

| 1. | Sederunt | Name | Position | Action |
|----|---------------|---|---|--------|
| | Present | Corrina Brewer Margaret Smith Sarah Lack Catherine Brown Fiona Bowman Kirsty Bavidge Rose O'Malley Shona Johnston Dawn McMaster | Chairperson Secretary Treasurer Committee Member Committee Member Committee Member Committee Member Committee Member (Zoom) Casual Vacancy (Zoom) | |
| | Apologies | Marion Leat Ryan Cowan Michael McDevitt | Committee Member Committee Member Committee Member | |
| | In Attendance | Roslyn Crawford Lyndsay Moffat Louise Hosie Calum Montgomery | Director Senior Housing Officer Customer Service Assistant Wylie & Bisset (Zoom) (part) | |

| | | |
|----|--|---|
| 2. | <p>Declaration of Interest and Committee Update: Welcome and Nomination of Vice Chair. Committee discussed the nomination of Vice Chair. Gardeen staff members declared an interest in item number 24. It was agreed to confirm the post of Vice Chair at the March 2024 meeting.</p> | <p>Committee discussed the Nomination of Vice Chair and agreed to keep this position vacant at present. Gardeen staff members declared an interest in item 24. AOCB Salaries Ballot 2024</p> |
| 3. | <p>Code of Conduct and Confidentiality Committee were reminded of the code of conduct and the importance of maintaining confidential management meetings. Committee agreed to formalise the Whats App groups for Committee for use as a meetings reminder and sharing housing news. Committee also discussed Zoom etiquette and it was agreed to keep cameras on when attending meetings by Zoom to improve discussion. Committee members were also encouraged to attend a number of meetings in person.</p> | <p>Committee noted the reminder on confidentiality and code of conduct. Committee discussed good governance around Committee</p> |

| | | Whats app and Zoom meetings. |
|------|---|--|
| 4. | Notifiable Event There were no notifiable events. | No notifiable events. |
| 5. | Freedom of Information (FOI) Update There were no Freedom of Information requests. | No FOI requests received. |
| 6. | Minutes of Management Meeting held on 7 December 2023 The minutes were circulated prior to the meeting and noted by the Management Committee. There were no matters arising and the minutes were approved by Sarah Lack and seconded by Margaret Smith | Committee approved the minutes for the Management Meeting on 7 December 2023. |
| 7. | Minutes of Special Management Meeting held on 18 January 2024 The minutes were circulated prior to the meeting and noted by the Management Committee. There were no matters arising and the minutes were approved by Catherine Brown and seconded by Margaret Smith. | Committee approved the minutes for the Special Management Meeting on 18 January 2024 |
| 8. | Notes of Office Bearer Meetings on 24 January 2024 The notes of the Office Bearers meeting on 24 January 2024 were circulated prior to the meeting and noted by the Management Committee. | Committee noted the Office Bearers meeting on 24 January 2024. |
| 9. | Action Note of Meeting to 18 January 2024 The action note to 18 January 2024 was circulated prior to the meeting and noted by the Management Committee. | Committee approved the action note to 18 January 2024. |
| 10. | Internal Audit: IT – Internal Auditor in attendance The internal auditor attended the meeting to discuss the internal audit process and present the internal audit plan for 2024-2025. Committee members approved that the area of information technology would be assessed with a focus on cyber security. Committee members were pleased that they would receive external assurance in this area as it is on the Association’s risk register. | Committee members approved information technology with a focus on cyber security as the topic for Internal Audit during 2024/25. |
| 11. | Budget 2024-2025: Second Draft This report was circulated prior to the meeting. Following discussion on the rent levels and costs for planned maintenance, the Management Committee approved the budget for 2024-2025 | Committee approved the Budget for 2024-2025 |
| 11.1 | Rent Increase Consultation Feedback This report was circulated prior to the meeting and the anonymous tenant feedback was discussed by the Management Committee. It was | Committee discussed and noted the tenant |

