

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

1 SEDERUNT

Present: Steven Blomer - Chair
Bryce Wilson - Vice Chair
Peter Howden - Committee Member
Gordon Laurie - Appointed Member
Janice Mitchell - Committee Member (By Zoom)
Jim Munro - Committee Member
Michelle McGill - Committee Member
Lawrie West - Appointed Member (By Zoom)
James Irvine - Committee Member
Alison A'Hara - Committee Member

In Attendance: Nick Dangerfield - Director
Tracy Boyle - Corporate Services Manager
Derek Baker - Operations Manager
Gail Dockrell - Senior Housing Officer
Calum McLeod - Senior Maintenance Officer
Liz Campbell - Corporate Services Assistant
(Minute Taker)

Apologies: Sunday Okewole - Committee Member

Leave of
Absence: [REDACTED] - Committee Member

2 DECLARATIONS OF INTEREST

None

**3 MINUTES OF MANAGEMENT COMMITTEE MEETING HELD ON 26TH
FEBRUARY 2026**

The minutes of the Management Committee meeting held on 26th February 2026 were circulated to Committee prior to the meeting and noted. The minutes were approved on a motion by Jim Munro and seconded by Gordon Laurie.

4 MATTERS ARISING

None

**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 gave approval for the completed items to be removed from the tracker.

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6 IT SYSTEM – 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 after considerable research the option to change from [REDACTED] to another software provider was narrowed down to two options. These are to move to [REDACTED] or to remain with [REDACTED] and install [REDACTED] to give additional functionality to [REDACTED]

[REDACTED] were in the office for 3 days to give various presentations on the system, but there are concerns that they could not confirm a final price. By speaking to other RSL's who are using the system there is an awareness that significant additional costs have been incurred, but these were not confirmed to us by [REDACTED]

A question was asked if any staff had been on site visits to view [REDACTED] being used. It was reported that they are visiting us on the 8th April to give an overview and references will be sought from their other customers. [REDACTED] have advised that they are system neutral and can work with other base software systems, not only [REDACTED]

Janice Mtchell joined the meeting.

Approval was given for upgrading the [REDACTED] system and final approval to proceed with [REDACTED] was delegated to the Director, if we wish to proceed after the site visit has taken place.

7 KPI TARGETS FOR 2026-27 – WRITTEN REPORT BY OPERATIONS MANAGER APPROVED

A written report by the Operations Manager was circulated to the Committee prior to the meeting and noted. We had 44 KPIs last year and there is a proposal to add in a few more this year.

The cover report identifies proposed changes to the Management Teams' proposed targets for this year and additional targets relating to damp and mould have been added.

Complaints - It was reported that complaints are seen as a learning opportunity. A comment was made that the numbers of complaints we receive can't be influenced. It was reported that we can influence on how we record them to make sure we follow SPSO Procedures. There is continual improvement dealing with Stage 1 Complaints, and a higher target has been set this year,

Estate Inspections – these started in Q3 and were 100% complete in the quarter. The overall target for this is being raised to 90%.

A question was asked if these were proactive inspections. It was confirmed that they are.

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Arrears – the target for this has been reduced. It was asked given the current economic climate should there be a reduction? It was reported that a target of 200 cases, will still give us some headroom as current number of tenants in arrears is around 170. A comment was made that the initial target looked ambitious but taking into account benefit receipts, this reduction to the target makes sense.

Non-Emergency Repairs – the time to respond has increased but tenant satisfaction has not reduced. This is due to changes in how the information is recorded. A Maintenance and Repairs Policy will be brought to Committee in May for consideration.

Asbestos – all surveys have been completed and there are only a small number of properties to manage.

Damp & Mould – this is a new KPI and a target of 14 days to resolve cases has been set. There is a target of 3 days to attend and carry out an inspection once an issue is reported.

It was asked if this is calendar days or working days. It was confirmed that it is working days.

Reopened Cases of Damp & Mould – this is to record cases of damp and mould that have been resolved but have been reopened. This is difficult to predict as this is the first year reporting this, so a target has not been set.

Relet Times – the target for this will remain at 15 days but there will be a breakdown given of how many days it is with each department. This will allow us to see where the blockages are and lead improvements in performance.

A question was asked if this is tracked. It was reported that the [REDACTED] Void module provides that tracking.

The attached Appendix shows the full suite of KPIs that will be reported.

All members in attendance agreed the targets set out within Appendix 1.

8 COMMITTEE TIMETABLE – WRITTEN REPORT BY DIRECTOR APPROVED

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

Committee has previously considered reducing the number of committee meetings. A paper was considered in November 2024, and it was asked that this be brought back for discussion..

Tables showing decisions that must be made and can't be moved e.g. ARC reporting and a table showing examples of where decisions could be made at a different time were discussed.

It was reported that by discussing items from the August meeting earlier in the calendar the number of meetings could be further reduced to 7.

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Discussion took place and it was stated that there still needs to be time to allow quality of scrutiny and that the quarterly meetings always have a busy agenda. It was also stated that it was good to see the schedule in the context of the compliance calendar. It was confirmed that the new schedule of meetings would start after the AGM in September 2026.

All members in attendance approved the reduction of the number of committee meetings from the current ten to eight as per the timetable shown and for this to be reviewed on an annual basis.

9 RECHARGEABLE REPAIRS WRITE OFF REPORT - WRITTEN REPORT BY OPERATIONS MANAGER APPROVED

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

A table with explanations of the reasons for write off is attached and each of the reasons were highlighted. Assurance was given that procedures to recover these sums have been followed, unless the balance was very small and it was uneconomical to pursue it

A question was asked if it was all former tenant balances and it was confirmed that it is.

A question was asked if the former tenant reappplies for housing would they be pursued for the outstanding balance. It was confirmed that they would be as this is one of the checks carried out when applications are received.

A question was asked if Committee had been notified of the 5 evictions. It was confirmed that this was from 2024/25 and that Committee had been notified of each one.

All members in attendance gave approval for the write off of rechargeable repairs amount of £9,463.51.

10 POLICY REVIEWS – LOCAL LETTING PLAN 2026/27 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 there was a typing error in the report and the highest demand should be groups 3 and 4, not 4 and 5 as stated in the report.

It was reported that a review of the waiting list was carried out in December but there had been issues with the post and people not getting the letters, so the deadline to respond was extended for one month. In January 600 applications were cancelled. This leaves 440 people currently on the waiting list.

A letter from [REDACTED] has been received requesting 67% of our allocations and the letter is attached to the papers.

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To date the Association has worked with [REDACTED] and exceeded the target agreed by committee last year, with 50% of all properties allocated to group 1 and group 1b applicants. An explanation of each of these groups was given.

Discussion took place and it was asked how many relets we had last year. It was reported that the turnover was low. We need to meet people's needs and aspirations including tenants seeking transfers and those on the waiting list including those living locally therefore 67% is too high a request. It was stated that by awarding 50% to homeless applicants last year it shows there is flexibility in our target.

All members in attendance approved the lettings plan detailed in Appendix A which includes committing to 45% of all lets going to Homeless allocations.

11 POLICY REVIEW – ANTI FRAUD & BRIBERY POLICY WRITTEN REPORT BY CORPORATE SERVICES MANAGER APPROVED

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

It was reported that there were minor changes to the wording of this policy, and these are noted in the cover report.

There were no questions raised.

All members in attendance approved the Anti-Fraud and Bribery Policy.

12 CONFIDENTIAL ITEM – STAFFING WRITTEN REPORT BY DIRECTOR WITHDRAWN

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

It was requested that this report be withdrawn as the Director was pleased to confirm that we have been awarded funding from the [REDACTED] for a further year.

Negotiations are taking place with the [REDACTED] Funding Officer to ask if they will award lower staffing monies in year one or if we can use the salary costs to fund additional activities in year one. This is because the staffing costs will now be funded by the [REDACTED] funding.

[REDACTED] have requested that the authorised signatories are approved at Management Committee and it was proposed that the following should be agreed:

- i) The Acceptance of the [REDACTED] Grant Offer can be authorised by the Director or Operations Manager
- ii) [REDACTED] Grant Claim Forms can be submitted by the Director or Operations Manager
- iii) [REDACTED] Monitoring Progress and Update and End of Project Reports can be submitted by the Director, Operations Manager or Wider Role Manager
- iv) [REDACTED] Statement of Compliance can be signed by the Director

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Approval for the authorised signatories listed above was given unanimously by members of the Management Committee in attendance at the meeting

In discussion it was suggested that it would have been good for Committee to have had more information in the cover report to confirm and evidence the processes that had been followed. It was confirmed that [REDACTED] had provided support, that a full consultation process had been undertaken and EVH guidance for redundancy had been followed. It was reported that it had been a constantly evolving process and the funding position was continually changing. The Chair stated that he had oversight of this situation throughout .

Gratitude was given for getting the funding and for the really successful engagement with the community that the wider role team had achieved.

13 SHR ENGAGEMENT PLAN 2026/27 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 raised regarding this, and the contents of the report were noted.

14 CHAIR'S ANNUAL REVIEW OF REGISTER OF INTERESTS - 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 in future could a list of the interests be noted in the report to give complete transparency.

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

15 SIGNING OF MINUTES BY CHAIRPERSON

This will be done via Docusign.

16 ATTENDANCE AT MANAGEMENT COMMITTEE MEETINGS

This was noted.

17 AOCB

None

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18 DATE OF NEXT COMMITTEE MEETING

The next Management Committee meeting will take place on Thursday 23rd April 2026

The meeting closed at 6.55pm

APPROVED _____

DATE _____