

Agenda Item 3



Minutes of the Meeting with Management Committee held on **Tuesday 26 August 2025 at 6pm** via in person & via Zoom at CentrePoint

Minutes

Present:	Victoria Dallas (Chair) (VLD)	Colette Kells (CK)	Heather Laing (HL)
	Jamie Boyle (JB)	Sandra Rodger (SR)	Christine Kerrigan (CHK)
	Przemek Jozwik (PJ)	Elizabeth Cooper (EC)	John O'Brien (JO'B)
In Attendance	Paul Lennon, Director (PL)	Craig Anderson, Finance Manager (CA)	Paul Murphy, Senior Corporate Services Officer (PM)

	Agenda Item	Action
1.	Welcome and Apologies	
	VLD welcomed everyone to the meeting. Apologies were NOTED for Patryk Topolski, Elaine Hyslop and Richard Bolton.	PM to update register.
2.	Declarations of Interest	
	None	
3.	Minutes of Previous Meeting held on 17 June 2025 (Issued in advance to committee)	
	Proposed Heather Laing Seconded Jamie Boyle	
4.	Matters Arising	
	PL advised that since the last committee meeting the matters arising from the meeting were: - PM updated the attendance register and followed up where necessary and SHR portal if required. - Loan Portfolio was submitted to SHR. - PM updated the policy register.	

	Talks at Advanced stage with Virgin Money on loan expiring.	
6.	Management Accounts to 30 June 2025 (Issued in advance to committee) CA took the committee through the draft Management Accounts. He went through each part and stated mainly that quarter 1 for 2025/26 were looking healthier. - Management accounts up to June 2025 show a surplus of £28,750 against a budgeted surplus of £12,417. - He also went through the supporting narrative and explained each part and after being asked, he explained why the significant improved performance was reported, confirming savings in various areas. - The cash balance is sitting at £409,538 compared to a budgeted £343,521. The difference relates to the planned maintenance project at Law View not starting until July 2025 and hasn't yet been billed. - The co-op is meeting all bank covenants, with refinancing expected to improve the financial position in quarter 3 - Operating support ratio is tight but being met; will be replaced with interest cover covenant which has more margin - Current ratio is low due to refinancing but should improve in quarter 3 - Gearing ratio is at 29%, comfortably meeting requirements A committee member asked about the overspend in subscriptions. CA advised that the Co-op's Housing software provider SDM increased their subscription by £2,800, PL added that there were alternative providers in the market who the Co-op may consider in the future if they represented better value for money. A committee member stated that we need to make sure we're not changing software that staff are already comfortable with and must give this consideration when evaluating our housing software provider, currently SDM. PL agreed, stating we'd need to have staff visit other organisations using the software to see how it works for different departments. The demo we received was done remotely and they went through things quickly. Some features were impressive, but we won't change just for the sake of changing. It was re-iterated any change needs to provide value for money. A member asked if this was an upward trend we are likely to see for the year and CA and PL confirmed that we were working to make savings in most areas of our expenditure and while some will take time, eg change of IT supplier, to be fully demonstrated, we will always seek value for money. Committee NOTED the presentation of the management accounts and APPROVED.	Management Accounts approved

7.	Draft Annual Accounts 2024 – 2025 (Issued in advance to committee)	
	CA guided the committee through his report on the draft Annual Accounts which had been sent out in advance of the meeting. CA advised committee that: • Overall improvement on last year's figures outlining continuous improvement • Audit process took place at the end of July and was successful. AAB carried out extensive checks on all aspects of the organisation and never changed any of the figures. • The total comprehensive gain of £6,932 improving from the £120,510 deficit in 2024. The gain on the pension scheme did help this figure along with tighter cost controls. Committee NOTED the presentation of the draft annual accounts and APPROVED the Draft Annual Accounts.	Draft Annual Accounts approved and to be issued to membership prior to AGM
8.	Financial Letters of Representation	
	PL advised that the financial letters of representation are letters we receive from our external auditors, AAB. The letters provide an overview of how AAB will audit the Co-op. This was NOTED and APPROVED by committee.	
9.	External Audit	
	PL advised committee that the external audit had been a positive experience and very successful visit. AAB were impressed once again with the systems and processes in place, and it made their audit much easier for another year. Any issues identified were minor. PL went on to say that the name French Duncan, who last year were trading as AAB, is now recognised officially as AAB. While committee were comfortable with this, PL stated he would check with Rosi O'Neill (SHR Finance regulation manager) if she wanted this reported as a notifiable event but didn't think it would be.	PL to check with SHR re French Duncan being removed from trading and AAB taking over audit/s completely.
10.	Annual Assurance Statement Report	
	PL discussed the self-assessment document issued in advance with the papers and a draft annual assurance statement (AAS) for discussion with committee tonight. The AAS has been drafted initially with staff, tenant feedback and the chair but incorporates all of committee contribution in the last year and our future planning. The self assessment also has an accompanying 'evidence bank' which has been updated year on year and covers every regulatory standard and indicates where the co-op is with each. The annual assurance statement (draft) was provisionally approved and will come back updated to the October meeting for full approval and signing by the Chair.	AAS to be discussed again and signed at October meeting
11.	Annual Assurance Statement Action Progress Updates	

