

YORKHILL HOUSING ASSOCIATION LTD.

Minutes of Management Committee hybrid meeting held on Thursday 13 February 2025 at 18:00 in The Association's Office and via Zoom

Present: Y Alexis (Chair), W Docherty, M Green, M Chang (in-person)

C Armstrong, B Hanley, N McPherson, J Wilson (via Zoom)

Apologies: M Ralph, G Mattu

In Attendance: T Mallaghan (Chief Executive), G Kennedy (Deputy Chief Executive), G Watson (Finance Manager), J Stirling (Factoring Manager), C Davidson (Governance Assistant, mins)

S Archibald (Internal Audit Manager)

Abbreviations:

CE	Chief Executive
DCE	Deputy Chief Executive
FM	Finance Manager
FactM	Factoring Manager
GA	Governance Assistant
SMT	Senior Management Team
KPI	Key Performance Indicator

		Action
1.	<p><u>Welcome and Apologies</u></p> <p>Attendees were welcomed and attendance was noted.</p> <p>Meeting began at 18:00.</p>	
2.	<p><u>Declarations of Interest</u></p> <p>The Chief Executive ('CE') advised that since the agenda for this evening had been published, the EVH Employer Wage Ballot for 2025-26 had been issued. Therefore, it was agreed that this would be discussed under AOCB with staff members vacating the room for this item.</p> <p>J Wilson also declared an interest for the Wage Ballot discussions due to his employment with another Housing Association.</p>	

3. **Membership Applications and Cancellations**

Members approved one new application for membership:

[REDACTED]

There were no cancellations.

The total membership therefore now stands at 61.

4. **Minutes of Last Meeting on 12 December 2024**

3.1 - Amendments

No amendments were required.

3.2 – Approval

The minutes were unanimously approved for signing.

3.3 – Matters Arising

Item 3: Internal Audit Follow-Up – The CE confirmed that the recommendation for all procurement activity to be reported to Committee at the end of Q4 has been accepted, and this will be reported in due course.

Item 4: Welfare Rights Presentation – The CE confirmed that senior staff will keep the capacity of the service under review in case demand increases further.

Item 7: Overnewton Centre – Following on from last meeting's presentation by MAST Architects and Community Links Scotland on options for upgrading the Centre, the CE updated that the first meeting of the working group organised for this purpose took place on 30 January.

Item 10: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

The CE also noted one error of omission within this evening's papers, whereby a summary report of discussions from the Governance and Finance Sub-Committee on 30 January had not been produced. This was an oversight, and a report will be circulated in due course.

GA

S Archibald entered the meeting at 18:10

5. Internal Audit Reports – Presented by Wylie and Bisset LLB

The Chair welcomed S Archibald ('SA'), who was invited to present on the findings from two recent internal audits.

Governance – November 2024

SA advised that this internal audit had yielded an overall conclusion that the Association's governance is strong. This was found by conducting a review of processes and arrangements to ensure they reflect good practice and are compliant with the Scottish Housing Regulator's Regulatory Framework.

Some of the key points noted included:

- There were several areas of good practice highlighted in particular, which included the quality of information presented by staff to Committee, the ability of Committee members to fulfil their governance roles effectively, the clarity of the Association's Standing Order documents and continued compliance with Regulatory requirements;
- There were 4 low-grade recommendations concerned with managing low meeting attendance from some members, creating separate remit documents for the Housing and Property Services Sub-Committees respectively, a more detailed and defined 'programme of work' on the Committee meeting calendar, and the development of a skills audit and matrix;
- There were 4 observations, which included considering improving the standard of Committee inductions based on existing member feedback, maintaining a centralised register of interests and moving towards a reporting style more concerned with Key Performance Indicators ('KPIs') and benchmarking.

The Chair noted that the more detailed 'programme of work' and induction training which was recommended required to be balanced with the Association's efforts to streamline the volume of meetings currently in place. SA clarified for members that the detail suggested in the programme would involve specifying any Regulatory returns to be reviewed before submission, and the key decisions to be reached at each meeting.

It was also noted that work has already begun on carrying out a skills audit on Committee members in response to the audit recommendation.

There were no further questions and the report was noted.

Damp and Mould – November 2024

SA advised that the audit of the robustness of the Association's reporting, actioning and monitoring processes for damp and mould within homes had yielded an overall conclusion of substantial.

