

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 25 AUGUST 2026 AT 6.00 P.M. IN PERSON AT 77-83 KILBOWIE ROAD, CLYDEBANK G81 1BL AND VIA A VIDEO CONFERENCING LINK

ACTION

Present:

Ms D. Smith	Chairperson	In person	Elected Member
Mr J. O'Donnell	Vice Chairperson	In person	Elected Member
Mrs L. Ramsay	Treasurer	In person	Elected Member
Mr P. Shiach	Secretary	In person	Elected Member
Mrs C. Boyle		In person	Elected Member
Mr C. Johnson		In person	Elected Member
Mr A. Conarty		In person	Elected Member
Mr D. Adeoye		Online	Elected Member
Mrs M. Richford		Online	Elected Member
Councillor Johal		Online	Co-opted Member
Councillor Traynor		Online	Co-opted Member

Quorum required: 4 members (excluding co-opted)
Quorum achieved: Yes

In Attendance:

Mrs L. Lees	In person	Chief Executive
Mrs S. Farrell	In person	Customer & CS Manager
	Online	Share

1. Apologies

There were no apologies received.

2. Chairperson's Remarks

The new Chairperson, Ms Smith, welcomed everyone to the meeting and stated she was looking forward to working with everyone in the new term. The outgoing Chairperson, Mrs Boyle, was congratulated for her 5 year term and presented with a small gift and new member Mr Conarty was welcomed. It was noted that a quorum was present to enable the meeting to go ahead.

3. Declaration of Interest

There were no declarations of interest. It was noted that whilst staff were presenting a verbal staffing report at Item 12., they would not be participating in any decision making.

4. Business Carried Over from Last Meeting

The Secretary accepted his appointment from the meeting on 25 June 2026 following the AGM.

5. Management Committee Attendance update (if applicable)

The Chief Executive confirmed that there were no concerns at present.

6. Management Committee External Training/Conference Feedback (if applicable)

There was no feedback to report.

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 25 AUGUST 2026 AT 6.00 P.M. IN PERSON AT 77-83 KILBOWIE ROAD, CLYDEBANK G81 1BL AND VIA A VIDEO CONFERENCING LINK

ACTION

7. Secretary's Report

The Secretary provided the following report:

a) Correspondence (For information)

- An email had been received from EVH regarding their annual conference to be held on 29/30 October in the Westerwood Hotel, Cumbernauld. Any member interested should speak to the Chief Executive
- A card had been received from the former Housing Assistant, [REDACTED] who had retired in June, to thank the Committee for her retirement gift and wished the Committee every success for the future. Cakes had also been handed in

b) Share Membership Applications (Decision/Approval Required)

Share membership applications had been received from the following:

- [REDACTED] bank
- [REDACTED] bank
- [REDACTED] debank
- [REDACTED]

The applications were unanimously approved by the Management Committee. The Chief Executive confirmed the Secretary would be required to sign the share certificates alongside 2 other members following the meeting.

c) MC Membership Applications (Decision/Approval Required)

No MC Membership applications were received.

8. Approval of Minutes & Actions Notes

a) Management Committee – 23 June 2026* (Decision/Approval Required)

There were no errors or omissions noted, and the Minute was proposed by Mrs Boyle seconded by Mr O'Donnell and unanimously approved by the Management Committee.

Councillor Traynor entered the meeting at this point.

b) Management Committee – 25 June 2026 (after AGM)* (Decision/Approval Required)

There were no errors or omissions noted and the Minute was agreed as a true reflection of the meeting. This minute will be issued to Shareholders for review prior to the next AGM.

c) AGM – 25 June 2026 (after AGM)* (Decision/Approval Required)

There were no errors or omissions noted, and the Minute was proposed by Ms Smith seconded by Mr Johnson and unanimously approved by the Management Committee.

ACTION

- 9. Business Arising from the Minutes (Decision/Approval Required)**
There was no business arising from the minutes.

10. Ratification of all Minutes (Decision/Approval Required)
Ratification of all Minutes was proposed by Mr Johnson, seconded by Mr O'Donnell and unanimously approved by the Management Committee.

11. Emergency decisions since last meeting (Decision/Approval Required)
The Chief Executive confirmed no emergency decisions were required since the last meeting.

12. Staffing Issues

a) Staffing Report* (Decision/Approval Required)
The Chief Executive referred to the above report on screen as prepared by the Housing Services Manager/Chief Executive and circulated prior to the meeting. It was noted that a decision was required as detailed [REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

■ [REDACTED]
[REDACTED]
[REDACTED]

■ [REDACTED]
[REDACTED]

■ [REDACTED]
[REDACTED]

■ [REDACTED]
[REDACTED]

■ [REDACTED]
[REDACTED]

■ [REDACTED]
[REDACTED]

■ [REDACTED]
[REDACTED]

■ [REDACTED]
[REDACTED]
[REDACTED]

The Management Committee noted several queries:

 - [REDACTED]
 - [REDACTED]
 - [REDACTED]

ACTION

The Management Committee considered the information and legal advice presented and the offer of [REDACTED] [REDACTED]. The disposal of land to CRL was unanimously approved in order that the development can be completed to the edge of the adopted footpath. The Chief Executive stated that the sales proceeds would go into general reserves and that the SHR would be notified of the disposal.

