

YORKHILL HOUSING ASSOCIATION LTD.

Minutes of Management Committee hybrid meeting held on Thursday 10 April 2025 at 18:00 in The Association's Office and via Zoom

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

Apologies: J Wilson, B Hanley, N McPherson, G Mattu

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

C McNeill, on behalf of Wylie and Bisset internal auditors

Abbreviations:

CE	Chief Executive
DCE	Deputy Chief Executive
FM	Finance Manager
GA	Governance Assistant

		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>There were no declarations of interest to note.</p>	
3.	<p><u>Internal Audit Reports – Presented by Wylie and Bisset LLB</u></p> <p><i>Although these items were initially no.6 and no.7 on the agenda, the Chair agreed for these presentations to be carried out at the top of the meeting, and C McNeill ('CM') was invited to present 2 internal audit reports.</i></p> <p><u>Internal Audit Annual Report 2024-25</u></p> <p>CM advised that in 2024-25, audit work was undertaken to verify the adequacy and effectiveness of the Association's risk management, financial controls and governance processes. CM informed members that these processes were indeed found to be effective.</p> <p>CM then provided a brief re-cap of the individual topics audited over</p>	

the past year – governance, financial controls, damp/mould and the follow-up review. Of these 4 audits, 2 yielded strong conclusions (the highest outcome obtainable) and 2 yielded substantial conclusions (the second-highest outcome obtainable).

It was noted that a benchmarking exercise found that the Association tended to receive a higher than average number of recommendations compared to similar organisations, however most of these were low-level and therefore still allowed for strong or substantial conclusions. CM also noted that the auditor's Key Performance Indicators for completing audits and submitting reports timeously were all at 100%.

Internal Audit Plan 2025-26

CM moved on to the next report, which detailed the dates and topics for audits over the next financial year. The Association is to be audited on its procedures for Complaints Handling, Maintenance and Rent Setting in addition to the annual follow-up.

A member noted that this report targeted having 2 audits ready for the December Governance and Finance Sub-Committee, however this Sub-Committee will not be meeting until January. CM noted this error and agreed to amend.

Members were satisfied with the reports presented, and the Chair thanked CM for their attendance at the meeting.

C McNeill left the meeting at 18:20.

4. Membership Applications and Cancellations

While membership is a standing item at meetings, there were no updates since the last meeting.

The current membership total remains at 63.

5. Minutes of Last Meeting on 13 March 2025

5.1 - Amendments

No amendments were required.

5.2 – Approval

The minutes were unanimously approved for signing.

5.3 – Matters Arising

Item 3: Sub-Committee Summary Reports – The Chief Executive ('CE') updated members that he had looked into whether Sub-Committee summary reports could be appended on to future CE Reports, however it was found that the formatting and presentation of this was not satisfactory. Therefore, summary reports will continue to be sent to Management Committee as a separate paper. Members were satisfied with this.

Item 5: Policy Reviews – The CE confirmed that the Governance Assistant ('GA') had circulated copies of the new Governing Body Members' Code of Conduct and acknowledgement slips for signing to those members who were not present at the previous meeting.

Item 10: Chief Executive's Report – Food Pantry – The CE updated members that the Association is still in dialogue with other Housing Associations who utilise similar services. When asked by a member whether a target date to work towards could be set, the CE advised that formal timescales would not be feasible at this stage, although efforts are certainly being made to progress matters.

6. Policy Reviews

Summary report detailing updates to 5 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.

Membership – the membership policy was due for review and as such has been expanded to include further information on rules around membership eligibility and the process for applying. A new section has also been added to provide interested individuals with more information on the process for joining the Management Committee.

Allocations – an amendment has been made whereby housing applicants will not be awarded overcrowding points if it is found that deliberate overcrowding has occurred at their current address. This amendment was made after the Deputy Chief Executive ('DCE') learned of similar difficulties experienced by others in the sector.

Attendance and Absence Management – updated to better reflect new arrangements in place since much of the Association's Human Resources filing systems have been digitised.

Procurement – updated to reflect procedures that allow for direct awards of works between £3k-15k. Works where significant delays to

void re-letting times would be experienced otherwise, or where specialist professionals are required, may also in some cases be directly awarded.

