

**MINUTES OF THE MEETING OF
MANAGEMENT COMMITTEE HELD ON
WEDNESDAY 10 DECEMBER 2025 AT 6.30PM
HYBRID MEETING**

MEMBERS PRESENT: Keith Kintrea (Chair)
Audrey Flannagan
Ghazala Hakeem
Jennifer Cassells
Mujeeb Ur-Rehman
Iain Doherty
Barbara Robertson
Cheryl Miller
Paul Callander

IN ATTENDANCE: John Quinn, Director
Alan McDonald, Head of Development & Property Services (HDPS)
Alison Kevan, Head of Corporate Services & HR (HCSHR)
David Robb, Head of Finance & IT (HFIT)
Erin Cullinan, Minutes
Nicki Bruce, Corporate Services Administrator

1) Apologies

Elnimiery Khalifa and Jackie Donnelly sent apologies for tonight's meeting.

Leave of Absence: [REDACTED]

2) Declarations of Interest

None

3) Minutes of Special Management Committee – 5 November 2025

Matters Arising

[REDACTED] Leave of Absence Update [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Committee noted the update [REDACTED]
[REDACTED]

- Entry Fob Update – there has been no progress with Committee receiving entry fobs for the office doors as the 1st floor door is currently broken and does not link up with the fob system. Currently the door is out of commission until the required part arrives.
- Training Dates for Management Committee – Decision Time Training – it was noted this has been pencilled in for early next year and John will check the status of this session.
- Director Retirement – A farewell gathering has been arranged for Wednesday 17 December between 3 and 4pm in the Community Hall. The Director also invited Committee members to a gathering between 4 and 6pm at a local venue.
- Page 4 – Potential Breach of Covenant – typo. 2025 to be changed to 2026.
- Consultation on Rent Increase – The HDPS advised the HTS is unable to attend but had provided an update on the results. There was a 10% response rate via text message, with 48% in agreement and 52% disagreeing.
- Page 6 – Ringfence £200k for Environmental Issues – It was queried if the wording can be changed to reflect that the HTS on behalf of the Association requested the ringfencing of £200k for environmental issues.
- Page 10 – Typo at 3rd last paragraph. ‘tents’ to be changed to tenants.
- The Director advised that himself, the Chair, Vice Chair and some SMT members met with John Grady MP where he raised an issue. The matter has been fully investigated and responded to. The HDPS noted the issue related to reports of a safeguarding matter and is now resolved.

It was queried if there was any response from Elected Members regarding the letter the Association sent to them in relation to pest control issues in the area. It was advised the HTS is arranging a meeting with them to discuss the issues.

- Page 11 - Community Hall – Warm Hub – This project will proceed in the New Year, with the first session on the 9 January. The HCS&HR, HTS and Vice Chair met to discuss ideas and the warm hub will be held 1 day per week with a soft launch and will be reviewed after 2 months.

Subject to the changes being made the minutes of the meeting held on the 5 November 2025 were proposed by Jennifer Cassells and seconded by Audrey Flanagan.

4) Standing Items

4.1 Notifiable Events Update

200 Butterbiggins Road

The HDPS noted various items of slippage relating to target dates previously advised. These have been updated in the report. A meeting with the fire engineer has been arranged regarding the fire suppression system and the team now have clarification to bring the system in line with British Standards. It is hoped the fire officer will sign off the works prior to Christmas.

Falling Masonry – 28 and 36 Langside Road

A meeting with the structural engineer has been arranged and tenants and owners are being kept up to date. There has been difficulty gaining access to 2 affected properties.

It was queried what had happened and the HDPS advised a section of stone had fallen from below a window. A member noted climate changes affected stone work and the HDPS noted that part of the stonework had failed.

RIDDOR

The HDPS advised the contractor is not yet fit for work and has been signed off until the 6 January 2026. The HDPS, Senior Maintenance Officer and Health & Safety Officer recently met with a representative from the Health and Safety Executive (HSE) and there are some points to follow up. The HSE have asked to see the incident investigation but have noted no breaches in H&S regulations. The team will meet with the contractor on the 13 January 2026 to ensure he is fit to return to work.

