

**CALVAY HOUSING ASSOCIATION MINUTES OF 2025/2026
MANAGEMENT COMMITTEE: 22 MAY 2025**

1 SEDERUNT

Present:	Steven Blomer	-	Chair
	Bryce Wilson	-	Vice Chair
	Jim Munro	-	Committee Member
	Gordon Laurie	-	Appointed Member
	Geri Mogan	-	Committee Member
	Alison A'Hara	-	Committee Member
	Margaret Scott	-	Committee Member
	Michelle McGill	-	Committee Member
	James Irvine	-	Committee Member (via Zoom, Items 1-14 only)
	Sunday Okewole	-	Committee Member
Apologies:	Lauren Austin	-	Committee Member
	Lawrie West	-	Appointed Member
	Peter Howden	-	Committee Member
In Attendance:	Nick Dangerfield	-	Director
	Gail Dockrell	-	Senior Housing Officer
	Katy McGregor	-	Acting Senior Maintenance Officer
	Tracy Boyle	-	Corporate Services Manager
	Fettes McDonald	-	Finance Consultant (Items 1-8 only)

The Chair was pleased to advise that Bryce Wilson has been appointed as Vice Chair of EVH. Committee noted their congratulations.

The Chair also requested that Committee Members submit questions to Decision Time as early as possible, in order to give staff time to respond.

2 DECLARATIONS OF INTEREST

There were no declarations of interest.

3 MINUTES OF MANAGEMENT COMMITTEE MEETING HELD ON 24 APRIL 2025 APPROVED

The minutes of the Management Committee meeting held on 24 April 2025 were circulated to Committee prior to the meeting and noted.

These were approved on a motion by Bryce Wilson, seconded by Alison A'Hara.

4 MATTERS ARISING FROM PREVIOUS MEETINGS

There were no matters arising.

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

A written report by the Corporate Services Manager was circulated to Committee prior to the meeting and noted. It was agreed to remove the completed action. Committee also agreed to remove No. 207 and 225.

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**6 Q4 REPORTING – MANAGEMENT ACCOUNTS TO END MARCH 2025 –
WRITTEN REPORT BY FINANCE CONSULTANT APPROVED**

A written report by the Finance Consultant was circulated prior to the meeting and noted. The Finance Consultant took Committee through the management accounts, noting the salient points as outlined in the covering report. Committee noted the healthy position of the Association's cash in bank, also that there are no issues with loan covenants.

The Finance Consultant asked if anyone had any questions.

In response to a question from a Committee Member, the Director explained the current position with the seconded member of staff.

Otherwise the Management Accounts were approved.

**7 FIVE YEAR FINANCIAL PLANS TO SHR – WRITTEN REPORT BY
FINANCE CONSULTANT APPROVED**

A written report by the Finance Consultant was circulated prior to the meeting and noted. The Finance Consultant took Committee through the report and five year plan, noting no areas of major concern.

Some discussion took place regarding the acquisition of properties and a Committee Member suggested it may be worth adding in a small amount for this. The Director advised that he and the Operations Manager had looked at a couple of potential properties, however these were not suitable. It was agreed that this could be an area to explore further.

Otherwise the five year financial plans were approved for submission to the Regulator.

**8 ARC SUBMISSION 2024/25 – WRITTEN REPORT BY OPERATIONS
MANAGER APPROVED**

A written report by the Operations Manager was circulated prior to the meeting and noted. The Director explained what this submission means for the benefit of the newer Committee Members. He also noted that the Scottish Housing Network will do a full presentation on the ARC results as against the Association's peers later in the year, however this is an initial look at some of the key indicators for maintenance and housing management and overall performance.

The Acting Senior Maintenance Officer presented the key results for maintenance, noting that they are better than the Scottish Average. Committee were asked to note the various factors contributing to slighter lower results in certain areas:

- New contractors bedding in
- Decline in performance of a previous contractor
- Layout/design of some properties contributing to SHQS failures
- Only 6 EICR certificates outstanding as of today's date
- Now checking all properties with a gas supply, regardless of whether they

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have a meter or not. There are no missed services as of today's date and we received 'substantial' assurance at the recent audit of gas safety.

- Grants for Stage 3 adaptations reduced by 40% therefore jobs had to be prioritised. However, we managed to get more funding and this enabled the backlog to be cleared.

The Senior Housing Officer then took Committee through the results relating to housing management, noting some key points:

- Allocations – Percentage of offers refused has improved on last year, however demand was very high in the previous year due for the new build properties.
- In response a question from a Committee Member, the Senior Housing Officer confirmed that the Association housed 17 section 5 referrals in the last year.
- Relets look slightly worse due to figures being not being calculated correctly previously. The Acting Senior Maintenance Officer also highlighted the issues with the utility companies, which can also hold reletting up significantly. Committee acknowledged this however it was also noted that the Regulator do not accept this as a valid reason. It was noted that the figure was still half of the Scottish Average. A Committee Member suggested putting something in the narrative regarding this. The Senior Housing Officer advised that she will discuss best practice with the Scottish Housing Network.

