

Management Committee Meeting Minute

Meeting summary:

Date	1 December 2025	Start time	6.00pm
Location	Hybrid (868 Tollcross Road + Teams)	End time	8.00pm

Present:

Chris Elliot (Chair) ✓	Geraldine Connolly ✓	Gail Jackson ✓	Agnes Phillips
Drew McPhail (Vice Chair) ✓	Bill Dougan	Jackie Jeffs ✓	Philippa Turner
Esther Skimins (Secretary) ✓	Steve Fleming	Alice Lyness	Eileen Watters ✓
<i>Quorum met with 5 GBMs present.</i>	Ellen Garscadden	Sharon May	John McMorrow

In attendance:

Clive Douglas, Chief Executive	Anne Wilson, Corporate Director
Fiona Mills, Housing Director	Tom Hastings, Finance Director
Dianne Mathewson, Corporate Manager (minutes)	

Agenda items:

Item 1	Welcome, Apologies & Declaration of Interest		
1.1	Welcome: Chris reminded everyone to respond to meeting invites, to confirm if they will be in attendance or not.		
1.2	Apologies: Bill Dougan, Steve Fleming, Ellen Garscadden, Alice Lyness, Sharon May, Agnes Phillips, Philippa Turner, and John McMorrow. Agnes has requested a special leave of absence – this was approved.		
1.2	None.		
Item 2	Minute of Previous Meetings		
2.1	Minute of the Management Committee Meeting held on 27 October 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 (11 August 2025) – Ratified ii. Operations Sub-Committee (18 August 2025) – Ratified ii. Operations Sub-Committee (20 October 2025) – Ratified		
Item 3	Action Schedule		
Ref	Info	Update	
B11	Sheltered Housing De-regulation	Agreed to move update to March 2026	
C04	Net Zero Impact on Risk Register	Complete – Full register available upon request.	
C06	Risk Management Training	Complete – added to training place for 2026/27	
C07	Re-let report	Deadline agreed – January 2026	
C08	Homelessness report	Deadline agreed – January 2026	
C09	Pension deficit payment update	Deadline agreed – January 2026	
Item 4	KPI Quarter 2	For: Information, Discussion, & Decision	
<u>Purpose:</u> to provide the KPI performance (ARC indicators) for quarter 2. The Management Committee were asked to note the report.			
Outcome:	Management Committee noted the report.		
Actions:	None.		

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Item 5	Data Protection Update	<i>For: Information, Discussion, & Decision</i>
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Purpose: to provide an update for the year in relation to Data Protection matters.

The Management Committee were asked to note the report.

Outcome:	Management Committee noted the report. Management Committee indicated they are happy to see the strong position the Association is in, with regards to Data Protection matters.
Actions:	None.

Item 6	Health and Safety Update	<i>For: Information, Discussion, & Decision</i>
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Purpose: to provide an update for the year in relation to Health & Safety matters.

General discussion around 'unacceptable action' incidents occurred:

- Management Committee considered the number of incidents to be high and expressed concerns, specifically around staff support and training.
- Clive indicated that there remains to be under reporting in this area and staff have a high tolerance to these types of interactions.
- Clive indicated that there is an increase in these types of interactions and staff are told they should end the interaction. However, he believes staff continue to engage as they want to help.
- Anne confirmed that there is regular training with staff to help support them to manage difficult conversations.
- Anne confirmed that a recent review of the reporting process includes a de-brief with the staff members – to ensure that they receive support if needed.
- Anne confirmed that Management will continue to promote reporting.

The Management Committee were asked to note the report.

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

Item 7	Customer Engagement Update	<i>For: Information, Discussion, & Decision</i>
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Purpose: to provide an update for work carried out in relation to customer engagement (including the PIN and Events Focus Group).

The Management Committee were asked to note the report.

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

Item 8	Policy Update – Donations Policy	<i>For: Information, Discussion, & Decision</i>
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Purpose: to present the proposed revisions to the Donations Policy. The Management Committee were asked to consider the following changes for approval:

- Charities: Increase cap from £500 to £1000 for donations to charities, per year.
- Individuals: Increase cap from £200 to £500 for donations to individuals, per year.
- Community groups: Increase cap from £600 to £2000 for donations to community groups, per year. Increase 1 donation per year to 3 donations per year for community groups. However, no one donation will amount to more than £1,000, per year.

Outcome:	Management Committee approved the proposed changes and policy update.
Actions:	None.

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Item 9	Policy Update – Financial Regulations	<i>For: Information, Discussion, & Decision</i>
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Purpose: to present the proposed revisions to the Financial Regulations. Tom confirmed the following key changes:

- Removal of the tendering limits which will be included in the Procurement Policy.
- Ability for Housing Director and Finance Director to write off individual bad debts of up to £1,000 without Management Committee approval.
- Credit card for the Corporate Services Manager with a £2,000 limit.
- Updated financial authorisation limits.

The Management Committee were asked to consider the changes for approval.

Outcome:	Management Committee approved the proposed changes and policy update.
Actions:	None.

Item 10	Rent Consultation Proposal	<i>For: Information, Discussion, & Decision</i>
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Purpose: to present the proposed rent increase for 2026/27 and seek approval for consultation to begin with tenants. General discussion took place regarding the proposed 6% increase:

- Fiona confirmed that rents remain competitive, with 2 & 3 apartment properties being lower than most other housing associations in Glasgow.
- Clive confirmed that the Association is still playing catch up from lower increases and freezes (during covid).
- Clive confirmed the increase in material costs has started to impact on the cost of repairs, making repairs generally more expensive than in previous years.
- Clive confirmed that the Association needs to build in some funding for potential stock repairs, based on the stock survey to take place next year (similar to the stonework repairs).
- Clive confirmed that there has been a drop in satisfaction (reported in the most recent satisfaction survey), and if the Association is to address these areas funds needs to be available.
- Drew asked if a comparison could be included for the correspondence to tenants in relation to the cumulative impact of the previous rent freezes and the need for catch up (i.e. compared to the cost to living increases over the same timeframe).
- Gail asked if it could be made clear that the Association is not for profit.

The Management Committee were asked to approve the start of the consultation process.

Outcome:	Management Committee approved the consultation process on the proposed 6% increase.
Actions:	None.

Item 11	Correspondence
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From	What	Outcome
GWSF	November Update	Noted

Item 12	AOCB
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12.1	
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12.2	<p><u>Development</u></p> <p>Clive confirmed that Altyre Street development is on track and he will arrange a site visit in January (once the monoblock has been put down).</p> <p>Clive confirmed that consent has been received for tapping into the games village heating for the Belvider site. However, depending on when this can happen it may delay further work (due to upcoming commonwealth games).</p>
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Item 15 Date & Time of Next Management Committee Meeting

Date	26 January 2026
Location	Hybrid (868 Tollcross Road + online via Teams)
Start time	6.00pm (planned end time 8.00pm)

Item 16 Upcoming Training (5.00pm – 6.00pm)

Date	Topic
26.01.26	Health & Safety Update
23.02.26	Role and Impact of SHR
30.03.26	Chairing & Role of Office Bearers