| | | |
|-------------|--|---|
| | agreed to publish the rent increase consultation for 2025/26 during December and January and that the survey questions would be reviewed annually. | rent increase consultation feedback. |
| 11.2 | EHRA Rent Increase Benchmarking This report was circulated prior to the meeting noted and discussed by the Management Committee. | Committee noted the EHRA rent increase benchmarking data. |
| 11.3 | GWSF Rent Increase Benchmarking This report was circulated prior to the meeting noted and discussed by the Management Committee. Committee noted rent increases from other housing associations and discussed. | Committee noted the GWSF rent increase benchmarking data |
| 12. | Management Accounts to 31 December 2023 This report was circulated prior to the meeting. The Management Committee discussed and approved the Management Accounts to 31 December 23. Management Committee members were pleased to note that costs remain under control and there were no areas of concern. The Management Accounts were approved by Corrina Brewer and seconded by Sarah Lack. | The Management Committee discussed and approved the Management Accounts to 31 December 2023. |
| 13. | Factoring Report to 31 December 2023 This report was circulated prior to the meeting. The Management Committee discussed and noted the Factoring Report to 31 December 2023. | The Management Committee discuss and noted the Factoring Report to 31 December 2023. |
| 14. | Property Management Reports to 31 December 2023 | |
| 14.1 | Rent Arrears Management Report This report was circulated prior to the meeting and noted by the Management Committee. Members were pleased to note the financial gains for the quarter in the Income Advice Report. Members noted that current tenant arrears remained low. | The Committee discussed and approved the rent account management report. |
| 14.2 | Allocations and Void Report This report was circulated prior to the meeting and noted by the Management Committee. Members noted the low void loss for the quarter. Members discussed the impact of the housing emergency in Glasgow on waiting list demand and the resource implications in terms of staff time. It was agreed to discuss with the other partners and present a detailed report once further progress had been made. Members also noted that Glasgow City Council was currently working on their letting plan for 2024/25 and that the Council was holding a meeting about this in March 2024 which staff would attend. | The Committee discussed and approved the allocations and voids report. |

| | | |
|-------------|---|---|
| 14.3 | <p>Repairs and Maintenance Report</p> <p>This report was circulated prior to the meeting and noted by the Management Committee. Members noted the high levels of tenant satisfaction with the reactive repairs service and agreed to increase the repairs satisfaction survey prize to £15.00 per month to further encourage participation.</p> <p>Following on from approval of Item 11 on the agenda, the 2024/25 budget, members approved the windows replacement programme for 108 – 112 Pendeen Road and 2 – 32 Pendeen Place during 2024/25. Members were pleased to note progress with the Framework of Contractors Review and that a full report by the Association’s Maintenance Consultant would be available at the March 2024 meeting.</p> | The Committee approved the Repairs and Maintenance Report 2023. |
| 14.4 | <p>Tenant Safety Report</p> <p>This report was circulated prior to the meeting and noted by the Management Committee. Members noted that the SHO had completed fire door assessor training during quarter 3 and that a fire door register was being progressed alongside access for planned maintenance surveys.</p> | Committee discussed and approved the tenant safety report. |
| 14.5 | <p>Tenancy Sustainment Report</p> <p>This report was circulated prior to the meeting and noted by the Management Committee. Committee members were pleased to note that property inspections would take place alongside the windows replacements programme march ins. Members noted the legal action update.</p> <p>Members discussed the additional funding received for Stage 3 adaptations but noted the budget cuts announced by the Scottish Government for 2024/25. Following discussion, members advised that they did not wish to amend the Association’s Stage 3 Adaptations Policy but would monitor progress and the Association’s budget allocation over the next year.</p> | Committee discussed and approved the tenancy sustainment report. |
| 15. | <p>Directors Report</p> | |
| 15.1 | <p>Business Plan Update</p> <p>This report was circulated prior to the meeting and noted by the Management Committee. Management Committee discussed and noted the progress of the business plan for 2024 – 2027. This is being developed by an external consultant, JH Consultancy. Committee also noted that there will be two sessions for Committee to discuss a draft of the plan and provide feedback.</p> | Management Committee discussed the update on the 2024-2027 Business Plan. |
| 15.2 | <p>Easterhouse Benchmarking Finance Report</p> <p>This report was circulated prior to the meeting and noted by the Management Committee. The Committee will continue to monitor the performance of the association and notes that Gardeen performed well in controlling costs and reducing staffing cost in 2023.</p> | Management Committee discussed the financial performance of the association. |