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 25 AUGUST 2026 AT 6.00 P.M. IN PERSON AT 77-83 KILBOWIE ROAD, CLYDEBANK G81 1BL AND VIA A VIDEO CONFERENCING LINK

ACTION

14. a) Complaints for quarter to 30 June 2026* (For information)

The Customer & Corporate Services Manager referred to the above report which was circulated prior to the meeting where it was noted that unusually with the quarter, 2 complaints which had been completed at Stage 1 and were escalated to Stage 2 were taken to the Ombudsman by tenants and as per all information enclosed in the report, the Ombudsman was satisfied that in both cases the Association took all reasonable steps and they would not be taking either complaint forward.

The Customer & Corporate Services Manager did state that providing evidence was very time consuming. The Chief Executive confirmed that the Director's Group she is a part of is also noticing an increase in complaints going to the SPSO but also AI/Co-pilot use.

It was noted that the KPI Report was uploaded on 07 August and that full staff training will take place on 02 September on complaints handling and customer care.

The Customer confirmed that all 27 complaints received from 01 April – 30 June 2026 had been responded to in full, with 25 being dealt with at Stage 1 and 2 at Stage 2. This was noted as quite high [REDACTED] so will continue to monitor. The Management Committee noted the service improvements put in place following 15 (56%) partial/upheld complaints and that 2.52 was the average number of days to resolve at Stage 1 and 9.5 was the average at Stage 2.

The Customer & Corporate Services Manager highlighted the breakdown of relevant service areas as detailed and then referred to the trends and themes section where it was noted three distinct themes were identified:

- i) 2 upheld complaints were regarding the same contractor - will monitor. Significant previous work and usually incredibly high satisfaction
- ii) the recording of how complaints were closed off at Stage 1/referred to Stage 2 needs to be improved. This will be covered at full staff training planned for 02 September.
- iii) there is an emerging trend in the use of AI in making complaints. Whilst a useful tool for organising thoughts, can generate false or misleading advice. In one complaint case, this added hours of work for staff. Article included in June newsletter. Will monitor.

The Customer & Corporate Services Manager then highlighted the KPIs required by the SPSO and the new categories being submitted to Scotland's Housing Network (SHN) for benchmarking.

The Management Committee noted that complaints reports are circulated to Senior Staff and discussed at departmental and full staff meetings, to

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 25 AUGUST 2026 AT 6.00 P.M. IN PERSON AT 77-83 KILBOWIE ROAD, CLYDEBANK G81 1BL AND VIA A VIDEO CONFERENCING LINK

ACTION

encourage a positive approach to complaints and make sure service improvements noted are put in place.

The Customer & Corporate Services Manager invited questions. There were none and the report was noted.

b) Compliments for quarter to 30 June 2026* (For information)

The Customer & Corporate Services Manager referred to the above report prepared by the Corporate Services Assistant which was circulated prior to the meeting detailing 14 compliments received in the quarter. The Management Committee noted that all compliments are passed on to the relevant staff/contractor.

The report was noted by the Management Committee.

15. Customer Engagement/Communications Update* (For information)

The Customer & Corporate Services Manager referred to the above report, circulated prior to the meeting and welcomed any suggestions for improvement or questions, and the following was highlighted:

- At 1. Feedback/Consultation, the proposed Anti-Social Behaviour Policy focus group
- At 2. Radnor Park Multis Tenant & Residents Association (RPMTRA), the annual grant funding of £1.4k provided to the group for their running costs
- At 4., the afternoon tea planned for Scottish Housing Day, the CIH Roadshow on 01 September and the donation committed to Dunbartonshire Junior Netball League
- At 5. the Annual Report, Scottish Housing Day publication, Complaints KPI report and Disability Confident Employer status being renewed were noted
- At 7., the new kindness initiatives and that three customers remain under Active Management with 4 customers being monitored for their behaviour/language

The Customer & Corporate Services Manager invited questions. There were none and the report was noted by the Management Committee.

16. Centre81 and Wider Role Update* (For information)

The Customer & Corporate Services Manager referred to the above report prepared by the Centre81 Co-ordinator which was circulated prior to the meeting and the following was highlighted:

- Currently approximately c. £6.6k in our Community Pot supporting the delivery of a wide range of workshops and events including support to Tea & Tots parent and toddler group whilst they attract longer-term funding
- 2 young people's activity sessions per week were provided during the summer holidays, in partnership with the Centre81 Steering Group. We also provided the coach and lunches for a day out

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 25 AUGUST 2026 AT 6.00 P.M. IN PERSON AT 77-83 KILBOWIE ROAD, CLYDEBANK G81 1BL AND VIA A VIDEO CONFERENCING LINK

ACTION

- Currently exploring options for new tenants and new hires following long-term tenant CDC Cheerleaders moving out in June
- Success in securing funding namely from the National Lottery – Strengthening Organisations to fund Consultants/Business planning/marketing (£25,650), Awards for All for arts, crafts and sports (£19,970). Await response from WDCVS funding applied for on 12 August

Given the routine nature of Items 17. - Item 21. and that they are based on existing approved information, the Chief Executive asked if members had to time review and whether a collective approval of these items could be achieved to allow more time for the appraisal presentation. The Management Committee noted they had reviewed the items, and they were satisfied to give unanimous approval to them.

