

# Management Committee Meeting Minute

## Meeting summary:

Date	23 February 2026	Start time	6.00pm
Location	Hybrid (868 Tollcross Road + Teams)	End time	8.20pm

## Present:

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

## In attendance:

Clive Douglas, Chief Executive	Anne Wilson, Corporate Director
Fiona Mills, Housing Director	Tom Hastings, Finance Director
<del>Joe Wilson, Technical Director</del>	Dianne Mathewson, Corporate Manager (minutes)

## Agenda items:

Item 1	Welcome, Apologies & Declaration of Interest
1.1	Welcome: Chris welcomed everyone to the meeting.
1.2	Apologies: Drew McPhail, Alison Lyness, Agnes Phillips and Sharon May Special Leave of Absence: Bill Dougan and Ellen Garscadden.
1.2	Declaration of Interest: None.
Item 2	Minute of Previous Meetings
2.1	Minute of the Management Committee Meeting held on 26 January 2026. 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 Sub-Committee (17 November 2025): Ratified by Management Committee. ii. Operations Sub-Committee (24 November 2025): Ratified by Management Committee.

## Item 3 Action Schedule

Ref	Info	Update				
C10	Homeless Lets KPI	<p>Further to the report presented last month, the Management Committee were asked to consider lowering the homeless lets KPI (suggested 40% KPI for 2026/27). Discussion took place regarding homeless lets and revised KPI, the following points were made:</p> <ul style="list-style-type: none"> <li>– Management Committee want to reduce KPI (would like to reinforce commitment to current tenants and local community).</li> <li>– Management Committee feel the local authority expectation for homeless lets is unsustainable and removes the commitment to the community.</li> <li>– Management Committee feel the Association has supported the local authority for several years with homeless lets. However, the same commitment is not seen across the city.</li> </ul> <table border="1"> <tr> <td>Outcome:</td> <td>Revised 40% KPI approved by Management Committee.</td> </tr> <tr> <td>Actions:</td> <td>Update report to be presented on homeless lets within 6-months of new KPI.</td> </tr> </table>	Outcome:	Revised 40% KPI approved by Management Committee.	Actions:	Update report to be presented on homeless lets within 6-months of new KPI.
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C11	Proposed budget	<p>Further to the report presented last month, the Management Committee were asked to consider the proposed budget.</p> <table border="1"> <tr> <td>Outcome:</td> <td>Budget approved by Management Committee.</td> </tr> <tr> <td>Actions:</td> <td>None.</td> </tr> </table>	Outcome:	Budget approved by Management Committee.	Actions:	None.
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Actions:	None.					

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Item 4	ARC Key Performance Indicators (Q3 2025-26)	<i>For: Information, Discussion, &amp; Decision</i>
<p><b>Purpose:</b> to provide an update on the key performance indicators within the ARC, in-depth discussions in relation to performance monitoring has taken place at the relevant sub-committees.</p>		
Management Committee Query		Leadership Team Response
The percentage of tenancy offers refused has jumped up for quarter 3 – is there reasons for this.		The housing team are looking into this figure in more detail. An update will be taken back to the next Management Committee meeting.
Management Committee were asked to note the report.		
Outcome:	Management Committee noted the report.	
Actions:	Verbal update on percentage of tenancy offers refused to be taken to next Management Committee.	

Item 5	Former Tenant Write Offs 2025-26	<i>For: Information, Discussion, &amp; Decision</i>
<p><b>Purpose:</b> to request the Management Committee consider the proposed former tenant write offs for 2025/26, in line with the Former Tenant Arrears Policy.</p>		
Management Committee Query		Leadership Team Response
Is there a policy in place for write-backs (for accounts credited), to add the figure back into the accounts.		Discussions are taking place with the local authority in relation to potential historic housing benefit overpayments made. A process is now in place for overpayments moving forward. Further advise is being sought from the auditor in relation to how the Association can write-back the credits (for those untraceable accounts).
The write off figure is higher than last year. Is there a reason for the increase.		The new customer management system was introduced last year, meaning the teams had to span 2 systems when gathering information. It was decided to review the data thoroughly before confirming as a required write-off. Therefore, some of the write-off detailed were technically due for last financial year.
Management Committee were asked to consider the recommendation for approval.		
Outcome:	Management Committee approved the recommendation.	
Actions:	None.	

