Management Committee Meeting Minute

TOLLCROSS housing association limited

Meeting summary:

Date	29 June 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~~
Quorum met with 5 GBMs present.	~~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.
1.2	Apologies: Eileen Watters. Special Leave of Absence: Bill Dougan (Sept) & Ellen Garscadden (Aug)
1.2	Declaration of Interest: None.
Item 2	Minute of Previous Meetings
2.1	Minute of the Management Committee Meeting held on 18 May 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: None for ratification.
Item 3	Action Schedule

Ref	Info	Update
D1	ARC Submission Update Clive	An update on the final figures submitted to the SHR was presented. Four changes from what was reported to the Committee in May were presented. Damp and/or mould – 3 changes based on technical guidance. Regulator contacted today about figures for clarity – not consistent across the sector. We believe our figures are correct, based on the guidance, and will be feeding this back to the regulator. Void properties (longer than 6-months) – 1 change Changes verified by the Internal Auditor. Outcome: Management Committee noted the updated. Actions: None
D2	Equalities Action Plan Anne	Proposal to delay the action plan review, in line with the previous approval to delay the policy and action plan to August 2026. Outcome: Management Committee approved the date change. Actions: None

Item 4	Governing Body Performance Review	*For: Information, Discussion, & ~~Decision~~*

Purpose: to provide an update on the appraisals carried out for Governing Body Members in June 2026. Update included overview of format, forms and long-serving assessment.

Positive feedback received and had a significant interest in the Office Bearer roles (which is beneficial for succession planning).

One member indicated that they wish to step down at the AGM in September and the succession plan for the Management Committee will be reviewed to reflect this.

The Committee were asked to note (1) outcomes and proposals from the appraisals, (2) questionnaires and (3) confirmation that the Chief Executive and Chair appraisals were completed.

Outcome:	Management Committee noted the report and recommendations.
Actions:	(1) Layout of agenda for Management Committee meetings to change to ensure items for decision sit at the top of the agenda. (2) Succession plan for Management Committee to be reviewed and formally captured.

Item 5	Annual General Meeting Update	*For: Information, Discussion, & ~~Decision~~*

Purpose: to provide an outline of the programme for the 2026 AGM. Updated included overview of which GBMs must stand down and those who wish to stand for re-election.

The Committee were asked to note (1) GBMs who must stand down, (2) GBMs due to stand for re-election and (3) the agenda for the AGM.

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

Item 6	Customer Engagement Update	*For: Information, Discussion, & Decision*

Purpose: to provide an update in relation to work carried out in line with the Customer Engagement Action Plan and Strategy and Equalities Action Plan. Updated included work carried out by PIN and Events group. Anne highlighted the following items:

- Complaint analysis identified issues with close cleaning. The PIN will undertake this as a project to identify any improvements required while remaining value for money.
- Internal audit of equalities identified 2 recommendations that will be included as part of the review.
- Events group have been working on the large summer event (Winter Gardens, 25 July).

MC Query	Leadership Response
Requested further information in relation to the close cleaning.	Currently there is one outside contractor (appointed via tender process) who carries out the close cleaning. There has been a previous exercise carried out regarding the service provided, this included a benchmarking exercise. It was previously identified that the level of service provided was similar to other housing associations. Although not the best service out there, it was found it was value for money at almost half the cost of other similar services. Currently costs sit at £6.72 per month (for cleaning once per week). These costs have not changed in several years.

The Committee were asked to note (1) the Action Plan update, and (2) work carried out by PIN/Events group. The Committee were asked to consider the recommendations made by the PIN.

Outcome:	Management Committee noted the report and recommendations. Management Committee approved the recommendations made by the PIN.
Actions:	None.

Item 7	Loan Portfolio: 2026 Annual Return	*For: Information, Discussion, & Decision*

Purpose: to present the loan portfolio which is due to be submitted to the SHR by 01.07.26.

Tom talked the Management Committee through the submission, highlighting (1) covenants for loans, (2) facilities, (3) and loans.

The Committee were asked to note and approve the figures presented in the loan portfolio for submission to the SHR.

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

Item 8	Change of payment system	*For: Information, Discussion, & Decision*

Purpose: to present a proposed change to payment supplier. Report included project overview and quotations. Tom confirmed that there are currently 2 different systems, but the proposed new system can do everything the other 2 systems can do plus some additional functionality.

Tom confirmed that there is an initial set up fee of £50k but over a 5-year period the Association would make saving of £55k.

MC Query	Leadership Response
Requested further information about the impact on tenants.	There would be a year lead into the changeover to help support customers. Those paying with direct debit will not have to do anything as the new provider would make the required switch over as part of the deal. The new system allows for greater automation, making it easier and more secure for customers. It would also integrate with the new customer portal self-service. There will be a move from a physical payment card to a virtual card. However, we are able to support those still requiring a physical card for payment.

Tom confirmed that he has spoken to another housing association who has moved to this new provider and they have found the move beneficial to the customers and staff.

The Committee were asked to approve the change of payment supplier.

Outcome:	Management Committee noted the report and approved the change in payment supplier.
Actions:	None.

Item 9	Membership & Use of the Seal Update	*For: Information, Discussion, & Decision*

Purpose: to provide an update on the Association Membership.

The Committee were asked to consider the new membership request for approval.

Outcome:	Management Committee noted the report and approved the new membership request.
Actions:	None.

Item 10	Development Update	*For: Information, Discussion, & ~~Decision~~*

Purpose: to provide an update on the current / on-going development projects and open market acquisitions. Clive talked through the updates contained in the report, highlighting the following:

- Grant submission was approved by GCC for Belvidere.
- Deed of conditions for Belvidere site has one factor being appointed for the whole site – meaning the Association may be required to contribute to the maintenance for the original development too. Discussions are taking place regarding this.
- Pipework to connect Belvidere to the Games Village has stopped and won't restart until the Commonwealth Games are completed.

MC Query	Leadership Response
Asked about the McVitie's Site – aware that 25% needs to be social housing as part of the development.	Confirmed that the Association included it our annual SPFD (to highlight we are interested in the development to GCC). The Association has not been approached or heard anything about another social landlord being approached.

The Committee were asked to note the update.

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

Item 11	Correspondence

11.1 GWSF June 2026 Update – Noted by Management Committee

11.2 SHR Update emailed – Noted by Management Committee

Item 12	AOCB

12.1 TPAS Conference

Chris confirmed that he had discussions with someone from Reidvale HA – who are facing similar issues with stonework. Chris confirmed that he would be interested in meeting with them to see what they have done.

Outcome: Chris to arrange meeting and feedback to Management Committee.

12.2 Security Issue

Committee confirmed that they are aware of an increase in doors being tried in the area.

Outcome: Communication to be sent to all tenants about security.

12.3 Delegated Authority

Clive requested that the Management Committee approve delegated authority to the Office Bearers during the recess in meetings (July).

Outcome: Management Committee approved request.

Item 13	Date & Time of Next Management Committee Meeting

Date	31 August 2026, 6.00pm
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
31.08.26	Employment Legislation Update - *Dianne Mathewson*
21.09.26	Tenant Safety Update - *Joe Wilson*