CALVAY HOUSING ASSOCIATION MINUTES OF 2025/2026
MANAGEMENT COMMITTEE 26th FEBRUARY 2026

1 SEDERUNT

Present:	Steven Blomer	-	Chair
	Bryce Wilson	-	Vice Chair
	Peter Howden	-	Committee Member
	James Irvine		Committee Member
	Gordon Laurie	-	Appointed Member
	Michelle McGill	-	Committee Member
	Janice Mitchell	-	Committee Member
	Jim Munro	-	Committee Member
	Sunday Okewole	-	Committee Member (By Zoom)
	James Irvine	-	Committee Member
In Attendance:	Nick Dangerfield	-	Director
	Tracy Boyle	-	Corporate Services Manager
	Gail Dockrell	-	Senior Housing Officer
	Fiona Nicholl	-	Finance Consultant
	Liz Campbell	-	Corporate Services Assistant (Minute Taker)
Apologies:	Alison A'Hara	-	Committee Member
	Lawrie West	-	Appointed Member
Leave of Absence:	[redacted]	-	Committee Member

Neville Wood joined the meeting to inform Members that, with regret, he had to submit his resignation for personal reasons. All those in attendance were sorry to see Neville leave and wished him the best for the future.

Neville Wood left the meeting at this point.

The Chair advised that [redacted] has requested a Leave of Absence. Committee unanimously agreed a three month Leave of Absence.

2 DECLARATIONS OF INTEREST

None

3 MINUTES OF MANAGEMENT COMMITTEE MEETING HELD ON 22ND JANUARY 2026 APPROVED

The minutes of the Management Committee meeting held on 22nd January 2026 were circulated to Committee prior to the meeting and noted. The minutes were approved on a motion by Bryce Wilson and seconded by Gordon Laurie.

4 MATTERS ARISING - NOTED

Notifiable Event update is covered in item 17 of the agenda

5 MANAGEMENT COMMITTEE DECISIONS TRACKER – WRITTEN REPORT BY CORPORATE SERVICES MANAGER - APPROVED

A written report by the Corporate Services Manager was circulated to the Committee prior to the meeting and noted. All members in attendance agreed that the completed items are removed from the tracker.

A question was asked about the revised meeting timetable. It was reported that this would not affect any meetings before the AGM and would be brought to a future meeting for consideration.

Loan Covenants – the Finance Consultant confirmed that she had spoken to both lenders about meeting covenants if a natural disaster event occurred. Both lenders stated that they would work with us on a case-by-case basis and could add a letter to our existing agreement if that was required.

Approval was given to remove the completed items from the tracker.

6 Q3 REPORTING – MANAGEMENT ACCOUNTS TO 31ST DECEMBER 2025 - WRITTEN REPORT BY FINANCE CONSULTANT APPROVED

It was reported that the accounts had been forwarded to both our lenders within the agreed timescales.
Overall, we are in a healthy position. The following points were highlighted:

- Surplus is £111k against a budgeted deficit of £237K
- Turnover has increased by £53K and this is due to more rent being collected and more grants received for medical adaptations.
- There is an underspend in all areas apart from medical adaptations.

James Irvine joined the meeting at this point.

- Net Assets – this is out assets less our liabilities and it is £12.7m against a budgeted amount of £12.2m so we are £414k ahead of the predicted amount.
- Stock value is £34.5m
- Other Fixed Assets are £692k
- Overall total Tangible Fixed Assets are £35.2m
- Debtors are £194k and there is a note in the accounts with details of this
- Cash Balance is £1.7m
- Deposits are £2.5m
- Creditors are £714k and there is a note in the accounts with the details of this. This is mostly due to rents being received in advance, accruals and retention fees.
- Loans are £8m from [redacted] and [redacted] Banks
- There is also an amount in loans for the Pension Deficit Payment
- Deferred Income – HAG from previous years is written down by £18m
- Amortised Grant is £12.6m

Treasury Management – this split of our borrowing is 44% at Fixed Rate and 56% at Variable Rate

Covenants – at the end of December, covenants for both lenders were met.

