



AGENDA ITEM 3.1

Reidvale Housing Association Management Committee meeting held on 26.11.25 at 5.30 pm at the offices of Reidvale Housing Association

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| In Attendance: | Helen Moore | HM | Vice Chair |
| | Carmen Rubio-Gutierrez | CRG | Committee Member |
| | Jim Hastie | JH | Committee Member |
| | Michael Carberry | MC | Committee Member |
| | Kevin Peden | KP | Committee Member |
| | Margaret McCabe | MMcC | Committee Member |
| | Helen Richman | HR | Committee Member |
| | Paul McCrudden | PMcD | Committee Member |
| | Geraldine Dempsey | GD | Committee Member |
| | Gerry Bitten-O'Prey | GBOP | Committee Member |
| | Ellen McVey | EMcV | Committee Member |
| | Ian Elrick | IE | Committee Member |
| Staff/Adviser(s) Attendance: | Julie Smillie | JS | Interim Director/ Secretary |
| | William Boale | WB | Housing Manager |
| | Paul Rydquist | PR | Compliance Consultant |

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| | WELCOME AND ORDER OF MEETING | |
| | <p>The Vice Chair HM agreed to chair the meeting in the absence of DD.</p> <p>HM advised that Agenda Item 6.7 would be brought first and introduced [REDACTED] from [REDACTED] to give her report on the results from the Tenant Satisfaction Survey carried out between 25.09.25 and 05.10.25.</p> <p>Committee noted that the report indicated a significant increase in satisfaction amongst the association's tenants which they felt was very encouraging. Committee felt that the report showed an excellent result for the association.</p> <p>[REDACTED] left the meeting after the presentation, and the Vice Chair thanked [REDACTED] for [REDACTED] for attending.</p> | |
| 1. | APOLOGIES | |
| | Apologies were received from Denise Dempsey. The standing apology for Eddie Marley was noted. | |

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| 2. | DECLARATIONS OF INTEREST | |
| | There were no new declarations of interest. | |
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| 3. | MINUTES | |
| 3.1 | Minutes of the Management Committee meeting 26.11.25 | |
| | The Chair asked for a proposer and a seconder for the minutes of 26.11.25. The minutes were proposed as a true record by JH and seconded by HM. | |
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| 3.2 | Draft Minutes of AGM 10.09.25 | |
| | It was noted that the Minutes of the AGM 10.09.25 will be presented to the January Management Committee Meeting. | |
| 3.3 | Draft Minutes of Finance Audit and Risk (FA&R) Sub-Committee 11.11.25 | |
| | It was noted that the Draft Minutes of the FAR Sub-Committee would be presented to the January Management Committee meeting. | |
| 3.4 | Draft Minutes of the Housing Services Sub-Committee (HSSC) | |
| | It was noted that the Draft Minutes of the HSSC would be presented to the January Management Committee meeting. | |
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| 4. | MATTERS ARISING SCHEDULE | |
| | <p>The Committee noted the Matters Arising Schedule.</p> <p>Committee asked that WB explain the advice given by the DPO Agenda Item 4, 29.10.25 regarding registration to the Dolly Parton Imagination Library scheme (DPILS). WB advised that 26 calls/visits were made to eligible families and 14 signed up. There was no response from 11 and 1 person advised that they did not wish their child to be registered. WB advised that this scheme has now also been incorporated into the tenant sign-up process. WB also advised that following the DPILS article in the November newsletter a further 2 families advised they wished to be registered. Committee thanked WB and the team for their assistance with this scheme.</p> <p>MC also advised that he wished to speak to the Interim Director regarding the redactions of the minutes but would do this at a later date. The Vice-Chair advised that training could be provided for committee regarding data protection.</p> | |
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| 5. | INTERIM DIRECTOR'S REPORT and App 1 – The Reidvale Centre Weekly Programme | |
| | JS presented the report and appendix. | |

JS gave an update regarding Item 6 – Staffing. [REDACTED]

[REDACTED]

[REDACTED] It was noted that the association are working closely with RB Mentor on this matter.

WB was asked to leave the meeting at this point for reasons of confidentiality and potential conflict of interest.

[REDACTED]

[REDACTED]

WB rejoined the meeting at this point.

