

CLYDESDALE HOUSING ASSOCIATION LIMITED

Minute of the Management Committee meeting held at Clydesdale Housing Association's office at 39 North Vennel, Lanark on Wednesday the 29th of April 2026 at 18:30.

Present: Agne Zasinaite, Vice Chairperson
Brian McNally
Gabrielle McElhinney
Hazel Galbraith, Chairperson
Iona Taylor (online)
Jacqueline McCutcheon
John Lockhart, Treasurer
Jonathan Main, Secretary (online)
Ken Greenshields
Claire McGraw
Ross Gowland (online)
A quorum was achieved.

In Attendance: Chief Executive Officer (CEO) – minute taker
Depute Chief Executive (DCE)
Pedro Cameron, TIS
Margaret McKinnell, Clydesdale HA Scrutiny Panel
Sandra Pringle, Clydesdale HA Scrutiny Panel

1. Apologies

Apologies were received from Lesley McDonald.

The CEO reported a requested leave of absence from Ruth McElhinney due to [REDACTED]. Committee unanimously approve the request and wished Ruth a speedy recovery.

2. Conflicts of Interests

There were no conflicts of interest.

3. Approval of Previous Meeting Minutes & Matters Arising

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

As per section 62 of the Association's rules, the Chairperson authorised the CEO to insert their electronic signature as conclusive evidence that the minute of the meeting held on the 25th of March 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 18. The Secretary asked to discuss the forthcoming EVH Annual General Meeting – this was agreed.

4. Tenant Scrutiny Panel & TIS Presentation: Review of Repairs & Maintenance Policy

Pedro Cameron, TIS, summarised the process followed by the Clydesdale HA Scrutiny Panel (supported by TIS) to review the Repairs & Maintenance Policy. The main findings discussed included:

- Rechargeable repairs
- Inspections and quality assurance
- Tenant feedback and satisfaction surveys
- Tenants' Handbook
- Clydesdale HA's website
- Repairs responsibilities

Margaret McKinnell and Sandra Pringle spoke about the protracted nature of the Scrutiny Panel's work which was scheduled to coincide with the Tenant and Resident Group's 6-weekly meeting timetable. Pedro Cameron suggested that future scrutiny projects may be better served by forming a small group of interested service users and scheduling meetings more regularly.

The Management Committee agreed to consider all recommendations as part of a forthcoming review of the policy and Clydesdale HA's website in 2026. The CEO and DCE will consult further with the Tenant and Resident Group on this. The revised Repairs and Maintenance Policy will be cross referenced with CHA's Damp and Mould Management Policy.

The Chairperson thanked the speakers for the work carried out by the Scrutiny Panel and for attending the meeting to present the report.

Pedro Cameron, Margaret McKinnell and Sandra Pringle left the meeting at 19.10.

5. 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. The DCE sought feedback from Committee Members on what the requested training on asset management should include. The following areas were identified:

- CHA's approach to stock condition surveys and life cycle costings and how the results from these are used to inform the Association's investment decisions and long-term financial planning.
- An overview of the end-to-end reactive repairs process.

It was agreed that briefing sessions on these topics should be incorporated in a future Committee agenda.

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| i) Committee considered the Actions from Previous Meetings Report and agreed progress is satisfactory. |
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6. Notifiable Events

The CEO provided an update on a new Notifiable Event relating to late electrical safety inspections in 40 properties and the discussions he had with the Scottish Housing Regulator on this. Although human error has been a factor in this failure, this event occurred against a backdrop of short staffing in the Technical Services Department from late-January 2026 until recently.

The DCE provided a verbal update on progress made on informing tenants of the issue and arranging inspections:

- following an analysis of reactive repairs profiles, our stock condition survey information and historical access issues with the tenancies effected we have concluded that there are no additional risk factors. We are therefore proceeding on the basis of prioritising inspections based on anniversary expiry dates.
- letters have been issued to all effected tenants to advise them of the oversight, Tenants have been asked to report any electrical issues to CHA immediately for emergency response by our contractor.
- an initial miscounting issue led to an increase in the total number of properties effected - this takes the overall total to 40. The DCE is confident that this figure is accurate and will not change.
- inspection appointments have been verbally agreed with tenants for 32 of the properties affected. Appointments will be confirmed in writing this week. 2 of these inspections have already been completed.
- Inspections arranged with tenants are scheduled for completion between 28/04/2026 and 22/05/2026.
- our team continues to make efforts to contact 6 tenants to arrange inspections - our contractor has capacity to accommodate these within the above time period.
- 1 property is currently void and another due to be vacated w/c 11/05/2026 - both will be inspected at the void stage.
- We will provide a weekly update to the Scottish Housing Regulator each Thursday, following an internal monitoring meeting.
- The reporting frequency of the Tenant & Resident Safety Scorecard to Management Committee will be increased to monthly until further notice to provide assurance that this Notifiable Event is in hand.
- Going forward, the DCE will meet monthly with [REDACTED] to review all tenant safety areas, including programmes and contracts, to ensure that adequate support and visibility is in place to prevent failures of this nature from recurring.

A report on lessons learned from this issue will be prepared and presented to Committee by the DCE in May 2026.

Jonathan Main asked if CHA uses a unified servicing report to inform its tenant safety contracts. The DCE advised that this does exist and that this will form the basis for monthly meetings with the [REDACTED] going forward.

Iona Taylor mentioned a software tool that collects data from PDF certification and provides support in programme delivery. Although, this would represent an investment, it may provide an alternative to increasing staff resources that is better value for money. A link for this will be shared with the DCE for investigation.

