

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 26 AUGUST 2025 AT 6.00 P.M. IN PERSON AT 77-83 KILBOWIE ROAD, CLYDEBANK G81 1BL AND VIA A VIDEO CONFERENCING LINK

ACTION

Present:

Mrs C. Boyle	Chairperson	In person	Elected Member
Ms D. Smith	Vice-Chair	In person	Elected Member
Mr J. O'Donnell		In person	Elected Member
Mr D. Adeoye		In person	Elected Member
Mrs L. Ramsay		In person	Elected Member
Mrs M. Richford		In person	Elected Member
Mr A. Blake		In person	Elected Member
Cllr G. Johal		Online	Co-opted Member

Quorum required: 4 members (excluding co-opted)
Quorum achieved: Yes

In Attendance:

Mrs L. Lees	In person	Chief Executive
Mrs S. Farrell	In person	Customer & CS Manager
██████████	In person	Transforming HR

1. Apologies

Apologies were received from Mr Johnson, Mr Shiach, Ms Dickie and Cllr Traynor.

2. Chairperson's Remarks

The Chairperson provided a warm welcome to everyone after the summer break. It was noted that a quorum was present to enable the meeting to go ahead. The Chairperson confirmed that she was now entering her 5th and final year as Chairperson.

The Management Committee noted that the engagement with the Scottish Housing Regulator has come to an end, with them being satisfied with all reports and updates. The Association's engagement status has reverted back to the 'standard' compliant version from 20 August. The Chairperson noted the Association was thanked for working so openly and constructively with them.

The Chairperson asked the Committee if a staff member may receive a baby gift of small value from a tenant, given there is no provision for this within current policies. This was unanimously agreed and will be recorded in the Gifts and Hospitality register.

The Chairperson introduced ██████████ Transforming HR to the meeting, and it was agreed that item 7 can be moved to here.

7. Committee Training (Sexual Harassment Legislation update)

██████████ provided an onscreen presentation covering oversight of legislative changes and Clydebank HA's compliance response. The Management Committee noted each section of the presentation as follows:

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- Definition refresher
- Overview of the changes for employers
- ERHC guidance – 8 steps to consider
- New power for employees
- Clydebank HA actions
- Board assurance

██████████ concluded by stating that having worked with the staff for some time, there is an open and honest culture. ██████████ invited questions. There were none and ██████████ was thanked for her attendance and left the meeting at this point.

3. Declaration of Interest

There were no declarations of interest.

4. Business Carried Over from Last Meeting (Decision/Approval Required)

The Chief Executive asked if the Chairperson had any questions following her review of the Standing Orders which had been approved at the last meeting. The Chairperson was satisfied with the review.

5. Management Committee Attendance update (if applicable)

The Chief Executive stated that no member had missed 2 meetings, out with of special leave requests. However, attendance is checked following every meeting and if any member has missed 2 consequent meetings, they will be contacted.

6. Management Committee External Training/Conference Feedback (if applicable)

The earlier sexual harassment legislation update training was noted.

8. Secretary's Report

The Chief Executive provided the Secretary's report in their absence:

a) Treasurer - Office Bearer Position

The Chief Executive stated that Mrs Ramsay had been nominated to serve her 2nd term as Treasurer at the AGM in June and asked if Mrs Ramsay was able to confirm her acceptance of this position and along with that, the position of Chairperson of the Finance Sub-Committee. Mrs Ramsay agreed to this.

The Chief Executive provided a reminder of the new office bearers:

- Chairperson - Catherine Boyle (final year)
- Vice Chairperson - Doris Smith
- Secretary - Paul Shiach
- Treasurer - Lynne Ramsay

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b) Sub-Committee Selection

The Chief Executive reiterated the 2025/26 Sub-Committee membership as:

- Housing Services – Ms Smith, Mr O'Donnell, Ms Richford, Ms Dickie, Mr Blake, Mr Johnson, Cllr Johal and Cllr Traynor.
- Finance, Audit and Risk – Mrs Ramsay, Mr Shiach, Mrs Boyle, Mr Adeoye, Mr O'Donnell and Cllr Johal.

c) West Dunbartonshire Council (WDC) co-options

The Chief Executive confirmed Cllr Traynor and Cllr Johal as the WDC co-optees for the term of 2025/26.

d) Committee Membership

The Management Committee noted that 12 places had been filled at the AGM and the calculation of places available on the Committee until the next AGM (including co-opted places) totalled 3 co-opted vacancies.

The Chief Executive confirmed there will be no fully elected vacancies available unless someone leaves and creates a casual vacancy.

The update was noted by the Management Committee.

e) Review/extension of current Management Committee Leave of Absences

This is a standard August Agenda item. There are no MC members who have been granted a special leave of absence.

f) Correspondence (For information)

There was no correspondence received.

g) Share Membership Applications (Decision/Approval Required)

There were 12 share membership applications received following the Annual General Meeting as follows:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

The applications were unanimously approved by the Management Committee.