Due to the underspend in major component replacements, there is a lot of headroom left in the covenants, around £706k. There will be a lot of spending taking place in the last quarter and that is why there is so much headroom just now.

Ratios – these are all on target.

In conclusion these are good results, cash and net assets are strong, and all loan covenants have been met.

It was asked if we will be able to spend the £40k grant for medical adaptations. It was reported that on 13th February we had spent £35k and [redacted] have confirmed that we can claim for works completed after that date in the next financial year. We are working closely with [redacted] to spend the grant awarded.

A question was asked if the five weeks left to the year end would cause any issues. It was reported that only delays to contract would cause an issue.

It was asked if we could end the year with a surplus. It was reported that £110k has been spent on kitchens and bathrooms and £75k on boilers. There are still works scheduled to take place. [redacted] cannot complete what they said they would. There are around 15 properties that will have their work completed in the new financial year, but overall access given for works had been good.

The Finance Consultant reported that they were working on Q4 Management Accounts. There were no concerns overall or about the impact of the underspending.

A question was asked if tenants had been informed of the delays. It was confirmed that they were aware of it and it was a delay of two weeks so completion would be 14th April instead of 31st March.

There were no further questions, and the Q3 Management Accounts were unanimously approved.

7 FINAL BUDGET – FOR APPROVAL – WRITTEN REPORT BY FINANCE CONSULTANT APPROVED

A written report by the Finance Consultant was circulated to the Committee prior to the meeting and noted

After a meeting with the Director and Operations Manager the first draft of the budget has been updated.

We are still waiting on details from the consultant regarding EWI Phase 2. This will take place in the new financial year as the energy supplier who is providing the funding has used all their budget for this financial year.

The surveys have been completed, and we are waiting on details regarding the amount of funding that will be provided.

A question was asked if we need to provide match funding. It was reported that 70% to 80% of the work will be grant funded.

It was reported that members of the Board of [redacted] were coming to Calvay to see the EWI works that have been completed.

A question was asked how certain it was to get funding for the two posts that are due to end on 31st March 2026. It was reported that we have been verbally informed that the [redacted] has awarded funding of [redacted] over 4 years. This includes [redacted] for staffing and along with the Association's contribution, this will fund 1 full time post.

It was asked if we were still waiting on a decision about [redacted] It was confirmed that we were. There are still lots of moving pieces, but it is good that the Scottish Government are looking at the possibility of a funding extension for 1 year.

The Finance Consultant stated that there a large variation possible in the budget due to the uncertainty over the grant funding for the wider role posts. but if this is the case we can refresh it in 6 months and review it. A comment was made that this made sense to avoid large variations.

There will be slippage with the window contract so this will mean around £191k additional spend next year. To ensure that covenants are met, this has been included in the budget at £120k. This will be reviewed at the end of Q1.

Kitchen works will be within covenant limits and garden maintenance costs are manageable.

Turnover is estimated at £5.5m and Operating Costs are estimated at £4.9m

We are planning to maximise interest receipts and will be paying down some of the loan capital.

All loan covenants will be met.

The following assumptions have been made:

- £40k has been allowed for the IT migration
- £458k for component replacements
- Pension Deficit has been reintroduced and £45k is included in the budget for this.

A question was asked about the items that the Management Team had discussed at the away day e.g. trees, paths, windowsills, park improvements. It was reported that there are notes about these on page 2A. It was stated that it was good to see things that staff had identified being included in the budget.

Treasury Management Policy states that the policy should be reviewed each year. We have already discussed maximising interest receipts. The [redacted] loan is due to be repaid in 2031 and that is included in the 30 year forecast. There are options such as paying back some of this or all of this and this will be discussed at the end of 2026.

[redacted] Bank continue to provide weekly updates of their fixed rates, but they remain unfavourable. Finance Consultant will continue to monitor their rates.

