

**BOARD
MINUTES**

MINUTES OF	:	Board of Management Meeting (non-confidential)
TIME & DATE HELD	:	11th February 2025
DATE APPROVED	:	25th March 2025

BOARD MEMBERS	:	Elizabeth Battersby, Irene McGinnes, Grace Barbour, Brian Barclay, Ross Ramsay, Tracey Kernahan and Janice Saunders (from Item 8)
APOLOGIES	:	Hugh McIntosh, Eddie Robertson, Linda Sichi and Marian Hassan
STAFF PRESENT	:	Tony Teasdale (CEO) Ola Ajobiwe (Finance Manager) Colette McKenna (DPS) Craig Russell (DCCS)
IN ATTENDANCE	:	None

1. Apologies

As noted above.

2. Declarations of Interest

The following declarations were noted:

- From: Grace Barbour, Tracey Kernahan and Janice Saunders (as SHA tenants) in relation to the rent review (Item 8)
- From Irene McGinnes (as a factored owner) in relation to the factoring fee review (Item 8)
- From Elizabeth Battersby (as a staff member with another EVH employer) in relation to EVH pay negotiations (Item 7)

3. Minutes for Information

None

4. Minutes for Approval

4.1 Board Meeting - 03.12.24

The draft Minute was **approved** on a proposal from Brian Barclay, seconded by Grace Barbour.

4.2 Strategy Session - 11.01.25

The draft Minute was **approved** on a proposal from Ross Ramsay, seconded by Tracey Kernahan.

5. Matters Arising Schedule

The following items were noted:

- Details of Xmas festive support to tenants and the community.
- An update regarding newsletter and change of designer.
- Confirmation that the four new Upkeep Board appointments that had been proposed electronically following the December meeting had all been approved. A “get to know you” event had since been held for the full Board and was felt by Members to have been successful.

6. Compliance and Safety Update

The report was noted, including details of wind damage experienced during the recent storm Eowyn.

7. Chief Executive Progress Report

Members noted the content of the report and the following in particular:

Staffing

- An update on sickness absences in the Customer and Community Services Team.
- That EVH was about to formally consult on a proposed pay-deal with a response deadline likely to be in advance of the next meeting. The proposal was for a three year agreement, with a 4% increase from April 2025 and for 2026 and 2027 an increase of 1.5% above CPI inflation (linked to the preceding October CPI rate and dependent on CPI not breaching a floor of 1% and a ceiling of 4%).
- It was agreed that once the formal proposal and ballot had been received the Board would be consulted electronically about the proposal.

Shettleston Housing Group Conference: The date for this was agreed as Friday 9th May, from lunchtime, and the venue to be Shettleston Juniors FC club. All staff and Board Members from across the Group were encouraged to attend.

Board Training: The following dates and times for additional Wednesday lunchtime briefing sessions were noted (all starting at 1pm):

- Performance Management: 26th February
- Our wider role activity: 30th April
- Staffing and HR policies: 4th June

2025 Annual Board Review: The dates/times for individual meetings with Members (SHA and subsidiaries) had all now scheduled for first half of May and the report with recommendations would be presented for consideration to the Board meeting on 27th May.

Investment Update: the following was noted:

- The outcome of meeting about Shettleston Halls site with Paul Sweeney MSP, local Councillors and City Council and Wheatley Group representatives. The consensus from all agencies present was that the site is not realistically developable for affordable or market housing at current grant rates. There was some discussion about the potential benefit of developing site for amenity use or even parking.

- The DPS updated that the Council had now confirmed funding support for SHA to carry out a feasibility study for the Clyde Gateway site at Old Shettleston Road.
- The Council has somewhat relaxed the targeting criteria for property acquisitions and 2 x two bed properties were currently being assessed.

Homelessness: Members noted the letter that had recently been received from the Health and Social Care Partnership (HSCP) and the Council seeking a further increase in proportion of lets for statutory homeless households and a meeting had been scheduled to discuss this on the 24th March. There would be an opportunity to discuss this further at the Operations Committee meeting on 4th March.

Sustainability Strategy: Work had been undertaken to self-assess against the Sustainability Reporting Standard (SRS) and the following actions taken in respect of this:

- Establishment of baseline carbon footprint for SHA and Upkeep (Scope 1 only).
- In relation to proposals to improve bio-diversity:
 - Development of proposals for a pilot “planting for nature” project on Association managed greenspaces (six sites identified).
 - Potential project with SCGP aimed at providing gardening support for tenants and others in the community.
 - Upkeep proposal to establish a small community composting scheme (with £5k grant-funding obtained).

