50 YEARS OF
Reidvale
Housing Association

MANAGEMENT COMMITTEE
Agenda Item 4.1
Minutes of Previous Meeting

Minutes of	Management Committee
Date	Wednesday, 27th May 2026
Held	Reidvale Housing Association, 13 Whitevale Street, Glasgow, G31 1QW

Present	Denise Dempsey (Chairperson), Michael Carberry, Geraldine Dempsey, Jim Hastie, Eddie Marley, Margaret McCabe, Paul McCrudden, Ellen McVey, Helen Moore, Helen Richmond, Carmen Rubio-Gutierrez, Kevin Peden and Paul Sweeney MSP
Apologies	Ian Elrick
In Attendance	Julie Smillie (Director), William Boale (Head of Housing and Communities), Paul Rydquist (Regulatory Compliance Consultant) and Martin Sloane (Head of Assets).

1.	**WELCOME AND APOLOGIES**	
	The Chair welcomed everyone to the meeting and noted apologies from Ian Elrick.	
2.	**DECLERATIONS OF INTEREST**	
	Margaret McCabe and Ellen McVey declared an interest in item 8.1, Review and Formal Reclassification of John Butterly House Report.	
3.	**MINUTES OF PREVIOUS MEETINGS**	
3.1	**Draft Minutes of the Management Committee held on 29th April 2026**	
	The Management Committee considered the draft minutes of the meeting held on 29 April 2026. It was noted that Ellen McVey had been present at the Management Committee meeting held on 25th March 2026, but	

	had not been recorded as attending. It was agreed that the final minute for that meeting should be amended accordingly. In response to a query, the Director confirmed that properties acquired by the Association are added to the socially rented stock. A member queried the wording used in the previous minute about the former public house at the corner of Reidvale Street and Garfield Street. The Director clarified that the use of the space by the Halliday Foundation was temporary. **RESOLUTION:** The Management Committee approved the minutes of the meeting held on 29 April 2026, subject to changes in relation to Ellen McVey attending the March 2026 Management Committee meeting. The minutes were proposed by Geraldine Dempsey and seconded by Eddie Marley.	
3.2	**Draft Minutes of the Finance, Audit and Risk Sub-Committee held on 14th May 2026**	
	RESOLUTION: The Management Committee agreed to defer consideration of the minutes to the June meeting.	
3.3	**Draft Minutes of the Housing Services Sub Committee held on 20th May 2026**	
	RESOLUTION: The Management Committee agreed to defer consideration of the minutes to the June meeting.	
4.	**MATTERS ARISING**	
4.1	**Matters Arising from the Minutes of the Management Committee held on 29th April 2026**	
	A query was raised regarding Paul Sweeney MSP's attendance and whether apologies had been submitted for previous meetings. It was confirmed that Paul Sweeney had submitted apologies and was currently attending remotely online. [redacted]	

	[redacted] Members discussed the background to the Tenant Reward Scheme, including whether it had formed part of previous campaign commitments or the Business Plan process, and the need to bring the matter to a clear conclusion. **RESOLUTION:** The Management Committee agreed that no further meetings of the Tenant Reward Scheme working group should take place without staff involvement. **ACTION:** The Tenant Reward Scheme working group should meet with senior officers to regularise the process, prepare a clear note of the discussion to date, and report back to the next Management Committee meeting. A member asked about summer activities for children through the Halliday Foundation. The Director advised that a full summer programme would be provided, that the Halliday Foundation had not secured grant funding and intended to fund the programme directly, and that RHA had been approached for a contribution. It was noted that the open market rent report had been completed and could be brought to a future meeting if required. **ACTION:** Director to circulate the open market rent report to Committee members.	 **HCS** **D**
4.2	**Draft Minutes Taking Protocol Report**	
	The Compliance Consultant presented the report on behalf of the Head of Corporate and Strategy. The purpose of the report was to clarify the Association's approach to minute taking and provide a consistent protocol for preparing, approving, signing, publishing, retaining and using formal governance minutes. Members discussed how corrections to draft minutes are incorporated before signature, the role of the Chair in reviewing sub-committee minutes, the practical timing of sub-committee	

