

Report to:	Management Board					
Date of Meeting:	19 August 2025					
Agenda Item No. 4.0	Minutes of Previous Meeting – 17 June 2025					
Report prepared by:	Teresa Gallagher, Governance & Corporate Services Officer					
Report for:	Approval	✓	Information		Decision	

SEDERUNT			
Members Present		In Attendance	
Chair	Frances Cunningham	CEO	Elaine Lister
Member	Karen Kirk	Depute Director/Housing Manager	Jim Kerr
Member	Sharon Lynch	GCSO Minute Secretary	Teresa Gallagher
Member	Heather Ross	Consultant – Ideal Outcomes	Angela Spence
Member	James Ross	Factoring Consultant	Jim Falconer (item 6 only)
Member	Adele Fraser		
Member	Darren Ward		
Member	Natalie Kirk		
Member	Catrina Miller		
Apologies		Leave of Absence	
Member	Gary Gow		
Member	Karen McCartney		
Member			
Member			
Member			
Absent		Joining Remotely	
Member		None	

AGENDA ITEM 2.0 – DECLARATIONS OF INTEREST
Adele Fraser – member of GWSF

AGENDA ITEM 3.0 – NOTIFIABLE EVENTS			
The CEO explained there have been no new notifiable events.			
Decision			
Action Required: None			
Lead		Due by:	

AGENDA ITEM 4.0 – MINUTES OF PREVIOUS MEETING – 27 May 2025
Amendments noted: None

The minutes of the Board meeting held on 27 May 2025 were approved as a true record of the meeting.

Approved	Adele Fraser	Seconded	Heather Ross
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Agenda Item 4.1 – Matters Arising	For Information
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4.2 The CEO explained the notifiable event in relation to the CEO recruitment is now complete and the SHR will be informed to close this.

4.3 Members were informed the business plan would be presented at the meeting scheduled for 1 July now that we have had data from the stock condition survey. The financial projections would have to be re-run to complete the finance section. Members asked if the CEO could distribute the completed sections of the business plan in the interim.

4.4 The Scottish Housing Regulator (SHR) have queried some of our ARC data and we are gathering that information to respond.

4.5 Our new Finance Agent from FMD will be Ian Nicholl. Our current Finance Agent leaves FMD on 1 August and Ian is due to start on 1 September, however he has planned annual leave during that month. Fettes McDonald will provide the cover required in that period.

AGENDA ITEM 5.0 – Minutes of Previous Sub-Committee Meetings

None			
Approved		Seconded	
Action Required			
Lead		Due by	

AGENDA ITEM 6.0 – Factoring Review	For Approval
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[Jim Falconer Factoring Consultant (FC) joined the meeting at 6pm],

The FC presented the Management Fee Review report and explained the purpose of the report was to address financial imbalance in the current Factoring Management Fee structure and to recommend an increase in fees to address the growing annual deficit.

The current Management Fee does not cover the actual costs of providing the Factoring Service and if the structure doesn't change there is an estimated 5-year shortfall estimate of £212,269.

To remedy this the Board were asked to agree to a 62% increase in Management Fees and to implement this rise from 1 October 2025.

Members discussed a phased increase option and were informed this would not eliminate the deficit nor address the cross-subsidy from tenants to owners to cover annual deficits.

The FC explained appointing a temporary Factoring Manager for a 1-year period would provide a structure to the factoring service whose main objectives would be to have an efficient system in place, develop processes and policies. A separate report on the future of the factoring service will be presented to the Board at their meeting in August.

The approach to the proposed increase was discussed and it was agreed to highlight the benefits of our service and do a comparison exercise with other factored services. An information session should be held for service users in the lead up to notifying them of an increase.

Members asked the FC if he could create a job description for a Factoring Manager.

[Jim Falconer left the meeting at 6:35pm]

Decision	The Management Board; <ul style="list-style-type: none">• Approved to proceed with the 62% management fee increase;• Approved to appoint a Factoring Manager at a grade to be agreed (either EVH 7 or 8); and;• Refer the introduction of small revenue generating actions for when a Factoring Manager is in place.
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Action Required: [Create Job Description for a Factoring Manager](#)

Lead	Jim Falconer	Due by:	June 2025
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AGENDA ITEM 7.0 – Stock Condition Survey Update		For Noting	
<p>Angela Spence advised that, at the request of the Chair, she has taken the lead on overseeing both the Stock Condition Survey Programme and matters relating to the Caledonia Centre.</p> <p>In September 2024, M4 were awarded the contract to conduct a 70% stock condition survey. The initial report was received in January 2025, with several refined versions following. The final version—provided in Excel pivot table format—was delivered on 9 June 2025, following delays caused by the need for further refinement.</p> <p>To date, 68% of the housing stock has been surveyed, with the remaining properties to be captured over the next three years. The interim findings indicate that 98% of the planned survey work has now been completed. Importantly, the data gathered includes not only condition information but also compliance, cyclical maintenance, and grounds maintenance details.</p> <p>The results are being presented through Power BI, which provides dynamic, visual insights. A demonstration of the Power BI dashboard will be arranged for the Board at a future meeting. This tool has proven to represent good value for money; we currently have access to the dashboard free of charge for one year. Furthermore, the Association intends to discontinue use of the existing Planned Maintenance Integrator system, resulting in annual savings of approximately £12,000.</p> <p>Now that comprehensive data is available, the Association will re-run its five-year financial projections. This may lead to a re-submission of figures to the Scottish Housing Regulator (SHR), with corresponding impacts on our 30-year financial projections and sensitivity analysis related to asset expenditure. Members queried whether the updated figures would result in significant changes, it was confirmed that only minimal changes are expected. M4 have also smoothed projected planned maintenance works during years 11 and 12 to support financial planning.</p> <p>Some previously identified issues within the programme were revisited. It was advised that a formal investigation would not offer value for money, as it would be resource-intensive with limited benefit. It was acknowledged that the original programme delivery timeline was ambitious, and that the intended integration format with our housing information system was ultimately unviable.</p>			
Decision		The Management Board noted the progress on the stock condition survey being undertaken by M-Four Ltd.	
Action Required:			
None			
Lead			Due by:

