

Management Committee Meeting Minute

Meeting summary:

Date	25 August 2025
Location	Hybrid (868 Tollcross Road + online via Teams)

Start time	6.00pm
End time	8.00pm

Present:

Chris Elliot (Chair) ✓	Geraldine Connolly ✓	Gail Jackson	Agnes Phillips ✓
Drew McPhail (Vice Chair) ✓	Bill Dougan ✓	Jackie Jeffs	Eileen Watters ✓
Esther Skimins (Secretary) ✓	Steve Fleming ✓	Alice Lyness ✓	John McMorrow ✓
	Ellen Garscadden ✓	Sharon May ✓	

Minimum quorum requirements met when 5 governing body members are present.

In attendance:	Clive Douglas, Chief Executive	Anne Wilson, Corporate Director
Fiona Mills, Housing Director	Joe Wilson, Technical Director	Tom Hastings, Finance Director
Dianne Mathewson, Corporate Services Manager (minutes)		
Philip Morrice from Alexander Sloan (for agenda item 4 & 5)		
Stuart Eglinton from SE Training (for agenda item 7)		

Agenda items:

Item 1	Welcome, Apologies & Declaration of Interest
1.1	Apologies: Gail Jackson and Jackie Jeffs.
1.2	Declaration of Interest: None.

Item 2	Minute of Previous Meetings
2.1	Minute of the Management Committee Meeting held on 30 June 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 (12 May 2025): Ratified by Management Committee. ii. Operations Sub-Committee (22 April 2025): Ratified by Management Committee.

Item 3	Action Schedule 2024/25
--------	-------------------------

Ref	Info	Update
No actions pending in the schedule to be discussed at this meeting.		

Item 4	Financial Audit Report	<i>For: Information, Discussion, & Decision</i>
--------	------------------------	---

Philip Morrice from Alexander Sloan presented the Statutory Report and Financial Statements, highlighting the following:

- There has been no real change in statutory reporting requirements. Therefore, the report will look familiar to the Management Committee.
- There have been no adjustments to the accounts (from Tom's submission to the Management Committee).
- The statutory report is an external report and has items that need to be included.
- The report provides a statement Management Committee responsibilities, including responsibilities in relation to financial controls and disclosure of information to the auditor.
- The report details that the Management Committee believe the Association remains a going concern based on the resources available.

Management Committee Meeting Minute

- The auditors report details that they believe that the accounts show a true and fair view of the Association and there are no concerns that they require to report to the Membership at the AGM (in September 2025).

MC Query: In relation to the creditors figures, the 'amounts failing due within one year' jumped £5m from the previous year.

Response: This jump related to the loan payable in that year, where monies were drawn down from the new loan provider and the previous loan was paid off. This figure will be in the 'amounts falling due more than one year' in the following year's accounts.

Philip Morrice presented the Audit Summary Report and talked through the key risks identified. It was highlighted that there are no concerns that need to be brought to the attention of the Membership.

Outcome:	Management Committee noted the Summary Audit Report and approved the Statutory Report & Financial Statements.
Actions:	Financial Accounts to be signed by office bearers and submitted to the SHR. Letter of representation for Auditor to be signed by Chair & Vice Chair.

Item 5	Financial Statement Return	<i>For: Information, Discussion, & Decision</i>
--------	----------------------------	---

Purpose: to provide the figures to be submitted to the Scottish Housing Regulator. Tom highlighted the comments made (in relation to figures that fell out with the SHR band of variance).

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

Item 6	Secretary Report	<i>For: Information, Discussion, & Decision</i>
--------	------------------	---

Purpose: to provide an update in relation to rule 68 of the Association's rules.

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

Item 7	Governing Body Performance Reviews	<i>For: Information, Discussion, & Decision</i>
--------	------------------------------------	---

Stuart Eglinton presented the summary appraisal report.

Outcome:	Management Committee noted the report.
Actions:	Action plan to be presented at September Management Committee meeting with proposed management response to recommendations. Audit Sub-Committee to monitor progress.

Item 8	Review of Operational Objectives (2025-2028)	<i>For: Information, Discussion, & Decision</i>
--------	--	---

Purpose: to present the proposed operational objectives, based on feedback from the joint staff and committee strategy day, and ask Management Committee to consider the proposed operational objectives for approval.