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	h) Annual Declarations (Decision/Approval Required) There were no MC Membership applications received.
	9. Approval of Minutes & Actions Notes a) Management Committee - 24 June 2025* (Decision/Approval Required) There were no errors or omissions noted and the Minute was proposed by Mr O'Donnell, seconded by Mrs Boyle and unanimously approved by the Management Committee. b) AGM - 26 June 2025* (For information) There were no errors or omissions noted and the Minute was agreed as a true reflection of the meeting. This minute will be issued to Shareholders for review prior to the next AGM. c) Management Committee – 26 June 2025 (after AGM)* (Decision/Approval Required) There were no errors or omissions noted and the Minute was proposed by Mr Blake, seconded by Mrs Boyle and unanimously approved by the Management Committee.
	10. Business Arising From Minutes (Decision/Approval Required) There was no business arising from the minutes.
	11. Ratification of all Minutes (Decision/Approval Required) Ratification of all Minutes was proposed by Mr O'Donnell, seconded by Mrs Richford and unanimously approved by the Management Committee.
	12. Emergency decisions since last meeting (Decision/Approval Required) The Chief Executive confirmed there was one emergency decision required since the last meeting, following correspondence from the Chief Executive to temporarily increase her credit card limit to facilitate a payment with no other method for payment, as detailed. It was noted that this was agreed by the 6 members of the Committee as listed.
	13. Staffing Issues (For information) The Chief Executive confirmed this was a standing item and there were no current staffing issues or concerns.
	14. Quarterly Reports – 01 April to 30 June 2025 (For information) a) Quarter 1 Complaints* The Customer & Corporate Services Manager referred to the above report which was circulated just prior to the meeting. Quarter 1 to 30 June 2025 The Customer & Corporate Services Manager confirmed that all 14 complaints received from 01 April – 30 June 2024 had been responded to in full, with 1 having been carried over from the last quarter as they were not concluded at the year end. The Management Committee noted the

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service improvements put in place following 9 (60%) upheld complaints and that 3.71 was the average number of days to resolve at Stage 1 and 11 at Stage 2.

The Management Committee noted a new section where, following a review of Technical Guidance provided by the Regulator, from 01 April complaints from registered or non-registered subsidiaries have not to be included.

The Customer & Corporate Services Manager highlighted the breakdown of relevant service areas as detailed and then referred to the analysis of any trends or themes of which 2 were noted as detailed.

At the end of the report, the Customer & Corporate Services Manager highlighted the new categories being collection for submission to Scotland's Housing Network (SHN) throughout the year and at the year end.

The Management Committee noted that complaints reports are circulated to Senior Staff and discussed at departmental and full staff meetings, to encourage a positive approach to complaints and make sure service improvements noted are put in place.

The Customer & Corporate Services Manager invited questions. There were none and the report was noted by the Management Committee.

b) Quarter 1 Compliments*

The Customer & Corporate Services Manager referred to the above report which was circulated prior to the meeting, detailing 7 compliments received in the quarter. The Management Committee noted that all compliments are passed on to the relevant staff/contractor.

The report was noted by the Management Committee.

**15. Customer Consultation/Communications Report – May-Aug 2025*
(For information)**

The Customer & Corporate Services Manager referred to the above report circulated prior to the meeting, welcomed any suggestions for improvement or questions, and the following was highlighted:

- At 1. the Asset Management Focus Group that was held
- At 2. Radnor Park Multis Tenant & Residents Association (RPMTRA) the continued good working relationship with the Registered Tenants Organisation and that their annual funding will shortly be issued including support in kind and special grant information
- At 4., the Scottish Housing Day Afternoon tea, which all members are welcome to attend, the successful Radnor Park Information Event that was held on 05 August and was well attended by both tenants and

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staff, the progress of the Association's 40th anniversary activities and the continued success of the Annual General Meeting and social event

- At 5., the approach to the busy period for publications, which help to ensure our tenants and other customers feel informed about the Association's services and decisions and the number of adverts and press releases recently
- At 7., one customer under Active Management with 5 customers being monitored for their behaviour/language
- At 9., the 2 Career Ready Scotland Interns completing their 4-week paid internship and that they enjoyed their time and their introduction to the world of work

The Chairperson asked about the Career Ready Scotland programme and the Customer & Corporate Services Manager stated that it was a very worthwhile programme and also provided an opportunity to promote housing as a career as housing currently has no set career pathway. The Chairperson felt it would be worthwhile to do again, and the Chief Executive stated that this proposal was in fact coming to the next Committee meeting.

The Customer & Corporate Services Manager invited questions. There were none and the report was noted by the Management Committee.

16. Audited Financial Statements (AFS) Return to SHR - 2024/25* (Decision/Approval Required)

The Chief Executive referred to the above report circulated prior to the meeting and confirmed all information is derived from the audited, approved Statutory Financial Statements to 31 March 2025 and it is presented in the way requested by the SHR to complete their due diligence and compare and analyse information and trends between Registered Social Landlords. It was noted, with data usually being released around November, that benchmarking on the Association's performance can then take place.