The HSE are looking at knowledge of H&S from the contractor's point of view as there are differences in what H&S is required where there are less than 5 operatives employed and over 5 operatives. The HSE will now focus on risk assessment statements.

The Association have also received the contractor's claim which has been passed to the loss adjuster.

Scaffolding - Merrylee

The HDPS advised scaffolding was blown loose from its attachments during the recent storm and was at risk of collapsing which could have also caused a road closure. The Scottish Housing Regulator (SHR) were advised first thing.

It was queried if the scaffolding was properly erected and the HDPS advised it looked like it had been. The scaffolding was checked prior to the storm arriving, but wind had caught the underside of the working plate causing it to move.

Potential Unresolved Breach of Covenant with Lender

The HFIT advised Barclays has appointed Dentons, the solicitors who handled the previous Barclays covenant flex and the target for legal completion is the end of January 2026, with ratification due by Committee at their February 2026 meeting.

Potential Unresolved Breach of Covenant with Lender

The HFIT advised the Association received confirmation to vary the loan structure from Barclays' credit team. The HFIT and SFO are meeting with Barclays tomorrow and the process should be completed by 31 March 2025.

Management Committee noted the notifiable events currently open and their status.

4.2 Submission of Returns

None

4.3 Health & Safety

4.3.1 Landlord Safety Report

The HDPS advised the Scottish Government will be introducing Awaab's Law in April 2026 and will provide briefings prior to this. At present this is the only information available but it was noted this law will not apply to private landlords, just Registered Social Landlords (RSLs).

The Damp & Mould Policy and Management Plan was also presented and a member queried what the purpose of the plan was? Was it planning or reactive? The HDPS advised the SHR's expectation is that Associations should have a policy in place which is reactive. The Tenancy Services team have been trained to spot traces of damp and mould and to report any instances during home visits. It was also noted there was excellent technology available in this field.

It was queried if every property is visited and the HDPS advised all properties are visited every 2 years. The HDPS noted this can be double edged as once the Association is notified of an issue it must be dealt with which could leave the Association open to huge challenges in future. The Association's solicitors, TC Young are in agreement with this potential risk.

A member noted this was a good thing if there was a risk of any child in Govanhill being at risk. The HDPS noted that if the Association decided to use the available technology it could create privacy issues.

It was queried what the costs of using this technology would be and the HDPS advised the Scottish Government need to set the standard but so far they appear to be copying what has been done in English law.

A member noted the Association appear to be ahead and being pro-active in relation to damp and mould.

Management Committee noted the information contained in the reports and appendices.

4.4 Tenancy Sustainment

No updates.

5) For Approval

5.1 Development & Property Services – Consultant Framework

The HDPS advised there were two recommendations for approval:

1. To approve the 25 Consultant Appointments detailed in the report to the Consultant Framework for its initial 5 year term with a review in early Summer 2029 to decide if the Framework should continue for a further 2 years.
2. To approve the use of the Association's Consultant Architects and Doctor Alan Cullen up to November 2029 to assist the Association in its investigation and remedy of Damp & Mould Incidents when needed to support our Maintenance & Development Teams.

The Management Committee approve the two recommendations noted above at 1 and 2.

A member queried if anything was required in terms of formalising the agreement with Doctor Cullen and the HDPS advised the Association will provide a letter of intent and produce a formal agreement.

5.2 Development & Property Services – Tender Updates – SW Govanhill Major Repairs 6, Boyd Street Bathroom/Kitchen Pilot

The HDPS advised the Major Repairs 6 contract sought tenders up to £500k and following receipt of all tenders the recommendation is to appoint CBS who provided the second cheapest tender of the 3 received. Their tender was only a few thousand pounds more than the cheapest tender received.

