

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 28 APRIL 2026 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 Chairperson	In person	Elected Member
Mrs L. Ramsay	Treasurer	In person	Elected Member
Mr P. Shiach	Secretary	In person	Elected Member
Mr J. O'Donnell		In person	Elected Member
Mrs M. Richford		In person	Elected Member
Mr C. Johnson		In person	Elected Member
Mr D. Adeoye		Online	Elected Member
Ms L. Dickie		Online	Elected 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
Ms N. McGirr	Online	Transforming HR

1. Apologies

Apologies were received from Councillor Traynor and Councillor Johal.

2. Chairperson's Remarks

The Chairperson welcomed everyone to the meeting and highlighted that a space for available for the Share Awards event on 30 April, where the Association was a finalist in 3 awards. It was noted that a quorum was present to enable the meeting to go ahead.

3. Declaration of Interest

Declarations were made by staff members regarding discussion at Item 12 (Alternative Working Pattern update).

4. Business Carried Over from Last Meeting

There was no business carried over.

5. Management Committee Attendance update (if applicable)

The Chief Executive confirmed that there were no concerns at present.

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

The Management Committee referred to the very successful Staff/Committee Business Strategy Day held on 02 April and the members who were available to attend were again thanked for their time and input.

7. Secretary's Report

The Secretary provided the following report:

a) Correspondence

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The Management Committee noted that Mr A. Blake had confirmed that he was stepping down from his role on the Management Committee.

b) Share Membership Applications (Decision/Approval Required)

There were no share membership applications received.

c) MC Membership Applications (Decision/Approval Required)

Whilst no MC Membership applications were received at present, the Chief Executive confirmed she was meeting with a former member in the week, with a view to filling a casual vacancy, pending election at the AGM and will keep Members updated. The Chief Executive confirmed that in any event a recruitment drive is now underway per our procedures when membership falls below 12.

8. Approval of Minutes & Actions Notes

a) Management Committee - 24 Feb-2026* (Decision/Approval Required)

There were no errors or omissions noted, and the Minute was proposed by Mrs Boyle seconded by Mrs Ramsay and unanimously approved by the Management Committee.

9. Business Arising from the Minutes (Decision/Approval Required)

There was no business arising from the minutes.

10. Ratification of all Minutes (Decision/Approval Required)

Ratification of all Minutes was proposed by Mrs Boyle, seconded by Mrs Ramsay and unanimously approved by the Management Committee.

11. Emergency decisions since last meeting* (Decision/Approval Required)

The Chief Executive referred to the above report circulated prior to the meeting that confirmed that one emergency decision was required since the last meeting by the Housing Services Manager on 24 March 2026. The correspondence sent sought to engage the services of a contractor and included the background, tender report, budget implications and recommendation. The Management Committee noted the 8 no. members, 7 of whom were elected, who approved the recommendation as detailed.

12. Alternative Working Pattern update (Transforming HR in attendance) (For information)

The Chief Executive introduced [REDACTED] Transforming HR, who provided an on-screen presentation of extensive feedback gathered from 9-day Fortnight (9DF) discussions held at the recent Staff/Committee Business Planning Day, covering:

- Benefits
- Challenges
- Solutions
- Key Themes

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The presentation covered:

- Defining Value for Money and the 3 E's
- Peer Group Analysis
- Rankings
- Customer Satisfaction (covering 5 factors)
- Estate Costs (covering 13 factors)
- Financial Costs (covering 5 factors)
- Areas for Improvement

It was noted that there were no areas within the benchmarking that the Association were Average (6-9) as all were ranked Good (1-5).

The Management Committee enquired whether the results were a level playing field and the Customer and Corporate Services Manager confirmed that any large-scale satisfaction results must adhere to the Regulator's guidance where 40% of tenants are surveyed.

Following review of the presentation, the Chief Executive recommended that 4 key areas be taken forward in the Business Plan as areas for improvement:

- Customer Satisfaction - % tenants satisfied with quality of their home
- Estate - Number of emergency repairs completed per unit
- Estate - % reactive repairs completed right first time
- Financial – Turnover per unit (£) [to increase]

The Chief Executive invited questions. There were none and the Management Committee unanimously agreed to the areas being Business Plan Priorities for 2026/2027.

14. Maintenance Report* (Decision/Approval Required)

The Chief Executive referred to the above report circulated prior to the meeting from the Housing Services Manager.

a) Contract Administrator Appointment – Various Contracts (Decision/Approval Required)

The Management Committee noted that the Housing Services Manager sought approval to appoint Contract Administrators for various forthcoming and longer-term contracts and that as further costs had been received since the report was issued, the report circulated just prior to the meeting now superseded the original.

