

# Committee Minutes

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**Minutes of Date Held** Management Committee Meeting  
Monday 11<sup>th</sup> December 2023  
at NGHAs offices at 200 Crown Street, Glasgow, G5 9AY at 6.30pm

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**Present** Kirsten Adams-Mackenzie, Catherine Docherty, Carol Ann Duffy, Linda Malone, Pauline McKeever, Mari Clark, Aaron Reilly, Raymond Shannon, Thomas Smart and Jean Miller (Chair)

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**In Attendance** Fraser Stewart - Director  
Gregor Colville - Head of Housing Services  
Chris Rothnie - Head of Governance & Communications  
Jennifer Crocock - Office Manager  
Natasha Docherty - Administrator

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## 1. APOLOGIES

Apologies were submitted by Shahila Mandaniya, Iain McCreddie and Liz Peden who has been granted special leave.

## 2. PREVIOUS MINUTES

**i) Management Committee** **30.10.23**

The above minutes were **approved** as a true and accurate record.

Proposed by : Aaron Reilly  
Seconded by : Raymond Shannon

**ii) Closed Session – Management Committee** **30.10.23**

The above minutes were **approved** as a true and accurate record.

Proposed by : Aaron Reilly  
Seconded by : Raymond Shannon

**iii) Management Committee** **20.11.23**

The above minutes were **approved** as a true and accurate record.

Proposed by : Aaron Reilly  
Seconded by : Raymond Shannon

**iv) Closed Session – Management Committee**

**20.11.23**

The above minutes were **approved** as a true and accurate record.

Proposed by : Aaron Reilly  
Seconded by : Raymond Shannon

**For Ratification:**

- |                                       |          |
|---------------------------------------|----------|
| i) Property Management Sub-Committees | 22.08.23 |
| ii) Wider Action Sub-Committee        | 18.09.23 |

**3. DECLARATIONS OF INTEREST**

None.

**4. MATTERS ARISING:**

Committee noted the content of the previously distributed report, which provided an update on the following items:

**i) Procurement**

There are still some minor issues to clear up regarding Fair Work Principles and Safety. It is hoped this will be complete in next week.

**ii) Finance Training**

Taking account of the upcoming rent review due in February, it was **agreed** that that Finance training be delayed until April, date to be confirmed.

**5. SOCIO-ECONOMIC SURVEY & TENANT SATISFACTION SURVEY**

Research Resource was the successful bidder for the Association's 2024/25 Survey work that was tendered for. The socio economic will commence in January and the Tenant and Owner Satisfaction surveys are planned for summer (most likely June).

Lorna Shaw from Research Resource was in attendance to give a presentation to committee of the survey and techniques they will be using with tenants and owners to gather information, and to go over sample questions which covered a range of various topics and issues. Lorna advised the example survey is subject to change as required.

Committee queried how many questions come from Gov Scot surveys that are replications, Lorna will get the figures for these. Committee also raised that there are no questions relating to Secondary schools in the local area. It was noted that as there are no secondary schools in Gorbals this was changed to reflect Primary only. There was discussion about the lack of after school care in Gorbals, it was noted that the questionnaire will be updated to reflect this concern.

Committee also suggested alternative answer columns to be added to explain reasons for their answer if the person selects 'never' to give more information as to why they reached that decision.

Lorna advised that the survey will be face to face of a random selection of residents (5% sample). The survey will also be available online. Committee were encouraged to make recommendations for any questions they would like to add. It was advised that the survey will be emailed to committee members the week beginning Monday 18<sup>th</sup> December for them to feedback opinions and any changes they feel are relevant.

## **6. SUB-COMMITTEE ROUND-UP**

Committee noted the content of the previously distributed Sub-Committee Round-Up, with confirmation that the pedestrian crossing at Gorbals Health Centre will not be complete before Christmas. NGHA are still in talks with contractors and NHS legal representatives regarding demolition of the wall.

## **7. SCOTTISH HOUSING REGULATOR AND GOVERNMENT UPDATE**

### **i) Notifiable Events**

There had been two notifiable events reported previously.

### **ii) Report Update**

Committee noted the report and Chris highlighted the following: Scottish Housing Regulator are at second stage consultation for new framework which is detailed in report to committee. General consensus from SHR is that RSLs are, generally, financially robust.