| | | |
|-------------|---|---|
| 15.3 | <p>Insurance Update Management Committee noted the likely increase in insurance costs for 2024-2025. The associations insurance is provided through Howden the insurance broker. Committee discussed the factors leading to high insurance cost being an increase in claims and less providers wanting to work with Social Landlords. It was also noted that the Association has appointed an independent surveyor to carry out an assessment of rebuild costs for each Association property at an additional cost.</p> | <p>Management Committee noted the position regarding insurance and discussed the likely increase in insurance costs for 2024-2025.</p> |
| 15.4 | <p>Scottish Housing Regulator: Risk Priorities 2023 The Management Committee discussed and reviewed the risks that have been identified by the Scottish Housing Regulator. These risks include homelessness, performance in delivering services, development, quality of homes, tenant and resident safety, financial health, and governance. Committee will continue to be aware of the risk and monitor how Gardeen perform in these areas.</p> | <p>Committee discussed and reviewed the risks that have been identified by the Scottish Housing Regulator</p> |
| 15.5 | <p>Gardeen Action Plan for 2024 The Management Committee reviewed the action plan 2024. The committee discussed the action plan to make sure that Gardeen Housing Association will continue to provide tenants and the community with affordable housing and meet high standards of governance meanwhile dealing with the management of finance and the control of risk.</p> | <p>Management Committee approved action plan 2024.</p> |
| 16. | <p>Correspondence 16.1 SFHA and Scottish Budget 16.2 Springfield Properties Update 16.3 RAAC update 16.4 Reidvale HA Update 16.5 Greater Easterhouse Plan 16.6 EVH Annual Conference 2024</p> | <p>Noted Noted Noted Noted and Committee discussed potential options for Reidvale HA Noted It was agreed not to attend EVH Conference due to costs</p> |

| | | |
|------------|---|--|
| 17. | Health and Safety: Health and Safety Control Manual Update Committee noted annual updates to Manual. Health and safety training for the committee is ongoing. | Committee noted that Health and safety training is ongoing. |
| 18. | Newsletter and social media | Noted |
| 19. | Membership Applications No new Membership applications were received. | Noted |
| 20. | Training Feedback Training courses encouraged for all staff and committee. | Noted |
| 21. | EHRA Update Quarterly meetings established for EHRA Meeting. Next meeting 13 December 2023. Senior officers meeting and Chairs meeting quarterly. | Committee noted EHRA update |
| 22. | EVH Monthly Report: December 2023 This report was circulated prior to the meeting. | Committee noted EVH December 2023 report |
| 23. | GWSF Monthly Update: January 2024 This new report was circulated prior to the meeting and discussed by the Management Committee. | Committee noted GWSF monthly report |
| 24. | AOCB Salaries Ballot for Employers EVH 2024 Gardeen staff left the meeting to allow the Management Committee to discuss. The Treasurer presented the proposed 2024/25 staff pay award as detailed in the EVH ballot paper. Committee noted that this is only 0.5% higher than has budgeted for in the accounts & is a 1-year award. The Treasurer explained that continuing to use the sector wide EVH pay scales etc helps us to remain an attractive employer. Committee discussed how much work all members of staff do for our tenants often doing more to assist tenants. Committee therefore agreed to the proposed pay award. Staff were asked to return to the meeting. | Committee discussed and agreed to the proposed pay award for 2024 |
| | The meeting closed at 8.30pm. | |
| 25. | Date and Time of Next Meeting: Management Meeting | Thursday 7 March 2024 |

APPROVED: _____

DATE: _____