

HILLHEAD HOUSING ASSOCIATION 2000

Minutes of the Management Committee Meeting held on Wednesday 6 August 2025 at 5.30 p.m.

Present: J Jamieson (Chairperson)
K McIntyre (from Agenda Item 5(ii))
S Niven
C Taylor
R Smith
P O'Connell
Provost G Renwick (remote) (until end of Item 9(ii))
Cllr P Marshall (remote)

In Attendance: C McKiernan, Director
S Tait, Depute Director/Head of Assets
P McCann, Head of Housing Services
M White, Head of Corporate Services
K Tait, Finance & Corporate Services Assistant
P Long, FMD
A Fraser, C~urb
J Singh Arora, CT

1. APOLOGIES

Apologies were received from A Coll, H Bremner, M Docherty, M McIntyre & G Jackson.

2. DECLARATIONS OF INTEREST / DEFFERED ITEMS

There were no declarations of interest.

3. MINUTES AND MATTERS ARISING

Management Committee Meeting 04/06/25

The minutes were proposed by J Jamieson & seconded by C Taylor.

Matters Arising

There were no matters arising.

Wider Role & Regeneration Sub-Committee Meeting 12/06/2025

The minutes were proposed by K McIntyre & seconded by J Jamieson.

Matters Arising

There were no matters arising.

Action List

Committee noted the contents of the Action List from 4 June 2025.

4. DEVELOPMENT REPORT – FAULDHEAD ROAD

A Fraser from C~urb was in attendance at the meeting to provide an update on the new development at Fauldhead Road. Committee noted that there were no changes to any of the finances or cost of the contract.

Blocks 1 and 2 have been completed and handover took place on Tuesday 29 July. Block 3 handover has been confirmed for Thursday 21 August having been delayed due to issues with a water pipe. Unfortunately, there has been a delay to blocks 4 & 5 and the Association is expecting to receive an extension of time request from McTaggart. McTaggart will be required to cite reasons for this delay. The Association will not incur any additional costs for this delay.

Work is still ongoing to reach an agreement with CALA to erect a boundary around the suds pond which has been a concern. CALA are currently working on a footpath and will not be able to do any works to the suds pond until this is complete. The Association has been advised that some amendments will need to be made to the heights of fences in the gardens which will cost the Association around £1000. An update on the Community benefits will be included at the next Management Committee meeting.

5. FINANCE REPORTS

(i) Annual Accounts to 31 March 2025

P Long presented Committee with the annual accounts for the year to 31 March 2025. P Long talked Committee through the main financial statements within the annual accounts; Statement of Comprehensive Income, Statement of Financial Position & Statement of Cash Flows.

K McIntyre joined the meeting.

(ii) Audit Summary Report (Management Letter)

Jasneet Singh Arora from CT Accountants was in attendance to confirm the annual accounts to March 2025 and to present an Audit Summary Report for the Committee.

J Singh Arora drew Committee's attention to pages 9 & 10 of the Annual Accounts. He confirmed that no breaches had been identified based on the samples checked and advised he was satisfied with the Association's financial controls.

J Singh Arora then talked Committee through the Audit Summary Report. He confirmed that the accounts comply with all latest guidance. In terms of the

accounting adjustment for pensions, the auditors are happy with the way that this is presented in the accounts.

J Singh Arora confirmed that CT Accountants could offer an unqualified audit opinion.

J Singh Arora asked the Chair if he or the Committee were aware of any suspected fraud during the year and up to tonight, the Chair confirmed that he was not. J Singh Arora further asked Committee to confirm that they were satisfied with their oversight of internal financial procedures, this was confirmed.

Committee noted the contents of the Audit Summary Report and welcomed the fact that there were no follow up actions required. Committee approved the annual accounts up to 31 March 2025.

(iii) Management Letter Response

P Long referred Committee to the draft Management Letter Response, and this was approved by Committee.

(iv) Letter of Representation

P Long advised that this letter is also required to be returned to the auditors on behalf of the Committee and this was approved.

(v) RSL Technical Update Document

J Singh Arora advised that this document had been provided for Committee's information and to provide wider context.

(vi) Surplus Reconciliation to 31 March 2025

P Long advised that the previously reported surplus for the Management Accounts to 31 March 2025 was £556,966. However, due to post year end reconciliations, the year-end surplus has now been adjusted and is reported as £615,995 as per the statement included in the papers.

(vii) Finance Report – Management Accounts to 30 June 2025

P Long referred Committee to the Management Accounts to 30 June 2025 and advised these represented the first quarter of the year.

Statement of Comprehensive Income for the period to 30 June 2025

P Long took Committee through the Statement of Comprehensive Income, highlighting variances with the budget and the reasons for them. C Taylor asked a question about tax on interest received by the Association.

