

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 25 NOVEMBER 2025 AT 6.00 P.M. IN PERSON AT 77-83 KILBOWIE ROAD, CLYDEBANK G81 1BL AND VIA A VIDEO CONFERENCING LINK

ACTION

Present:

Mrs C. Boyle	Chairperson	In person	Elected Member
Ms D. Smith	Vice Chairperson	In person	Elected Member
Mrs L. Ramsay	Treasurer	In person	Elected Member
Mrs M. Richford		In person	Elected Member
Mr C. Johnston		In person	Elected Member
Mr A. Blake		Online	Elected Member
Ms L. Dickie		Online	Elected Member
Mr D. Adeoye		Online	Elected Member
Cllr G. Johal		Online	Co-opted Member
Cllr S. Traynor		Online	Co-opted Member

Quorum required: 4 members (excluding co-opted)
 Quorum achieved: Yes

In Attendance:

Mrs L. Lees	In person	Chief Executive
Mr J. Farrell	In person	Head of Housing Services
Mrs S. Farrell	In person	Customer & CS Manager
	In person	SHARE

1. Apologies

Apologies were received from Mr J. O'Donnell and Mr P. Shiach.

2. Chairperson's Remarks

The Chairperson welcomed everyone to the last meeting of 2025. It was noted that a quorum was present to enable the meeting to go ahead.

3. Declaration of Interest

There were no declarations of interest.

4. Business Carried Over from Last Meeting

There was no business carried over.

5. Management Committee Attendance update (if applicable)

The Chief Executive reiterated that that committee attendance is checked following every meeting and if any member has missed 2 consecutive meetings, they will be contacted.

6. Management Committee External Training/Conference Feedback (if applicable)

The Chief Executive confirmed that Mr Blake was booked on a course but was unable to attend. The Management Committee noted the Share Training Portal was available at all times for training needs.

7. Secretary's Report

The Chief Executive provided the following report, in the Secretary's absence:

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a) Correspondence

There was no correspondence received.

b) Share Membership Applications (Decision/Approval Required)

There was one share application received from [REDACTED]
The Management Committee unanimously approved the share membership.

c) MC Membership Applications (Decision/Approval Required)

There were no MC Membership applications received.

8. Approval of Minutes & Actions Notes

a) Management Committee - 30 Sep 2025* (Decision/Approval Required)

There were no errors or omissions noted, and the Minute was proposed by Mrs Boyle seconded by Mrs Ramsay and unanimously approved by the Management Committee.

b) Finance, Audit & Risk Sub-Committee - 04 Nov 2025* (Decision/Approval Required)

There were no errors or omissions noted, and the Minute was proposed by Mrs Boyle, seconded by Mrs Ramsay and unanimously approved by the Management Committee.

c) Housing Services Sub-Committee - 18 Nov 2025* (Decision/Approval Required)

There were no errors or omissions noted, and the Minute was proposed by Mr Johnson, seconded by Mrs Richford and unanimously approved by the Management Committee.

9. Business Arising From Minutes (Decision/Approval Required)

There was no business arising from the minutes.

10. Ratification of all Minutes (Decision/Approval Required)

Ratification of all Minutes was proposed by Ms Smith, seconded by Mr Johnston and unanimously approved by the Management Committee.

11. Emergency decisions since last meeting (Decision/Approval Required)

The Chief Executive confirmed none were required since the previous meeting and that this was a standing item.

Councillor Traynor and Mr Adeoye entered the meeting at this point. It was noted that Mr Blake's online access was intermittent so it would be ensured Mr Blake was online during decisions.

12. SHN Benchmarking – CHA 2024/25 performance (presentation)

The Chief Executive passed over to the Head of Housing Services who provided an on-screen benchmarking presentation, prepared by Scotland's Housing Network (SHN).

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ACTION

Throughout the detailed presentation, the Management Committee noted that each area of the Association's ARC submission was benchmarked with the SHN's 'Peer Group 5 – large urban' associations and the Scottish Average, including complaints, tenant who felt kept informed, repair timescales, satisfaction with neighbourhood, quality of home and rent value for money.

The following observations were noted:

- Discussions are taking place to bring the emergency repair timescales down further
- Non-emergency repairs were performing well in the lower end of the peer group
- At Right First Time the Association has been open and honest when reporting 85.32% so staff will be contacting those organisations with better performance for advice on their processes
- Turnover has been decreasing over the past few years
- Offers refused have overall come down significantly in the past few years
- Tenancy sustainment was positive at 96.1% and the high level of support from the part-time Community Support Officer to tenants was noted

A variety of tables and graphs were used to highlight the Association's strong performance in terms of value and services which led to an encouraging overall summary highlighting some further positives from the benchmarking and noting a few areas to monitor.

