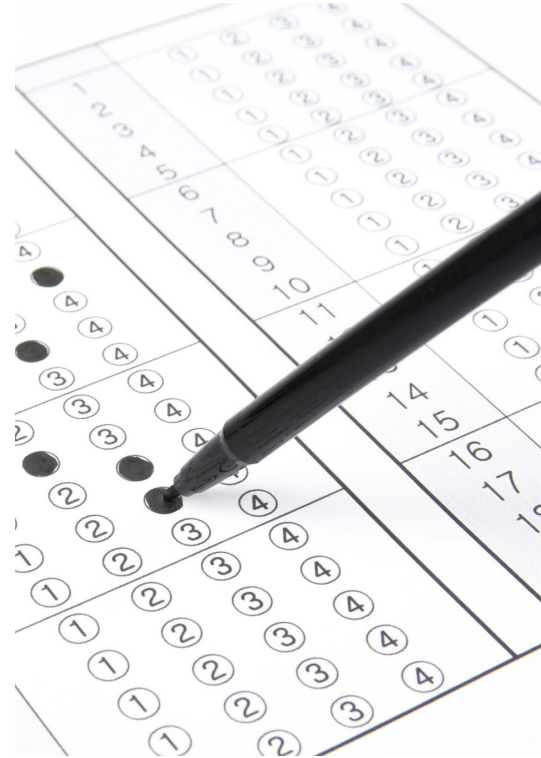




NEW COMMITTEE MEMBER FAQs

1. THE ROLE



Q: What exactly does this role involve?

A: Your role as a committee member is to provide oversight on how our Association is performing and to scrutinise what we do in the area, make informed decisions in the best interests of the organisation and its tenants, and hold the staff team to account. You're not involved in day-to-day operations, but you help set the direction, ensure we're meeting our goals, and that we're compliant, financially sound, and delivering value for money.

Q: Am I here to make decisions, or just advise?

A: You're here to make decisions—collectively. As a committee member, you have shared responsibility for key decisions that shape the direction of the organisation. You'll also provide challenge, advice, and oversight, but ultimately, you're a formal part of the decision-making body, not just an adviser.

Q: To what extent should I provide challenge?

A: We *need* committee members to ask questions, challenge constructively, and bring different perspectives. It helps us make better decisions. There's no expectation to be an expert—your curiosity, common sense, and judgment are just as valuable as technical knowledge.

2. CONFIDENCE AND PARTICIPATION



Q: Will I be taken seriously without a background in housing?

A: Definitely. The committee works best when there's a mix of perspectives. You don't need to be a housing expert; your life experience, values, and the questions you ask are just as important. For example, our current Committee only has one single member who currently works in the housing sector.

Q: Will I be supported to learn at my own pace?

A: Yes. We know there's a lot to take in, and information can often be quite niche, so support is available throughout—whether it's extra guidance, training or just someone to bounce questions off. You won't be expected to know everything right away, and we understand that, as a volunteer, you will have other commitments to balance too.

Q: Can I ask questions even if I don't know the lingo yet?

A: Please do. No one expects you to know all the jargon, and asking questions helps everyone stay clear and accountable. If something doesn't make sense, chances are others are wondering too.

3. TIME COMMITMENT AND TRAINING



Q: How often are meetings and how long do they last?

A: Management Committee meets monthly, except for January and July. They are always held on a Thursday evening at 18:00, and typically last around 1.5 hours. At a push, they may run until 20:00.

Q: What if I cannot attend a meeting?

A: Please let the Governance Assistant know as soon as possible. Consistent attendance is encouraged, but we understand life happens and people have other commitments too. However, your membership will end if you miss 4 consecutive meetings, as per our Rules.

Q: What training is available?

A: We often offer out training courses and conference opportunities with various bodies, and have recently launched a regular, 30-minute training scheme before the monthly meetings. New members will receive induction sessions with staff at a time convenient for them plus other ad-hoc support depending on individual needs.

4. CONDUCT AND CONFIDENTIALITY



Q: Is there a formal Code of Conduct?

A: Yes, and it should be covered briefly during your induction meeting. It outlines behaviours such as objectivity, honesty, accountability and confidentiality. You cannot undertake Committee business without signing an acknowledgement of this Code.

Q: Can I talk about what we discuss in meetings with other residents or friends?

A: In general, no. Committee discussions—especially those involving residents, staff performance, or financial matters—should be treated as confidential unless clearly stated otherwise. You can speak broadly about your role, but not about specific details.

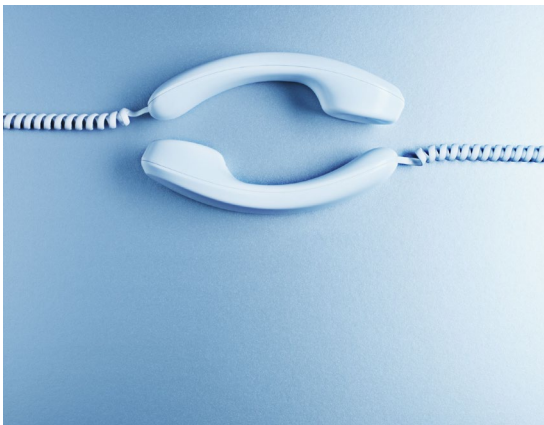
Q: Can I share my opinion on social media about committee business?

A: We ask members not to post about internal matters on social media, even in closed groups. If you're ever unsure, check with the Governance Team. Poor conduct online may reflect badly on the Association and could result in a breach of the Code of Conduct.

Q: What happens if there's a conflict of interest?

A: If you think you have a personal or financial interest in an item being discussed, please let the Chair or Chief Executive know as early as possible. You may be asked to step out for that part of the discussion.

5. PRACTICAL INFORMATION



Q: How can I access meeting documents?

A: You'll receive a copy by email, and a hard-copy in the post. Papers will also be uploaded to our website portal – currently under reconstruction as our new website launched in Nov 2025 - and the Governance Assistant will set you up.

Q: Who do I contact for help with technology/logins/meeting papers?

A: Please contact Calum at cdavidson@yorkhillha.org, or call the office on 0141 285 7910.

Q: How will people contact me? Will my details be shared?

A: Your contact preferences will be respected, and personal info won't be shared without consent.

Q: Will I be reimbursed for travel or expenses?

A: Expenses reasonably incurred on Committee business will be reimbursed. This may include travel to events, or subsistence/accommodation where this is not already included in the booking. Costs for conferences or training are paid by us directly to the provider.