Statement of Financial Position

P Long then talked Committee through the Statement of Financial Position and the detail behind the figures, as well as running through the Cashflow Statement and Management Expenses.

Committee noted that there would be additional fencing expenditure as a result of damage caused by Storm Eowyn in January. S Tait noted that some of this may be covered by insurance and that a loss adjuster had been on site this week.

Covenants

P Long referred to the covenant analysis as at 30 June 2025 and confirmed that the Association is able to comply with all the financial covenants with the Royal Bank of Scotland.

Committee approved the Management Accounts to June 2025.

6. DIRECTOR'S AND NOTIFIABLE EVENTS REPORT

Director's Report

C McKiernan presented the Director's Report to Committee.

1.1 Scottish Housing Regulator (SHR)

Notifiable Events

C McKiernan advised that the Association submitted a notifiable event to the Scottish Housing Regulator on 2 July 2025. The notifiable event was due to a tenancy missing the anniversary date for its annual gas safety record. The service was due to take place on Friday 27 June and was not completed until Monday 30 June 2025.

C McKiernan explained the background to the case and the steps taken subsequently. The SHR closed the NE on 7 July 2025 and advised that they were satisfied with the information provided.

1.2 Governance

Committee Membership

C McKiernan provided Committee with an update on the EDC appointees. While there has been no formal notification from the Council, we understand that they wish to continue with 2 appointees and that these are now Councillor Pamela Marshall and Provost Gillian Renwick, who are both in attendance tonight.

Committee Training

Committee were reminded that the SHARE E-Learning portal is available for them to take part in training courses. Committee were also reminded that there is an outstanding Health and Safety course that needs to be completed in order to comply with recommendations from the recent Health and Safety Audit. C

McKiernan asked whether Committee would prefer an arranged session or to complete the training online individually, members opted for the latter. M White advised that Kieran would reissue the link to that particular course to all members. Committee members should contact the office if there were any problems accessing the portal or undertaking the courses.

Committee Appraisals

C McKiernan advised that O Gaffney from Share will be in attendance at the September meeting to provide her final report with regards to the recent Committee appraisals.

Assurance

At the Audit Sub Committee meeting on 30 July 2025, a full review of our evidence matrix for Standards 2 & 3 of the Regulatory Framework was conducted. S Niven confirmed that members were happy that we had substantial evidence of assurance and indeed were able to suggest additional existing actions and documents to be recorded in the evidence matrix.

2.0 Health & Safety

C McKiernan provided an update on actions currently being taken to support Health & Safety requirements and good practice.

3.0 Cyber Security

The Association successfully retained its Cyber Essential Accreditation in June and is now working on its Cyber Essential Plus Accreditation with the hope that this is achieved by September.

4.0 Strategic Planning

C McKiernan referred Committee to the strategic planning day for Committee and Management Team members on 29 August. Committee noted this would take place in the Association's office and would be facilitated by Alison Smith from Allan Park Consultants. C McKiernan asked that Committee confirm their attendance with M White.

Committee were advised that a tenants' session has been arranged for Monday 11 August to feed into the planning process.

5.0 Gala Day

C McKiernan advised Committee that the Association's 21st Anniversary Gala day had been a huge success. The Gala day was very well attended by the local community with great support shown by partner agencies and charities. The day raised over £600 for the Beatson cancer charity. C McKiernan gave thanks to staff and volunteers for all their work in preparing the event on the day. She highlighted that, although it would be good to do this type of event on a more regular basis, it did involve a lot of work for the organisation. It was agreed that staff would look to arrange a similar Gala day in 2029 for the Association's 25th Anniversary.

K McIntyre advised that she felt that the event had been really positive in terms of tenant and community engagement. The Management Committee wished to formally record their thanks and congratulations to staff on such a successful event.

6.0 Insurance

C McKiernan advised that the Association's Insurance Policies were renewed at on 28 June 2025. The total cost for the year is £182,547.09 including insurance premium tax, VAT and fees. This compares to the 2024 total of £170,308.02 but now includes a more accurate assessment of reinstatement costs for individual properties.

7. Membership Report

M White advised that 15 shareholder applications were submitted at the Gala Day. All applications were approved by Management Committee.

8. AGM Report

M White advised that this year's AGM would take place on Wednesday 17 September at 5.30pm in Hillhead Community Centre. The Association currently has 69 members and requires 7 in total to attend for the meeting to be quorate.

M White advised that the longest serving Committee members since their last election were required to stand down but could seek re-election without nomination. It was noted that these members would be M Docherty, R Smith and C Taylor.

Committee noted that in accordance with the Rules, confirmation that Rules 62 to 67 have been followed would be given in writing at the last Committee Meeting before the AGM.

Pedro Cameron from TIS (Tenants Information Service) has been confirmed as the guest speaker for the AGM and will give an overview of the services TIS provide and information on the Tenant Scrutiny Exercise which we have commissioned.