A member noted CBS have included additional services; water and fuel installation and queried what these were. The HDPS advised he did not have the full detail, but the cheapest tender had not provided pricing for everything and had not priced the works correctly. The HDPS was not convinced they could complete the contract fully.

A member queried A2.4 in the contract relating to contingency sums of £19k and £80k and the HDPS advised all contracts include contingencies. Citygate contingency is £89,335 and CBS was £80,255.

255 Langside Road 0/1

The HDPS sought Management Committee approval for authority to appoint a contractor if costs came in below £150k. A member queried if the costs were covered in the budget and the HDPS advised they were.

Boyd Street Kitchen and Bathroom Pilot

The HDPS advised the tendered costs for this project have come in higher than those budgeted for. Citygate have not properly priced the works, and some points have not been included in their tender. Citygate have been asked to either amend their price or hold their price and include all of the Association's specifications.

The HDPS noted that if Citygate respond next week the Office Bearers may be asked to approve the contract. If nothing is received the contract will be moved to a new larger framework which would provide 3 further companies.

The tenders received range from £730k to £997k

A member queried if the SW Govanhill project had concluded and the HDPS advised there were 4 SW Govanhill flats in progress and Glasgow City Council (GCC) have provided grant funding for the projects. The member queried how much the GCC were subsidising and the HDPS noted the money had already been spent. The HFIT noted the funding finished 2 weeks ago in relation to 46 flats and funds had been notionally applied. The HDPS noted the Association received £2.5m from GCC and this money has been drawn down as the money is spent on the project. Another member noted the grant money was for the programme and spent up front and is not attributed by percentage to properties. The HDPS advised there was a block allocation on this grant and the Association was chasing money for 97 Westmoreland Street.

Management Committee approved the acceptance of the tender for the refurbishment of 4 flats in Major Repairs 6 from Contract Building Services (Scotland) Ltd at a value of £411,719.18 +VAT and that a formal building contract is put in place between the Association and the contractor.

Management Committee approved authority being given to the HDPS to negotiate at contract rates through TCS for the refurbishment of 255 Langside Road 0/1 and for this to be added to the contract up to a value of £150k without the need to bring further tender report to the Operations Sub Committee or Management Committee.

Management Committee approved the appointment to the Boyd Street Bathroom/Kitchen Pilot Project.

5.3 Finance & IT – Funding Update

The HFIT advised no discussion was required for Scottish Government Bond as a detailed report will be presented at the next Management Committee in February 2026.

Charity Bank

The HFIT advised the contract terms and conditions are in English law with Scottish caveats and the contract is almost in agreement.



6) For Notification

6.1 Business Plan Update Progress on Strategic Outputs

The Director advised the current 2023-26 Business Plan was produced by Jim Harvey and John Mulholland took over the plan updates last year.

The Director noted the contents of Objectives and Outputs report included with the papers and advised some objectives would be built into the 2026-29 business planning process.

In relation to Objective 4: Communities it was queried if the Director's handover notes regarding GCDT were shareable. The Director advised these notes had been shared with the GCDT Board and if the Board agreed to do so, they can be shared with the Management Committee. Following a conversation with the Senior Management Team the notes had been shared with the Director's successor, Jennifer Cairns.

The member noted it was important for the Management Committee to be given a copy of the handover notes and the Director will check with the GCDT Board and circulate if approval given.

A member queried the succession planning process for Management Committee and suggested further discussion. The February Management Committee meeting was suggested but it was agreed that as this would be the Director's first Committee meeting it may be better suited to delay the item to a later meeting. A member queried if this related to seeking new members for Management Committee or if it was looking at new Office Bearers and it was noted both areas should be discussed.

Management Committee noted the progress made against the action plan devised to ensure the Association delivers outputs on its strategic objectives as agreed as part of its Business Plan.

6.2 Assurance Action Plan Update

The HCS&HR advised the Annual Assurance Statement was submitted to the SHR in October 2025 and the report provides Committee with an update on the ongoing self assurance process.

Management Committee noted the progress on the Assurance Action Plan.