	minutes where meetings take place shortly before a Management Committee meeting, and the need for working groups to have an appropriate formal record where they are established by the Committee or require a governance record. Members also discussed access to Committee documents, including previous consideration of SharePoint, Decision Time and the potential for a secure section of the Association's website. It was noted that any published minutes are reviewed by the Data Protection Officer before publication and redacted where required. **ACTION:** Minute Taking Protocol to be amended to make explicit reference to working groups in section 3.3 where a formal governance record is required. **RESOLUTION:** The Management Committee approved the Minute Taking Protocol, subject to the inclusion of Working Groups in the minute taking process.	 **HCS**
4.3	**GDPR Update: Telephone Call Recordings Report**	
	The Management Committee considered the update on telephone call recordings, including the written advice from the Data Protection Officer and the completed Legitimate Interest Assessment. Members discussed the application of call recording to outbound calls, the position with office mobile phones, whether any other inbound calls are recorded, and whether a script or training had been put in place for staff making outbound calls. A member noted that the concern related to the Association's compliance with UK GDPR principles at the time the calls were being recorded. The Director advised that the DPO advice was clear that there had not been a data breach, but that practice should be strengthened. A member also asked whether the Association could stop recording outgoing calls. The Director proposed that the automated message for incoming calls should make clear that calls into and out of the Association may be recorded, to reduce the risk of inconsistent verbal notification by staff. This approach was agreed by the Management Committee. **ACTION:** Director to arrange for the automated call message and staff guidance/training to be updated to reflect the agreed approach.	**D**

	RESOLUTION: The Management Committee noted the written DPO advice, the Legitimate Interest Assessment and the actions being taken to strengthen practice.	
4.4	**Staff Recruitment Update Report**	
	The Director presented the report on behalf of the Head of Corporate and Strategy. The report was provided in response to the Management Committee's previous request for an update on recruitment activity. Members queried whether the Maintenance Officer appointment was permanent and whether the appointments were on a five day per week basis. The Director confirmed that this was the case. **RESOLUTION:** The Management Committee noted the recruitment update and the progress made in filling vacant posts.	
4.5	**Management Committee Meeting Tracker Report**	
	The Management Committee noted the action tracker. **ACTION:** Due dates should be added to tracker actions where possible.	**ALL**
5.	**DIRECTORS REPORT**	
5.1	**Director's Report**	
	The Director introduced the report, which provided updates on operational performance, development and asset management, factoring, staffing and recruitment, the website and general matters. Members discussed the definition of long-term sickness absence following an internal audit recommendation. The Director advised that there was no legal definition and that HR advice was that this was for the Association to define. The Director proposed that long-term sickness absence should be defined as four weeks, which was considered consistent with sector practice. **RESOLUTION:** The Management Committee agreed that four weeks would be used as the Association's definition of long-term sickness absence.	

	Members sought clarification on the Halliday Foundation steering group. The Director advised that one meeting had taken place, one meeting had been cancelled, and future meetings were scheduled for 22 July 2026 and 14 October 2026. Members also noted that three block meetings would take place in relation to factoring, with separate meetings taking place across the relevant days. **RESOLUTION:** The Management Committee noted the Director's Report.	
5.2	**Committee Digest May 2026**	
	RESOLUTION: The Management Committee noted the Committee Digest.	
6.	**FINANCE**	
6.1	**30 Year Projections**	
	The Finance Agent presented the 30 year projections and summarised the key assumptions. Members were advised that projected cash balances fluctuated over the period, largely due to repair cost assumptions, and that the long-term projection remained broadly consistent with the previous year. The Finance Agent advised that the Association's financial position appeared reasonable on the assumptions used, while noting the need to monitor stonework costs and other key risks. Members discussed the impact of Bellfield Street grant funding, the assumptions around acquisitions, the potential impact of owner occupier stonework repair costs, and the extent to which grant funding may be available to support the stonework programme. Members discussed the need for a stonework and development funding strategy, initially through the Finance, Audit and Risk Sub-Committee, and the need to make a stronger case to Glasgow City Council and the Scottish Government for support with stonework repairs. It was noted that recent masonry issues and regulatory expectations strengthened the case for a wider sector response. Paul Sweeney MSP advised that Reidvale was well placed to help lead wider policy discussion on stonework, including possible parliamentary questions, sector collaboration, bulk	

