

**MINUTES OF MEETING NO.694**  
**QUEENS CROSS HOUSING ASSOCIATION BOARD OF MANAGEMENT**  
**HELD ON 26 NOVEMBER 2024 AT 6.00 P.M.**

Andrew Burns, Chibuzo Ehieze, John Dunn, Margaret Glass, Sadie Gordon, David Horner, Matthew Millar (online), Anne Ramsey.

Shona Stephen (Chief Executive), Heather Anderson (Director of Neighbourhood Services), Phil Daws (Director of Property, Enterprise & Regeneration), Neil Manley (Director of Finance & Corporate Support), Alison McKay (Governance Advisor).

**ACTION**

**1.0 Housekeeping**

1.1 Noted

**2.0 Welcome and Apologies**

2.1 The Chair welcomed everyone to the meeting

Apologies noted from Ian Elrick, John McIntyre, Donalda Hogg, Elizabeth Hood and Fiona Smith.

**3.0 Declarations of Interest**

3.1 There were no new declarations.

**4.0 Development Programme – Private and confidential**

4.1 This report was presented by Phil Daws, Director of Property, Enterprise & Regeneration. The Board noted the contents of the report.

**5.0 Quarter 2 Performance 2024/2025**

5.1 The purpose of this report is to provide the Board of Management with performance information for the first quarter of the financial year 2024-25. This report was presented by Neil Manley, Director of Finance and Corporate Support.

5.2 Table 2.2 of the cover report listed the three areas where performance could be improved, and the action being taken to ensure costs are controlled and the forecast surplus is delivered to meet our interest cover obligations by Q4. SHQS compliance red KPI is heavily influenced by the EICR programme and the board noted that whilst performance has reduced in Q2 this is the result of a comprehensive data cleanse, and the Association is on track for full compliance. Discussions are taking place with contractors to ensure timescales are met.

5.3 Section 3 of the report provided an update on housing services. It was noted that in Q2, 31 section 5 lets have been allocated which and meets the Glasgow City Council targets.

5.4 Appendix 2 provided an update on complaints and compliments. The report provides a detailed breakdown of the of these complaints. Heather Anderson, Director of Neighbourhood advised that significant is continuing to be undertaken in this area and SPSO stage 1 and stage 2 training has been rolled out across staff teams. A monthly focus group has been set up to review complaints.

- 5.5 It was noted that the strategic risk register will be reviewed at the business planning day.
- 5.6 The management accounts show at £731,694 deficit against the forecasted deficit for Q2. There is a small income variance of 1.1% due to the later lets for Hamiltonhill. The compliance and cyclical repairs budget for Q2 is marginally adverse for this area with a £1,447k budget against expenditure of £1,482k, a £35k adverse variance at this point.  
The Q2 cash position is £35.9m and the detail of how this is invested and held in shown in the accompanying appendices 2&3. The board noted that a treasury management 6 month review is now included in this report following an audit action. Appendices 6 – 9 detailed the financial positions for QC Factoring & QC Workspace. QC Workspace is showing a good healthy bank balance however both companies are in a good position.
- 5.7 Hamiltonhill is on budget and updated progress photos were provided within the report.

**6.0 ARC Peer Comparison Report**

- 6.1 The purpose of this presentation was to provide the Board with some key information reported to the Scottish Housing Regulator (SHR) in the Annual Return on the Charter for 2023-2024. This report outlined QCHA's performance against a group of eight housing associations who are like Queens Cross in size, stock type and location. This report was presented by Shona Stephen, Chief Executive Officer.
- 6.2 The board noted the presentation and was pleased to note that tenant satisfaction with opportunities to participate in decision making and tenant satisfaction with management of neighbourhoods have both significantly increased.

**7.0 2025/2026 Meeting Schedule for Approval**

- 7.1 The purpose of this report was for the Board members to consider and approve the 2025/26 meeting schedule (Appendix 1). This report was presented by Alison McKay, Governance Advisor.
- 7.2 The Board approved the 2025/2026 meeting schedule.

**8.0 Health and Safety**

- 8.1 The board noted that the 6 month interim Health and Safety review report for 2024 had been uploaded to the board portal.

**9.0 New Membership Applications**

- 9.1 There were no new membership applications to be approved. The Board noted that at the recent neighbourhood events 7 new membership applications were received which will be brought to the next meeting in January for approval.

**10. Minutes of meeting 693**

- 10.1 The minutes of the meetings 693 were reviewed for accuracy and matters arising. The minutes was proposed by Chibuzo Ehieze and seconded by David Horner.

**11.0 Action Tracker**

11.1 Phil Daws, Director of Property and Placemaking advised that the 6 month interim Health and Safety review report for 2024 had been uploaded to the board portal

**12.0 AOB**

12.1 There was no AOB to be considered.

**13.0 Date and Time of Next Meeting**

The meeting concluded at **8.00pm**.

The next meeting is scheduled to take place on:

Special online rent setting meeting - Tuesday 21 January 2025 for a special meeting to set the rent increase for 25/26.

QCHA non-performance board meeting - Tuesday 28 January 2025 at 6pm.

I certify that the above minute has been approved as a true and accurate record of proceedings:

**Chair:** ..... **Date:** .....