Local and national housing policy: The following were noted:

- The Scottish Government restoration of last year’s cut in the Affordable Housing Supply Programme (AHSP). News was still awaited of what this will mean for our medical adaptations budget.
- That the longer-term position regarding any rent restrictions on RSL owned MMR properties had still to be established.
- The GWSF event on 29th April to commemorate the 50th anniversary of the registration of the first community based housing association.

8. **Annual Review of Rent and Factoring Fees**

The DCCS introduced the paper providing detail of the feedback from tenants and owners to the recent consultation exercise carried out on the level of increase to be applied from 1st April 2025.

Members were provided a breakdown of the consultation methods used this year – including the use of postal survey, online, text messaging and QR codes. A total of 285 responses were received this year (an increase from 193 in 2024 and 128 in 2023). Whilst higher than previous years, this still only represents around 11% of Association tenants. Of those who responded 116 (41%) were in favour and 169 (59%) opposed to increase being proposed.

The DCCS highlighted the individual comments that had been anonymised and uploaded to Decision Time with cost-of-living pressures being the main reason cited for opposing the increase.

Where service delivery issues were noted or other individual follow-up required, Property and Housing staff had contacted those tenants directly (89 tenants were contacted in this way).

The Board was also given an overview of the Tenant Forum meeting held on 23rd January and noted that whilst there were some concerns raised by attendees that rent increases be kept low, they understood why the increase being proposed had been put forward.

Members were reminded of the financial factors that been considered in detail at the December meeting and the discussion at January's Board Strategy Day. These included:

- An increase in CPI inflation (2.6% in November and 2.5% in December)
- The EVH/Unite pay negotiations were ongoing (update noted as per Item 7 above)
- Our own business cost rises (including insurance costs) have often exceeded the cost of general inflation

The DCCS also highlighted to the Board that the proposed 3.8% increase is lower than the average increases being proposed by Glasgow and West of Scotland Forum of Housing Associations (GWSF) members who had responded to their annual survey. The average being proposed here was 4%.

In relation to factored owners, Members were also provided with an overview of the survey responses. A total of 19 owners responded with only two responses agreeing with the proposed increase.

The DCCS highlighted to Members that the Association's factoring management fee was significantly lower than similar RSL's and that this would be reviewed as part of the upcoming factoring review. This will also take account of the service quality provided to owners alongside the management fee to be charged.

Following discussion, **Members agreed to approve the uplifts that had been proposed for consultation at the December meeting. These being: -**

- **A 3.8% increase in rent and service charges for all SHA tenants, and**
- **A 3.8% increase in the factoring management fee for factored owners**

In discussion it was agreed that it was important to ensure that people who have responded feel that they have been listened to. It was also important to continue to highlight the investment that is being delivered as a consequence of the increased rents.

The DCCS confirmed that all tenants who provided comments had been contacted and that there will be a feature in the upcoming Spring Newsletter to feedback on the results of the consultation.

9. Governance

Members noted the content of the report.

- The Board **approved the updated Board/Committee meeting schedule**
- Progress with the 2024 Board Development Plan was noted, including future training items planned.

- The documents that had been issued early for prior reading/comment were reviewed and **approved as follows:**
 - Board Succession Plan
 - Role Description for Board Members
 - Role Descriptions for: the Chairperson, Vice Chairperson and Secretary
 - Whistleblowing Policy
 - Financial Regulations
 - Anti-fraud and bribery policy

(It was noted that some members had tried to indicate approval for documents but this hadn't been successful. Clarification was provided and it was agreed that further guidance be issued to all members on this).

In relation to the Board Succession Plan:

- Tracey Kernahan indicated an interest in taking on the role of SHA Chair in future and in undertaking training accordingly.
- It was agreed that further soundings be taken with Members about the vacant role of Chair of the Operations Committee.

10. Shaping Shettleston

Members noted the content of the report, the analysis of the survey results from across the Shettleston Ward and a summary of the specific results for the Shettleston and Sandyhills areas of the ward that was tabled at the meeting.

It was agreed that a SHA view on the local area be prepared and submitted to help inform the ongoing locality planning process and in discussion Members raised the following areas for improvement:

- Poor condition of common areas and pavement:
 - dog dirt, litter
 - fly-tipping and general aesthetics
- Inadequate street lighting in certain areas (including on and beyond road bridge over the railway line going into Springboig and around Shettleston train station – meaning safety concerns).
- Lack of litter bins in certain areas
- Graffiti on sides of buildings
- Vacant sites e.g.
 - Shettleston halls site, Wellshot Road – needing a solution to meet community needs (or even just a tidy up in short term).
 - McKellar Watt and adjacent site, Old Shettleston Road
- Shettleston Road – shopping area:
 - Scope for improvements to streetscape and shop fronts

It was **agreed that the CEO and senior team should draft a submission on behalf of the Association and seek electronic Board approval for this.**

It was noted that the next significant Shaping Shettleston consultative event was due to take place on 7th March.

