

Management Committee Meeting Minute

Meeting summary:	Date	30 March 2026	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
	Joe Wilson, Technical Director	Dianne Mathewson, Corporate Manager (minutes)

Agenda items:

Item 1	Welcome, Apologies & Declaration of Interest
1.1	Welcome: Chris welcomed everyone to the meeting. Steve confirmed he would need to leave the meeting early (7pm).
1.2	Apologies: Gail Jackson, Jackie Jeffs, Bill Dougan (SLA) and Ellen Garscadden (SLA).
1.2	Declaration of Interest: Item 6, Summer Public Holiday – Employees will be asked to leave the room for discussion and decision.

Item 2	Minute of Previous Meetings
2.1	Minute of the Management Committee Meeting held on <ul style="list-style-type: none"> i. Matters arising: None. ii. Corrections to the minute: None. iii. Approval of the Minute: Approved by general consent. iv. Decisions taken between meetings: <ul style="list-style-type: none"> ▪ Allocation of property to a close relative or member of family of a current employee or Committee Member (report tabled detailed the full allocation process and audit carried out). Chair and Vice Chair were contacted to seek permission of allocation. Management Committee were asked to ratify decision. Management Committee ratified the decision made.
2.3	Sub Committee Minutes for Ratification <ul style="list-style-type: none"> i. Audit & Business Sub-committee (NONE) ii. Operations Sub-Committee (9 February 2026) – Ratified by Management Committee.

Item 3	Action Schedule
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Ref	Info	Update
B11	Sheltered Housing De-regulation Update requested for the impact of deregulation of Sheltered Housing.	Consultation process underway with impacted employees (with removal of Housing Support role). Temporary contracts extended until June 2026. Proposed survey with impacted tenants to take place after the employee changes have taken place. <i>Revised deadline agreed (Q3 2026/27)</i>
C12	Tenancy Offers Refused Verbal update to be provided on why quarter 3 saw a jump in refusals. KPI 20% - Q1 24% Q2 36% Q3 44%	Housing team will continue to monitor increase.

Item 4	Customer Engagement Update	<i>For: Information, Discussion, & Decision</i>				
<p>Purpose: to provide an update on the work carried out in line with the Customer Engagement Strategy and Action Plan, including the work carried out by the tenant groups (Performance Improvement Network and Events Focus Group).</p> <p>It was highlighted that the Performance Improvement Network (PIN) have responded to the Management Committee’s question “what they would like from the Association”, points (a) to (e). It was also highlighted that the members of the PIN would like to be able to attend the Management Committee to share an update of the work being carried out by the Network.</p> <p>The Management Committee were asked to note the report and the work carried out by the PIN and Events Group.</p>						
<table border="1"> <tr> <td>Outcome:</td> <td>Management Committee agreed that PIN members can attend future meetings, where appropriate. Management Committee noted the report and work carried out.</td> </tr> <tr> <td>Actions:</td> <td>None.</td> </tr> </table>			Outcome:	Management Committee agreed that PIN members can attend future meetings, where appropriate. Management Committee noted the report and work carried out.	Actions:	None.
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Actions:	None.					
Item 5	MC Appraisals Preparation	<i>For: Information, Discussion, & Decision</i>				
<p>Purpose: to provide the Management Committee an opportunity to review the appraisal forms, in line with discussions that took place at the last round of appraisals.</p> <p>The Management Committee were asked to note the report and provide feedback in relation to the appraisal forms.</p>						
<table border="1"> <tr> <td>Outcome:</td> <td>Management Committee noted the report.</td> </tr> <tr> <td>Actions:</td> <td>Management Committee members to provide feedback to the Corporate Director regarding the forms by 2 April 2026.</td> </tr> </table>			Outcome:	Management Committee noted the report.	Actions:	Management Committee members to provide feedback to the Corporate Director regarding the forms by 2 April 2026.
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Item 6	Summer Public Holiday	<i>For: Information, Discussion, & Decision</i>				
<p>Purpose: to request that Management Committee consider whether the Association should honour the public holiday (for the World Cup) on 15 June 2026. The report has not provided a recommendation due to the impact on employees but has detailed some key points to consider.</p>						
<table border="1"> <thead> <tr> <th>Management Committee Query</th> <th>Leadership Team Response</th> </tr> </thead> <tbody> <tr> <td>Would there be an additional cost, above the standard staff salaries for this day.</td> <td>There would be a cost for out-of-hours cover, no more than approximately £1k.</td> </tr> </tbody> </table>			Management Committee Query	Leadership Team Response	Would there be an additional cost, above the standard staff salaries for this day.	There would be a cost for out-of-hours cover, no more than approximately £1k.
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Would there be an additional cost, above the standard staff salaries for this day.	There would be a cost for out-of-hours cover, no more than approximately £1k.					
<p>The employees were asked to leave the meeting to allow for the Management Committee to consider the report.</p> <p><i>In the absence of the note taker, the Chair took a summary note and referred this to the note taker:</i></p> <ul style="list-style-type: none"> ▪ A discussion took place regarding the contents of the report. ▪ The Management Committee noted the potential impact of the office closure. ▪ The Management Committee agreed to honouring the one-off public holiday (15 June 2026). <p>The employees were asked to rejoin the meeting for confirmation of the decision.</p> <p>The Management Committee confirmed the outcome of their discussion to agree the public holiday.</p>						
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Actions:	None.					