Item 6	Data Protection Update	<i>For: Information, Discussion, &amp; Decision</i>
<p><b>Purpose:</b> to provide an update on data protection matters for 2025/26. <i>No queries received from Management Committee.</i></p>		
Management Committee were asked to note the report.		
Outcome:	Management Committee noted the report.	
Actions:	None.	

Item 7	Health & Safety Update	<i>For: Information, Discussion, &amp; Decision</i>
<p><b>Purpose:</b> to provide an update on health and safety matters for 2025/26. <i>No queries received from Management Committee.</i></p>		
Management Committee were asked to note the report.		
Outcome:	Management Committee noted the report.	
Actions:	None.	

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Item 8	Management Committee & Sub-Committee Workplans & Submission Calendar 2026/27	<i>For: Information, Discussion, &amp; Decision</i>
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**Purpose:** to present a proposed workplan and calendar of required submissions for consideration.

*No queries received from Management Committee.*

Management Committee asked to:

- (a) Approve the dates proposed for the Management Committee meeting schedule.
- (b) Note the content of the Management Committee workplan.
- (c) Note the content of the returns and submissions calendar.

Outcome:	Management Committee approved the dates and noted the report & workplan.
Actions:	None.

Item 9	Policy Review	<i>For: Information, Discussion, &amp; Decision</i>
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**Purpose:** to present the revised Factoring and Factoring Debt Recover Policies. Tom talked through the key changes to the policies, as detailed within the report.

Management Committee Query	Leadership Team Response
Has there been any complaints received from owners in relation to the brick work being carried out.	There had been one complaint, but this was resolved with the customer. They were happy with the requirement that the work was needed to be completed for health and safety reasons.
When works are being carried out, is the figure quoted what the owners is expected to pay or does the Association add an administration fee.	There is no administration fee added to individual works carried out. The annual management fee is paid to cover the administration for works throughout the year.

The Management Committee were asked to consider the revised policies for approval.

Outcome:	Management Committee approved the revised polices.
Actions:	None.

Item 10	Eviction Report	<i>For: Information, Discussion, &amp; Decision</i>
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**Purpose:** to present a proposed eviction, as per appendix A.

Clive stated that moving forward eviction reports will go to the nearest committee, in terms of timeframe (either Operations Sub-Committee or Management Committee) for approval.

Management Committee Query	Leadership Team Response
Does the delegated authority need to be changed to reflect the level of approval.	No, the Standing Orders already has this arrangement in place.
Will there be training rolled out in terms of the new 'Ask and Act' duties.	Yes, there is a programme of training in place for the relevant teams.

Management Committee asked to consider the eviction for approval.

Outcome:	Management Committee approved the eviction.
Actions:	None.

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Item 11	Development Update (Verbal Update)	<i>For: Information, Discussion, &amp; Decision</i>	
Clive confirmed the following in relation to the current development programme:			
11.1 Altyre Street			
<ul style="list-style-type: none"> <li>- First handover will be 17 March 2026 (running until 16 April).</li> <li>- Official opening will be 17 April 2026.</li> <li>- 22 car charging points will be in place for tenants only (costing approximately £60-£70k). Funding was received for the charging points.</li> </ul>			
11.2 Belvidere			
<ul style="list-style-type: none"> <li>- Grant has been received for the enabling works – this will start on 2 April 2026 and will include joining the site to the heating at the games village.</li> <li>- Tender has been submitted.</li> <li>- The site would be for 84 units.</li> </ul>			
Outcome:	Management Committee noted the update.		
Actions:	None.		
Item 12	Correspondence		
From	What	Outcome	
GWSF	January 2026 Update	Noted by Management Committee	
Item 13	AOCB		
13.1	Policy Review – Equality & Human Rights – postponed until Summer 2026 Management Committee noted update.		
13.2	13.2 Policy Review - Governing Body Performance Review Policy - revised with minimal changes. Management Committee noted update.		
Item 14	Date & Time of Next Management Committee Meeting		
Date	30 March 2026		
Location	Hybrid (868 Tollcross Road + online via Teams)		
Start time	6.00pm (planned end time 8.00pm)		
Item 15	Upcoming Training (5.00pm – 6.00pm)		
Date	Topic		
30.03.26	Chairing & role of office bearers		