The Management Committee reviewed the information provided and following discussions, the recommendations were unanimously approved as follows:

Window Refurbishment Contract [REDACTED]

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Ewing Somerville at a cost of [REDACTED] [typo in updated report], representing 3.49% of the anticipated contract value falling under the 4% assigned within the budget.

Bathroom Refurbishment [REDACTED]

NBM Consultants Ltd at a cost of [REDACTED], the percentage of anticipated contract value was not available as it was a recently received cost, but it was expected to be falling in the region of the 4% assigned within the budget.

Kitchen Refurbishment Contract [REDACTED]

Ewing Somerville at a cost of [REDACTED], representing 1.47% of the anticipated contract value falling under the 4% assigned within the budget.

b) Radnor Park Building Repair Surveys (Decision/Approval Required)

The Management Committee noted the background to the above, that in order for work identified in 2025/26 structural surveys to be taken forward, the Housing Services Manager had been liaising with specialists Doig and Smith and a proposal had been received to carry out surveys of the all Radnor Park balconies (individual and communal) using drones, and in person thereafter if necessary. The Management Committee unanimously agreed to the work at [REDACTED] and noted costs would be assigned to the routine maintenance budget as there was no budget set aside for this work. It was noted that a report on findings will be presented to the Housing Services Sub-Committee.

15. Policy Review – Policy Reviews – 6 monthly update report* (Decision/Approval Required)

The Chief Executive referred to the above Policy Review report circulated prior to the meeting and it was noted that the Scheme of Delegated Authorities had recently been updated following a Governance Review to allow Senior Staff to review existing Policies with non-material changes on the basis that a 6-monthly report was provided to the Committee.

The Chief Executive confirmed that generally the majority of the Association's policies are based on Model policies from EVH so tend to be reviewed in line with their updates.

It was noted that any staff related policy updates would be covered at a staff meeting.

As it was the first update report, the Chief Executive welcomed feedback on the report. There was none and the policy review updates were noted as presented.

16. Policy Review – Home CCTV* (Decision/Approval Required)

The Chief Executive referred to the above new Policy circulated prior to the meeting.

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It was noted that a small typographical error on page 4 would be corrected.

The Chief Executive invited questions. There were none and the Management Committee unanimously approved the Policy as presented.

For items 17-18, it was noted that these were prepared for review prior to the change to the Scheme of Delegated Authorities.

17. Policy Review – Data Protection* (Decision/Approval Required)

The Chief Executive referred to the above Policy review circulated prior to the meeting and noted it was an existing Policy just overdue for its 3-yearly review, prepared by the ICT & Compliance Officer, with minor tracked changes in blue and red, with the main addition being the new standard Equality and Human Rights section.

The Chief Executive invited questions. There were none and the Management Committee unanimously approved the Policy as presented.

18. Policy Review – IT Policy* (Decision/Approval Required)

The Chief Executive referred to the above Policy review circulated prior to the meeting and noted it was an existing Policy due for its 3-yearly review, prepared by the ICT & Compliance Officer, with tracked changes in blue and red.

The Chief Executive invited questions. There were none and the Management Committee unanimously approved the Policy as presented.

19. FOI – Quarter 4 Return* (Decision/Approval Required)

The Chief Executive referred the Management Committee to the above report from the ICT & Compliance Officer circulated prior to the meeting and noted that 1 FOI request about the Association was received in the quarter to 31 March 2026 and it had been responded to in 4 days. It was noted that no requests were received for the subsidiary, CHA Power Ltd.

The report was noted by the Management Committee.

20. a) Complaints for quarter (including ARC statistics) to 31 March 2026* (Decision/Approval Required)

The Customer & Corporate Services Manager referred to the above report which was circulated prior to the meeting:

Quarter 4 to 31 March 2026

The Customer & Corporate Services Manager confirmed that all 13 complaints received from 01 January – 31 March 2026 had been responded to in full, and all dealt with at Stage 1. The Management Committee noted the service improvements put in place following 14 (77%) upheld complaints and that 2.46 was the average number of days to resolve.

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The Customer & Corporate Services Manager highlighted the breakdown of relevant service areas as detailed and then referred to the trends and themes section where it was noted one distinct theme was identified. 2 upheld complaints were regarding the same contractor over the Christmas holiday period which will be monitored.

The Customer & Corporate Services Manager then highlighted the KPIs required by the SPSO and the new categories being submitted to Scotland's Housing Network (SHN) for benchmarking.