JS advised that herself and MS, Head of Asset Management had presented a workshop at the GWSF on 25.11.25 which had been well received. This workshop was on tenements and in particular the problems Reidvale HA have encountered at Bellfield Street and also talking about the stonework issues in the wider sector. Committee who were present at this workshop agreed that JS and MS gave a great presentation and that it was very well attended.

JS advised that a donation of £1k had been made last year to RAPA towards their children’s Christmas parties and asked if committee wished to donate again this year or if there were any other charities they wished to consider. Committee **agreed** to donate £1k to RAPA. Committee asked if any other organisations or schools had approached the association for donations and JS advised that no approaches had been made.

JS

Committee made JS aware that a new bingo machine was required for JBH and JS **agreed** that this would be purchased.

JS

Committee noted that there will be a development day at John Butterly House Retirement Housing (JBH) on 17.12.25 to which all residents will invited. This will then allow future programming for the complex to be worked on. JS advised that EMcV has offered to attend along with staff and asked if there was another committee member who wished to be present. It was planned for this to be a relaxed informative day. JS will report back to the January Management Committee on the outcome of this day. [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED] It was noted that there will be a Christmas party arranged at JBH in December.

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

[REDACTED]
[REDACTED]
[REDACTED]

JS advised that as JM, Factoring Manager, was not present at this meeting he had asked that an update from himself was given:

1. It was advised that staff and 3 committee had met with Traffic Design regarding the rebranding the association's logo and that initial designs have now been provided. JS distributed copies of the designs for initial comments from committee on i.e. typefaces; colours; designs.

It was noted that the sub-group could initially decide on 3/4 designs, and these would then be presented to committee. Committee felt that this was a better idea.

It was noted that there would be one design but with 2 separate wordings, with one being specifically for the 50th year and this would revert back at the end of that year.

[REDACTED]
[REDACTED]
[REDACTED]

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| | <p>3. It was noted that an Awards for All funding application has been made for the 50th Year anniversary and the outcome is awaited.</p> <p>4. A further report on the commercial properties will be brought to the December Management Committee meeting.</p> <p>Decisions / Approvals: Committee</p> <ol style="list-style-type: none"> 1. Noted the update on Operational Performance 2. Noted the update on Development and Asset Management 3. Noted the update on Factoring 4. Noted the update on Staffing 5. Noted the update on Resident Engagement 6. Noted the update on General Matters 7. Noted the update on Governance 8. Approved the terms of a final settlement offer for the staff member included in the report. 9. Approved the donation of £1k for the RAPA Christmas parties <p>██</p> <p>██</p> <p>██</p> <p>██</p> | <p>JM</p> <p>JS</p> |
| <p>6.</p> | <p>GOVERNANCE</p> | |
| <p>6.1</p> | <p>Regulatory Compliance Report and App 1 – GFMIP Update App 2 – Operational Work Plan 2025-26 App 3 – KPI's App 4 – Freedom of Information (Scotland) Act Info (FOISA) App 5 - FOISA Statistics Collection Q1 App 6 – Committee and Sub-Committee programme of meetings until end September 2026</p> | |
| | <p>PR presented the report and appendices.</p> <p>PR advised that Appendices 2-6 would not normally be packaged under the Regulatory Compliance Report and will be presented under the Business Planning Quarterly reports in future, which would normally include items on Risk and the Quarterly Management Accounts.</p> <p>It was noted that, in these papers, the Quarterly Management Accounts are presented at agenda item 7.</p> <p>It was noted that JS would present appendices 2-6.</p> <p>It was noted that JS and PR will work on agenda planning documentation which will show the main items for particular committee meetings to give a good indication of capacity and to avoid too many items being presented at meetings. The</p> | <p>PR/JS</p> |

