



1. Present and apologies

Present

S McDonald (Chair)	J Brannan	K McGinley
S Brannan	J McFarlane	

In attendance

P Baylis	E McShane	K Cowan
R Hare	L Crawford	I Phillips (observer)
A Cameron (Cameron Audit)		

Minute taker

L Crawford

- 1.1 Apologies were received from A Sproul, C Stewart, C Love, S Da Silva Valente and M Dabek. F John's special leave has now ended.

2. Declaration of interests

- 2.1 There were no declarations of interest.

Noted

3. Minutes of previous meetings

- 3.1 The minutes of the Management Committee meeting held on 5 March 2026 were proposed by K McGinley and seconded by J McFarlane.

4. Matters arising from previous meeting

- 4.1 There were no matters arising.

Following this item, we proceeded with Item 6.3 then returned to Item 5.1. In keeping with the prepared agenda these items are recorded under the relevant sections.

5. Governance report

5.1 SHR engagement report 2026/27

- 5.1.1 P Baylis presented the report advising that the annual SHR engagement plans had recently been published for each landlord. Cernach's engagement plan is compliant and does not outline any concerns, requesting only the standard returns/information which is submitted by all RSLs.

Noted

5.2 Complaints report 2025/26

- 5.2.1 L Crawford presented the annual complaints report is to provide the Committee with an up-to-date record of complaints received during 2025/26 and an analysis of these. Complaints reporting is reviewed by the Assurance Sub Committee on a quarterly basis.
- 5.2.2 Overall there had been 39 complaints for 2025/26, L Crawford highlighted the themes from the complaints about repairs and maintenance and housing management. Overall, there has been no significant areas for organisational learning in 2025/26, all complaints were responded to and only two complaints were closed out with timescales which was agreed with the customers in advance.
- 5.2.3 One member asked for further information on the complaints that had been resolved rather than upheld. L Crawford advised that of the six-complaints that were closed with a resolved outcome, action could be taken without formal investigation or identifying a service failure.
- 5.2.4 L Crawford also provided Committee with an overview of compliments received in the year. Committee commended the staff for the comments received and going over and above for residents.
- 5.2.4 L Crawford concluded the report advising there had been eight requests for information, which were all handled as Freedom of Information requests, and were all responded to within timescale. Committee noted the contents of the report.

5.3 Equality and human rights monitoring report- 25/26

- 5.3.1 R Hare presented the report which aim was to update Committee of our key actions and progress in relation to equality and human rights over the course of the year, as well as providing an update on statistical comparisons.
- 5.3.2 Our Equalities action plan is monitored on a regular basis by the Assurance Sub Committee, and several actions have been completed within the year including reviewing the office signage in relation to equalities and accessibility, reviewing the accessibility of our public meeting formats in relation to hearing impairments, implementing a shared parental leave policy, and renewing our completion of the Chartered Institute of Housing's Human Rights Assessment.

5.3.3 One member highlighted that we have several minority community groups that are active in the area and one member asked whether our relationship could be enhanced by having with a dedicated staff member as the main point of contact. Committee discussed other ways to be a more welcoming and improve our relationships within the community.

5.3.4 R Hare presented statistical information and comparison exercises in relation to tenants, applicants, staff members, and job applicants and compared these to data contained in the last Census carried out by the Scottish Government in 2022. Committee Members noted several outliers in demographics and noted the changes in the overall demographics of the area, which first show up in the housing applicant demographics before filtering through to the tenant base. While these did not show any matters of concern, R Hare highlighted the overall demographics being representative, and some differences being in relation to, for example, more disabled people being applicants for social housing than in comparison to the rest of the population in the census data which could be down to the requirement for accessible homes at an affordable price which is far more likely to be found in a social landlord. The Management Committee discussed the positive and diverse nature of the statistics and noted that the Association overall seems to be representative of the community we serve.

Noted

5.4 Entitlements, payments and benefits report- 2025/26

5.4.1 L Crawford presented the paper highlighting the reports on the entitlements, payments and benefit register. There has been one record on the register in relation to additional leave days for six staff members in line with our rewards and recognition policy.