11. Business Plan (Developing our Strategy)

Members noted the content of the report and in-particular the information regarding the content of the current Business Plan and the main strategic actions that had been agreed as part of the January Strategy Day in relation to:

- new build development activity
- investment in the existing stock
- forward rent strategy and
- exploring opportunities for collaboration with other CBHAs

It was **agreed that the following should also be regarded as priority projects** for the coming year:

- Developing our approach to customer service
- Increasing tenant/resident engagement in SHA decision-making
- Ongoing development of our ICT strategy and digitalisation of services
- Reviewing the rent structure and service charges
- Reviewing our housing allocations policy

The proposed Delivery Plan action points were considered and approved in-principle. This to be further worked up as part of the finalised draft Business Plan for consideration at the March Board meeting.

12. Property Services Procurement Report 2025/2026

The DPS presented the Procurement Plan for suppliers to deliver capital and maintenance works in 2025/26. Members noted that, where possible, it is proposed to utilise nationally procured frameworks to source contractors and consultants as this will provide a more efficient route to procurement and enable the Association to take advantage of potential economies of scale.

The DPS confirmed that framework documents, including detailed specifications and quality / price scoring, will be vetted to ensure they meet the specific requirements of each of our projects ahead of any recommendation to appoint. Recommendations for each procurement will be presented to the Operations Committee for approval.

The DPS highlighted that the procurement of a contractor to deliver the decarbonisation pilot project had been omitted from the plan. The value of this work is expected to be c£250k. It is proposed that Warmworks will be appointed to deliver this work via a direct award through the Scotland Excel Framework for Energy Efficiency Contractors.

Following review of the plan Members **approved the proposed approach to procurement for maintenance & capital investment works for 2025/26.**

13. Q3 Management Accounts

The Finance Manager provided an overview of the results for period ending 31st December 2024. The Board noted the surplus position of £1,810k compared to the budget of £1,248K, the resulting favourable variance of £562K was due to underspend of £363K in operating costs and gift aid of £154K received from Upkeep.

The main points to note were:

- Total turnover was almost on budget with £3K unfavourable variance.
- There was an underspend of £363K in total operating costs due to a combination of both favourable and unfavourable variances in various expense categories.
- Reduction in the impact of interest rates on financing costs in comparison to level of unfavourable variance reported earlier in the financial year due to decreasing Bank of England interest rate.
- Net assets increased to £14,367K from £12,557K at 31 March 2024. Net fixed assets also increased by £159K. Similarly, cash balance increased by £985K to £2,963 from £1,978K at 31 March 2024.
- Capital expenditure was £1.8M at 31 December 2024 leading to a shortfall of £854K in comparison to the budget for same period. The possibility of capital expenditure budget being met by financial year end was pointed out. In response, it was noted that there have been further spend since the date of the report, and any outstanding spend at financial year end would be carried into the next financial year end.
- The board noted overspend in few fixed asset components, the DPS responded that this was due to timing difference. Also, that priorities sometimes require overspend in few spend headings however, this would be compensated by underspend in others.
- All lender's covenants were met, and management accounts report sent to lenders within the required time frame.

The Board approved the management accounts to 31 December 2024.

14. Quarterly Performance Progress Report

Members noted the detailed report on progress with the 2024/25 Delivery Plan which set out – for each of the Strategic Objectives - which action points had been completed (36%), substantially progressed (36%) or had yet to be actioned (27%). Further progress was anticipated by the end of the March but there would be a significant amount of slippage into the next financial year and most of these items had been flagged for inclusion within the 2025/26 Delivery Plan in the report at Item 11.

15. Membership Applications

The following applications for members hip were noted and approved.

- Ms Anna Ostrowska, Shettleston Road, GLASGOW
(Ms Ostrowska is a factored owner within the SHA stock.)
- Miss Eve Adamson, Muirymfauld Drive, GLASGOW
(Miss Adamson is a SHA Tenant).

16. Any Other Business

There was none.

Minute prepared by Tony Teasdale (CEO); Colette McKenna (DPS); Craig Russell (DCCS); and Ola Ajobiewe (Finance Manager)

SIGNED:

Colette McKenna
(Chairperson)

DATE:

25/3/25