The Head of Housing Services was thanked for the presentation by the Chief Executive and the Chairperson.

13. CHA Wellbeing Strategy 2025-28 Annual Review* (Decision/Approval Required)

The Chief Executive referred to the above report circulated prior to the meeting and confirmed it was a new Action Plan to be presented annually and to demonstrate how the Association will achieve the aims of the Wellbeing Strategy, the main aim of the Strategy was to build great resilience and wellbeing within the staff team. It was noted that the Action Plan would be a working document that all staff can feed into, as we move through the stages of the Strategy.

The Chief Executive went over the Action Plan and discussed several points including the 2 qualified Mental Health First Aiders, staff initiatives, regular support and a dedicated Intranet section.

The Management Committee enquired about ongoing staff training and the Chief Executive confirmed there is a planned annual programme from a range of providers, including HeadStrong, Tree of Knowledge and People Unboxed, covering topics such as mental health awareness and resilience.

**MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 25
NOVEMBER 2025 AT 6.00 P.M. IN PERSON AT 77-83 KILBOWIE ROAD, CLYDEBANK G81 1BL
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The Action Plan was noted and approved by the Management Committee.

14. Rent Policy Review 2025/26* (Decision/Approval Required)

The Head of Housing Services referred to the report that had been circulated prior to the meeting and highlighted that this would provide the basis for consultation with tenants, sharing owners and Registered Tenants Organisation with the final Policy coming back for consideration in January. It was noted at the outset that the proposals were higher than usual but were absolutely necessary to support the maintenance service and major repairs programme.

The Head of Housing Services summarised the key points required by a Rent Policy on page 3 including:

- Affordability (to the tenant)
- Comparability (to other social landlords)
- Viability (a full and realistic assessment to ensure the viability of the business)

At 1. Affordability, page 5, the Management Committee noted that properties had been input into the SFHA rent affordability tool and there were no fails even with the Association's highest rent for a single person (a 2 apartment at Queens Quay) which passed with a 5% simulated rent increase at 24.4%, comfortably under the 30% of income threshold. It was noted that the measure only looked at full rent payers as anyone on reliant on any benefit would automatically fail the affordability test. The Head of Housing Services stated this exercise demonstrates the rents can be considered affordable particularly as the Association adds in a band B Council Tax also.

The Management Committee enquired which of the measures were used. The Head of Housing Services confirmed ASHE 30th was always chosen and that there are a number of lower options. The Head of Housing Services stated the Scottish Government is working on its own affordability measure, which although currently at consultation stage, could also be used in future if agreed.

The Head of Housing Services stated that in 2024 an independent desktop affordability study had also been commissioned from Scotland's Housing Network (SHN) and showed positive results with the Association outscoring peers, on a tighter 25% threshold.

The Head of Housing Services highlighted that 94% (99%: 2022) of those surveyed earlier in 2025 in the large-scale tenant satisfaction survey stated they felt their rent offered good value for money.

At 2. Comparability, page 7, the Management Committee noted that only 2024/25 figures were available and that, based on that, the Association

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The Management Committee noted that for context, the current average increase being considered by the Glasgow West of Scotland Forum (GWSF) benchmarking group is around 5.34% (22 RSLs) and the Scottish Housing Network (SHN) currently has an average of 7.42% (29 RSLs).

Given the information provided in the draft Policy, the Management Committee could be satisfied that the proposed rent increase consultation figures of between 6.8% and 7.3% demonstrated affordability, comparability and viability.

The Management Committee unanimously agreed the Policy and options as agreed above for consultation.

Councillor Traynor left the meeting at this point.

15. Service Charge Policy Review – verbal update* (Decision/Approval Required)

The Head of Housing Services stated that whilst normally a draft Policy would be presented, not enough invoices had been received to bring a meaningful Policy together at this time. The Head of Housing Services would carry out a detailed review of costs and would hope to again mitigate any rent increase by endeavouring to ensure that there is no overall increase in service charges for 2026/2027. The draft policy, taking account of updated invoices, will be presented at the first meeting of 2026.

**16. Quarterly Reports – 01 July – 30 September 2025 (For information)
a) Quarter 2 Complaints***

The Customer & Corporate Services Manager referred to the above report which was circulated just prior to the meeting.

The Customer & Corporate Services Manager confirmed that all 14 complaints had been received from 01 July – 30 September had been responded to in full at Stage 1, with one slightly out of timescale due to awaiting contact. The Management Committee noted the service improvements put in place following 6 (43%) upheld complaints and that 3.36 was the average number of days to resolve.