SHR have published reports on the risks they will be focussing on in 2024/25. The online link is in the report anyone who wishes to look at this more in depth.

## **8. GOVERNANCE UPDATE**

It was confirmed that details of the Governance Policy List will be shared at every meeting for Management Committee to kept up to date with any changes.

Procurement has now been added to policy and targeted for February completion. Social Media and Acceptable Use ICT policies will be reviewed by the HR manager policies in early 2024.

The Property and Housing Management Sub Committees had agreed to recommend to the Management Committee that they be amalgamated into one committee and be chaired by Linda Malone. This was **approved**.

Internal auditors have advised that the Management Committee code of conduct should be updated to the 2021 version. This will be reviewed next year and recommendations made as appropriate.

## **9. COMMUNICATIONS UPDATE**

Following the tenants conference there were twenty five new members signed up to join the association. Actions to follow up from the conference will be explored when new Tenant Participation Officer takes up their post.

In respect of the Cleland Lane opening NGHA are still waiting on timescales for lighting with no date provided as yet. Committee agreed and approved to invite NGHA members along to the opening of the lane as the first 'member exclusive' event in line with the plans for the membership strategy.

The internal communication strategy has been postponed pending current changes to senior staffing bedding in.

The work plan is currently a live document subject to continuous update on progress against projects.

## **10. COMPLAINTS UPDATE**

Committee noted the content of the previously distributed report. Discussion took place around the learning outcomes following the complaint and feedback from SPSO with additional complaint training to be arranged for office based staff.

## **11. NGPM SUBSIDIARY BUDGET**

Committee noted the content of the previously distributed report and appendix.

Committee **approved** the NGPM annual cash flow for 23/24 and the updated 5 year business plan cash flow for 23/24 to 27/28

## **12. WEBSITE PROJECT UPDATE**

Committee noted the content of the previously distributed report.

It was agreed that Aaron, Catherine, Thomas, and Kirsten will be involved with design and development plans at stage one with feedback due 16<sup>th</sup> January with second stage due 7<sup>th</sup> February.

## **13. STANDING ORDERS**

Committee **approved** the revised Standing Orders and appendices which were previously distributed.

Committee noted that any changes required to the Standing Orders, as a result of changes to Sub Committee structures or staffing changes, will be brought for approval when appropriate.

## **14. TENANT AND RESIDENT SAFETY POLICIES**

Committee noted the content of the previously distributed report, draft policies, and appendices.

**i) Asbestos Management Policy**

Committee **approved** the Asbestos Management Policy

Committee noted that the Asbestos Policy and Procedures will be subject to review and an EIA on completion of staff training.

**ii) Dampness, Condensation and Mould Policy & Procedure**

Committee **approved** the Dampness, Condensation and Mould Policy & Procedure. Management Committee were encouraged to make themselves familiar with the procedure document.

There was discussion around dampness in some bathrooms in Ballater Place and was agreed that checks will be made in respect of the existing stock at that address.

**15. HEALTH & SAFETY STATEMENT OF INTENT**

The previously distributed Health and Safety Policy Statement was **approved and signed** by the Chairperson and the Director.

**16. EQUALITIES: Update on data gathered**

The committee noted the content of the report distributed on the evening of the meeting.

All data will be forwarded to senior staff to look over contents and feed into business plan going ahead.

**17. APPLICATIONS TO JOIN / USE OF SEAL**

None.

**18. A.O.C.B.**

**i) Business Plan Update**

The committee noted the content of the report and appendix distributed on the evening of the meeting.

Following discussion Committee **approved** business planning day for 17<sup>th</sup> February and to extend the current business plan cycle for 12 months.

Committee also **noted** the business planning timetable for review and implementation for 2025-28 Business Plan (Appendix 1).

**ii) Benchmarking 2022/23**

Committee noted the report on ARC and AFS benchmarking information for 2022/23.

A PowerPoint presentation, based on the report, was given to Committee covering how the Association compares to a peer group of the largest 15 Associations in Glasgow (plus the Scottish average) in relation to the main published KPIs (per the SHR) and key cost headings. Performance trends over the last five years were included.

The presentation showed that NGHAs are generally performing well above average (and very well in several key categories) although there was room for improvement in some areas, including arrears. A report on this will be submitted to a future meeting.

Meeting closed at 8.30pm