

# MINUTES

**COMMITTEE:** MANAGEMENT COMMITTEE

**DATE:** MONDAY 20<sup>th</sup> JANUARY 2025

**VENUE:** CONFERENCE ROOM, 40 WEST STEWART STREET OR  
REMOTELY VIA ZOOM

**TIME:** 6:30 PM

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**PRESENT:** SANDRA MCMENAMIN (SM) (CHAIR)  
VERONICA RASMUSSEN (VM) (VICE-CHAIR)  
JUNE GLANCY (JG) (SECRETARY)  
OLIVE YIGA (OY) (*virtual*)  
JIM MCELENY (JMCE)  
RONNY LEE (RL)  
DOREEN WILLIAMS (DW) (*virtual*)  
JAMES PATON (JP) (*virtual*)  
NANCE SMITH (NS)

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**IN ATTENDANCE: -** SEAN CONNOR, CHIEF EXECUTIVE OFFICER (CEO)  
SUKHDEEP HOPPER, DIRECTOR OF PROPERTY (DOP)  
JULIE MCEWAN, DIRECTOR OF HOUSING (DOH)  
MARY MCCREADIE, CORPORATE SERVICES & ADMIN  
SUPERVISOR (MINUTE TAKER)  
ALAN KENNEDY, KNOWLEDGE PARTNERSHIP (ITEM 5.2) (*virtual*)  
CAMERON BOYD, TIAA (ITEM 6.5) (*virtual*)  
BEN ELMER WHITEM FACILITATOR (ITEM 5.1) (*virtual*)

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**APOLOGIES:-** MARGARET MCKAY (MM)  
WILLIE WILSON (WW)  
KAY CLARK (KC)

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**REFERENCE:** MIN/MAN/20JAN25/MMCC

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Item

Lead Action Time-scale

**1.0 CHAIRPERSON'S REMARKS**

The Chair welcomed everyone to the Meeting. The Chair advised the following items will be presented first: Item 5.2, 6.5 and 5.1.

1.1 Health and Safety

The Chair advised members of the relevant Health & Safety procedures.

1.2 Apologies

Apologies were received from MM, WW, and KC.

1.3 Declaration of Interest

There were no declarations of interest.

1.4 Gift & Hospitality Register

Members noted the following items received:

15/11/24	[REDACTED]	[REDACTED]
	[REDACTED]	
12/12/24	[REDACTED]	[REDACTED]
16/12/24	[REDACTED]	[REDACTED]
		[REDACTED]
16/12/24	[REDACTED]	[REDACTED]
		[REDACTED]
16/12/24	[REDACTED]	[REDACTED]
19/12/24	[REDACTED]	[REDACTED]
24/12/24	[REDACTED]	[REDACTED]
10/01/25	[REDACTED]	[REDACTED]
		[REDACTED]
20/01/25	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]

**2.0 FOR APPROVAL / RATIFICATION**

2.1 Management Committee Meeting Minutes of 2<sup>nd</sup> December 2024

The minutes of the Management Committee Meeting of 2<sup>nd</sup> December 2024 were proposed by JMcE and seconded by JG as a true and accurate record of the meeting.

2.2 Matters Arising

There were no matters arising.

2.3 Use of Seal

Members granted retrospective Use of Seal for the following:

07/01/25 – Disposition, Shared Ownership, 75% Share, [REDACTED]

Members granted permission for signing and sealing of the following:

Share Membership Application: -

[REDACTED] (£1 Membership paid).

**3.0 DEFERRED ITEMS/ROLLING ACTION SCHEDULE**

There were no outstanding items. **Noted by Members.**

Item	Lead Action	Time-scale
<b>4.0 FOR DECISION</b>		
<p>4.1 SHR Enquiry – Strone Farm Update The CEO talked through this report updating Members on the next steps.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] <b>Members noted the update and approved the next steps as outlined in the report.</b> The CEO advised he will update Members by email following the meeting with the Scottish Government on [REDACTED]</p>	SC	End Jan 25
<p>4.2 Management Committee Action Plan &amp; Committee Member Appraisal 2024 Report The CEO talked through this report. <b>Members noted the content and approved the key development actions as outlined in the action plan.</b></p>		
<p>4.3 Succession Planning Policy – mini review The CEO advised the Association’s current Succession Planning Policy does provide a strong framework but believed it could be strengthened by addressing gaps in strategic alignment, committee recruitment, leadership development and monitoring processes. A Member asked if any progress had been made with staff mentorship as they feel this is an important part of succession planning. The DOH advised mentoring and buddy systems are used by some sections and this is also discussed with all staff during their colleague review. <b>Members noted and approved the recommendations as outlined in the report.</b></p>		
<p>4.4 Draft Drone Policy The CEO apologised as a cover report should have been issued with the Policy. The CEO advised the Drone Policy had been created to enhance operations, including property and maintenance inspections and surveying. The Policy establishes guidelines for the lawful and ethical use of drones, ensuring compliance with all relevant legislation and safeguarding privacy and safety. <b>Members noted the Equality Impact Assessment Form and approved the Drone Policy as presented.</b></p>		
<p>4.5 Nationwide Loan Signatories The CEO advised following some staff and Committee changes, the Association require to update signatories for the Nationwide loans. <b>Members noted the content of the report, and the mandate was duly signed by the appropriate persons.</b></p>		
<b>5.0 FOR DISCUSSION</b>		
<p>5.1 Internal Management Planning Day - Agenda &amp; introduction to Ben Elmer White (BEW), Facilitator The CEO advised of the arrangements for the upcoming Planning Day and introduced BEW, who joined the meeting remotely. BEW introduced himself, giving an overview of his working history. BEW advised he will enable and support all attendees to have a voice and take part at the</p>		

