



AGENDA ITEM 3.1

Reidvale Housing Association Management Committee meeting held on 29.10.25 at 5.30 pm at the offices of Reidvale Housing Association

Attendance:	Denise Dempsey	DD	Chairperson
	Carmen Rubio-Gutierrez	CRG	Committee Member
	Jim Hastie	JH	Committee Member
	Michael Carberry	MC	Committee Member
	Helen Moore	HM	Committee Member
	Kevin Peden	KP	Committee Member
	Margaret McCabe	MMcC	Committee Member
	Helen Richman	HR	Committee Member
	Paul McCrudden	PMcD	Committee Member
Staff/Adviser(s)	Julie Smillie	JS	Interim Director/Secretary
Attendance:	William Boale	WB	Housing Manager
	Martin Sloan	MS	Head of Asset Management
	Jamie Mallan	JM	Interim Factoring Services Manager
	Paul Rydquist	PR	Compliance Consultant

	WELCOME AND ORDER OF MEETING	
	<p>The Chair welcomed everyone to the meeting and advised that the planned visit to this meeting from Police Scotland was cancelled and will be rescheduled.</p> <p>The Chair advised that minutes of 27.08.25 were approved at the meeting of 24.09.25 subject to minor amendments being made. Committee noted that the amendments had been made, and the minutes were for information only.</p> <p>JS advised that Agenda Item 7.3 would be brought directly after Agenda Item 3.2.</p>	
1.	APOLOGIES	
	Apologies were received from Geraldine Dempsey, Gerry Bitten-O'Prey and Ian Elrick. The standing apology for Eddie Marley was noted.	

2.	DECLARATIONS OF INTEREST	
	There were no new declarations of interest.	
3.	MINUTES	
3.1	Minutes of the Management Committee meeting 24.09.25	
	<p>It was noted that [REDACTED] was minuted at 7.2 but was not recorded as in attendance. It was confirmed that [REDACTED] was in attendance at the meeting. PR advised that he was also present and that his name was not recorded as in attendance.</p> <p>The Chair asked for a proposer and a seconder for the minutes of 24.09.25 subject to the above amendments. The minutes were proposed as a true record by JH and seconded by HM.</p>	
3.2	Draft Minutes of AGM 10.09.25	
	It was noted that the Minutes of the AGM 10.09.25 will be brought at a later date.	AD
4.	MATTERS ARISING SCHEDULE	
	<p>The Management Committee noted the Matters Arising Schedule.</p> <p>Committee felt that it was important for agenda Item 5, Dolly Parton Imagination Library (DPIL) from the meeting of 29.09.25 to be implemented as soon as possible in order for local children to receive their first book before Christmas. WB advised that the Housing Assistants would be contacting all the families entitled to participate to ask if they give permission for their details to be passed to the DPIL. One Committee Member felt that this should be an “opt out” and not an “opt in” and that letters should be sent to the families asking them to opt out if they did not want to be involved and their names could then be removed.</p> <p>JS suggested that we approach our DPO and ask their advice on sharing this information. WB advised that he has no intention of missing out on the deadline but wants to be careful of breaching data protection. WB agreed to check with the DPO.</p> <p>JM updated on 30.07.25 – 5 – A meeting has been arranged and the company involved are keen to speak to anyone who wanted to be involved and asked for any ideas that they wished to be incorporated into the logo. The Vice-Chair suggested that she would be happy to be involved with this. It was suggested that local children/RAPA could be involved but it was felt that a rebranding exercise was a matter for a</p>	WB

	<p>designer. JS advised that a special logo for the association's 50th year, designed by local children, could be run alongside the rebranding and used only for the anniversary year.</p> <p>Committee asked that a cleansing exercise should be carried out on the matters arising to bring it fully up to date.</p>	<p>JM/JS</p> <p>All Staff</p>
5.	<p>INTERIM DIRECTOR'S REPORT and</p> <p>App 1 – Survey of Shareholders from AGM</p> <p>App 2 – Tenant Satisfaction Survey Overview</p>	
	<p>JS presented the report and appendices.</p> <p>JS welcomed JM as the Factoring Manager and asked JM to introduce himself and advise what his role will be with RHA. JM advised that he will be looking at the internal processes with factoring and how factored owners are charged and also how the stonework programme will be incorporated in to factoring.</p> <p>JS advised that a new Finance Officer has been employed on a temporary contract for 6 months. JS advised that further recruitment is required for a further Housing Officer, also on a temporary contract.</p> <p>JS advised that after discussion with JM he felt that, moving forward, there will be no need for the role of a Factoring Manager and that a Factoring Officer should be employed, currently, who would take over this section once all the new systems are in place. However, it was noted that, as there will be protracted negotiations with owners regarding the stonework programme, this should be dealt with at a higher level, and it is possible that the Head of Asset Management will deal with this. JS advised that if there was any real amendment to the staff structure this would be brought back formally but for the moment JS is looking to bring in a temporary Factoring Officer. JS advised that she has delegated authority to bring in temporary staff but was asking committee for their views. Committee commented that the new staff structure shows a need for a permanent Factoring Manager and not a Factoring Officer and asked if this was a problem. JS advised she will check with [REDACTED] but did not think that it would be an issue as it is a lower grade. Committee noted that it was a temporary post at present.</p> <p>Committee agreed that there were some good comments from the Survey of Shareholders from the AGM.</p> <p>JS advised that a full presentation will be given on the Tenant Satisfaction Survey Overview at the next meeting. Committee noted that the change on performance was quite</p>	<p>JS</p>