The Chief Executive invited questions. There were none and the Management Committee approved the Return for submission to the SHR the following day, prior to the deadline of the end of September. It was noted that Mrs Boyle's electronic signature will be used as approval and recorded in the signature register.

17. OSCR Annual Return to 31 March 2025* (Decision/Approval Required)

The Chief Executive referred to the above report circulated prior to the meeting and confirmed OSCR is the charity regulator, and all registered charities are required to provide a summary of their accounts in an online annual return and include copies of their audited annual accounts.

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The Chief Executive highlighted that there had been a recent change in legislation, where the first and last names of charity trustees will now be published on the Association's charity entry on the public Scottish Charity Register from January 2026. The Management Committee noted there were some exemptions to this published information, but that the members would likely not meet the criteria. This change was noted and agreed by all members.

The Chief Executive invited questions. There were none and the Management Committee noted the Return had been submitted to OSCR well ahead of the deadline of the end of December.

**18. Radnor Park Homes Dormant Accounts – 2024/25*
(Decision/Approval Required)**

The Chief Executive referred to the above accounts circulated prior to the meeting regarding the Association's company which is an active registered company but is dormant, therefore dormant accounts are required to be submitted to Companies House. The Chief Executive reiterated that this company sits out with the charitable umbrella and although originally set up for mid-market homes in Radnor Park, could be used for any purpose going forward.

The Chief Executive invited questions. There were none and Management Committee approved the Accounts for submission to Companies House well ahead of the end of December deadline.

**19. Financial Conduct Authority (FCA) Annual Return 2024/25*
(Decision/Approval Required)**

The Chief Executive referred to the above report circulated prior to the meeting and confirmed all mutual societies under the Co-operative and Community Benefit Societies Act 2014 are required to submit an annual return and copies of their audited annual accounts to the Financial Conduct Authority.

The Chief Executive confirmed that the figures were taken from the audited annual financial statements and highlighted that to be clear and transparent, the workings for the return were attached.

The Chief Executive referred to the AR30 form and noted that this has always had first and last name and year of birth of both active members or past members who were active in the financial year. There was one error noted, in the Chairperson's year of birth. The Chief Executive invited questions. There were none and the Management Committee approved the return for submission to the FCA prior to the deadline of the end of October, subject to this error being updated.

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20. SHAPS TPT Financial Assessment 2024-25* (Decision/Approval Required)

The Chief Executive referred to the above report circulated prior to the meeting and explained the background of the Defined Benefit scheme, which was the main pension offering in the past across the housing sector.

The Management Committee noted that in the completed financial assessment the Association remains as “low” risk. However, the Management Committee noted that past service deficit payment, paid for a number of years in the past, was set to restart from 01 April 2026 at c. £56k per annum (c. £138k last payment: 2022).

The report was noted by the Management Committee and it was confirmed it had been submitted ahead of the deadline of 19 September.

[REDACTED]

21. Freedom of Information Return - Quarter 1 of 2025/26 (Apr to June 2025)* (For information)

The Chief Executive referred the Management Committee to the above report from the ICT & Compliance Officer circulated prior to the meeting and noted that 2 FOI requests about the Association were received in the quarter to 30 June 2025 and both had been responded to within 3 working days. It was noted that no requests were received for the subsidiary, CHA Power Ltd.

The report was noted by the Management Committee. The Chief Executive intimated that a FOI request had been received in this quarter from the BBC regarding evictions which is all readily available information on the Scottish Housing Regulator website.

**22. Focus on Governance/Risk (For information)
a) Notifiable Event Register***

The Chief Executive referred to the above report circulated prior to the meeting and noted that there were no open or no new Events. The report was noted by the Management Committee.

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b) CHA Governance Improvement Plan and 2025/26 Engagement Status*

The Chief Executive referred to the Improvement Plan which was circulated prior to the meeting and the Chairperson reiterated that she was happy that engagement had come to an end after the improvement plan, external governance report, workplan and meeting schedule had been provided and that it was a positive experience which strengthened the Association. The report was noted by the Management Committee and that it would no longer be presented monthly as ongoing reviews will now be undertaken by Senior Staff.

c) Staff & MC training

The Chief Executive provided a verbal update on the above highlighting the Association continues to push forward with setting up the Share e-learning portal which had recently been revamped, and new log-in details would be available shortly. It was noted the portal had a wide range of bitesize sessions.

23. Intranet

The Chairperson checked that all members had continued access to the Association’s Intranet and to contact the office should any problems arise.

24. Signing of Minutes

The Chief Executive had noted that the use of electronic signatures is ongoing.

25. Date and Time of Next Meeting/Training Session

Per the schedule.

Meeting closed.

Checked by: LL 24.09.2025

Date: _____

APPROVED

PROPOSED

SECONDED

LL/SF

* Indicates report issued with agenda