17. Audited Financial Statements (AFS) Return to SHR - 2025/26* (Decision/Approval Required)

All information is derived from the audited, approved Statutory Financial Statements to 31 March 2026 and it is presented in the way requested by the SHR to complete their due diligence and compare and analyse information and trends between Registered Social Landlords. Unanimously approved for submission.

18. OSCR Annual Return to 31 March 2026* (Decision/Approval Required)

OSCR is the charity regulator, and all registered charities are required to provide a summary of their accounts in an online annual return and include copies of their audited annual accounts. Unanimously approved for submission.

19. Radnor Park Homes Dormant Accounts – 2025/26* (Decision/Approval Required)

Accounts of the Association's company which is an active registered company but is dormant, therefore dormant accounts are required to be submitted to Companies House. Unanimously approved for submission.

20. Financial Conduct Authority (FCA) Annual Return 2025/26* (Decision/Approval Required)

All mutual societies under the Co-operative and Community Benefit Societies Act 2014 are required to submit an annual return and copies of their audited annual accounts to the Financial Conduct Authority. Unanimously approved for submission.

21. SHAPS TPT Financial Assessment 2025-26* (Decision/Approval Required)

The Defined Benefit scheme was the main pension offering in the past across the housing sector and that following the completed financial assessment, the Association remains as "low" risk. Unanimously approved for submission.

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 25 AUGUST 2026 AT 6.00 P.M. IN PERSON AT 77-83 KILBOWIE ROAD, CLYDEBANK G81 1BL AND VIA A VIDEO CONFERENCING LINK

ACTION

22. Freedom of Information Return - Quarter 1 of 2026/27 (Apr to June 2026)* (For information)

The Chief Executive referred the Management Committee to the above report from the ICT & Compliance Officer circulated prior to the meeting and noted that 0 FOI requests regarding the Association were received in the quarter to 30 June 2026. It was noted that there were also no requests for the subsidiary, CHA Power Ltd.

The report was noted by the Management Committee.

██████████ (SHARE) entered the meeting at this point.

23. Focus on Governance/Risk (For information)
a) Notifiable Event Register*

The Chief Executive referred to the above report circulated prior to the meeting and noted that there were 0 new Events and 0 open Events. The Management Committee noted that the disposal of land at Cart Street and the 9DF Pilot will be raised to SHR.

The report was noted by the Management Committee.

b) Draft MC Annual Work Plan 2026-27*

The Management Committee noted that annual work plan.

c) Draft MC Meeting Schedule 2026-27*

The Management Committee noted that diary appointments had been put in Committee members calendars for the draft meeting schedule, which was noted.

d) MC Appraisals and training (SHARE in attendance)

A warm welcome was extended to ██████████ from Share who was in attendance to provide a summary of the MC appraisal process.

The Chief Executive submitted her apologies, due to a prior arranged personal appointment, and left the meeting at this point.

The Management Committee noted Share felt the appraisal process was a positive experience with a well-functioning and strongly motivated Committee and just a few recommendations emerged.

██████████ referred to the appraisal report and went over all of the report areas and the following was noted:

- The 40th anniversary, continued success of the Association and focus on the community
- Positive feedback for the Chairperson
- The evident support for Centre81
- The recent recruitment drive and success
- 3 long serving members continue to evidence their contribution

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 25 AUGUST 2026 AT 6.00 P.M. IN PERSON AT 77-83 KILBOWIE ROAD, CLYDEBANK G81 1BL AND VIA A VIDEO CONFERENCING LINK

ACTION

The Management Committee noted the areas identified to improve knowledge including covenant training, each member's role in the Annual Assurance Statement preparation, confidence in shadowing in relation to succession planning and members being encouraged to have cameras on as much as possible when online.

Questions were invited. There were none and [REDACTED] was thanked for his attendance and left the meeting at this point. It was noted at this point that the final appraisal report referred to in the presentation had not been received by the CEO nor the Committee so this will be requested so that the Management Committee can review and ask questions.

e) Annual MC declaration forms

The Chief Executive had left paper forms for the Management Committee members present to complete and return and had confirmed digital/paper copies would be sent to other members not present.

24. Intranet

The Chairperson checked that all members had continued access to the Association's Intranet and to contact the office should any problems arise.

25. Signing of Minutes

The Chief Executive had noted that the use of electronic signatures is ongoing.

26. Date and Time of Next Meeting/Training Session

Per the schedule.

Meeting closed.

Checked by: LL

Date: 02.10.2026

APPROVED

PROPOSED

SECONDED

LL/SF

* Indicates report issued with agenda