	<p>marked, and JS thanked committee for all their hard work and dedication. JS advised that the results of this survey would be submitted in the ARC for 2025/26 and will also be produced in the Annual Review 2025/26.</p> <p>Committee asked if an Annual Review for 2024/25 had been issued and JS confirmed that it had and was also on the website.</p> <p>Decisions/Approvals Required from the Committee Committee are invited to</p> <p>10.1 note the update on Operational Performance</p> <p>10.2 note the update on Development and Asset Management</p> <p>10.3 note the update on Factoring</p> <p>10.4 note the update on Staffing</p> <p>10.5 note the update on Resident Engagement</p> <p>10.6 note the update on General Matters</p> <p>10.7 note the update on Governance</p>	
6.	GOVERNANCE	
6.1	<p>Regulatory Compliance Report and App 1 - Response to SHR Letter of 16.09.25 re compliance</p> <p>App 2 – Programme for Business Planning Day – 15.11.25</p> <p>App 3 – RHA Annual Committee Effectiveness Review November 2024 by [REDACTED]</p>	
	<p>PR presented the report and appendices.</p> <p>Improvement Plan Progress PR advised that the updated GFMIP (GFMIP) for October 2025 is not attached to the Regulatory Compliance Report but is attached to the Annual Assurance Statement report. It was noted that once a revised version has been approved progress on the updated GFMIP will be reported to each future meeting as part of this report until it is completed.</p> <p>Review of Compliance by Scottish Housing Regulator Committee noted that following receipt of the response letter (shown at appendix 1) the SHR will be holding an internal case conference review regarding RHA and a report will be shared with committee as soon as it is received. A meeting with SHR is planned for 10th November.</p> <p>Business Plan Review 2026/27 Committee noted the draft programme for the review day. There had been a briefing session for staff and management committee from Scotland's Housing Network (prior to this meeting) which showed comparisons with our peers' performance from elsewhere in the sector on the Annual</p>	PR/JS

	<p>Return on the Charter (ARC) for 2024/25. Committee also noted that there will be a workshop on Emerging Risk for staff and committee members on 5th November.</p> <p>It was noted that the outputs from the Business Review Day will enable a new Operational Work Plan to be prepared for 2026/27, that is both aligned to our 2025-2026 Business Plan, but which also represents an up-to-date assessment of our current needs and priorities.</p> <p>Update on implementation of Annual Committee Effectiveness Review Report</p> <p>PR advised that there are a number of areas that are either not implemented or partially implemented. Committee stated that it was really important that all news/good news is shared with the residents. Committee noted that an Autumn newsletter is due to be issued.</p> <p>10. Recommendations</p> <p>10.1 Management Committee</p> <p>10.1.1 noted the updated Governance and Financial Management Improvement Plan for October 2025/26 and progress with other matters pertinent to the achievement of full regulatory compliance for information.</p> <p>10.1.2 noted the outcome of the review of the application of the 9 suggestions made in the Annual Committee Effectiveness Review report of November 2024.</p>	
6.2	<p>Management Committee Membership, Recruitment, Development and Support Policy Report and App 1 – Proposed Management Committee Membership, Recruitment, Development and Support Policy</p> <p>App 2 – Equalities and Human Rights Impact Assessment</p>	
	<p>PR presented the report.</p> <p>PR advised this is a final version of the policy and incorporates relevant material relating to committee recruitment, etc from the previous Membership Policy.</p> <p>It was reported that the next Annual Committee Appraisal exercise will be conducted early in the new year of 2026, and it is proposed that this will continue to feature consultancy support for the Chair. It is therefore proposed that [REDACTED] be commissioned to support the Chair in the undertaking of the next round of committee appraisals.</p> <p>Committee advised that they were happy to approve the policy and the recruitment of [REDACTED] for the appraisal exercise.</p>	PR/JS

	<p>10. Recommendations</p> <p>10.1 Management Committee</p> <p>10.1.1 considered and approved the proposed Management Committee Membership, Recruitment and Development Policy</p> <p>10.1.2 approved the appointment of [REDACTED] to support the conducting of the 2026 committee member annual appraisal and review exercise</p> <p>10.1.3 agreed that the templates included at Appendices 1 and 2 of the proposed policy remain appropriate for use in connection with the annual review process.</p>	
6.3	<p>Succession Plan Report and</p> <p>App 1 – Succession Plan</p> <p>App 2 – Skills Report</p>	
	<p>JS presented the report and appendices.</p> <p>JS advised that this plan was developed by [REDACTED] following the previous appraisals. This will be updated following the next annual appraisal exercise.</p> <p>Recommendations</p> <p>10.1 Management Committee</p> <p>10.1.1 reviewed the attached Management Committee Succession Plan</p> <p>10.1.2 approved the Management Committee Succession Plan</p>	
6.4	<p>Management Committee Training and Development Plan Report and</p> <p>App 1 – Training and Development Plan</p>	
	<p>JS presented the report and appendix.</p> <p>JS advised that there is a lot of the same training courses required by committee and this is due to the fact that most current committee joined at the same time. This training will change for each individual member moving forward. Comprehensive training will be rolled out for the new members who joined in August. It was noted that required training will hopefully be carried out “in house”. This will be looked at again as part of the upcoming appraisal process. JS asked if there was any training that an individual felt they needed then they should contact the association and this can be arranged.</p> <p>JS also encouraged committee members to attend conferences/events and network as there is a lot of knowledge to be gained from hearing from other associations.</p>	