AGENDA ITEM 8.0 – Board Digest

For Information

8.1 Redacted

8.2. Members noted the detailed report on our allocations in the past 3 year in response to the letter from South Lanarkshire Council on the homelessness challenges they are facing. Members discussed the request and how it would impact our waiting list. Any proposed increase would be dependent on new voids coming in. Members were informed the Housing Scotland Act 2014 stipulates we are legally bound to accommodate homelessness as a priority.

Our Business Plan includes the option to buy properties to rent which would allow us to support homelessness issues.

8.3 Members noted the recommendation of board devices with the preference being members are issued laptops and a randcha email address. This will enhance security and our I.T. support can access devices remotely in the event of any issues.

Decision

The Management Board;
Redacted;
Agreed to raise our quota by 5 % to homeless referrals from South Lanarkshire Council in the interim; and;
Agreed the issue of laptops and randcha email address for Board Members.

Action Required: None**AGENDA ITEM 9.0 – Governance Report**

For Approval

The Governance & Corporate Services Officer (GCSO) presented the review of the membership list and sought approval to cancel 5 shares for reasons detailed within the covering report.

Members noted Board attendance statistics since the 2024 AGM was below our target of 70% and will continue to be monitored.

Decision

The Management Board approved the cancellation of 5 shareholders as detailed on the covering report and noted Board attendance statistics.

Action Required: None**AGENDA ITEM 10.0 –Annual General Meeting Arrangements**

For Approval

The GCSO took members through the arrangements for the upcoming AGM. It was agreed that the AGM will be held on Tuesday 9 September at 6:30pm. To help encourage shareholder attendance, members discussed possible incentives and agreed to offer Bingo and Fish Suppers on the night.

The Chair noted that the attendance figure recorded in the minutes of the Special General Meeting should be corrected to 11, reflecting the actual number of attendees.

Three members, Frances Cunningham, Karen Kirk, and Natalie Kirk are due to retire by as per our rules. All three confirmed their intention to stand for re-election.

It was proposed that the appointment of office bearers be included in the scheduled September Board meeting, allowing the AGM to remain a sociable and engaging event focused on increasing shareholder participation.

Decision	<p>The Management Board;</p> <p>I. Approved the AGM date and Agenda</p> <p>II. Approved the draft minutes as an accurate record of the Annual General Meeting held on 17 September 2024, and recommended these to the members for approval</p> <p>III. Subject to amending the number present, approved the draft minutes as an accurate record of the Special General Meeting held on 17 September 2024, and recommended these to the members for approval</p> <p>IV. Agreed the CEO will prepare the Chairpersons report in consultation with the Chair</p> <p>V. Recommended the reappointment of CT as the Associations External Auditors</p> <p>VI. Established those due to retire confirmed they would stand for re-election</p> <p>VII. Noted the 9-year rule does not apply to any retiring members</p> <p>VIII. Agreed to incorporate the special board meeting agenda into the Board meeting scheduled for 23 September 2025; and;</p> <p>IX. Noted the secretary's report will be presented for approval at the Board meeting in August 2025</p>
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Action Required: None

Lead		Due by:	
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AGENDA ITEM 11.0 – Complaints Policy Amendments

For Approval

The GCSO presented the amended complaints handling policy, accompanied with an equality impact assessment for approval and explained the First Tier Tribunal Service had recommend the policy make further reference to their service.

Decision	The Management Board approved the amendments to the Complaints Handling Policy.
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Action Required: None

Lead		Due by:	
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AGENDA ITEM 12.0 – Correspondence		For Information	
<p>12.1 The monthly briefs from EVH and GWSF were uploaded to the Board portal.</p> <p>12.2 The CEO explained the SHAPS Pension Group had submitted their invoice for membership renewal. Members queried the objectives of the group and if we had attended any of their sessions. The CEO gave some background to members on the pension deficit and members agreed to renew the membership only if we utilise the service.</p> <p>The Chair suspended standing orders.</p>			
Decision		The Management Board agreed to renew membership of the SHAPS Pension Group if it is efficiently utilised.	
Action Required:			
Lead		Due by:	

AGENDA ITEM 13.0 – AOCB		For Information	
<p>13.1 The CEO asked members if they would like to nominate themselves to the GWSF Committee.</p> <p>13.2 The Scottish Government has issued the Strategic Housing Investment Plan (SHIP) form, and it was agreed that we should respond to confirm our intention to progress with the purchase of off-the-shelf properties for rent.</p> <p>13.3 Redacted</p>			
Decision	<p>The Management Board</p> <ul style="list-style-type: none">• Noted the GWSF nomination information• Agreed to inform SHIP of our intention to purchase off-the-shelf properties for rent; and;• Redacted		
Action Required: Complete and return SHIP form			
Lead	CEO	Due by:	30/06/2025
Action Required: Redacted.			
Lead	CEO	Due by:	30/06/2025

The meeting ended at 7:55 pm

DATE OF NEXT MEETING	Tuesday 17 August 2025 at 5.45pm
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I certify that the above minute has been approved as a true and accurate reflection of the proceedings			
Signed by Chairperson			
Name	Frances Cunningham	Date	19/08/2025