On this policy, a member asked for greater clarity on the wording of the changes. While the Property Services Manager was not present at this meeting, the CE agreed to obtain more detail from them. This information will then be circulated to Committee.

CE

Repairs and Maintenance – no new changes, however an update was required to ensure this policy aligned with the newly updated Procurement policy.

The policy updates were approved in principle, however members must be kept informed about the procurement update.

7. **Customer Engagement Strategy**

The DCE presented a report highlighting that a new strategy was now due after 3 years, and re-capped on the levels of success of the previous strategy in terms of its aims and objectives. Overall, many of the aims had been achieved, such as improving digital communication, newsletters, informal events and increasing the diversity of ways for service users to communicate with the Association. However, record-keeping of customer engagement drives and forming tenant scrutiny panels had met with lower levels of success.

The full strategy document for 2025-2028 was circulated, and aimed to continue the success of previous approaches while improving upon the areas identified as less successful from the previous strategy. The DCE added that a new website and tenant portal are due to be launched later in the year, which would further boost customer engagement levels.

One member noted that they were pleased to see how people-centric the latest newsletter was, and felt that readers would be more likely to read these types of articles. The member added that if future attempts are made to form tenant scrutiny panels, it is important that participants receive tangible feedback on how their input has affected change, as this will increase the likelihood of them taking part again.

There was some brief discussion whereby members agreed that tenant scrutiny panel activity should still feed into the Management Committee, to avoid the risk of the panel rivalling the Committee in its remit of setting strategy and direction. The DCE also agreed with the importance of this point.

The Chair noted that they would be keen to assist with any events such as coffee mornings, and the DCE agreed that there could be scope for more than one of these events per year.

One required amendment to the strategy document was noted, whereby it incorrectly stated that newsletters would be issued quarterly when in fact they are issued 3 times per year.

DCE

There were no further questions or comments, and the strategy was approved.

8. **Rent Equalisation**

The DCE pre-faced this report by noting that the rent equalisation process was overdue and had been pushed back over the years for various reasons. The DCE and Chair also praised the significant work of the Property Services Assistant in carrying out the technical work behind this project, and noted that a significant amount of rental income had not been collected over the years due to this project being delayed.

The DCE talked members through the various reasons that had led to some of the Associations' properties being unsynchronised with others, with the result being that the time had now come to either increase or decrease these properties' rents to bring them into alignment.

***At this point, [REDACTED] W Docherty [REDACTED]
[REDACTED], and an interest had to be declared.***

The DCE advised that there will be consultation meetings held with affected residents, which will be categorised (e.g., ex-GHA flats, flats which will see a decrease, etc.).

The importance of ensuring affected residents had enough time to prepare for rental changes was discussed, and members were assured by the fact that proposed changes will not take effect until April 2026.

The DCE advised that he will ensure he has robust answers to anticipated questions at the consultation events.

There were no further questions or comments, and a 5-year rent equalisation strategy was approved.

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:

Chancellor's Spring Statement – The UK Chancellor recently announced a £2bn boost for affordable and social housing in England, with groups in Scotland pushing for a proportional amount of money for Scottish homes. While this could lead to multi-millions in funding, it is too early to know how these potential funds would be allocated and divided.

Net Zero – There has been recent criticism of governmental Net Zero targets, with negative economic effects being heavily cited due to the costs involved. The CE advised there may be more updates at next month's meeting depending on how these stories develop.

Development – The CE met recently with the CE of Partick Housing Association, and both are keen on a partnership arrangement for potential development opportunities on the hospital site.

An error was noted whereby this report was submitted as 'for approval' rather than 'for information', which the CE agreed to rectify.

CE

AOCB

The Chair informed members that, unfortunately, D de Croy had resigned from the Committee. Members noted that he would be a loss to the Committee, and his enthusiasm at meetings would be missed.

The Chair noted that consideration would have to go into Committee succession planning, to which the DCE advised that this is indeed being progressed.

The Chair thanked everyone for their attendance and input, and the meeting closed at 19:15.

Date and Time of Next Meeting: 15 May 2025 at 18:00.

Signed as a Correct Document

..... Chairperson