A comment was made that the assumptions made were sensible and well balanced. It was understood that we could not look at a Trainee post when the position of the wider role funding is still unknown. It was reported that we are looking at the GROW programme. A group of 10 young people would come in for half a day and if one of the group was interested in a career in housing they would come on placement for one week. There would be no financial cost for this but would cost staff time to support the person on placement.

There were no further questions and all members in attendance approved the Final Budget.

8 30 YEAR PLAN – WRITTEN REPORT BY FINANCE CONSULTANT APPROVED

A written report by the Finance Consultant was circulated to the Committee prior to the meeting and noted.

It was reported that this plan reconciles to the Budget and the assumptions made in it. Life cycles of components have a big impact on it and also on the loan profile.

Cash flow – rent increase of 6.9% has a massive impact on the 30 year plan due to the compounding effect.

There is a past service deficit included for the next 2 years.

A Modern Apprentice has been included from 27/28 – 2030/31, for 3 years only. This will be kept under regular review.

There are no Wider Role costs or income included beyond 2026/27. It is assumed that after that these will be fully funded, either by grants or donations.

There are surpluses and deficits throughout the plan. A deficit is not a bad thing and can be due to spikes in cyclical plans. The cash position is strong, and all loan covenants will be met.

There are no concerns in the assumptions that are listed. This plan will be regularly reviewed.

A Sensitivity Analysis was carried out to show what will happen to cashflows and the loan covenants should certain scenarios arise. Overall, there are no concerns to raise for the 30-year plan.

A question was asked if the capital expenditure in year 0 and year 1 of £2.5m and £2.7m was the historic EWI works. It was confirmed that this was the case.

A question was asked about the stock numbers remaining unchanged and was there potential to increase it. It was confirmed that we have 1 new acquisition and if the right property became available slightly outside our area, we would consider that.

There were no further questions, and unanimous approval was given to the 30 Year Plan.

The Finance Consultant left the meeting at 6.40pm.

9 APPROVAL OF BUSINESS PLAN 2026-27 – written report by Director APPROVED

A written report by the Director was circulated to the Committee prior to the meeting and noted.

It was reported that Finances had been examined at November's committee / senior staff away day and a draft Business Plan was discussed at the January meeting.

This is to finalise the draft plan. We are in year 3 of a 3 year Business Plan.

There are three significant action points for 2026-2027 and these are:

1. Next year there will be a significant change to our IT infrastructure. Either additions / improvements to [redacted] or a move to [redacted].
2. The assumption is that there will be additional EWI works undertaken.
3. A Service Charge and Rent Restructure, this will start early in the next financial year.

Other action points include:

Succession Planning and committee recruitment – there are 2 Committee Members planning to leave.

Health & Safety work is mostly complete. Legionella is to be finalised and that is included in the KPI report.

There will be a focus on Damp & Mould next year.

Tenant Panel – [redacted] have been informed that we need to try something different with tenant engagement and the Wider Role team are keen to take this on. Possibly an armchair critic type of panel.

The lease for the shop is due for renewal, and the triennial equalities data collection exercise will be undertaken. A comment was made that the sensitivity analysis and graphs were very helpful. Thanks were given to the Finance Consultant for producing these.

Unanimous approval was given to the Business Plan update for 2026-27.

10 Q3 REPORTING – KEY PERFORMANCE INDICATORS OCTOBER 2025 TO DECEMBER 2025 – WRITTEN REPORT BY OPERATIONS MANAGER APPROVED

A written report by the Operations Manager was circulated to the Committee prior to the meeting and noted.

Stage 1 Complaints -It was reported that there had been a slight dip in response times for Stage 1 Complaints. A few cases had not been closed off when they should have been. We are slightly off target for the year-to-date figures.

Stage 2 Complaints - There has been an improvement in time to resolve Stage 2 complaints in Q3. The average time is 9 days, and the target is 20 days.

Satisfaction with complaints handling – there have been no responses to survey issued for this.

Estate Management – new policy has had a soft launch and work is ongoing. 100% of inspections have been completed. Some closes have been visited more than once.