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| <p>pace of improvement work is being given careful consideration in the preparation of next year's Operational Workplan. It was also noted that the management team will be looking at the GFMIP and the remainder of the Operational Workplan for 2025/26 to recommend whether some of the tasks should be deferred to 2026/27.</p> <p>Committee noted that a note of the outcome of the Business Planning Day will be brought to the December Management Committee meeting.</p> <p>PR advised that SHR is holding a Case Conference on 27.11.25 regarding RHA's regulatory compliance but that no update has been received at this time.</p> <p>JS then presented appendices 2-6: 2 – Operational Workplan: JS advised that some of the delays are primarily in terms of staffing as these require to be done with our Senior Staff when the permanent staff team is finalised i.e. customer service standards. It was noted that the GFMIP and Workplan will change to reflect what has been discussed at the Business Planning Day about operating at a realistic pace. Committee noted that an updated version of the Workplan will be presented in due course.</p> <p>3 - KPI's: WB advised that the rent arrears have increased, and it has been identified how this has happened and where the issues lie and what can be done to rectify this. WB advised that a clear plan is in place and meetings have been held with staff and there will be an ongoing review process with the housing officers. It was noted that this has been reported to the HSSC. Committee acknowledged that there are known issues and that there has been a Housing Officer short. JS advised that there is also the issue of the inherited problems with the arrears that are now being uncovered, and this will take time to resolve. WB advised that a new Housing Officer started on 17th November who also has a welfare rights background.</p> <p>4 - Freedom of Information (Scotland) Act Info (FOISA) and FOI and EIR Statistics: JS advised that these reports were for information to show how many requests had been received and how many had been dealt with.</p> <p>5 - Committee/Sub-Committee Meeting Dates: JS advised that a decision has still to be agreed on the HSSC and FA&R sub-committee meeting dates and once agreement has been made this programme will be recirculated to all committee.</p> | <p>PR</p> <p>PR/JS</p> <p>JS</p> |
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| | <p>Recommendations</p> <p>Management Committee:</p> <p>1 Noted the updated Governance and Financial Management Improvement Plan for November 2025 and progress with other matters pertinent to the achievement of full regulatory compliance, for information.</p> <p>2 Approved the proposed programme of management committee and sub-committee meetings for 2025/26.</p> <p>3 Noted appendices 2-6, and that these will be presented within the Business Planning Quarterly Reports along with the Quarterly Management Accounts in future.</p> | |
| 6.2 | <p>Equalities and Human Rights Strategy and Action Plan Report App 1 – Equalities and Human Rights Strategy 2025-2028 App 2 – Equalities and Human Rights Action Plan</p> | |
| | <p>PR presented the report and appendices.</p> <p>Committee noted that a revised, up-to-date Equality, Diversity and Human Rights policy was presented and approved at RHA's April 2025 Management Committee meeting and a draft strategy was also presented for discussion. It was agreed at that meeting that the draft strategy should be revised and brought back for consideration and adoption. PR advised that the attached Strategy (App 1), which is very much changed from the previous version, and Action Plan (App 2) aim to bring the policy goals to life, taking steps to implement them and have the sort of impact on our organisation, services and local community that we would wish them to have. It was noted that the Strategy and Action Plan should also ensure full compliance with any legislation and legal requirements flagged up in the strategy, and with Regulatory Standards, requirements and Scottish Social Housing Charter outcomes. It was noted that the previous version focussed on Human Rights in terms of action with very little included about equalities, and this document is about progressing the equalities and diversity objectives of the policy, whilst also touching on human rights. It was noted that further action on Human Rights issues could be brought back in future for consideration.</p> <p>Committee noted that this Strategy's timeframe is December 2025 to March 2028, reflecting the remainder of the Business Plan period and a review and update for 2028/29 can take account of any important legislative or other significant changes to the operating environment.</p> | |

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| | <p>Committee asked that a low-key approach to these items be taken as they can be very political and sensitive but make sure that we comply with the law and respect human rights. Committee acknowledged that the action plan shows areas that are already embedded or could easily be embedded in the existing policy suite.</p> <p>Following management training, an Equalities and Human Rights Impact Assessment Report will be brought to committee, but there were no issues to report at this stage.</p> <p>Recommendations</p> <p>Management Committee approved the proposed Equalities and Human Rights Strategy and Action Plan.</p> | <p>PR/JS</p> |
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| <p>6.3</p> | <p>Rent Consultation Report 2026/27</p> | |
| | <p>WB presented the report.</p> <p>WB explained the purpose of the paper was to seek approval from the committee to consult on an overall rent increase of 5.6% and this includes the Service Charges for our Retirement Properties (John Butterly House – JBH) and the amenity block and an increase of 0% to the heating charge for JBH. Committee noted that the rent increase for 25/26 was 4.3% and that our existing Business Plan denotes an annual rent increase equivalent to CPI + 2%. WB reported that, last year, SHN produced a report on affordability, which they no longer produce, however, SFHA and Housemark have developed an affordability toolkit which allows assessment of the effect of rent levels on various household types, and this data is at local authority level. WB reported that the consultation will go live on 8th December until 17th December and a report on the outcome will be given at the January Management Committee meeting. It was noted that there will also be consultation meetings for tenants on 7th and 14th January 2026. WB reported that the draft budget is being worked on currently and that a Programme of Works will be produced and this will be available as part of the consultation.</p> <p>Committee commented that as the service charge is being increased at JBH by 5.6% they would require to see a breakdown of what this charge covers. JS advised that this has not been progressed, but this will be interrogated and a report brought back. JS advised that she would speak to ██████ regarding the breakdown of the service charge. Committee suggested that not increasing the service charge this year at JBH might be an option. JS advised this is</p> | <p>WB</p> <p>JS/FMD</p> |