	All regulatory standard indicators were confirmed to have been noted to assist with the evidence we gather in terms of ensuring our self-assessment is robust and also feeds into the annual assurance statement due to be signed in October 2025. Examples of these discussed at the meeting tonight were as follows, but PL stated these would be updated after every meeting to help progress with our AAS every year. <table><tr><th>SHR ref No.</th><th>SHR Regulatory Requirement/Standard</th></tr><tr><td>(RS 1.3, 2.2 and 2.5)</td><td>Prepare an Annual Assurance Statement in accordance with SHR published guidance, submit to SHR between April and October each year, and make it available to tenants and other service users</td></tr><tr><td>(RS 1.3 and 2.5)</td><td>Keep up-to-date organisational details in the Register of Social Landlords, by maintaining the information via the Landlord Portal.</td></tr><tr><td>3.4</td><td>The governing body ensures financial forecasts are based on appropriate and reasonable assumptions and information, including information about what tenants can afford to pay and feedback from consultation with tenants on rent increases.</td></tr><tr><td>3.5</td><td>The RSL monitors, reports on and complies with any covenants it has agreed with funders. The governing body assesses the risks of these not being complied with and takes appropriate action to mitigate and manage them.</td></tr></table> The committee accepted the comprehensive information provided and advised it was a positive way to progress.	SHR ref No.	SHR Regulatory Requirement/Standard	(RS 1.3, 2.2 and 2.5)	Prepare an Annual Assurance Statement in accordance with SHR published guidance, submit to SHR between April and October each year, and make it available to tenants and other service users	(RS 1.3 and 2.5)	Keep up-to-date organisational details in the Register of Social Landlords, by maintaining the information via the Landlord Portal.	3.4	The governing body ensures financial forecasts are based on appropriate and reasonable assumptions and information, including information about what tenants can afford to pay and feedback from consultation with tenants on rent increases.	3.5	The RSL monitors, reports on and complies with any covenants it has agreed with funders. The governing body assesses the risks of these not being complied with and takes appropriate action to mitigate and manage them.	
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12.	Housing Management Performance Reports (Issued in advance to committee) PL discussed Elaine’s presentation in her absence and focussed on: • Rent arrears are at 1.78% of annual rental income and in monetary terms, these are at £22,424. A commendable result. • Significantly below the Scottish average of 6.74% • Annual rental income is now £1.25 million, up from approximately £700,000 ten years ago. • Former tenant arrears total was only £2,500. • Zero days lost to voids in the first quarter, with two properties allocated in July and will be included in the next quarter meeting.											

	100% tenancy sustainability rate - all 8 tenancies started in the first 3 months of last year are still in their homes. 109 tenants are now on Universal Credit (nearly half of all tenants). Committee NOTED the update and praised the performance all round.	
	Repairs & Maintenance Performance Reports (Issued in advance to committee)	
13.	PL confirmed to committee that: - Average time to complete emergency jobs is 2.4 hours (compared to 2.2 hours last year). - Non-emergency jobs are completed in 4.2 days on average (compared to 4 days last year). 100% compliance achieved for gas safety, electrical safety, fire safety, damp and mould, water safety, asbestos. The “Big 6” in general. PL also stated that Elaine is already working with maintenance staff to ensure the new monitoring of tenant and resident safety information for the ARC is already progressing. Committee NOTED the update and again, were appreciative of the good results and information.	
	Law View Kitchen Contract	
14.	PL updated committee: - The Law View kitchen replacement project is progressing well with 3 units fully completed. - All properties at Law View are also receiving boiler replacements, extending their heating system lifespan by 15 years. While it has an immediate effect on cash-flow, it will assist in the account reporting for the future years in terms of capitalising of our components and bringing some forward. - He also advised that Kieron was doing a great job along with the contractor Sureserve and other staff involved. Committee NOTED and thanked PL for the update.	
	Feasibility Study	
15.	PL updated committee:	