Close Cleaning – a CX Survey was sent out to obtain data to assist us in managing the contractor's performance.

A question was asked if this meant every close was visited every quarter. It was confirmed that this was the case. A process is in place to record visits and provide evidence, and this is progressing.

Emergency Repairs – response times have improved in Q3. Some were half day over target due to a shortage of joiners on the re-lets framework. This meant they were carrying out reactive work and delaying work on voids. We have added 2 joinery firms to our contractor list. This situation should improve and customer satisfaction around repairs remains high.

Factoring Arrears – this has increased by £59. Some detail on the highest 3 debtors was given. One of the owners has entered into a repayment agreement and has been maintaining it. An update from [redacted] regarding the forced sale on one of the properties is expected next week. If the property is sold, we are looking to recover the arrears and our costs.

It was asked if this was a [redacted] property and it was confirmed that it is.

Asbestos – there have ben no re-inspections and this is 100% complete. We have been given 'Adequate Assurance' on our internal audit of asbestos.

Legionella -there are still 9 surveys to be done and 5 of these are owners. 12 properties required a risk assessment to be completed, and remedial works have been instructed.

Type 3 TMV Valves – we have not found any of these mixer valves.

Health & Safety Audi**t** –desktop assessment was carried out this is 100% complete.

An independent risk assessment was carried out and there is a scheme of checks papers – its control in place to manage this. No high-risk issues were found and Adequate Assurance was given.

Gas Safety – All services were carried out in time and no dangerous issues have been found during the tests. A Substantial Assurance rating was given during the audit.

Electrical Safety – all properties have an EICR and we have been given Adequate Assurance. Adequate Assurance rating was given during the audit.

Fire Safety – all detectors have been checked within their anniversary date. An audit will be carried out in the next financial year.

Damp & Mould – 24 cases were reported in Q3 and 87.5% of them inspected within 3 days. The ones that were delayed are due to access issues and tenants' availability. . We are reviewing our procedures in line with Awaab's Law. A presentation on this was made to the Audit & Risk Sub Committee two weeks ago. The Internal Audit gave a rating of Substantial Assurance to this.

ARC Indicators - We have resolved 62 damp and mould cases and the time taken to resolve all cases of damp and mould is 19 working days. The number of cases that were re-opened during the reporting year is 4.

Information on other KPI's are included in the paper.

A question was asked about the arrears increasing. It was asked if we are due to get the 13th payment from Housing benefit in Q4. It was confirmed that we do and it has been set of good results from January to December.

The contents of the report were unanimously approved.

11 OUT OF HOURS PROCUREMENT EXCEPTION – WRITTEN REPORT BY OPERATIONS MANAGER APPROVED

A written report by the Operations Manager was circulated to the Committee prior to the meeting and noted.

It was reported that [redacted] carried out an internal audit on our procurement in 2023.

We have been using [redacted] for Out of Hours Calls but this contract had not been procured. They attend an OOH calls and make safe and then the contractors within our reactive and Voids Framework complete any further works that are required.

We looked at the market, and the alternative options are very limited. Other companies want all of our work, not just for out of hours calls.

There has not been a large spend on out of hours calls and we have built a positive relationship with [redacted]. Approval is requested to appoint [redacted] as out of hours contractor until 31st March 2028.

A question was asked if we have a contract service level agreement with [redacted] It was confirmed that we do and that it is renewed annually. This means if costs significantly increase next year we can simply walk away and are not tied to anything.

It was asked if they handle the calls for us. It was confirmed that they do and that they have been very flexible with it if we have needed them to take calls when the office was closed for training etc.

It was asked if we have an email from [redacted] for the audit trail. **It was confirmed that the Operations Manager will request this.** It was confirmed that he had been to the market recently for another organisation to procure for out of hours service and there had been only a few returns.

It was asked if other RSL's use [redacted]. It was reported that many do but others use a single contractor for their void and reactive work as well as out of hours calls.

Approval was given to award the contract for out of hours calls to [redacted] until 31st March 2028.