A Committee Member noted that the tenancy sustainment figures looked good and staff advised that early meetings with the Welfare Rights Officer and Home Energy Advisor helped in this regard.

A suggestion was made by a Committee Member that with regard to the electrical audit, we state that we will revisit the Action Plan and aim for continuous improvement.

Committee Members were pleased to note great results overall and in particular the excellent arrears figures. Committee congratulated staff on their hard work over the last year.

The Finance Consultant left the meeting at this point.

9 EWI UPDATE – WRITTEN REPORT BY OPERATIONS MANAGER NOTED

A written report by the Operations Manager was circulated prior to the meeting and noted. The Director advised that works are currently on target with no major concerns, however we are being told there may be delays. We do not currently have a final date but are pushing for this. It was noted that time may be made up in the part of Barlanark Road where the blocks are shorter. Committee noted the buildings are looking good and are pleased at the good feedback from tenants. The Director advised a further update will be brought in June. In response to a question regarding the close lighting, the Acting Senior Maintenance Officer advised that we have told [REDACTED] we will not renew with them and our own contractor has given a very competitive price for LED, dusk to dawn lights. This should also mean that any repairs will be dealt with more quickly.

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10 PENDING EVICTIONS – WRITTEN REPORT BY SENIOR HOUSING OFFICER NOTED

A written report by the Senior Housing Officer was circulated prior to the meeting and noted. Some discussion took place regarding this case, which has been ongoing for several years. The Senior Housing Officer noted difficulty in working with some external agencies and also engagement with the tenant themselves. A Committee Member highlighted the importance of vigorous recording in these types of cases. The Senior Housing Officer advised she will update Committee, however it was acknowledged that the court will likely sist the case if there has been an improvement.

11 ANNUAL ANALYSIS OF COMPLAINTS – WRITTEN REPORT BY SENIOR HOUSING OFFICER NOTED

A written report by the Senior Housing Officer was circulated prior to the meeting and noted. Committee were advised that an analysis of the complaints showed a high number that had been coded incorrectly. The Senior Housing Officer also advised that she and the Operations Manager had subsequently produced a guidance note for staff on recording complaints and coding these correctly. Committee also noted that further staff training sessions are being carried out.

No major trends emerged from the analysis and of the 16 complaints regarding contractors, 8 of these related to the EWI project and a couple related to a previous contractor. None of these highlighted anything serious.

With regard to the repairs satisfaction surveys, Committee were advised that we are not getting as high a response rate for these as we would like.

12 SHR ENGAGEMENT PLAN 2025-26 – WRITTEN REPORT BY DIRECTOR NOTED

A written report by the Director was circulated prior to the meeting and noted. The Director advised that we have adjusted the calendar of key reports to ensure this is brought to Committee sooner next year. Some discussion took place regarding the two issues we are still updating the Regulator on and it was suggested that following the AGM, we consider asking the Regulator if we can now stop reporting on these two areas.

13 PLAN FOR TENANT ENGAGEMENT – WRITTEN REPORT BY DIRECTOR NOTED

Committee noted the plan submitted by [REDACTED] to deal with tenant engagement between now and September 2025. It was noted there will be a review meeting in early October to review progress.

14 Q4 REPORTING – KPI'S TO END MARCH 2025 – WRITTEN REPORT BY OPERATIONS MANAGER NOTED

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

In response to a question from a Committee Member, the Director advised that these will not all necessarily match up with the ARC figures due to

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different methodology, however cumulative figures should align. It was also noted that some of the KPI's are not ARC reportable.

A Committee Member expressed concern at the estate management figures. The Senior Housing Officer advised that it has not been possible for staff to be proactive on estate management due to workload. However, the Estate Management Policy is almost ready, with new estate management procedures also being prepared. Staff have also been engaging with the staircleaning contractor who report back on any risks they identify and these are then dealt with by either housing management or maintenance staff. There were a higher number of complaints at the start of the new contract, however regular meetings are being held and complaints are now decreasing.

A Committee Member suggested that if new procedures are going to be implemented, perhaps it is a good idea to put something about this on social media. This in turn might promote improved engagement.

James Irvine left the meeting at this point.

15 Q4 REPORTING – BUSINESS PLAN PROGRESS – WRITTEN REPORT BY DIRECTOR NOTED

A written report by the Director was circulated prior to the meeting and noted. The Director advised Committee that we were mostly on target with the delivery plan with two exceptions. These are the review of the rent payment system and [REDACTED]. Discussion took place regarding the various housing management systems available and some of the pros and cons.

It was also agreed to change the RAG status of tenant engagement from green to amber.

Otherwise, the report was noted.

16 Q4 REPORTING – REVIEW OF RISK REGISTER – WRITTEN REPORT BY DIRECTOR NOTED

A written report by the Director was circulated prior to the meeting and noted. The Director explained the background to the risk register for the benefit of new Committee Members.