Following discussion Committee noted the contents of the AGM report and approved the draft agenda.

9. POLICIES

9.1 ICT Security Policy

Committee noted that it had previously been agreed that this policy would be reviewed annually. C McKiernan referred to the proposed amendments at various sections of the policy. Committee approved the ICT Security Policy.

9.2 Allocations Policy

P McCann presented the revised Allocations Policy, the contents of which were noted. Following some discussion, Committee approved the Allocations policy.

Provost G Renwick left the meeting at this point.

9.3 Fraud Policy

C McKiernan presented the Fraud Policy to Committee advising this had been thoroughly reviewed and updated. Committee approved the revised policy as well as renaming it as Anti-Fraud & Bribery Policy.

9.4 Committee Training Policy

M White presented the Committee Training Policy, highlighting that the only amendment was reference to the SHARE E-learning Portal, as well as the inclusion of the clause in the Committee Code of Conduct relating to training. Committee approved the Committee Training Policy.

9.5 Vehicle and Vehicle Safety Policy

Committee were advised that the Association's Company Vehicle Policy had been due for review in April. M White advised that following recommendations from the most recent health and safety audit and updates to the health and safety manual, the Policy had now been updated to include both driving and cycling on Association business. Committee approved the revised Policy as well as the renaming to Vehicle and Vehicle Safety Policy.

Complaints Handling procedure EQIA

M White highlighted that the Complaints Handling Procedure was last reviewed in 2022, however any further reviews are conducted by the Scottish Public Services Ombudsman. She referred to the Equality Impact Assessment which had been undertaken in line with the Association's Equalities Action Plan. This was subsequently approved.

10. PERFORMANCE REPORTS

10.1 Q1 Performance Report

Property Services

The Association completed 98.41% of emergency repairs on time and 96.85% of non-emergency repairs on time in Quarter 1. The average time it took to complete emergency repairs was 1.26 hours and 2.86 days for non-emergency repairs.

S Tait advised that the Association has received £50,000 for an adaptation grant for 2025/26 with 10 referrals having been received. A total of £44,877 is remaining.

The Association received 22 completed repairs satisfaction surveys in Q1 with 20 of the 22 saying they were satisfied and 2 saying they were neither satisfied nor dissatisfied. S Tait noted that any expressions of dissatisfaction of this nature were followed up with individual tenants.

Housing Management

P McCann advised Committee that a total of 8 properties were let in Q1.

The average re-let time for the quarter is 46.63 days. The average days to re-let figure continues to increase. This is due to many properties continuing to require significant void works.

In Q1 the refusal rate was 11.1% which equals a total of 1 refusal from 9 offers.

Current tenant arrears at the end of Q1 were 2% (£94,189.55) this is up from 1.95% (£104,277.13) in Q4 of 2023-24. Former tenant arrears at the end of June 2025 were 0.64%.

In Q1 a total of 14 anti-social behaviour complaints were received with 93% of these complaints being resolved in the correct timeframes. The 1 complaint not resolved was due to timing, having been received near the end of June and is now resolved.

A total of £194,258.78 has been generated for Hillhead tenants by the Welfare Rights team in Q1.

Finance and Corporate Services

M White advised that there 6 complaints had been received in Q1 with all complaints being responded to within the required timescales.

Committee noted that 1 Freedom of Information request had been received in Q1. It was responded to in full, however, the response was outwith the required timescales. This was declared to the Association's Data Protection Officer and on her advice no report was made to the Information Commissioner.

There were no subject access requests or data breaches within the quarter.

10.2 Tenant & Resident Safety Report

S Tait presented Committee with the Tenant and Resident Safety Compliance and Performance report.

Committee noted the contents of this report.

11. KITCHEN REPLACEMENT CONTRACT

S Tait presented Committee with a report detailing the schedule of the kitchen replacement contract. S Tait advised that there are 133 kitchens due to be replaced, as well as 45 units which were deferred from last year's programme. This means there will be a total of 178 kitchens due to be replaced in 2025/26.



[REDACTED]

[REDACTED] Committee approved the appointment

to deliver the defined kitchen replacement contract.

12. A.O.C.B.

J Jamieson advised Committee that Robert Smith has been recognised in the King's Honours List. It was noted that Robert would receive The B.E.M Medal for his services to charity in the local area. Committee and staff congratulated him on this achievement.

C Taylor reminded members that EVH are holding a Health & Safety Conference on 29 October 2025 in Glasgow. If anyone wishes to attend, please contact the office and we will make the booking.

13. Date of next meeting

Wednesday 3 September 2025 at 5.30 p.m.

Minutes prepared by K Tait, Finance & Corporate Services Assistant
Chairperson's Signature:

Date: 13/08/2025

Copies of the above reports are available on request.