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| i) Committee considered the report and agreed that the actions of the Association have been satisfactory in relation to Notifiable Events. |
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- ii) Committee agreed that the Tenant and Resident Safety Scorecard report frequency be increased to monthly until further notice.
- iii) Committee agreed that a report be presented in May 2026 on the lessons learned on this issue.

7. Health & Safety Update – verbal report

The CEO advised Committee that there were no Health and Safety issues to report other than the issue reported under Notifiable Events.

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

8. 2026 Engagement Plan

The CEO had nothing further to add to the report.

- i) Committee noted the content of the report and the attached 2026 Engagement Plan for **assurance** and **oversight** purposes.
- ii) Committee did not identify any further action to address any regulatory compliance issues.

9. Report from the SFHA Housing Management Conference

Gabrielle McElhinney presented a report to Committee summarising attendance at the recent SFHA Housing Management Conference. This summarised attendance at sessions covering:

- Homelessness/ temporary housing
- The pathways to housing paradox game developed by Social Bite
- Social value
- Preparing for Ask & Act (Housing Bill) to prevent homelessness

Committee noted the content of the report and found it useful.

10. Complaints Summary Report

The CEO provided Committee with a summary of the 2025/26 final quarter and year-end results and analysis of service complaints. Committee commented positively on the format of the report and the use of graphics to present performance data.

A discussion took place regarding the complexity and challenges of the Housing Officer role in today's housing service. Claire McGraw asked if, given the short staffing circumstances previously mentioned under Notifiable Events, the Technical Services Team is adequately resourced. The CEO advised that the DCE has plans to report to Committee in May with proposals to extend the contract of the Temporary Technical Services Assistant to September 2026. This will facilitate some procedure reviews/write-ups and support tenant safety compliance work. It will also provide an opportunity to assess the resourcing needs of the Department in the long term. The CEO will engage with the Housing Management Team regarding operational resources and report back to Committee in due course.

- i) Management Committee considered the breakdown of the service delivery complaints for the reporting period and concluded that they have a satisfactory amount of information to consider this breakdown over the reporting period.

11. Annual Procurement Report

The DCE presented the report to provide assurance to the Management Committee with information regarding procurement activities (regulated and non-regulated) that have taken place during the period from 1st April 2025 and 31st March 2026.

Claire McGraw asked if a column could be added to the Register of Procurement Activities to show any community benefits derived from contracts. The DCE will add this to the Register for future reports.

- i) Management Committee considered the report and concluded that there was sufficient information contained within it to provide assurance on the procurement activities carried out within the period.
- ii) A column showing community benefit from each contract will be added to the Register of Procurement Activities for future reporting.

12. Equalities Policy Review

The DCE presented a summary of changes to the Equalities Policy for Management Committee consideration and approval.

- i) Management Committee considered the revised Equalities Policy and approved it as presented.
- ii) Management Committee concluded that this policy provides satisfactory assurance that CHA has up to date policies in this area that reflects guidance and complies with legislative and regulatory requirements.

13. Housing Quality & Maintenance Scorecard

The DCE provided Committee with a summary of the Housing Quality & Maintenance Scorecards. They advised the comments section of the scorecard gave information on targets that had not been met.

Management Committee discussed:

- Access issues for gas safety inspections
- The 19% overspend in reactive maintenance costs
- Comparison of planned and cyclical maintenance spend against projected cashflow

- i) Committee considered and noted the content of the report.

14. Planned & Cyclical Maintenance progress

The DCE provided Committee with a summary of the Planned and Cyclical Maintenance Report. They advised the comments section of the report updates section gave details of progress made and issues encountered.

- i) Committee considered and noted the content of the report.

15. Tenant and Resident Safety Report

The DCE told Committee that the purpose of the report is to inform them of the Association's progress against its statutory and legal obligations surrounding tenant safety

in terms of the Association's Annual Assurance Statement. The DCE advised they had no further updates to the report content.

The DCE reiterated that the scorecard would be reported to Management Committee on a monthly basis going forward, given the recent Notifiable Event regarding electrical safety inspections.

- i) Committee considered and agreed that adherence to the Association's statutory responsibilities is satisfactory and evidence enough for assurance purposes.

16. Landscape Maintenance Contract – grass cutting

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 a proposed uplift in price for the grass cutting contract for 2026/2027.

Committee discussed:

- The procurement route used to select the contractor (Greenscapes Limited) on a framework agreement spanning 2024 – 2028.
- The contract provision for annual rate uplifts, based on CPI.
- The contractor did not apply for an uplift in rates in June 2025.
- The high level of satisfaction displayed by customers regarding landscape maintenance.
- Advice received from F3 Surveyors and The Gold Consultancy regarding the modest nature of the proposed ■■■% price increase.

Management Committee:

- i) Considered the report.
 ii) Agreed to uplift contract prices with Greenscapes Limited by ■■■%.
 iii) Approved the appointment of Greenscapes Limited as main contractor for the Landscape Maintenance Contract (grass cutting only) for a one-year extension to the existing contract.

17. A.O.C.B

Jonathan Main advised Management Committee of the forthcoming EVH Annual General Meeting scheduled for Monday 8 June 2026. Committee concluded that CHA would not be represented at the meeting.

Gabrielle McElhiney provided a brief update on the wellbeing of Ruth McElhinney and thanked those who had been in contact to pass on best wishes. Committee wished Ruth a speedy recovery.

The Chairperson thanked all attendees for their participation and contributions to the discussions.

The meeting closed at 20:05.