	10. Recommendations 10.1 Management Committee 10.1.1 approved the Committee Member Training and Development Plan for 2025/26 10.1.2 Delegated authority to be given to the Interim Director and Corporate Services Assistant to oversee the implementation, timing and budget adherence of the plan.	JS/AD
6.5	Annual Assurance Statement Report and App 1 – the proposed Annual Assurance Statement itself App 2 – GFMIP Revised version following AAS review 2025	
	<p>PR presented the report and appendices.</p> <p>Committee suggested that the section in the draft Annual Assurance Statement from “We Believe this is an under-recognised safety issue across the sector etc” be taken out and that the following be included “Increased and targeted grant assistance to both Reidvale and home owners will be required from 2025 if essential stonework and external fabric repair schemes are to be progressed at an acceptable pace following the stock condition survey of our 9 neighbourhood areas”.</p> <p>Committee commented on the GFMIP – Standard 3 suggesting that tasks 3.1.b, 3.2.a and 3.3.b should be regarded as fully completed. PR advised that these do not represent any undermining of the effectiveness of our financial management. There has been a recent internal audit on Budgetary and Financial Reporting, which will be reported to the Finance Audit and Risk Sub-Cee, which has provided strong assurance. PR advised that the outcome of this internal audit will be fed back to the SHR.</p> <p>PR advised that following advice from [REDACTED], some amendments had been made, with the proposed updated version tabled. Noting the above suggestions made by committee, once the amendments have been made, committee was asked if it was happy to approve the Annual Assurance Statement to be signed, submitted to the SHR and placed on the website. Committee approved the Annual Assurance statement for submission.</p> <p>PR advised that there is movement on the one outstanding staff issue, and discussions are ongoing.</p> <p>10. Recommendations 10.1 Management Committee</p>	<p>PR</p> <p>PR</p> <p>JS</p>

	<p>PR advised that nominations for membership of the sub-committee for the coming year required to be carried out at this meeting. JS read out the membership of each sub-committee and all current members confirmed that they wished to remain. In addition, Helen Richman volunteered to join the Staffing Sub-Cee and Kevin Peden and Margaret McCabe volunteered to join the Housing Services Sub-Cee.</p> <p>Committee felt that the Policy Review Working Group should continue.</p> <p>Committee asked that training on the Management Accounts be given, and PR advised that this training was planned and will be carried out by the Chair of the FA&R Sub-Cee and Finance Agent.</p> <p>The Chair called standing orders and committee agreed to continue with the meeting.</p> <p>Michael Carberry left the meeting at this point.</p> <p>Committee asked that a trip is arranged to look at stonework issues in other associations. JM will arrange this.</p> <p>Committee asked that a working group should be set up with staff and local people from the current management committee, early in the new year, on communication/resident engagement. It was asked that this group meet once a month and discussions could be around website; re branding etc.</p> <p>10. Recommendations 10.1 Management Committee 10.1.1 discussed potential changes to Standing Orders, highlighting any issues concerns, or other considerations that may need to be taken into account when making final decisions on an updated version in November 2025.</p>	<p>AD</p> <p>FA&R Chair and FMcD</p> <p>JM</p> <p>JS</p> <p>PR</p>
6.7	Proposed Equality Strategy and Action Plan	
	This item was deferred to the next management committee meeting	
6.8	Committee Digest and App 1 GWSF Update September 2025	

[illegible]

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	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	
	<p>Christmas Holidays/Office Closure</p> <p>JS advised Committee that as consultation was not carried in March 2025, a decision would have to be made regarding the staff Christmas holidays/office closure for the Christmas period. After discussion it was agreed to close on Tuesday 23rd December and re-open on Monday 5th January 2026. It was noted that if staff wished to take additional days they should use annual leave. MS advised that most contractors will stop on 19th December and cover will need to be arranged.</p>	MS
7.5	<p>Parking Issues in the Reidvale area</p> <p>Committee asked that contact be made with Councillors; GCC and Police regarding dangerous/illegal parking issues throughout the area. WB and JS advised that discussions will be held with the above parties regarding this issue.</p>	WB/JS
8.	<p>DATE OF NEXT MEETING</p> <p>Committee stated that it was essential that a presentation and networking session is required with [REDACTED].</p> <p>Management Committee – 26.11.25</p>	