	procurement and training more stonemasons to support capacity and reduce costs over time. **ACTION:** Director to seek sight of the strategy submitted to Glasgow City Council in October 2025 and consider how a wider stonework and development funding strategy should be progressed through the Finance, Audit and Risk Sub-Committee. **RESOLUTION:** The Management Committee noted the 30 year projections and the assumptions presented.	**D**
6.2	**5 Year Budgets to SHR Report**	
	The Finance Agent presented the report. Members were advised that the five year budgets were drawn from the first five years of the 30 year projections. The report projected [redacted] and no material concerns regarding covenant compliance. **RESOLUTION:** The Management Committee approved the five year projections for submission to the Scottish Housing Regulator.	
6.3	**Treasury Management Report**	
	The Finance Agent presented the Treasury Management Report. Members were advised that 31 properties at Duke Street were secured against the Association's loan facility, that the loan balance at 31 March 2026 was nil, and that approximately 870 units remained unsecured. Members noted that [redacted] Taking account of unsecured stock and the existing loan, the report indicated [redacted], although the long-term projections showed no requirement for further borrowing. **RESOLUTION:** The Management Committee noted and approved the Treasury Management Report.	
6.4	**Annual Loan Portfolio Return to SHR Report**	
	The Finance Agent presented the Annual Loan Portfolio Return. Members were advised that approximately 97% of the Association's housing stock was not granted as security for loan	

	debt, that the Association had one £1 million loan facility with CAF Bank, that total loan debt at 31 March 2026 was nil, and that there were no concerns regarding covenant compliance or the loan return. **RESOLUTION:** The Management Committee approved the submission of the Annual Loan Portfolio Return to the Scottish Housing Regulator.	
7.	**GOVERNANCE**	
7.1	**Annual Return on the Charter Report**	
	The Head of Housing and Communities and the Head of Assets presented the Annual Return on the Charter Report for 2025/26. Members noted that relet times had improved significantly. Rent collection had increased from 100.53% to 103.23%. Arrears had increased to 6.87% at 31 March 2026, comprising 4.09% current tenant arrears and 2.78% former tenant arrears, although officers advised that the position had improved from the higher level recorded at quarter two. Members were advised that new arrears procedures had been produced and implemented, staff training had taken place and further training would be provided for new staff. Members discussed the importance of housing staff understanding the financial implications of agreements made with tenants and ensuring that anyone in financial hardship receives the help and support required. Members discussed repairs performance and noted that a number of repair indicators were moving in the wrong direction. The Head of Assets advised that staff had been made aware of the importance of improving performance for the Association and tenants, and that all compliance checks had been completed with nothing outstanding. It was noted that further analysis of repairs statistics was required. A query was raised about the sickness absence figure. The Regulatory Compliance Consultant explained that the figure was affected by the small number of permanent staff [redacted], and that temporary staff are not included in that figure. **ACTION:** Head of Assets to continue analysis of repairs performance and report on improvement activity through the relevant performance reporting route.	**HAM**

	RESOLUTION: The Management Committee noted the report and approved submission of the Annual Return on the Charter to the Scottish Housing Regulator by 31 May 2026.	
7.2	**Business Plan Quarterly Monitoring**	
	The Finance Agent presented the Management Accounts to 31 March 2026. Members were advised that the projected surplus position reflected lower repair costs, staffing costs and staff recruitment, that the cash position remained satisfactory, and that the position had been considered by the Finance, Audit and Risk Sub-Committee. **RESOLUTION:** The Management Committee noted, reviewed and approved the Management Accounts to 31 March 2026. The Director presented the Operational Workplan and updated members on progress against the Association's priorities. A member asked whether the tenant portal should be revisited as part of the website work. Officers advised that the Homemaster portal involved significant annual costs, that feedback from other landlords had identified issues with functionality and value for money, and that the tenant satisfaction survey had shown digital communication was a low priority for tenants. **RESOLUTION:** The Management Committee noted the Operational Workplan update. The Director presented the Key Performance Indicators. A member asked whether the KPI information should include cumulative figures. The Head of Housing and Communities advised that this information could be circulated. **ACTION:** Head of Housing and Communities to circulate cumulative KPI information for the relevant indicators. The Regulatory Compliance Consultant presented the Risk Register update on behalf of the Head of Corporate and Strategy. Members were advised that the report had also been considered by the Finance, Audit and Risk Sub-Committee and that it now included reporting against risk appetite. Three risks were reported as being outwith appetite, with two above threshold and one with no threshold set. Members were advised that the operational and strategic risk registers were in a good position overall, but that further work was required to bring them fully up	 **HHC**