6.3 Information Report – April to September 2025

The HCS&HR presented the 6 monthly Information Report and noted the Complaints Management section which highlights the increase in the number of complaints received so far this year. [REDACTED]

A member queried if the increase was simply more complaints about the same issues or if the increase related to complaints in new areas. It was queried if the increase was the result of it being easier to complain and the HCS&HR advised it is possible to split the report further to highlight possible reasons and this is normally done annually. It was also noted that complaints allow customers to ask questions and they may not get the answer they want but they do get an answer using the complaints process.

A member queried the upheld Ombudsman complaint referred to in the report and the HDPS advised this case related to a tenant who had installed their own new bathroom pre-stock transfer and no notification of this had been provided to the Association from GHA at the time. The bathroom had been poorly fitted resulting in continued water penetration to another property.

One part of the upheld complaint was in relation to the accuracy of the Stage 2 response which referred to a contractor's report of the defect which should have been the Senior Maintenance Officer's assessment of the issue.

The other part of the upheld complaint related to a combination of property works being clustered together and the Association being unable to prove that the tenant had been informed that the works had changed from a reactive repair to a planned repair.

Management Committee noted the contents of the report.

6.4 Job Evaluation Outcomes

The HCS&HR presented the report and advised two staff roles have been evaluated

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

6.5 Business Plan External Procurement Appointment

The Director advised the report noted the conclusion of the tender process to source and external consultant to support the Business Planning process for the Association to deliver its new Business Plan 2026-29. The value of the contract is under £50,000 and tenders received were evaluated by the Director, the Director's successor and input from

Management Committee (Mujeeb Ur-Rehman). The Director advised he is meeting with the successful company, Arneil Johnson, on Friday to discuss plans.

6.6 Business Planning – Internal Audit

The Director advised this report is being presented tonight as the next Audit & Risk Sub Committee is not due until March 2026, after the Director's retirement.

The Director noted that part of the internal audit included a formal test of the Business Continuity Plan. In early 2025, during the period of bad weather, the offices were closed at short notice and this provided the basis of the test. No issues resulted from the test.

A member queried why this process was not carried out externally and it was advised that the internal auditor traditionally tests the continuity plan this way.

A member noted the Business Plan was an excellent document but suggested it was too big and should be condensed and assessed quarterly.

A member noted that by auditing the plan internally it was similar to 'marking your own homework' whereas if audited externally, it would bring perspective, expertise and best practice ideas.

It was agreed the Director will discuss testing the business continuity plan with the new external auditor at their meeting on Friday.

Management Committee noted the Internal Auditor Report regarding Business Planning.

7) Minutes of Sub Committees – For Information

The minutes of the Sub Committees presented were noted:

F&GP – 26 February 2025

Audit & Risk – 12 March 2025

Operations – 14 May 2025

Operations – 27 August 2025

A member queried why some of the minutes were being presented to Management Committee at this stage in the year and it was advised it was due to delays in the minutes being approved at Sub Committee resulting from either meeting scheduling or delays in approving minutes at meetings due to apologies received.

It was agreed the draft Sub Committee minutes will be presented to Management Committee more timeously and in draft form to prevent future delays.

Management Committee noted the Sub Committee minutes presented for information.

8) Report Back From Other Organisations

Information updates from EVH, GWSF, SHARE and SFHA are circulated to Management Committee when received.

9) Documents for Formal Execution

None

10) Correspondence

[Redacted]

SHR Regulation Manager

The HDPS advised he has provided the Association’s SHR Regulation Manager with clarity of the Association’s SHQS exemptions and an update has been issued to her.

Management Committee noted the updates.

11) AOCB

Margaret-Ellen Gunn

The HCS&HR advised Management Committee that Margaret-Ellen Todman (nee Gunn), Supported Project Co-ordinator, has sadly passed away this week and details of the funeral were expected shortly. Management Committee passed on their condolences.

13) Date of Next Meeting

Management Committee – Wednesday 11 February 2026 at 6:30pm

The meeting closed at 8:15pm