Some of the key points noted included:

- There were several areas of good practice highlighted, including topical staff training, effective Committee reporting, several avenues for communicating with residents on the issue and the presence of a Tenancy Services Assistant who can help residents maintain their homes by arranging reasonable adjustments and other support;
- There were 2 medium-grade recommendations, which included ensuring pre-inspection records were produced for homes affected by damp and mould and ensuring that post-inspections are completed following remedial works;
- There were 3 low-grade recommendations, which included development of damp and mould KPIs, a no-access procedure for affected homes and a formalised policy on the matter.

Members received assurance from the CE that 1 medium recommendation had already been actioned, while the other was on target to be met soon.

The CE did note that there is a preference towards extending the damp and mould section already found within the Association's Repairs and Maintenance Policy. SA advised that this would still be satisfactory, as long as there is a formalised procedure available.

There were no further questions or comments. The Chair then thanked SA for her attendance, and noted that the Association is working hard to meet all recommendations from these audits.

S Archibald left the meeting at 18:35.

6. Policy Reviews

Summary report detailing some minor changes to the Staff Code of Conduct and Treasury Management policies, plus brand-new policies on Occupational Driving and Menopause at Work. For streamlining purposes, it was noted that only the new policies were provided in full within the meeting papers while the updated policies were summarised only. However, all 4 policies were available in full on the Committee website portal.

The changes to the Staff Code of Conduct and Treasury Management policies were duly noted, whilst the new policies were unanimously approved.

The Factoring Manager ('FactM') noted that since the policies were drafted, a new advisory note from EVH dealing with *male* menopause would be added to the Menopause at Work policy.

FactM

7. Factoring Service Charge Review

Report detailing a proposed increase to Factoring service charges for 2025-26. The FactM noted that Committee would usually be presented with 3 options, however this year they were asked to approve a flat-rate increase of [REDACTED] for all owners. This was due to the fact that in December, Management Committee already approved the retention of x2 Estate Caretakers and x1 Clerical Assistant on the staff team, the costs of which were to be covered by an additional [REDACTED] increase to meet half the costs with the other half to be met by Factoring management fees.

The FactM highlighted that both tenants and owners will benefit from the services provided by the Caretakers, such as regular backcourt clearings, close inspections, landscaping and bulk uplifts. Previously these tasks would have been carried out by contractors on significantly higher rates, and in future a cost analysis can be done to show the level of savings made by the Association via this arrangement. Those members present who live in the Yorkhill area echoed the visible difference already made by the Caretakers.

The FactM confirmed that these changes will be communicated to all owners in due course.

There were no further questions or comments. Report approved.

8. Management Transfer

Committee were asked to note a report on a recent Management Transfer allocation, [REDACTED]

[REDACTED]
[REDACTED]

The DCE clarified that this case was notable because the resident involved was not at the top of the list for an aspirational move, however their individual circumstances necessitated a prompt transfer.

There were no further questions or comments. Report noted.

9. **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, but also wished to address the following points in the report:

Item 2.2: Overnewton Place – The Association plans to seek costs for potential development opportunities in the area. The CE gained approval from Committee to obtain some indicative costs, with the agreement that formal approval will be sought before progressing further. A suggested timeframe of 1-2 months was noted.

CE

The CE agreed with a member's point that future reports seeking approval on this matter should clearly state the Association's purpose for seeking to develop, and emphasise the housing need that would be fulfilled in doing so.

CE

Item 2.3 – B&C Listed Windows – The CE briefly updated that works have now begun on the window project, and have been progressing well.

Item 2.7: Strategic Business Plan – A date of 22 March has been confirmed for a strategic away-day in Glasgow City Centre. Arrangements will be made in due course for a second strategy day to be held within the Association's office in the weeks thereafter.

CE

There were no further questions, and members noted the report.

10. **AOCB**

EVH Wage Ballot - Staff left the room at 19:15, and re-entered at 19:25. During their absence, Committee discussed and ultimately approved the EVH Wage Ballot which recommended a [REDACTED] wage increase for 2025-26, and an increase of [REDACTED] in each of the 2 years after.

Awards - The FactM advised that the Association have applied for a sector award for putting an empty back into good use, due to a particularly good example from the previous year.

No further business was discussed.

The Chair thanked everyone for their attendance and input, and the meeting closed at 19:30.

Date and Time of Next Meeting: 13 March 2025 at 18:00.

Signed as a Correct Document Chairperson