	to date. The Management Team had received training to update the system directly. **RESOLUTION:** The Management Committee noted the KPI update and the Risk Register Report.	
7.3	**Regulatory Compliance Report**	
	The Regulatory Compliance Consultant presented the Regulatory Compliance Report and provided an update on the Governance and Financial Management Improvement Plan, stonework safety, senior officer arrangements, succession planning, the Communications Strategy, preparation for the Annual Assurance Statement and potential closer working with Molendinar Park Housing Association. Members were advised that a recent masonry fall had been reported to the Scottish Housing Regulator as a notifiable event. The property had been included in phase three of the 20-year programme and the Association was awaiting discussion with the architect who prepared the programme. It was noted that the issue would need to feature in the next quarterly report to the Regulator, due in June, and that the Stonework Safety Protocol was due for review after its first year. Members were advised that Molendinar Park Housing Association had no objection to the senior officer using the title Director rather than Interim Director. The Committee was also advised that EVH had reviewed the senior officer salary position and had not recommended that the salary be higher than the Director's current package. The Committee noted progress with succession planning and recruitment, including letters to shareholding members, advertising in Scottish Housing News and the aim of bringing a recommendation to the June Management Committee meeting in relation to the casual vacancy. The Committee noted that work on the Communications Strategy was progressing, with one-to-one meetings having taken place and a draft strategy expected to be brought to the June meeting. A member noted that their meeting with the Communications Consultant had not taken place, although the report recorded that it had. The Chair and Director agreed that this would be checked.	

	ACTION: Director to check which Committee members met, or were due to meet, the Communications Consultant and correct the record if required. A member asked whether Committee recruitment would be promoted more widely than the shareholder letter and Scottish Housing News. The Director advised that it could be included in the newsletter. **ACTION:** The Management Committee recruitment opportunity to be included in the newsletter. Members discussed how the Communications Strategy related to the Tenant Participation Strategy. It was clarified that the Communications Strategy covered wider internal and external communications and did not replace the Tenant Participation Strategy, which focuses on tenant engagement. **RESOLUTION:** The Management Committee noted the progress with delivering the updated Governance and Financial Management Improvement Plan for 2026/27 and the other matters covered in the report. At this point, Standing Orders were called as the meeting had reached the permitted duration. The Management Committee agreed to continue the meeting.	**D** **HCS**
8.	**SERVICES**	
8.1	**Review and Formal Reclassification of John Butterly House Report**	
	[Margaret McCabe and Ellen McVey left the meeting for this item due to their declared interests.] [redacted] [redacted]	

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

	[redacted]	
9.	**AOCB**	
	[Margaret McCabe and Ellen McVey returned to the meeting.] Ellen McVey asked that paper copies be provided of any emails sent out, and advised that she would be happy to come into the office to collect or review these if required. **ACTION:** Officers to arrange paper copies of email correspondence for Ellen McVey where required.	**ALL**
10.	**DONM**	
10.1	**Updated Calendar of Meetings**	
	The Management Committee noted the updated Calendar of Meetings. Members discussed the timing of Detailed Review Group meetings and agreed that earlier meetings would be preferable. It was agreed that these meetings should be scheduled for 5:00 pm. **RESOLUTION:** The Management Committee noted the updated Calendar of Meetings and agreed that Detailed Review Group meetings should be scheduled for 5:00 pm.	
11.	**CLOSE OF MEETING**	
	There being no further business, the meeting closed at 8:12 pm.	