

YORKHILL HOUSING ASSOCIATION LTD.

Minutes of Management Committee hybrid meeting held on Thursday 9 October 2025 at 18:00 in The Association's Office and via Zoom

Present: Y Alexis (Chair), W Docherty, M Green

J Wilson, J Xu, M Chang (via Zoom)

Apologies: M Ralph, C Armstrong

In Attendance: T Mallaghan (Chief Executive), G Kennedy (Deputy Chief Executive)

C Davidson (Governance Assistant, mins) – via Zoom

A Thomson – on behalf of WBG (Internal Auditors)

Abbreviations:

CE	Chief Executive
DCE	Deputy Chief Executive
FM	Finance Manager
GA	Governance Assistant
SPSO	Scottish Public Services Ombudsman
OSCR	Office of the Scottish Charity Regulator

		Action
1.	<p><u>Welcome, Apologies and Election of Office Bearers</u></p> <p>Attendees were welcomed and attendance was noted.</p> <p>Meeting began at 18:00.</p> <p><i>Since this evening's meeting is the first since the Association's Annual General Meeting on 18 Sep, Committee Office-Bearers are due to be elected tonight. Therefore, the Chief Executive ('CE') initially chaired the meeting until a Chairperson had been elected.</i></p> <p><u>Chair</u></p> <p>The CE invited nominations for the role of Chairperson.</p> <p>M Green proposed Y Alexis to remain in this role, and this was seconded by W Docherty.</p> <p>There were no other nominations or objections, and Y Alexis is duly re-elected.</p> <p><i>At this point, Y Alexis took over as Chair of this meeting.</i></p>	

Vice Chair

M Green proposed M Ralph for the role of Vice Chair, which was seconded by W Docherty.

M Ralph had submitted his apologies this evening and will be contacted to confirm his appointment.

CE

Secretary

M Green proposed W Docherty to remain as Secretary, which was seconded by Y Alexis. W Docherty is duly re-elected.

Treasurer

Y Alexis proposed M Green for the role, which was seconded by J Xu. M Green is duly elected as Treasurer.

Governance and Finance Sub-Committee

Y Alexis proposed for M Green to become Chair of this sub-committee, which was seconded by W Docherty.

Services Sub-Committee

M Green proposed for W Docherty to remain as Chair of this sub-committee, which was seconded by J Wilson. There were no objections, and W Docherty remains in post.

2. Declarations of Interest

There were no declarations of interest to note.

3. Internal Audit Reports

Although this item was initially no.5 on the agenda, the Chair agreed for this presentation to be carried out at the top of the meeting, and A Thomson ('AT') was invited to present on findings from 2 recent internal audit exercises.

Rent Setting and Affordability

AT advised that this internal audit had yielded an overall conclusion that the Association's rent setting arrangements are strong. This was found by reviewing the robustness of the annual rent setting and authorisation processes, the extent to which tenant affordability is considered, and whether tenants are given sufficient notice and

opportunities to provide feedback.

As a result, there were no specific recommendations to be made. 1 observation was noted however, whereby the Association's rent setting policy document was overdue for review. However, due to the upcoming rent equalisation exercise the formal policy update has been delayed – AT encourages the Association to continue the equalisation process and make policy updates which reflect any changes in practice which may arise from this.

Aside from this, some particularly good areas of practice were noted:

- Sample testing of rent increase letters to tenants all showed that adequate notice periods are given; furthermore rent increases are also communicated through the website and newsletters.
- A rent consultation exercise is conducted annually before final decisions are made by Committee. These decisions are therefore better informed with tenant feedback being taken into account.
- Various affordability tools are used to allow for potential increases to be benchmarked and for the impact of an increase on tenants to be evaluated.
- The Association was able to successfully keep the Estate Caretaking service for a further 2 years through building the costs of this service into the rent consultation process and receiving positive feedback.

There were no further questions and the report was noted.

Complaints Handling

AT moved onto the second internal audit report, which reviewed the Association's complaints handling arrangements, their sufficiency and whether they followed good practice, legislation and guidance, and Scottish Public Services Ombudsman ('**SPSO**') requirements where appropriate. The audit also reviewed whether complaints were responded to within specified timeframes and suitably reported to the Governing Body with sample testing conducted on specific cases.

This audit produced a 'substantial' conclusion, with 6 recommendations (2 medium- and 4 low-grade) and 2 observations. AT guided members through these recommendations, which were:

- Care should be taken to ensure that complaints which are complex from the outset are escalated to Stage 2 in the first instance – training is recommended to ensure staff confidence on complaints escalation.
- Training would be advisable on handling cases which may be

delayed due to other staff absences – a small number of complaints were not completed on time as the colleague originally handling them became absent from work.

