

## CLYDESDALE HOUSING ASSOCIATION LIMITED

Minute of the Management Committee meeting held via Video Conferencing on Wednesday the 29<sup>th</sup> of January 2025 at 18:30.

Agne Zasinaite, Secretary  
Brian McNally  
Deborah Hay  
Gabrielle McElhinney  
Gillian Anderson  
Hazel Galbraith  
Jacqueline McCutcheon  
John Lockhart Treasurer  
Jonathan Main  
Lesley McDonald  
Maggie Botham, Chairperson  
Ruth McElhinney

A quorum was achieved.

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

The Chairperson welcomed everyone to the meeting.

The Chairperson advised Committee that due to health reasons they would be resigning from Committee on Friday the 31<sup>st</sup> of January 2025.

### **1. Apologies**

Apologies were received from Ken Greenshields and Ross Gowland.

### **2. Conflicts of Interest**

No conflicts of interests were noted.

### **3. Approval of Previous Meeting Minutes**

The minute of the Committee meeting held on the 11<sup>th</sup> of December 2024 was checked for accuracy and was approved by the Management Committee.

As per section 62 of the Association's rules, the Chairperson authorised the CSO to insert their electronic signature as conclusive evidence that the minute of the meeting held on the 11<sup>th</sup> of December 2024 are a true record of the proceedings at that meeting.

**Matters Arising.**

There were no matters arising.

**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 advised they had no further updates to report. Committee discussed:

- Page 2, Social Housing Heat Fund remaining funds – The DCE gave Committee details of the funds remaining and what action they are taking to distribute the funds to tenants.
- Page 5, Employee Life Assurance Premiums - The FM advised that they are still working with EVH on this matter and will be reporting to Committee on the outcome at a future meeting.

i) Committee considered the Actions from Previous Meetings Report and agreed progress is satisfactory.
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**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 advised they had no further updates to report.

i) Committee considered the report and agreed that the actions of the Association have been satisfactory in relation to Notifiable Events
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**6. Health & Safety**

The CEO told Committee that the purpose of this item was to provide a verbal update on Health and Safety issues affecting the Association's duty of care to ensure a safe working environment under the Health and Safety at Work Act 1974. They advised there no updates to report.

i) Committee considered the Health & Safety verbal report and agreed progress is satisfactory.
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**7. Housing Quality & Maintenance Scorecard**

The DCE presented the report to Committee. They provided Committee with a summary of the Housing Quality & Maintenance Scorecard. They advised the comments section of the scorecard gave information on targets that had not been met. Committee discussed:

- Reactive maintenance spending compared to budget.

i) Committee considered the report and agreed progress was satisfactory.
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## 8. Planned & Cyclical Maintenance progress.

The DCE presented the report to Committee. The DCE advised Committee that the purpose of the report is to provide an update on the Association's Planned & Cyclical Maintenance Contract Schedule for the period the 1<sup>st</sup> of October to the 31<sup>st</sup> of December 2024. They advised the comments section of the report gave details of progress made. Committee discussed:

- Air Source Heat Pump Servicing.

i) Committee noted the content of the report and concluded that performance had been satisfactory.
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## 9. Tenant and Resident Safety Report

The DCE presented the report to Committee. They advised the purpose of the report is to give Management Committee oversight of the Association's obligations in terms of its statutory and legal obligations surrounding tenant safety.

The DCE gave Committee details of the report content and gave details on the report updates that were highlighted in red. Committee discussed:

- KPI Scorecard, Asbestos. After discussion the DCE and TSO agreed to update the report with a risk marker for the asbestos found in Association properties.

i) Committee agreed that the Association is meeting its obligations in terms of its statutory and legal obligations surrounding tenant safety in terms of the Assurance Statement
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## 10. Legionella Policy Review

The DCE presented the report to Committee. They told Committee that the report provided them with information on changes to the Legionella Policy. The DCE thanked the TSO for the work they carried out in reviewing the policy and ensuring tenant safety in this area. Committee discussed:

- Stored cold water tanks
- The content of the legionella register
- Educating tenants on legionella safety

i) Committee agreed that the content of the report and the proposed policy changes provided satisfactory information for governing body oversight purposes on Legionella management.
ii) Committee considered the changes presented in the report and the revised policy and approved the Legionella Policy without amendment.