Management Committee Meeting Minute

Item 7	Policy Review: Managing Attendance	<i>For: Information, Discussion, & Decision</i>
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Purpose: to present the revised Managing Attendance Policy for consideration and ratification.

Management Committee Query	Leadership Team Response
In relation to the life-limiting illness section, has advice been sought from the pension provider.	The steer in relation to pension provision for these circumstances would come from the employee, and the Association would be supportive to what was best for them. This would be in line with the different requirements for the various pensions.
With regards to ill-health retirement, what would be the impact on the Association.	For the Strathclyde pension (only for TUPE employees / now closed), the pension shortfall would be payable by the Employer. However, the Association insurance for these circumstances. There would be no short-fall payable for the SHAPS schemes.

The Management Committee were asked to note the report and ratify the policy.

Outcome:	Management Committee noted the report and ratified the policy.
Actions:	None.

Item 8	Insurance Tender	<i>For: Information, Discussion, & Decision</i>
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Purpose: to provide an update on the insurance tender process and consider the recommended insurer for appointment.

Management Committee Query	Leadership Team Response
In relation to the cyber cover, is the Association receiving the right level of cover and is there any advice sought in relation to what is included.	There have been discussions with the Cyber and Fraud Centre, who have made recommendations in relation to insurance cover.
With cyber security becoming more important and a strategic risk, is there further work that can be done with the Management Committee.	Training options will be explored and built into the Management Committee training plan 2026/27.

The Management Committee were asked to note the report and the contents of the tender report (appendix 1) and ratify the recommended appointment.

Outcome:	Management Committee noted the report and appendix. Management Committee ratified the recommended insurer appointment.
Actions:	Cyber security training to be added into the 2026/27 training plan for Management Committee.

Item 9	Development Update	<i>For: Information, Discussion, & Decision</i>
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Purpose: to provide an update to the Management Committee in relation to the Association's development projects and open market acquisitions.

The Management Committee were asked to note the report.

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

Item 10	Eviction Report (tabled)	<i>For: Information, Discussion, & Decision</i>
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Purpose: to ask the Management Committee to consider the report and eviction.

Fiona talked through the key points of the case, as detailed in appendix A.

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

Management Committee Meeting Minute

Item 11 Correspondence		
From	What	Outcome
GWSF	March 2026 Update	Noted by Management Committee
Item 12 AOCB		
12.1	<p><u>Housing Benefit Overpayment</u></p> <p>Clive confirmed that an agreement has been reached with Glasgow City Council in relation to historic Housing Benefit overpayments (from 2014). The Association has agreed to repay £70k. Moving forward, a new process has been put in place to ensure accurate recording and action of overpayments.</p>	
12.2	<p><u>Strategy and Development Funding Plan</u></p> <p>The Strategy and Development Funding Plan normally presented to Management Committee in April before submission. However, due to a date change this will now be submitted before being presented to Management Committee. The plan will not change significantly from last year and will be taken to Management Committee for information in April 2026.</p>	
Item 13 Date & Time of Next Management Committee Meeting		
Date	Monday 27 April 2026	
Location	Hybrid (868 Tollcross Road + online via Teams)	
Start time	6.00pm (planned end time 8.00pm)	
Item 14 Upcoming Training (5.00pm – 6.00pm)		
Date	Topic	
27.04.26	Good Governance – Anne Wilson, Corporate Director	
18.05.26	Financial Risk – Tom Hastings, Finance Director	