Noted

5.5 Annual assurance statement- update

5.5.1 E McShane presented the paper on the preparation of annual assurance statement for 2026, which is being conducted by our internal audit, Alex Cameron. E McShane explained that the process would be similar to previous assurance statement working groups in that they would involve both staff and Committee.

5.5.2 E McShane advised that WhatsApp groups would be set up with those who had already signed up to provide updates in relation to the four meetings that

have been scheduled.

Noted

5.6 Governance report – standing items

5.6.1 P Baylis presented the report, which contains governance standing items we report on every month. The following items were specifically discussed:

- There were seven entries into the entitlements, payments and benefits register since the last Committee meeting in relation to additional days leave for long serving staff which is in line with the Rewards and Recognition policy.
- There are no open notifiable events.
- The Regulator is not engaging with us, however, there has been a rearrangement of the finance team, and our contact will now be Rosi O'Neill.
- E McShane highlighted the recent SHR guidance which was;
 - (I) Guidance on preparing and annual assurance statement, requiring further focus on the quality of stock data.
 - (II) Review of audited financial statements for all RSLs, which highlighted that although RSL were still financially robust, there is a reduction in cash reserves highlighting the pressure of operating demands.
 - (III) Risk assessments of social landlords, with engagement plans published for each landlord. The report sets out their view of the key risks and advised that 80 landlords had some level of engagement.
- E McShane advised that there are no changes to risk at this time. Some of the risks identified in the Regulator's Risk report are non- applicable to Cernach. The mid-year review of the risk matrix will be brought to Committee on 28 May 2026.
- L Crawford concluded the report outlining the next training dates for Drumcog training, the GWSF summer regeneration conference on 19 June and advised that the EVH conference will be held in the second half the year. Committee discussed the Drumcog training that was held on 20 April, around the development works in Drumchapel in the coming years.

Noted

6. Director's report

6.1 Ratification of Away day decisions

- 6.1.1 E McShane presented that paper summarising outputs of the strategy away day on 27 February, which were around Key Performance Indicators (KPIs), business planning for the next year, tenancy sustainment, long-term financial projections, tenant safety, technology, the website, estate management, tenant engagement and wider role projects.
- 6.1.2 E McShane highlighted the suggestions from Committee about further engagement with the community, increasing information in the newsletter and linking up with additional services that we can promote to our tenants.

Noted

6.2 Business plan - 2026/27

- 6.2.1 E McShane presented the paper which captures the third year of our three-year business plan. The changes are relatively minimal - but do reflect our priorities for the next 12 months. We have based the revisions on the discussion/decisions taken at the planning events and the views expressed during Committee meetings.
- 6.2.2 Next year, we will have a full review of the business plan as we will have reached the end of the current three-year plan. We will consider the best format for bringing this together which will include more scheduled time for discussion in addition to our usual strategy away day.

6.2.3 Committee collectively approved the third-year review of the business plan.

6.3 Internal audit report

- 6.3.1 A Cameron presented the report to update Committee on the most recent internal audit report received in relation to entitlements benefits and pay, risk management, legionella, as well as the follow-ups audits in relation to factoring and allocations from the previous cycle. There were no recommendations made over the course of these audits, however two from the previous year in relation to factoring remain open.
- 6.3.2 Management Committee asked if work in relation to legionella is now concluded, and the staff team confirmed that the improvement actions have now concluded, however the annual work to maintain water tanks will continue

to take place as standard and continue to be reported to the Operations Sub Committee.

- 6.3.3 A Cameron highlighted the annual report on internal audit for the 12 months ending 31 March 2026 and gave the Association a substantial rating. This is the highest rating, and A Cameron praised the staff and Committee for their hard work.

A Cameron left the meeting 18:12

- 6.3.4. P Baylis presented the rest of the table report recommending a contract extension of Cameron Audit, as it had been procured on a basis of three years with the option of two additional years, subject to satisfactory performance. Committee collectively approved the contract extension to 31 March 2028.

