee Minutes for Ratification i. Audit & Business Sub-committee (NONE) ii. Operations Sub-Committee (16 June 2025): Ratified by Management Committee.

Item 3	Action Schedule 2024/25

Ref	Info	Update
C01	New homeless lets KPI	Discussion took place in relation to the new build development and the commitment the Association wants to make to current tenants waiting for transfers. This commitment may impact on the current KPI figure for homeless lets. However, the Association has met the KPI figure for Q1 and is on track for Q2. Fiona confirmed that discussions have taken place with the Homeless Case Work Team, and they remain happy with the levels of homeless lets the Association continues to make. The Association is also engaged with the acquisition scheme with Glasgow City Council to help support the homelessness crisis.
C05	Sub-committee selections	Sub-committee selections confirmed and ratified by Management Committee.

Management Committee Meeting Minute

Item 4	Annual Assurance Statement	*For: Information, Discussion, & Decision*

Purpose: to present the findings of the annual assurance statement compliance assessment (draft report) carried out by Alex Cameron from Quinn Internal Audit and discuss the recommendations made. Alex presented the report and highlighted the following:

- The audit found the Association to be compliant in all regulatory requirements (as detailed on page 7 of the report).
- The audit identified recommendations. However, these are focused on best practice and 'gold standard'. The Association already goes above and beyond requirements.

Alex talked through the recommendations and discussions took place for the following:

- Recommendation 5 – wider discussion about the impact of Net Zero on financial planning and feedback to the SHR. Management Committee understood the financial implications Net Zero, concerns about and will continue to monitor the requirements. Recommendation to be reviewed.
- Recommendation 7 – discussion around benchmarking of ARC returns. Confirmed that benchmarking took in August (once the full ARC data is made available on the SHR website). Confirmed that benchmarking data also contained in the landlord performance report. Recommendation to be reviewed.

Outcome:	Management Committee noted report and recommendations. Management Committee approved Annual Assurance Statement (based on agreed changes) and confirmed no further approval is required.
Actions:	Draft report to be reviewed based on discussions. Annual Assurance Statement to be updated based on discussions, statement to be signed by Chair and submitted to SHR.

Item 5	Internal Audit Annual Report	*For: Information, ~~Discussion, & Decision~~*

Purpose: to update the Management Committee in relation to the Annual Report received from the internal auditor and confirm the Association received a rating of substantial assurance. Confirmed that any actions from internal audits are monitored by the Audit & Business Sub-committee.

MC Query – has the actions in relation to tenant safety and planned maintenance been completed.

Response – actions have been processed, and another audit has been carried out (this has not been included in the report as it covers the period 2024/25).

Outcome:	Management Committee noted the report.
Actions:	None.

Item 6	Management Committee Appraisals Proposed Management Response	*For: Information, Discussion, & Decision*

Purpose: to update the Management Committee with a proposed action plan, based on the feedback received at the appraisals.

Outcome:	Management Committee noted the report and approved the action plan.
Actions:	None.

Item 7	Data Protection	*For: Information, ~~Discussion~~, & ~~Decision~~*

Purpose: to provide an update on Data Protection and confirm there are no concerns to report.

Outcome:	Management Committee noted the report.
Actions:	None.

Item 8	Health & Safety	For: Information, ~~Discussion, & Decision~~

Purpose: to provide an update on health and safety and confirm there are no concerns to report.

MC Query – in appendix 1 – is the training specified for all employees.

Response – the training is based on role requirements.

Outcome:	Management Committee noted report.
Actions:	None.

Item 9	Management Committee Workplan Update	For: Information, ~~Discussion, & Decision~~

Purpose: to provide an update on policies pending review for the yearly workplan. Management Committee are asked to note the changes in workplan.

Outcome:	Management Committee noted the report.
Actions:	None.

Item 10	Risk Register Update	For: Information, Discussion~~, & Decision~~

Purpose: to update the Management Committee on the changes made to the Risk Register, based on the discussion held at the Management Committee meeting in August 2025.

MC Query – attendance at a training session indicated that more than 15 risks are unmanageable.

Response – the significant (strategic) risks remain at 6 and these are the ones that will be monitored by the Management Committee.

Outcome:	Management Committee noted the report and update.
Actions:	None.

Item 11	Development Update	For: Information, ~~Discussion, & Decision~~

Purpose: to provide an update on ongoing development projects.

Clive confirmed that a planning meeting will be taking place with Glasgow City Council in October 2025. Clive informed the Management Committee that GCC had communicated their intention to limit funding for future housing developments to 60%. Clive informed the Management Committee that this would end the Association's development programme, due to the significant financial impact. Clive confirmed that he would keep the Management Committee updated.

Outcome:	Management Committee noted the report and update.
Actions:	None.

Item 12	Correspondence

From	What	Outcome

Item 13	AOCB
13.1	Stonework Repairs – Report tabled (for information only) Purpose of the report was to provide an update on essential stonework repairs required for properties on Tollcross Road. Joe talked the Management Committee through the report and appendix (detailing the costs of the repairs). *MC Query – has there been incidents impacting on tenant safety (triggering the work).* *Response – the work was triggered through the annual routine inspections carried out by Maintenance Officers – it was noted that stonework needed further investigation, and this triggered the survey to be completed by our structural engineers.*

	MC Query – is there any insurance cover that would cover the cost. *Response – the work would be considered general wear and tear (not structural), and therefore not covered by insurance. However, this will be explored further and fed back to the Management Committee.* *MC Query – has the impact on the financial business planning been considered and has money been set aside for future works.* *Response – this will be considered as part of the asset management strategy and included in any financial planning.* *MC Query – what would happen if owners do not pay their contribution.* *Response – there are processes in place for this and as a last resort we could place a notice of potential liability on the property.* Outcome: Management Committee noted the report. Actions: None.
13.2	Membership & Management Committee Co-optee Approval is sought for Membership of the Association for Philippa Turner. If approved, further approval is sought for Philippa joining the Management Committee as a co-optee. Outcome: Management Committee approved Membership of Philippa Turner. Management Committee approved Philippa Turner joining the Management Committee as a co-optee. Actions: None.
13.3	Landlord Performance Report (tabled) Management Committee were asked to note the Landlord Performance Report, which now contains the Scottish National Average figures. Outcome: Management Committee noted the report. Actions: None.

Item 14	Date & Time of Next Management Committee Meeting

Date	27 October 2025
Location	Hybrid (868 Tollcross Road + online via Teams)
Start time	6.00pm (planned end time 8.00pm)

Item 18	Upcoming Training (5.00pm – 6.00pm)

Date	Topic
27.10.25	GDPR Refresher
24.11.25	Overview of Development
01.12.25	Notifiable Events & Whistleblowing