The Management Committee noted following a review of Technical Guidance provided by the Regulator, from 01 April complaints from registered or non-registered subsidiaries have not to be included but that none had been received.

The Customer & Corporate Services Manager highlighted the breakdown of relevant service areas as detailed and then referred to the analysis of any trends or themes of which none were noted.

**MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 25
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At the end of the report, the Customer & Corporate Services Manager highlighted the new categories being collection for submission to Scotland's Housing Network (SHN) throughout the year and at the year end.

The Management Committee noted that complaints reports are circulated to Senior Staff and discussed at departmental and full staff meetings, to encourage a positive approach to complaints and make sure service improvements noted are put in place.

The Customer & Corporate Services Manager invited questions. The Management Committee enquired about complaint 26 [REDACTED]. The Customer & Corporate Services Manager recalled that they were not related and that [REDACTED], however, the complaint had been upheld as, on reviewing the information, there had been miscommunication and inconvenience to the tenant. The Customer & Corporate Services Manager will report back if this was not the case.

There were none and the report was noted by the Management Committee.

b) Quarter 1 Compliments*

The Customer & Corporate Services Manager referred to the above report which was circulated prior to the meeting, detailing 8 compliments received in the quarter. The Management Committee noted that all compliments are passed on to the relevant staff/contractor.

The report was noted by the Management Committee.

17. Customer Consultation/Communications Report – Sep – Nov 2025

The Customer & Corporate Services Manager referred to the above report circulated just prior to the meeting, welcomed any suggestions for improvement or questions, and the following was highlighted:

- At 1. the commencement of the rent setting consultation
- At 2. Radnor Park Multis Tenant & Residents Association (RPMTRA) received their annual funding but continue to do their own fundraising
- At 3., the procurement of the large-scale Owner Occupier satisfaction survey will be underway shortly
- At 4., the range of events particularly the Cost-of-Living Event, Good Neighbour Awards and World Kindness Day activity, along with 40th anniversary progress update
- At 5., that a very busy period for publications had gone well, with tenants and other customers getting information which help to ensure they feel informed about the Association's services and decisions
- At 7., one customer under Active Management with 3 customers being monitored for their behaviour/language

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The often-low level of rent consultation responses was discussed (in the region of 9-14%). The staff welcome ideas and different approaches whilst also noting a recent survey did show 94% of tenants were happy their rent was value for money. The Association will continue to provide good quality, transparent consultation information. The Customer & Corporate Services Manager stated that approximately 50% of responses are received by post and 50% are received via online methods.

The Customer & Corporate Services Manager invited questions. There were none and the report was noted by the Management Committee.

18. Freedom of Information Return - Quarter 1 of 2025/26 (Jul to Sep 2025)*

The Chief Executive referred the Management Committee to the above report from the ICT & Compliance Officer circulated prior to the meeting and noted that 4 FOI requests about the Association were received in the quarter to 30 September 2025 and all had been responded on average within less than 2 working days. It was noted that no requests were received for the subsidiary, CHA Power Ltd.

19. Focus on Governance/Risk

a) Notifiable Event Register* (For information)

The Chief Executive referred to the above report circulated prior to the meeting and noted that there were no open or no new Events. It was noted that a small fire had occurred in one of the Association's properties but that it was minor resulting in minimal damage which was of a cosmetic nature so would not require to be reported. The report was noted by the Management Committee.



b) MC training and appraisals – draft appraisal survey* (SHARE in attendance)

The Chief Executive introduced [REDACTED], the new Director of SHARE, and provided an overview of a long-held relationship where Share has provided a wealth of housing related training to staff and Management Committee and currently Share's training portal is in use for online training.

The Chief Executive had engaged the services of Share in 2024 to carry out member appraisals which met with Regulatory requirements and aided succession planning and the feedback from members on the process had been positive. The Management Committee noted Share had been engaged to carry out the 2025/2026 appraisals and that Mr McIntosh was present to observe the meeting as part of the appraisal process. The Chief Executive confirmed a detailed survey will shortly be sent out to members with a 1-2-1 meeting thereafter.

[REDACTED] was thanked for [REDACTED] time and left the meeting at this point.

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ACTION

20. Intranet

The Chairperson checked that all members had continued access to the Association’s Intranet and to contact the office should any problems arise.

21. Signing of Minutes

The Chief Executive had noted that the use of electronic signatures is ongoing.

22. Date and Time of Next Meeting/Training Session

Per the schedule.

Meeting closed.

Checked by: LL 29.01.2026

Date: _____

APPROVED

PROPOSED

SECONDED

LL/SF

* Indicates report issued with agenda