- The Complaints Handling Procedure document should be updated to specify the roles and responsibilities of specific staff in handling cases.
- A mechanism may be implemented to ensure that individuals making complaints can provide feedback on how their case has been handled. Furthermore, a 'you said, we did' section within newsletters would show to readers that feedback is taken onboard and responded to.
- Complaints reporting to Committee would benefit from incorporating a 'trend analysis' to more easily identify recurring issues.

When one member asked the question, the Deputy Chief Executive ('DCE') clarified that complaints can come from anyone – whether that be tenants, owners, members of the public or other stakeholders. However, antisocial behaviour cases are handled separately and are not within the scope of standard complaints procedures.

Members noted that good assurance can be taken from both internal audit reports presented this evening, and expressed confidence that recommendations can be actioned. In particular, complaints reporting has been well refined over time, and the continuation of this towards a 'trend analysis' was something members were receptive towards.

The Chair also requested 'you said, we did' information to be made available at the office reception area as well as online – the Chief Executive ('CE') agreed to this.

CE

There were no further questions or comments. AT thanked the team at YHA for their co-operation during these audits, and duly left the meeting at 18:25.

4. **Membership Applications and Cancellations**

The Governance Assistant ('GA') guided members through the report, which noted that 5 existing Association memberships were due for cancellation in accordance with Rule 11.1.3 – not engaging for 5 consecutive Annual General Meetings. All members who stood to have their shares cancelled were contacted directly, however either did not respond or noted that their memberships being cancelled would not be particularly concerning.

Members were also shown a draft cancellation letter to affected members, which emphasised that this would have no effect on their

tenancy or residency status – it was noted last year that this was important in order to avoid causing undue alarm.

Members also approved 2 new applications for membership, both from local residents:



It was noted that one of these applications came as a result of proactive recruitment efforts from placing flyers in closes around the area, and Governance staff will continue to engage with residents about both membership and Committee involvement.

The total membership therefore now stands at 63.

5. **Minutes of Last Meeting on 12 June 2025**

6.1 - Amendments

One correction was required, whereby the name of the external auditor who presented the draft annual accounts was incorrect.

6.2 – Approval

Provided the above change is made, the minutes were otherwise unanimously approved for signing.

6.3 – Matters Arising

Item 4: Annual Accounts and Financial Statements – The CE confirmed that next year the meeting calendar will be reviewed to ensure that members have a greater amount of time to fully read and prepare for discussions on such large and important documents. The CE also noted for the record that Azets were indeed re-appointed for another year at last month's AGM.

CE

Item 6: Matters Arising from Meeting on 12 June 2025 – Following the DCE's offer to assist with the governance arrangements of a prospective resident's association at the retirement complex, it was confirmed that this group has now been formed, and have already held their first meeting.

Item 10: Governance Review Outcomes – The CE confirmed that pre-agendas will now indeed be held with the Chairperson of each sub-committee ahead of the quarterly meetings, and the revised standing orders for this evening will reflect this.

Item 12: Strategic Risks – The Chair and CE had discussed having risk oversight as a standing item at future meetings, while the CE noted that all covering reports now specify the specific risks addressed or considered in that report, alongside the existing identification of the regulatory standard applicable to the reports.

6. Summary Reports of Recent Sub-Committee Meetings

Members reviewed summary reports for both the Governance and Finance sub-committee, and the Services sub-committee, held on 7 and 28 August respectively. There were no questions or comments.

7. Standing Orders

The GA presented the Association's standing orders, role descriptions and remits for another year. In recent years, these have undergone minimal changes, however in the past year the Association has begun to look to implement recommendations from the Governance review, while there has also been recent guidance issued by SFHA on the role description documents.

To summarise, the documents which have seen the most changes are:

- **Standing Orders:** A new clause has been inserted giving Committee powers to authorise actions normally out-with the scope of the roles and remits (with reporting procedures in place) in the event of an immediate and urgent risk to the Association's operations, tenants or material compliance. This may include convening emergency meetings, delegating temporary decision-making powers as appropriate or suspending or temporarily modifying standing orders subject to retrospective Committee approval. It shall only be used where standard governance procedures cannot reasonably be followed, and will not override other legal or regulatory obligations.
- **Treasurer Role Description:** this document was previously very 'operational' and assigned tasks such as preparing and submitting financial returns and forecasts to various regulators, which is not the case in practice. This has been revised and now assigns this post as one with more emphasis on financial oversight, gaining assurance about the Association's monetary health and acting as a sounding board to professional finance staff.
- **Management Committee Remit:** new sections have been added in that highlight Committee's role in strategic oversight, planning, performance monitoring and risk management.

Extensive, itemised lists of functions pertinent to various operational areas of the business have been removed or formally delegated to professional staff, with Committee retaining their 'oversight' function.