## 11. Finance

### 11.1 Quarterly Management Accounts - 30 Sep 2024

The FM presented the report to Committee. They told Committee that the report summarises the Management Accounts for the period ended 30<sup>th</sup> of September 2024.

They advised that they had nothing further to add to the content of the report. Committee discussed:

- Page 2, item 1.4, Cyclical Maintenance Expenditure, painting contract underspend

- Painting contract procurement
- Page 2, item 1.7, IT repairs and maintenance overspend

i) Committee approved the Management Accounts for the period to the 30<sup>th</sup> of September 2024.

### 11.2 Treasury Management Quarterly Report

The FM presented the report to Committee. They advised that the purpose of the report is to provide Committee with details of the treasury management activities in the quarter and provides an update on the Association's borrowings and investments at the end of the quarter.

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

### 12. Quarterly Complaints Summary Report (Quarter 3)

The HM presented the report to Committee. They advised the purpose of the report is to provide them with an overview of the service delivery complaints and compliments received between 1st October 2024 and 31st December 2024. Committee discussed:

- Anti-Social behaviour complaints – it was noted that anti-social behaviour complaints are tenant led complaints not a service delivery complaint.
- The Association staff involved in the complaints process and how they handle complaints.
- How the Association deals with Independent external reviews (SPSO or other).

Committee thanked all staff for their commitment to the Associations complaints process by communicating effectively with tenants, working in an open and honest and fair manner and carrying out their duties competently and responsibly.

i) Committee considered the breakdown of the service delivery complaints for the reporting period the 1<sup>st</sup> of October to the 31<sup>st</sup> of December 2024.

Gillian Anderson left the meeting at 19:10.

### 13. Management Committee Recruitment Update

The CEO presented the report to Committee. They told Committee that the purpose of the report is to give an update on the Committee vacancies.

They gave Committee an overview of the report content, conversations they have had with a potential candidate and the number of application packs issued and received. Committee discussed:

- Ways in which the Association could help the recruitment process including, sharing the recruitment advertisement with colleagues and friends who are interested in the work of the Association, holding open Committee meetings, further advertising in Tenant newsletters and on the Association's Social media page.

i) Committee considered the content of the report and agreed that progress on Committee Member recruitment has been satisfactory.

#### 14. Windows and Doors Tender

The DCE presented the report to Committee. They advised that the purpose of the report is to provide the Management Committee with the necessary information regarding the forthcoming window and door contract for financial year 2025/2026. Committee discussed:

- F3 Building Surveyors report, page 2, item 2.3 - The tender was examined in accordance with the NBS Guide to Tendering for Construction Projects.

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| <ul style="list-style-type: none"><li>i) Committee agreed there was sufficient information presented to consider the contract costs.</li><li>ii) Committee approved the costs for the window and door replacement contract with [REDACTED] with a start date in financial year 2025/2026.</li></ul> |
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#### 15. Customer Experience Case – verbal report

Committee agreed to postpone this agenda item, the HM will present the verbal report at a future meeting.

#### 16. AOCB

- a) The resignation of the Chairperson.

The Chairperson expressed their appreciation for the experiences they have shared with Association staff and fellow Management Committee members.

They said it was their privilege to work alongside talented and dedicated professionals and that the memories they have created and the challenges they have overcome together will stay with them. They told Committee that they hope, once they overcome their health issue, to return and be part of the team.

The CEO said they were saddened with the news of the Chairperson's resignation. They thanked them for being a great support and a critical friend. They said they would miss their sense of humour, kindness and devotion to the Association's staff, fellow Management Committee members and tenants.

The CEO told the Chairperson that they hoped to work alongside them again, when they overcome their health issue.

Staff and fellow Committee members echoed the CEO's words and sentiments.

**The Chairperson thanked everyone for attending.**

**The meeting ended at 19:30.**