Statistics reported as part of the Annual Return on the Charter (Indicators 3 & 4)

The Scottish Housing Regulator's new technical guidance for complaints reported from 01 April 2025 makes it clear that we cannot include reporting on complaints about a registered or non-registered subsidiary. One such complaint was received in the quarter (41 – not upheld) but none from the included in the statistics.

The Customer & Corporate Services Manager referred to the ARC submission and the following was noted regarding the 50 complaints responded to in the year 2025/26:

- 49 complaints were responded to in full in the year at first stage (2025/2026: 65) and 1 responded to at second stage (2025/26: 3). It was noted there was no obvious reason for the dip in first stage
- 100% of complaints were responded to in full
- Time taken in working days to provide a full response at stage 1 was 152 days and at stage 2 was 11 days
- The average time in working days for a full response at stage 1 was 3.1 (2025/2026: 3.28) and at stage 2 was 11 (2025/26: 11)

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 and that full staff training was already scheduled for September.

The Customer & Corporate Services Manager invited questions. There were none and the report, including ARC statistics to be submitted, was agreed by the Management Committee.

b) Compliments for quarter to 31 March 2026* (For information)

The Customer & Corporate Services Manager referred to the above report prepared by the Corporate Services Assistant which was circulated prior to the meeting detailing 13 compliments received in the quarter. The Management Committee noted that all compliments are passed on to the relevant staff/contractor. The Customer & Corporate Services Manager highlighted that in the year to 31 March, 39 compliments had been recorded.

The report was noted by the Management Committee.

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21. Customer Engagement/Communications Update* (For information)

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

- At 2. Radnor Park Multis Tenant & Residents Association (RPMTRA), the funding that was provided for the group's summer bus trip to Oban
- At 3., the very initial findings from the large-scale Owner Occupier satisfaction survey by Research Resource had been received and whilst there appears to have been a small dip in satisfaction to just over 82%, there are many strong results within the survey which will be shared when received
- At 4., the funding success for continuing the Cosy Afternoons throughout the year, attendance at the Big Disability Day, being a new strip sponsor for Clydebank 2017's and the recent success of the Staff/Committee Away Day
- At 7., two customer remains under Active Management with 2 customers being monitored for their behaviour/language
- At 9. Funding Updates – Centre81, the applications to Strengthening Organisations, Awards for All, Miller Homes and Glasgow Flightpath Fund

The Management Committee enquired if the Association was receiving Flightpath Funding in general and the Chief Executive confirmed the Housing Services Manager was working with them on any available opportunities for tenants.

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

22. Centre81 and Wider Role Report* (For information)

The Customer & Corporate Services Manager referred to the above report by the Centre81 Co-ordinator, circulated prior to the meeting, and the following was highlighted:

- We currently have c. £6.9k in our Community Pot which has supported Activities have included creative sessions, wellbeing activities, seasonal events, but also launched our pilot Parent and Toddler group which is now being independently run by a constituted and funded group of local people
- That we continue to explore new opportunities for forthcoming space within the Centre as a long-term tenant's business has outgrown the space available
- The funding extension from the Scottish Government which allows our Strathclyde Autistic Society, supports Isaro Community Initiative with their activities and events and keeps our regular weekly programme of low-cost fitness classes going. We can continue our weekly Centre81 Steering Group kid's sports club and sustain two local jobs for another year

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<u>ACTION</u>	<ul style="list-style-type: none"> • The successful application for NHS Greater Glasgow and Clyde Community Food Framework Funding of c.£8k <p>It was noted the most up to date information was available on the Centre81 Facebook page. The report was noted by the Management Committee.</p> <p>23. Focus on Governance/Risk a) Notifiable Event Register* (For information) 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 Management Committee noted the report.</p> <p>24. MC Annual Training Information a) MC surveys and Training Plan update The Customer & Corporate Services Manager confirmed that all annual appraisal surveys had been returned by the 20 March and that so far 5 1-2-1 appraisals had been undertaken. It was noted that all remaining contact details had now been passed over to Share and that they will draft group and personal training plans at the conclusion of the process.</p> <p>25. Intranet The Chairperson checked that all members had continued access to the Association’s Intranet and to contact the office should any problems arise.</p> <p>26. Signing of Minutes The Chief Executive had noted that the use of electronic signatures is ongoing.</p> <p>27. Date and Time of Next Meeting/Training Session Per the schedule.</p> <p><u>Meeting closed.</u></p> <p>Checked by: <u>LL 21.05.2026</u></p> <p>Date: _____</p> <p>APPROVED</p> <p>PROPOSED</p> <p>SECONDED</p> <p>LL/SF</p> <p>* Indicates report issued with agenda</p>
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