Members were satisfied with these updates, with only one amendment proposed and agreed to: the Management Committee remit states that meetings shall not last more than 2 hours, whereas the Governing Body Member role description notes that meeting durations are in practice generally capped at 2 hours. Bringing them both into alignment was agreed to. Bar this amendment, the Standing Orders were approved for another year.

GA

8. **Policy Reviews**

Summary report detailing updates to 4 policy documents. For streamlining purposes, members are invited to access the full documents via the website portal, with a narrative of the key changes being given within the report.

Stress Management – despite being renewed at the previous meeting, the EVH template policy for this topic has since been updated to include new definitions, equality legal frameworks, useful links and minor re-wording.

Whistleblowing – mostly minor changes, however one point of note is that whistleblowing concerns should now be raised if they meet 'public interest' thresholds, whereas concerns which would not affect the public or other stakeholders should instead be raised as either a grievance (employees) or a complaint (other stakeholder).

Lone Working – limited changes, with some re-wording, clarification on GDPR requirements and the addition of near-miss reporting.

Equality, Diversity and Inclusion – updated to tie in more closely with 'Dignity at Work' and other related policies. It now reads more as a Human Resources policy, whereas the previous version was more concerned with equalities duties in terms of service delivery. While this marks a change, the Association's preference is to adhere to EVH guidance on such policies, and some equality duties outlined in housing legislation and regulatory requirements are either covered in more topical policy documents, or do not require the Association to articulate these since they are already legal duties.

Members had no questions or comments, and the policies were approved.

9. **Assurance Statement and Assurance Processes**

Report from the GA providing context and background to the purpose and requirements around the annual submission of the Assurance Statement. It was noted that the statement is a way for Committee to express confidence in the Association's compliance with legal and regulatory requirements and in the quality of information received throughout the year on these matters.

Members were reminded that they are welcome to browse the Assurance evidence bank if they wish.

Based on this year's Committee appraisal process, it was noted that not all members are as confident as they could be when it comes to their role in the assurance process. Therefore, this report provided more detailed information, and for the next year Governance staff proposed to carry out a monthly 'deep dive' on different areas of the business, and the level of assurance Committee may take on compliance standards within that topic. While assurance levels are already high, it was noted that information to Committee is not always necessarily framed in terms of the assurance that can be taken from it – this initiative proposes to tackle this and keep assurance at the forefront of conversations throughout the year.

This month, members received an assurance/compliance report on internal office health and safety – this was chosen because as the overall heads of the organisation, Committee act as an employer and require to be satisfied that health and safety requirements in the workplace are being met. The overall assurance level was strong, with many safety systems and mechanisms in place, frequent training, extensive risk monitoring and low rates of incidents or accidents.

This reporting style was well received, and shall be an item at Committee meetings for the next year as a pilot.

Following the GA guiding members through this, the Assurance Statement itself was approved for signing by the Chair, and for subsequent regulatory submission.

J Xu and M Chang both dropped out of the meeting after this item.

10.

[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]

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[REDACTED]

[REDACTED]

11. ***J Wilson left the meeting after this item. This meant there were now only three members present and the meeting was therefore inquorate. Therefore, agenda item 11 – Factoring and Housing Management Write-Offs, could not be approved. It was agreed that this could be brought to the next meeting in November.***

12. **Chief Executive's Report**

Report prepared by the CE to provide members with an update on the latest general situation both within a wider local and national housing context, as well as with the Association itself. He welcomed members to discuss or ask about any points within the report:

CE

Members noted updates on potential changes to government funding, progress with the GreenHeat Retrofit project, the Yorkhill Hala Day and the Argyle Street Ash tree. Members also agreed in principle to future meetings (which are already held in a hybrid format via Zoom) to be recorded and retained should there be a need to revisit discussions. This will be checked with the Association's Data Protection Officer to

DCE

	ensure full compliance.	
13.	<p><u>Financial Outcomes 2024-25</u></p> <p>In the Finance Manager’s absence this evening, the CE talked members through the report outlining the various financial returns submitted by the Association in 2024-25, which are based on financial plans and audited accounts.</p> <p>Details of various returns to various bodies were included, along with the date submitted and the CE pointed out some highlights and points of interest from the last year.</p> <p>The CE noted that office-bearing members of the Committee would now be classed as ‘trustees’ of the Association in the eyes of OSCR and would therefore require their names to be put on returns to them. While not all office-bearers were present this evening, those who were agreed to this. Those not present will be contacted to ensure they have no issues with this.</p> <p>There were no further questions or comments, and members were satisfied.</p> <p><u>AOCB</u></p> <p>No other business was discussed.</p> <p>The Chair thanked everyone for their attendance and input, and the meeting closed at 19:30.</p> <p>Date and Time of Next Meeting: 13 November 2025 at 18:00.</p>	CE

Signed as a Correct Document Chairperson