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

Item 9	ARC KPIs Q1	<i>For: Information, Discussion, & Decision</i>
--------	-------------	---

Purpose: to provide a summary of quarter 1 KPIs for noting. The in-depth reports have been discussed at the relevant sub-committee.

Fiona highlighted that the average time to let homes has reduced but they are still working on reducing this figure further. The impact of higher-than-average terminations due to deaths have had a knock-on impact on this figure.

Management Committee Meeting Minute

MC Query: does the Association benchmark with other HAs in relation to this figure.

Response: yes, the Association sits mid table for performance (not the best but not the worse).

MC Query: in relation to the response to stage 2 complaints – has the delay related to more complex complaints being received.

Response: yes, the complaints at stage 2 are more complex and there has been delay in getting relevant information (from tenant and external agencies) required to make a decision.

MC Query: does this increase in complexity have a negative impact on the housing officers.

Response: stage 2 complaints are dealt with at manager level.

General discussion took place in relation to the changing demands faced by housing officers and the change in job role (i.e. more support based activities required). Discussion highlighted the increased demands from customers and the knock-on impact this has on all employee workloads.

Anne confirmed that the Q1 figure for satisfaction has now been received and it was 94%.

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

Item 10 Customer Engagement Update *For: Information, Discussion, & Decision*

Purpose: to provide an update on the Customer Engagement Action Plan, PIN and Events Group.

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

Item 11 Equalities Action Plan Update *For: Information, Discussion, & Decision*

Purpose: to provide an update on the Equalities Action Plan.

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

Item 12 Membership Update & Use of Seal *For: Information, Discussion, & Decision*

Purpose: to provide an update on the Membership of the Association.

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

Item 13 Development Update *For: Information, Discussion, & Decision*

Purpose: to provide an update in relation to on-going development projects.

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

Item 14 Risk Register Review *For: Information, Discussion, & Decision*

Clive presented the proposed revised major risks.

Ref.	Score	Risk	Proposal
F6	20	Cyber-attack on Association's IT and data systems.	No change.
F7	16	Increasing inflation and interest rates impacting on cash flow. Uncertainty relating to Cost of Living Crisis and conflict in Ukraine may lead to volatility in the economy.	Propose to reword this to reflect current circumstances.
F8	16	THA Business Plan assumptions may be inaccurate and do not reflect actual situation.	No change.

Management Committee Meeting Minute

F14	16	Cessation Event in SHAPS or SPF pension scheme requiring full payment of deficit. Falling membership numbers in staff team due to unaffordability or no members able to join SPF as only open to GHA SST transferring staff	Propose to reword this to reflect current circumstances.
H14	16 (12)	Reforms to welfare system impacting upon income stream and affordability of rents. Numbers of tenants transferring to UC increasing ahead of predictions due to economic situation.	Remove from major risk (based on current circumstances score reduced to 12).
H21	16 (12)	Rent arrears may rise above business plan projections resulting in reduced income. Rent arrears had risen sharply due to Covid and UC, however although still high the rise has stabilised.	Remove from major risk (based on current circumstances score reduced to 12).
M1	15	Failure to manage tenant's safety within housing stock	Add new risk.

Outcome:	Management Committee noted the update and approved changes.
Actions:	Management Committee asked if the impact of Net Zero be reviewed and potentially added to risk register as major risk.

Item 15	Correspondence	
From	What	Outcome
GWSF	July 2025 Update	Noted by Management Committee.

Item 16	AOCB
16.1	<p>Meeting with GWSF</p> <p>Clive informed the Management Committee that Tollcross HA have been invited to a meeting to discuss redacted is currently under some financial difficulty based on investment needed in relation to cladding and structural issues. These issues have a serious impact on tenant safety and GWSF have asked some local housing associations to meet to see what actions could be taken in help.</p> <p>The Management Committee expressed concern that any help provided by Tollcross HA must not be at the detriment of the Association, tenants or investment in their own properties.</p>

Item 17	Date & Time of Next Management Committee Meeting
Date	Tuesday 22 September 2025
Location	Hybrid (868 Tollcross Road + online via Teams)
Start time	6.00pm (planned end time 8.00pm)

Item 18	Upcoming Training (5.00pm – 6.00pm)
Date	Topic
22.09.25	Assurance Statement / Self-assessment
27.10.25	GDPR Refresher
24.11.25	Overview of Development
01.12.25	Notifiable Events & Whistleblowing