	- The feasibility study for the flats concluded, they have useful life remaining with no major structural issues. Architects and surveyors had in fact commented that there was very little wrong with the flats except that we were in the same boat as all RSLs in terms of the fabric first approach and exploring where we are all going to get grant funding from to meet net zero standards by due dates. - John Gilbert Architects provided three retrofit options (minimum, medium, maximum) for the flats. - A stock condition survey will commence soon to help determine future investment priorities. - Windows replacement is being considered, with double glazing preferred over triple glazing due to cost. - Feedback report to be provided at October meeting. - Next meeting with architects scheduled for September 10th. Committee NOTED the update.	PL to update again on the feasibility study.
	Secretary's Report	
16.	PM advised that there were no new membership applications. Effectively the membership book was closed and no more potential shareholders could be elected at the AGM to management committee.	
	AGM Arrangements – Committee Members Standing Down	
17.	PM reminded committee that the AGM is scheduled to take place in 3 weeks, with several committee members standing down for re-election. - Members standing down but seeking re-election include Vikki Dallas, Heather Laing, Colette Kells and Jamie Boyle. - Willie and Blanche will also stand down at the AGM but are not seeking re-election. - Two new members (Christine Kerrigan and John O'Brien) have joined the committee in recent months so will be seeking election to committee. - Office bearer elections will take place immediately after the AGM Committee NOTED the update.	
18.	Secretary's letter prior to AGM	

	Committee NOTED the Secretary's letter prior to the AGM.	
	Staffing	
19.	PL updated committee: • Zarah from the maintenance team had a healthy baby boy (9 pounds) and is enjoying her maternity leave. • Elaine O'Hanlon has been appointed temporarily to cover Zarah's maternity leave (expected to last a year). • Sharon is performing really well at Law View and residents have very high levels of satisfaction with the enhanced housing management service. . • Several staff members are pursuing further education and qualifications. Committee NOTED the staffing updates.	
	Community Development	
20.	PL advised that: • The Co-op was highly recommended (top 3) for a community impact award. • A new digital inclusion officer (Rachel McLean) has been appointed for the AFTAR project. • The Wise Group mentoring service is available for vulnerable families with children. • An estate management working group and walkabout group have been in place and continuously working together to improve our estates to as high a level of quality as possible. • PL reminded committee of the staff volunteer day. This was a great success, took place in the summer and included planting pots and baskets in the community. It also acted as a staff teambuilding event and it was also great to see SFHA staff members involved. Committee NOTED the update and thanked staff and SFHA for the volunteering within the community as it had been very much noticeable.	
	MSP Visit to Centre	
21.	PL advised that the local MSP Claire Adamson visited the centre to discuss the garden project and it was a really positive visit. Challenges within the wider area were also discussed with a number of joint venture opportunities.	

22.	Scottish Power Energy Networks	PL to follow up or delegate possible fund exploration for electricity rebate due to pylons
	PL stated that he would investigate potential support from Scottish Power Energy Networks for residents living near pylons. This was brought up at the MSP visit.	
23.	Ethical Conduct and Notifiable Events	
	None	
24.	Payments, Benefits & Entitlements	
	None	
25.	Correspondence	
	Committee discussed the correspondence and NOTED its content.	
26.	Use of Delegated Authority	
	None	
27.	Any Other Competent Business	
	PM discussed the paper sent to committee. The committee AGREED to reduce the number of meetings by removing the April meeting on a trial basis. PM and CA attended an AI event in Glasgow and GPHC are still working on an Artificial Intelligence (AI) policy. A committee member added that AI has been around for decades despite the recent boom. Much of what companies' brand as AI has existed for 10+ years under different names. The biggest recent development is in generative AI (images, videos, sounds), while smart AI that helps with tasks has been around longer. It's not as scary as it may seem, though caution is still warranted. Other members and staff welcomed the feedback. PM stated that we will draft a policy and send it to the committee member to collaborate on. PL asked for volunteers for a study visit to West Whitlawburn Housing Co-operative's Bio-Mass Communal Heating system taking place on Tuesday at 6pm on the 7th of October.	
28.	Summary of actions / decisions at this meeting	

	• Draft Management Accounts – APPROVED • Draft Annual Accounts – APPROVED • Draft Annual Assurance Statement - APPROVED • Reduced the number of committee meetings to nine on a temporary basis – APPROVED	
	Meeting Evaluation	
29.	VLD asked members for their evaluations of the meeting. Committee members felt it had been an enjoyable meeting.	
	Date and time of next meeting 28 October 2025 at 6pm	
30.	VLD confirmed the date of the next meeting and wished everyone a nice summer break.	
	Meeting Close	
31.	VLD thanked committee & staff for attending the meeting. The meeting closed at 7.47pm.	