12 FORMER TENANT WRITE OFFS – WRITTEN REPORT BY SENIOR HOUSING OFFICER APPROVED

A written report by the Senior Housing Officer was circulated to the Committee prior to the meeting and noted.

It was reported that this is an annual exercise to write off debts that cannot be recovered or are for a small amount and it is not economical to pursue the debtor. However, should we come into contact with the former tenant at a later date then action will be take to recover the monies owed.

At the 31st March 2026 the Former Tenant Arrears requested for write off is £8,909.30. The details of each reason for write off is detailed in the papers.

A question was asked if we have a credit in the account is that also written off. The Operations Manager was not sure of this or how long a credit would be held in an account and will **discuss this with the Senior Housing Officer.**

Approval was given to write off former tenant arrears of £8,909.30

13 POLICY REVIEW – ANTI SOCIAL BEHAVIOUR AND HARRASSMENT – WRITTEN REPORT BY SENIOR HOUSING OFFICER APPROVED

A written report by the Senior Housing Officer was circulated to the Committee prior to the meeting and noted.

It was noted that there was no recommendation on the covering paper but it should have stated that the recommendation was to approve the policy.

It was reported that there were no material changes to this policy and a summary of the changes is attached. The policy now incorporates harassment as well as anti-social behaviour.

A question was asked about the wording in Section 12 so that it gives a clear statement of what action we will take. To state that we will pursue action, and it will be up to a Court what the outcome from there will be. Agreement was given for this statement to be added.

Discussion took place about how the actions of one family member could result in the whole family being asked to leave a property but it was recognised that it is a Sherriff who makes the final decision to grant an eviction decree, not the Association.

Subject to the statement of intent (i.e. what action we will take) being included, the Anti-Social Behaviour and Harassment Policy was approved.

James Irvine left the meeting at 7.15pm

14 CONFIDENTIAL REPORT – WIDER ROLE STAFFING – WRITTEN REPORT BY DIRECTOR APPROVED

A written report by the Director was circulated to the Committee prior to the meeting and noted.

It was reported that we have received verbal notification from the [redacted] that we have been awarded the full amount of the grant that we applied for.

However, approval to begin the formal redundancy process is being requested. This would allow Redundancy Notices to be served to the staff involved tomorrow. This is still a changing picture and the redundancy process can be halted at any time.

The current position is that the [redacted] funding will fund 1 full time post. If we get the [redacted] Funding this could be 2 full time posts.

The staff affected are aware of the situation.

Committee unanimously approved the proposed redundancy process.

15 PUBLIC HOLIDAY – WORLD CUP – WRITTEN REPORT BY DIRECTOR APPROVED

Staff left the room while this discussion took place.

A written report by the Director was circulated to the Committee prior to the meeting and noted.

Approval was given to grant an additional Public Holiday on the 15th of June.

16 Q3 REPORTING – WIDER ROLE UPDATE – WRITTEN REPORT BY WIDER ROLE MANAGER NOTED

A written report by the Wider Role Manager was circulated to the Committee prior to the meeting and noted.

There were no questions asked and the contents of the report were noted.

17 Q3 REPORTING – NOTIFIABLE EVENT REGISTER – WRITTEN REPORT BY DIRECTOR NOTED

A written report by the Director was circulated to the Committee prior to the meeting and noted.

An update was given that a report from the Fire Station Officer has been received. The cause of the fire was described as an electrical fault. This information was forwarded to the Regulator and SHR have now closed the notifiable event.

An article about storage next to fuse boxes was on the front page of the newsletter.

The Forensic Fire Investigation Report is to follow however we asked the forensic fire investigator specifically if their initial view was that there was evidence of an issue that could occur in other properties and they said they had no concerns about a systemic issue.

A question was asked if the property could be reinstated. It was confirmed that it was salvageable. Once the Engineer's report is received we can start to calculate building costs and forward these to the Loss Adjustor.