Following discussion on the top two risks it was agreed to leave EESSH there as it still potentially poses a risk. A Committee Member commented that we may know more towards the end of the summer. With regard to the EWI project, it was noted that this will continue to pose a risk until all the buildings are complete. Following this it can then be removed from the risk register.

With regard to cyber security, the Director advised that we are currently implementing recommendations from the recent penetration testing exercise. Committee noted they were comfortable that this will mitigate the risk in this area. A Committee Member advised that they carry out the same level of testing each year and it may be worth exploring a multi year deal that will reduce costs. The Director agreed to report back to Audit & Risk Sub Committee on this.

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It was requested that the top risks are sorted in order of residual risk going forward. Some discussion took place regarding the application of target risk, risk appetite by category, etc. It was agreed that Audit & Risk Sub Committee will discuss and agree the risk appetite for each category. The Director to have a draft ready for the next A&R meeting. It was noted that a discussion had taken place at the last A&R meeting on the merits of spending money on software to deal with risk, particularly if it requires the same input as currently needed for the spreadsheet.

Otherwise the risk register was noted.

17 Q4 REPORTING – MANAGEMENT COMMITTEE SUCCESSION PLANNING – WRITTEN REPORT BY DIRECTOR NOTED

A written report by the Director was circulated prior to the meeting and noted. Committee were advised that the Director and Chair have recently interviewed two potential candidates, one of whom is a member of the Chartered Institute of Accounting. Both individuals will attend the June meeting as observers and will be asked to join the Association as members. This was noted.

18 Q4 REPORTING – EQUALITY AND DIVERSITY ACTION PLAN UPDATE – WRITTEN REPORT BY DIRECTOR NOTED

A written report by the Director was circulated prior to the meeting and noted. The Director noted there has not been much movement on this in the last quarter. However, now that the wider role situation has been resolved, we can focus on looking at a PATH trainee. A Committee Member noted that it was a good plan with just some small gaps. Otherwise the report was noted.

19 Q4 REPORTING – WIDER ROLE UPDATE – WRITTEN REPORT BY WIDER ROLE MANAGER NOTED

A written report by the Wider Role Manager was circulated prior to the meeting and noted. Committee noted that funding has been confirmed to April 2026, however it is not yet known what will happen beyond this. Committee noted the impressive numbers on the services delivered to date and agreed that a decision should be reached sooner rather than later on the future of wider role at the Association. Committee noted the situation with various applications being submitted to continue funding for wider role beyond 2026. Committee were also advised that the new Home Energy Advisor is also now in post.

A Committee Member suggested inviting [REDACTED] to look at options, perhaps around August. It was noted that options should be mapped out as this is important for the Business Plan. Committee have been very impressed at what has been achieved in the last year and the benefit provided to the local community.

20 Q4 REPORTING – POLICY REVIEW SCHEDULE – WRITTEN REPORT BY CORPORATE SERVICES MANAGER NOTED

A written report by the Corporate Services Manager was circulated prior to the meeting and noted. It was noted that no policies have been reviewed or finalised in the last quarter. The Director advised that more effort will be put in to these in the next quarter.

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The Acting Senior Maintenance Officer advised that the recent health and safety audits have produced actions and/or recommendations that will feed into some of the policy reviews. This was noted.

21 Q4 REPORTING – MANAGEMENT COMMITTEE L&D PROGRESS – WRITTEN REPORT BY CORPORATE SERVICES MANAGER NOTED

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

22 Q4 REPORTING – ANNUAL ASSURANCE STATEMENT PROGRESS – WRITTEN REPORT BY CORPORATE SERVICES MANAGER NOTED

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

23 Q4 REPORTING – CHAIR’S ACTIVITIES – WRITTEN REPORT BY CHAIR NOTED

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

24 Q4 REPORTING – NOTIFIABLE EVENTS TO THE REGULATOR – WRITTEN REPORT BY DIRECTOR NOTED

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

25 MINUTES OF OTHER MEETINGS

i. Draft Minutes of Audit & Risk Sub Committee meeting held on 8 May 2025 noted

The draft minutes of the Audit & Risk Sub Committee meeting held on 8 May 2025 were circulated prior to the meeting and noted.

26 SIGNING OF MINUTES BY CHAIRPERSON

These will be completed via Docusign.

27 ATTENDANCE AT MANAGEMENT COMMITTEE MEETINGS

The attendance at Management Committee meetings was noted.

28 AOCB

i. Staff/Committee Meeting

The Director advised that at the recent staff away day, staff had expressed their wish to meet Committee Members, particularly staff who do not interact with Committee on a regular basis. Following discussion with the Chair, it was agreed that a short meeting could take place before the Management Committee meeting on 19 June, starting at

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4.30 pm. It was agreed that this would be informal and would be a good opportunity for new staff and new Committee Members to get to know each other.

29 DATE OF NEXT MEETING

The next meeting will take place on Thursday 19 June 2025 at 6.00 pm.

APPROVED _____

DATE _____