7. Operations report

7.1 Key Performance Indicators (KPIs) 2026/27

- 7.1.1 K Cowan presented the paper to ratify the Key Performance Indicator (KPI) targets which were discussed and agreed at the Association's Strategy Away Day.
- 7.1.2 K Cowan explained that the table in the report highlighted the performance to December 2025, the proposed targets for reporting year 2026/2027 as collectively agreed at the Strategy Away Day and highlighted the introduction of four additional indicators for 2026/27.
- 7.1.3 Committee noted the performance to date and approved four new KPIs, alongside revised targets for existing indicators for 2026/27.

7.2 Annual return on Charter update

- 7.2.1 K Cowan presented the paper on the progress to date ahead of the annual return on the Charter submission for 2025/26. K Cowan advised Committee that we are on schedule and the ARC validation was underway with Lillian Peters (Visual statistics).

Noted

7.3 Stock Condition survey update

- 7.3.1 K Cowan presented the paper updating that since the March meeting that we had met with our preferred contractor JMP to agree our approach to the stock condition surveys. Surveys are due to take place between 4-28 May.

7.3.2 Upon receipt of the completed Stock Condition Survey, the proposed 5-year investment plan for planned and cyclical investment will be presented to the Management Committee in June 2026.

Noted

7.4 Kitchen procurement 2026/27

7.4.1 K Cowan provided an update on the procurement for the 2026/2027 planned maintenance kitchen renewal work.

7.4.2 At the last Management Committee meeting, it was discussed that the market has changed in recent years and costs have significantly increased due to combination of high demand, rising material costs, labour shortages and inflationary pressures, however there was still an option to explore cost savings within this project in relation to materials used.

7.4.3 K Cowan updated Committee on the meetings staff had with the kitchen suppliers directly. K Cowan advised that these were helpful and satisfied our queries around longevity, quality and costs. Following the due diligence checks, we were satisfied and therefore have proceeded with the contract award.

7.4.4 K Cowan concluded the report advising as per Scottish procurement regulations we must publish the contract award using the original tender price based on specified materials as priced in the return. After the standstill period ends, we can then confirm any cost savings.

7.4.5 Committee noted the report and gave thanks to the staff team for working to reduce costs.

Noted

8. Policy review

8.1 K Cowan presented the harassment policy, which is due for review. K Cowan provided a full copy of the policy with the report and noted that the revisions are minimal and relate to improvements on language and updated job titles.

Collectively approved

9. Sub Committee minutes, feedback and recommendations

9.1 Operations Sub-Committee

- 9.1.1 There are no minutes for noting nor any recommendations for Management Committee approval.

Noted

9.2 Assurance Sub-Committee

- 9.2.1 There are no minutes for noting nor any recommendations for Management Committee approval.

Noted

I Phillips left the meeting at 19:32

10. Membership and use of seal

- 10.1 L Crawford presented the report advising there had been three requests for membership, which had been received in line with our rules. Committee collectively approved the members.

11. AOCB

- 11.1 L Crawford advised that EVH annual general meeting is on 8 June 2026. Further details will be shared on WhatsApp and Committee can let Corporate Services know if they would like to attend.
- 11.2 K Cowan gave an update on staff highlighting that H Lochan's last day is tomorrow and interviews are set to take place on Wednesday 29 April. K Cowan advised that we are currently recruiting for the part-time Housing Officer ahead of an up-and-coming retirement in May.
- 11.3 K Cowan provided an update on care in the community, which was provided to us yesterday from the GWSF forum, where we have been advised that HSCP are undertaking a review of all supported services in Glasgow, following recommendations from the Scottish Government. On first consideration this could mean significant changes to our care in the community properties. K Cowan advised that as this is new information we will add this to our risk register, with a further update provided at the Assurance Sub Committee meeting in two weeks' time.

11.4 E McShane led a discussion on those who were interested in joining the Management Committee. We currently have four people who are interested in joining the Committee, but we do not have space to accommodate all four. Committee noted that two members had observed the Committee meeting on two occasions each, therefore they would like them to be co-opted onto the Management Committee. The two further members who are yet to observe will be invited to future meetings and if they are still interested can stand for election at AGM, which is only three meetings away.

Noted

12. Date and time of next meeting

12.1 The next full Committee meeting is due to be held on **Thursday 28 May 2026** at 6.00pm.

Chair:

Date: