

CLYDESDALE HOUSING ASSOCIATION LIMITED

Minute of the Management Committee meeting held via Video Conferencing on Wednesday the 25th of February 2026 at 18:30.

Present: Agne Zasinaite, Vice Chairperson
Brian McNally
Claire McGraw
Gabrielle McElhinney
Hazel Galbraith, Chairperson
John Lockhart, Treasurer
Jonathan Main, Secretary
Lesley McDonald
Ross Gowland
Ruth McElhinney
A quorum was achieved.

In Attendance: The Chief Executive Officer (CEO)
Depute Chief Executive (DCE)
Finance Manager (FM)
Housing Manager (HM)
Nathan Hoskins, Gibbs Liedler (NH)
Lorna Shaw, Research Resources (LS)
Elizabeth Miller, Corporate Services Officer (CSO) - minute.

1. Apologies

Apologies were received from Deborah Hay, Iona Taylor, Jacqueline McCutcheon and Ken Greenshields.

2. Conflicts of Interests

There were no conflicts of interest.

3. Insurance Tender Report

The FM advised Committee that the Association's current insurance policies expire on 31 March 2026. In line with the Association's Procurement Policy a full procurement exercise was undertaken for the three-year period from 1 April 2026 to 31 March 2029.

Nathan Hoskins (NH) from Gibbs Liedler, presented the results of the insurance tender process, detailing the market context, tender structure, evaluation of bids, and the recommendation to move the main programme to Zurich, resulting in significant cost savings and improved cover for the association. They advised:

- **Insurance Market Context:** That the insurance market has been challenging, with premium increases and restricted cover, but is now softening with more competition and better data, which has improved the tendering environment for housing associations.
- **Tender Structure and Process:** The tender was split into lots to encourage competition, with a 50-50 weighting between quality and cost; the FM played a key role in gathering information, and the process included technical reviews and presentations from bidders.

- **Bid Evaluation and Recommendations:** Three well-known bidders submitted proposals, with Zurich recommended for the main programme due to their wider liability cover, especially for damp and mould, and strong community engagement, while Marsh was recommended for other policies.
- **Cost Savings and Benchmarking:** The recommended approach is expected to deliver a £20,000–£30,000 reduction in premiums, with benchmarking against similar housing associations showing Clydesdale is well placed in terms of cost and cover.

Committee asked NH and the FM about claims experience, sums insured, Professional Indemnity (PI) cover, and social value; the FM and NH confirmed low claims, improved data from recent valuations, current PI cover at £2 million, and Zurich's strong social value offering.

Committee agreed the following follow up action:

- **Insurance Tender Outcome Update:** The FM will provide an update report at the next meeting, scheduled to take place on Wednesday the 25th of March 2026, on the outcome of the insurance tender negotiations, including any changes agreed during the negotiation stage.
- **PI Cover Confirmation:** NH will confirm the precise level of PI cover and report back to the committee if there are any changes or options exercised.
- **Social Value Details in Insurance:** NH will include further details on Zurich's social value and community give-back initiatives in the insurance report for committee reference.

- i) Committee considered and agreed that they had enough information to enable them to approve the recommendation.
- ii) Committee delegated authority to the Finance Manager to make the decision in conjunction with Gibbs Laidler on which insurer/insurers are appointed for the three-year period from 1 April 2026 to 31 March 2029.

NH left the meeting at 18:49

5. Approval of Previous Meeting Minutes & Matters Arising

The minute of the Committee meeting held on the 25th of January 2026 was checked for accuracy and approved by the Management Committee.

As per section 62 of the Association's rules, the Chairperson authorised the CSO to insert their electronic signature as conclusive evidence that the minute of the meeting held on the 28th of January 2026 are a true record of the proceedings at that meeting.

Matters Arising.

There were no matters arising.

Agreement on Items for A.O.C.B.

The Chairperson asked Committee and staff if they had any other competent business to discuss at agenda item 19. Committee agreed to discuss Committee 1:1 meeting timetable.

6. Actions from Previous Meetings

The CEO presented the report to Committee. They advised that the purpose of the report is to ensure that items identified for action at Management Committee and Audit Sub-Committee meetings are a) followed up on, and b) reported to Committee to confirm the follow up. The CEO told Committee they had nothing further to add to the report content.

- i) Committee considered the Actions from Previous Meetings Report and agreed progress is satisfactory.
- ii) Committee agreed that as satisfactory confirmation of professional indemnity and cyber insurance coverage had been received from the external auditor, the CEO was authorised to sign the auditor appointment via the portal on behalf of the Committee.

7. Notifiable Events

The CEO presented the report to Committee and advised that the purpose of reporting notifiable events is a positive step and a key part of Committee being responsible and accountable for the running of the Association.

The CEO noted that they had nothing further to add to the report content.

- i) Committee considered the report and agreed that the actions of the Association have been satisfactory in relation to Notifiable Events

Lorna Shaw joined the meeting at 18:52

4. 2025 Tenants Satisfaction Survey Outcomes

LS presented the results of the 2025/26 tenant satisfaction survey findings to Committee.

They advised the results showed consistently high satisfaction across key indicators and robust participation in the survey.

Survey Methodology and Participation: LS explained that 448 face-to-face interviews were conducted, providing robust and representative data with a margin of error of +/- 2.8%, exceeding regulatory requirements.

Overall Satisfaction and Key Indicators: The survey showed 95% overall satisfaction, with high scores in keeping tenants informed (99%), opportunities to participate (98%), quality of home (94%), repairs (high 90s), neighbourhood management (96%), and value for money (85%), all above Scottish averages.

Trends and Areas for Attention: While most indicators remained stable or improved, value for money showed a slight decline, which could be attributed to economic factors and rent increases, rather than dissatisfaction with services.

Tenant Priorities: Tenants prioritised the quality of their home and repairs/maintenance, followed by being kept informed, value for money, and neighbourhood management.

Committee discussed how the Association would release the tenant satisfaction survey results to tenants. The CEO advised they would prepare a simultaneous industry press release, including an article for Scottish Housing News, timed with the tenant newsletter around Easter.

- i) Committee agreed that the report and presentation give sufficient oversight and assurance to deem the outcome statistics as satisfactory.

Lorna Shaw left the meeting at 19:02.

8. Health & Safety Update – verbal report

The CEO informed the Committee that the purpose of the report was to update the Management Committee on Health & Safety at Work activities and to present the Health & Safety Policy Statement for approval. The CEO advised that there were no Health and Safety issues to report.

- i) Committee considered the Health & Safety Update Report and agreed progress is satisfactory.

9. Budget and Rent Setting Consultation Results

The HM led the discussion on the Budget and Rent Setting Consultation Results, providing the Committee with a summary of the report content, including the consultation outcomes outlined below.

Rent Consultation and Response Rates: The HM reported a strong tenant response rate to the rent consultation, with almost 44% participation, outperforming peer associations, and noted that tenants generally understood and accepted the need for rent increases to maintain quality.

The Committee noted that, as with many housing associations, the response rate to the rent consultation process is traditionally low. They thanked staff for their efforts to improve engagement, including providing tenants with detailed information, individual letters outlining the weekly cost impact, and multiple response options. They also noted that the use of online surveys via CX Feedback, which provide low-cost engagement and reminders, has increased response levels.

The Committee also noted the further information on the results of the rent consultation survey, available in the secure area of the website. This included tenants' comments by type, response volumes, and a breakdown of responses to the proposed increase by benefit type.

- i) Committee considered the information contained in the Report.
ii) Committee having considered the consultation results agreed the rent increase of 5.8% to apply as the 2026-2027 rent increase.

10. Proposed Budget & Rent Setting for the year to 31 March 2027 – Final Draft

The FM told Committee that the purpose of the report was to explain the changes made to the first draft budget for the year to 31 March 2027 and to outline the final draft of the budget for the year ending 31 March 2027.

They summarised the second draft of the budget, reflecting the 5.8% rent increase, and highlighted the impact on cash flow, financial ratios, and the effect of early loan repayments.

Committee asked the DCE to give details of the cost savings in Maintenance: The DCE explained significant savings in reactive and planned maintenance due to a new contract covering gas and air source heat pump servicing, resulting in lower costs for ad hoc boiler replacements.

- i) As discussed at agenda item 9, Committee agreed the 5.8% rent increase for year ending 31 March 2027.
- ii) Committee approved the budget for the year to 31 March 2027.

11. Planned Maintenance Options Appraisal: Net Zero Standard

The DCE told Committee that the purpose of the report is to provide them with the necessary information and data to allow them to consider if upgrading the Association's properties to current (and future) net zero standards is financially viable.

The DCE gave Committee an overview of the report content including:

Funding and Maintenance Challenges: The high costs and uncertainties associated with net zero upgrades, the limited availability of grant funding, and the need to balance regulatory requirements with financial viability.

Tenant Preferences and Survey Results: Survey results showed that 76% of tenants preferred traditional upgrades (heating, kitchens, bathrooms, windows, doors) over net zero measures, influencing the committee's strategic direction.

Regulatory and Practical Considerations: The CEO noted that the regulator is pragmatic about net zero, recognising the financial constraints, and that the agreed approach allows the association to demonstrate progress while prioritising tenant well-being and affordability.

Committee discussed the challenges and strategy for achieving net zero, considering tenant feedback, funding constraints, and regulatory expectations, resulting in a decision to prioritise traditional upgrades and pursue additional renewables only when fully funded.

Committee agreed to focus on like-for-like replacements for heating systems and to pursue additional renewable measures only when 100% funding is available, updating the asset management strategy accordingly.

The DCE advised that they would update the asset management strategy to reflect the committee's decision to prioritise like-for-like heating replacements and only pursue additional net zero upgrades if 100% funding is available, incorporating tenant feedback.

- i) Committee discussed the information presented in the report along with the cash flows, in terms of the future viability of the association and the impact it could have on tenants rent.
- ii) Committee agreed that continuing to achieve the current EESSH2 standard is not viable for the Association and its tenants.

12. Quarterly Management Accounts to 31 December 2025 - Summary Report

The FM told Committee that the purpose of the report is to provide them with a summary of the Management Accounts for the period to 31 December 2025. The FM advised that they had no updates to the report content.

- i) Committee approved the Management Accounts for the period to 31 December 2025.

13. External Auditor Procurement

The FM told Committee that the purpose of the report is to discuss the procurement of external audit services and agree on the procurement of services for the year to 31 March 2027 and beyond. The FM advised they had no updates to the report content.

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| <ul style="list-style-type: none">i) Committee discussed the proposed extension of TC Group Alexander Sloan's appointment as external auditor by one year.ii) Committee agreed to extend the appointment of TC Group Alexander Sloan as external auditor by one year to include the year ending 31 March 2027. |
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14. Quarterly Treasury Management Report

The FM told Committee that the report covers treasury management activities in the quarter and provided an update on the Association's borrowings and investments at the end of the quarter.

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| <ul style="list-style-type: none">i) Committee considered the content of the report. |
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15. Housing Management Scorecards

The HM reported on Housing Management performance, highlighting:

Performance Indicators and Scorecard: The latest balanced scorecard figures, noting improvements in gross arrears and other key performance indicators, with updated data to be shared with the committee.

Tenant Support Initiatives: Housing officers proactively contacted tenants reporting financial difficulties, resulting in successful applications for discretionary housing payments, including a notable case where a tenant received £3,000, preventing potential eviction.

The Committee acknowledged the positive impact of these interventions on tenants' well-being, including the role of discretionary housing payments and proactive support for tenants in financial difficulty. They also noted the Association's strong financial performance and plans to continue and build on this proactive approach.

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| <ul style="list-style-type: none">i) Committee noted the content of the report. |
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16. Reactive Maintenance, Out of Hours & Voids Framework: Tender Uplift

The DCE told Committee that the purpose of the report is to provide them with information in relation to the tender uplift allowances in respect of the above framework.

The DCE gave an overview of the report content clarifying governance, procurement timelines, and the rationale for negotiating extensions rather than re-tendering. Committee discussed:

The Contract Extension and Governance: The DCE explained that the contract allows for two one-year extensions, with negotiations conducted to secure favourable terms; The DCE agreed to confirm with the procurement consultant the exact permissible duration for contract extension under procurement rules for the reactive repairs, out of hours and voids contract, and report back to the committee at the next meeting.

- i) Committee considered the report.
- ii) Committee decided the uplift of 5.8% across all rates is agreeable.
- iii) Committee approved the appointment of Davidson Lindsay Electrical Services as main contractor for the Reactive Maintenance, Out of Hours & Voids Framework, for a one-year extension on the existing contract with a revised start date of 1st March 2026.

17. Management Committee Recruitment Update

The CEO told Committee that the report is an update to the report presented to Committee at the meeting that took place on Wednesday the 28 January 2026.

The CEO updated the committee on the management committee recruitment timetable confirming:

Recruitment Timetable and Support: The recruitment process, including support from Kim Beattie of EVH, training for panel members, and plans to advertise and interview candidates in the coming months.

- i) Committee agreed that the content of this report provides sufficient assurance and oversight on the ongoing Committee recruitment process.

18. Entitlements, Payments & Benefits Policy Review

The CEO gave Committee an overview of the draft Entitlements, Payments and Benefits (EPB) Policy located in the secure website area, they advised this reflects the Scottish Federation of Housing Associations' (SFHA) model EPB Policy which was reviewed in January 2026. Committee discussed:

Policy Review and Training: The CEO suggested arranging a training session with the policy author, Linda Ewart, following the AGM to ensure all members are up to date. The Committee agreed.

Document Access and Website Improvements: The Committee noted that access to documents in the website's secure area could be improved. It was confirmed that the Association has plans to enhance the website to allow easier access to and management of all documents.

- i) Committee considered the report and the draft Entitlements, Payments & Benefits Policy.
- ii) Committee approved the final version of the Entitlements, Payments & Benefits Policy without amendment.
- iii) Committee agreed to organising and attending training to Committee members on the updated Entitlements, Payment & Benefits Policy.

19.A.O.C.B

The CEO informed the Committee that the CSO will contact members to confirm their availability for a 1:1 meeting with either the Chairperson or Vice Chairperson. Members were asked to respond promptly so that a schedule can be finalised and shared with the Chairperson, Vice Chairperson, and SHARE.

The Chairperson thanked all attendees for their participation and contributions to the discussions. The meeting adjourned at 19:59.