Item	Lead Action	Time-scale
<p>planning day. <b>Members thanked BEW for attending the meeting and look forward to meeting him in person on the day.</b></p>		
<p>5.2 Tenant Satisfaction Survey Results &amp; presentation by Alan Kennedy, Knowledge Partnership</p> <p>Alan attended the meeting and presented his findings from the Tenant Satisfaction Survey that was conducted between September to November 2024. Overall, there was very positive feedback from tenants with some scope for improvement.</p> <ul style="list-style-type: none"> <li>• 89.3% tenant satisfaction overall</li> <li>• Key areas of satisfaction: Housing Quality 85.1%, Staff Helpfulness 88.3%, Communication 90.6%</li> <li>• Some variation in satisfaction according to segments such as tenant features and household format or demographic</li> <li>• Some areas for consideration e.g. handling damp and mould, property maintenance e.g. bathrooms, heating the home, staff visibility and tenant participation</li> </ul> <p>A Member asked if TSS results would be reported back to the Government, as had happened in England. AK advised this would be comparable to the ARC figures provided to the SHR. A Member asked for AK's view on the CIH Housing Review that took place in England. AK advised it was a large piece of work and the findings were particularly useful as the results were drilled down. This hasn't been introduced in Scotland yet, but these results could be replicated locally by using focus groups. A Member commented on the tenants who have advised they have difficulty heating their homes and asked how do the Association gain assurance that there isn't an issue with the property itself that could be contributing to this. The DOP advised all properties are assessed using the Energy Performance Certificate system and where any issues arise with a lower certificate rating, we would endeavour to improve these through the planned and cyclical programmes. The DOH advised the Association had recognised tenant engagement levels had decreased (before the survey was commissioned) and this led to the creation of the Community Engagement Officer Post and in a short space of time, this had already increased tenant engagement with a host of events being very well attended. It was also hoped to create a community involvement team. A Member asked how the Action Plan would be rolled out. The DOH advised the Action Plan will be discussed with the various teams to action and the actions can be reported to Committee if required. <b>Members thanked Alan for his attendance and presentation. Members noted the content of the report, survey, and action plan.</b></p>		
<p><b>6.0 FOR INFORMATION / ASSURANCE</b></p>		
<p>6.1 Housing &amp; Technical Services Sub Committee of 17<sup>th</sup> September 2024 <b>Noted by Members.</b></p> <p>A Member advised the Standing Orders state a draft minute of each meeting to be sent to the Chair within 14 days and signed by the Chair at the following meeting. The Member wasn't aware this was happening. The CEO advised this should be something we take forward.</p>	SC	Immediately

Item		Lead Action	Time- scale
6.2	Finance, Staffing & General Purposes Sub Committee of 18 <sup>th</sup> September 2024 <b>Noted by Members.</b>		
6.3	Planned & Cyclical Maintenance Programme 2025/26 <b>Noted by Members.</b>		
6.4	Nationwide Loan Fixes The CEO talked through the report advising Members on the loan fixes as approved at the 2 <sup>nd</sup> December 2024 meeting. <b>Members noted the contents of the report and approved the change</b> [REDACTED]  <i>OY left the meeting at this point.</i>		
6.5	Internal Audit – Core Financial Controls – Final Report – <i>presented by Cameron Boyd from TIAA.</i> Cameron Boyd from Tiaa presented the final Internal Audit Report for the Core Financial Controls. Cameron advised of two low level recommendations which will be considered . <b>Members were pleased to note the substantial assurance given and overall, a positive outcome.</b>		
6.6	CEO Update Report The CEO talked through this report, giving an update on his key activities and achievements during his first three months in post. <b>Members noted the content and complimented the CEO on this informative report.</b>		
<b>7.0</b>	<b>AFFILIATIONS/TRAINING &amp; CONFERENCES</b>		
7.1	EVH Membership Subscription Renewal The CEO advised membership was now due for renewal for 2025 and recommended renewing the annual subscription with EVH. <b>Approved by Members.</b>		
7.2	SFHA Governing Body Members’ Conference 2025 – 7 <sup>th</sup> February 2025 The Chair advised if anyone wished to attend the upcoming conference to advise Mary. <b>Noted by Members.</b>		
<b>8.0</b>	<b>A.O.C.B.</b> There was no other business.		

**The meeting finished at 8pm with a vote of thanks to the Chair.**