It was asked if this would affect the insurance premium next year. A discussion has taken place with the Insurance Broker and they stated that as long as there are not regular large claims there should not be a large increase to the premium next year.

The contents of the report were noted.

18 Q3 REPORTING – BUSINESS PLAN PROGRESS REPORT – WRITTEN REPORT BY DIRECTOR NOTED

A written report by the Director was circulated to the Committee prior to the meeting and noted.

A question was asked if notice had been served on [redacted]. It was confirmed that it had been served. The tenant has been informed that a Commercial Estate Agent will be managing the marketing of the lease and he will be able to apply.

A question was asked when the rent for [redacted] was last reviewed. It was reported that it had been valued but the rent had not changed. A comment was made that it was our duty to get a fair increase applied.

There were no further questions and the content of the report were noted.

19 Q3 REPORTING – STRATEGIC RISK REGISTER – WRITTEN REPORT BY DIRECTOR NOTED

A written report by the Director was circulated to the Committee prior to the meeting and noted.

There were no questions and the contents of the report were noted.

20 Q3 REPORTING – POLICY REVIEW SCHEDULE – WRITTEN REPORT BY CORPORATE SERVICES MANAGER NOTED

A written report by the Director was circulated to the Committee prior to the meeting and noted.

There were no questions and the contents of the report were noted.

21 Q3 REPORTING – CHAIR'S ACTIVITIES – WRITTEN REPORT BY CHAIR NOTED

A written report by the Chair was circulated to the Committee prior to the meeting and noted.

There were no questions and the contents of the report were noted.

22 Q3 REPORTING – EQUALITY AND DIVERSITY ACTION PLAN UPDATE – WRITTEN REPORT BY DIRECTOR NOTED

A written report by the Director was circulated to the Committee prior to the meeting and noted.

It was reported that a survey would be carried out and this would inform a new plan.

There were no questions and the contents of the report were noted.

23 Q3 REPORTING – MANAGEMENT COMMITTEE SUCCESSION PLANNING UPDATE – WRITTEN REPORT BY DIRECTOR NOTED

A written report by the Director was circulated to the Committee prior to the meeting and noted.

It was stated that losing Neville was unexpected and the recruitment process would start at the end of March.

A question was asked if the Operations Manager had spoken to the recruitment consultant who suggested Neville as a committee member. **It was stated that he had not but he will do so.**

There were no further questions and the contents of the report were noted.

24 Q3 REPORTING – MANAGEMENT COMMITTEE LEARNING & DEVELOPMENT PROGRESS TO DECEMBER 2025 – WRITTEN REPORT BY CORPORATE SERVICES MANAGER NOTED

A written report by the Corporate Services Manager was circulated to the Committee prior to the meeting and noted.

A comment was made that the two Finance Training sessions were useful and enjoyable.

There were no questions and the contents of the report were noted.

25 Q3 REPORTING – ANNUAL ASSURANCE STATEMENT PROGRESS – WRITTEN REPORT BY CORPORATE SERVICES MANAGER NOTED

A written report by the Corporate Services Manager was circulated to the Committee prior to the meeting and noted.

.There were no further questions and the contents of the report were noted.

18 MINUTES OF PREVIOUS MEETINGS NOTED

i) Draft Minutes of Audit & Risk Sub Committee meeting held on 12th February 2026

The draft minutes of the Audit & Risk Sub Committee meeting held on 12 February 2026 were noted. The Corporate Services Manager advised that the Chair of Audit & Risk had asked it to be highlighted that at the meeting that the auditors had met without staff present and no issues were highlighted. The minute will be corrected accordingly at the next A&R meeting.

19 SIGNING OF MINUTES BY CHAIRPERSON

This will be done via Docusign.

20 ATTENDANCE AT MANAGEMENT COMMITTEE MEETINGS NOTED

This was noted.

21 AOCB

None

22 DATE OF NEXT COMMITTEE MEETING

The next Management Committee meeting will take place on Thursday 26th March 2026 at 6PM

The meeting closed at 7.35pm

APPROVED _____ DATE_____