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| 6.8 | Acquisitions Report – [REDACTED] App 1 – Discounted Cash Flow | |
| | <p>In the absence of the Factoring Manager, JS presented the report and appendix.</p> <p>JS advised that GCC have grant available to allow housing associations to acquire properties to bring them back into their ownership.</p> <p>Committee noted that the flat at [REDACTED] was valued at £155k in the home report and GCC has approved funding through the Strategic Acquisition Programme (SAP) offering 85% at £131,750 and 50% of eligible internal repairs costs, subject to completion of due diligence and confirmation of expenditure. JS has been advised that this figure is also negotiable. Committee advised that they felt this was a good opportunity for RHA but also asked to see a cash flow forecast.</p> <p>It was noted that the estimated cost for internal refurbishment is £10k.</p> <p>JS advised that an article will be placed in the newsletter regarding this programme for owner occupiers.</p> <p>It was noted that as a condition of grant GCC requires that the property is allocated to a Section 5 referral from the local authority's housing list following acquisition and refurbishment.</p> <p>JS advised that she has spoken to [REDACTED], and asked whether, if a resident has bought through the Right to Buy (RTB) scheme and RHA buy their flat back through the SAP could they be allowed to stay as a tenant in their own flat and the required allocation to a Section 5 referral be to another property in the RHA area. [REDACTED] confirmed that this may be possible and asked JS to contact [REDACTED] to discuss this further. JS advised that she would be proposing, if the property was bought through the RTB scheme, that the remaining 50% of any required internal repair costs be paid by the seller from the proceeds of the sale.</p> <p>JS advised that the purchase of this flat could be used as a pilot and that a policy and procedure be developed and presented to committee before any further purchases are considered.</p> <p>Committee agreed delegated authority to JS to purchase the flat.</p> | <p>JS</p> <p>JS</p> <p>JS</p> <p>JS</p> |

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| | <p>JS advised that WB has met with the Homeless Casework Team to discuss who they will refer.</p> <p>Recommendations</p> <p>Management Committee:</p> <p>1 Noted Glasgow City Council's approval of SAP funding at 85% of the Home Report valuation and 50% of eligible internal repair costs.</p> <p>2 Approved the acquisition of [REDACTED], at a purchase price of £155,000, subject to satisfactory legal and valuation checks.</p> <p>3 Approved RHA's contribution of approximately £28,250 to cover the remaining balance, internal repairs, and professional fees.</p> <p>4 Authorised the Interim Director to conclude the purchase and report back to the Board upon completion.</p> | |
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| 6.9 | Committee Digest November 2026 | |
| | <p>JS presented the report.</p> <p>Management Committee: Noted the contents of this report for information.</p> | |
| 7. | MANAGEMENT ACCOUNTS REPORT App 1 – Management Accounts | |
| | <p>In the absence of [REDACTED], JS asked if the Chair of the FA&R Sub-Committee had any comments on the report and appendix. It was noted that the Management Accounts to 30.09.25 had been presented to the November FA&R Sub-Committee meeting. The FA&R Chair advised that the accounts show that we are performing better halfway through the year than was expected, although the main reason for this is the Major Repair Programme and Capital Programme delays. The Chair of the FA&R has asked the Finance Agent for more comprehensive reporting in future on the Major Repair and Capital Programme spend to understand why this is happening.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>It was noted that this report will be brought as part of the Business Planning reports in future.</p> <p>The Committee thanked the Chair of the FA&R for [REDACTED] comments on the Management Accounts.</p> | <p>[REDACTED]</p> <p>JS/[REDACTED]</p> |

