

ROSEHILL HOUSING ASSOCIATION LIMITED

**MINUTES OF MANAGEMENT COMMITTEE MEETING HELD ON
WEDNESDAY 26TH AUGUST 2026 AT 6:00 PM AT ROSEHILL'S
OFFICES**

Present: P McCann (Chair)
J Gallen (Vice Chair)
N Finlayson
H McLatchie
D Wilson
J Thomson
Z Bradley

In Attendance: C Chalk (CEO)
S Hunter (Technical Services Manager)
S Quinn (Housing Services Manager)
A Innes (Corporate Services & HR Manager)
K McCallum (Customer Services Officer)
E Toner (Customer Services Assistant)

1. *Apologies*

Apologies for absence were received from S Bannerman and A Greene.

2. *Declaration of Interest*

None.

3. *Minutes of previous meeting*

3.1 *Approval of Minutes 24th June 2026*

The minutes were approved as a true record of the meeting on a motion by J Gallen and seconded by N Finlayson and were signed by P McCann.

3.2 *Approval of Minutes 12th August 2026*

The minutes were approved as a true record of the meeting on a motion by J Thomson and seconded by J Gallen and were signed by P McCann.

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3.3 *Matters Arising*

None.

3.4 *Decision Tracker*

Committee noted the progress with the various items listed.

4. ***Chair's Report***

P McCann acknowledged that C Chalk is now in position as Chief Executive and will take over the role of Secretary, she thanked A Innes for temporarily covering the position.

5. ***Finance Matters***

5.1 *Management Accounts to 30th June 2026*

Committee noted the following points:

- Surplus of £408K which is ahead of budget
- Turnover & staff costs in line with budget
- Estate expenditure, including all repairs costs are below budget
- All KPIs have been achieved
- All loan covenants comfortably achieved

A Committee Member asked for clarification of rent in advance. It was confirmed that this is in relation to rent accounts with a credit balance.

Committee considered and approved the Management Accounts to 30th June 2026.

5.2 *Cashflow to 31st July 2026*

Committee noted the contents of the cover report and the cash flow.

6. ***Technical Services Matters***

6.1 *Planned Maintenance Tender Acceptance – Kitchen Replacements at SST and Craigbank 1C*

Committee noted the contents of the report and the tender evaluation composed by external consultants.

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A Committee Member asked about specification. It was confirmed that Committee previously made the decision that all kitchens should be replaced with the standard gloss white base unit from Howdens and tenants would be given the choice of worktop/splashbacks, handles etc.

A Committee Member asked about ongoing maintenance. It was noted that new installations are covered by a one year defect period, after which any faults would be reported normally via the repairs process.

Committee considered and approved the appointment of CCG in the amount of £858,256.15 inclusive of VAT.

6.2 *Quarterly Gas Audit*

Committee noted the contents of the report and agreed that it was another clean and positive audit, and the target no. of audits are being achieved.

6.3 *Planned and Cyclical Maintenance Progress Update*

Committee noted the contents of the report.

It was noted that the works at 48 Linnhead Dr have been suspended until the issue with utilities is resolved. It was noted that the last meter is scheduled to be installed in the next few weeks and once completed works can be remobilised.

7. *Housing Services Matters*

7.1 *Domestic Abuse Policy Review - Substantial*

Committee noted the contents of the report and that a complete overhaul was required to comply with new legislation and that a template had been received from solicitors TC Young.

A Committee member asked about the level of training which will be undertaken. It was confirmed that all staff will receive awareness training and relevant staff will receive certified trauma informed training.

A Committee member advised that another organisation had received a statement provided by the Dogs Trust which was included in their policy. It was agreed that this information would be passed on and included if deemed relevant.

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A Committee member advised that another organisation had also used the template provided by T C Young but felt that the statement at 14.4 was quite negative and was reworded slightly. It was agreed that S Quinn would look at that section again.

Committee considered the report and draft policy and approved it for immediate implementation.

7.2 *Scottish Secure Tenancy Agreement*

Committee noted the contents of the report and that the tenancy agreement has been revised in line with new legislation, again from a template from T C Young.

The revised agreement has been used from 1/8/26, however T C Young since advised that there is an error in the paragraph in relation to pets and have issued a letter of amendment to be used, rather than getting the new agreement reprinted at this time.

7.3 *Tenant Satisfaction Survey – Feedback Action Plan*

Committee noted the contents of the report, and the action plan acknowledges the key points from the survey and puts a plan in place to address these points. It was noted that timescales will be updated in due course and Committee will receive regular updates.

7.4 *Potential Evictions Report*

S Quinn advised that 2 Notices will be served by 28/08.26 and another 2 are currently being sought. A written update will be provided next month.

8. *Corporate Services Matters*

8.1 *Health and Safety Update*

A Innes advised that the Employee Wellbeing Strategy will be launched in September using a consultant. It was further noted that in addition to existing initiatives, fresh fruit and multi vitamins will also be provided for staff.

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9. Organisational Performance Reports

9.1 Quarterly Performance Report - to 30th June 2026

Committee noted the outcomes for the 1st quarter.

Committee agreed that overall, the performance has been good.

9.2 Quarterly Performance (to 30th June) - Exceptions Report

Committee noted the contents of the report.

A Innes advised that in relation to sickness, all long term sickness cases have now returned to work. It is hoped that the wellbeing initiative will improve this area.

S Quinn advised that the relet figure was let down by one property where it took 125 days to relet, however this was because of an unauthorised occupier in the property which had to be resolved and can not be discounted. It was noted that when the Allocations Policy is due for review this can be incorporated.

9.3 Quarterly Complaints Report to 30th June 2026

Committee noted the contents of the report and agreed that the revised format to show headline results is simpler to read/understand.

A Committee member noted that the garden assistance scheme is a regular source of complaint annually and asked how many properties are maintained and if it was issues with the quality or frequency. It was confirmed that approximately 150 properties are included in the scheme and both quality and frequency were the topics of complaints. It was noted that in terms of the numbers of complaints compared to the number of properties, this was a low number of complaints.

9.4 Tenant and Resident Safety - to 30th June 2026

Committee noted the performance to date and that the 12 unoccupied/unimproved properties need to show as fails.

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9.5 *Factoring – Progress Report*

S Hunter advised that this report is currently unavailable due to staff shortages but will be brought next month.

9.6 *Business Plan 2026-31: Section Operational Plans 2026/27 – Quarterly Results*

CEO

All areas on track or being achieved

Housing Services

All areas on track or being achieved with the exception of the Dementia Project which is being launched later this month.

Corporate Services & HR

Majority of areas on track or being achieved with the exception of the following postponed areas: employee behaviours/wellbeing strategy; process mapping due to introduction of Homemaster and Customer Service excellence accreditation.

Finance

All areas on track or being achieved.

Technical Services

All areas on track or being achieved with the exception of refurb works at 48 Linnhead Dr. It was further noted that SHNZS remains an unknown target and information currently available will be added to the Resources section.

9.7 *Equalities & Human Rights Action Plan – to 30th June 2026*

Committee noted the progress with the plan and that it is the final year in a 3 year plan and all areas are on track/achieved.

S Quinn confirmed that the equality information for current tenants was boosted considerably when collected during the Tenant Satisfaction Survey.

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10. Review of Strategic Risk Register

Committee noted the contents of the report detailing changes made by the Management Team in July and the Audit & Risk Sub-Committee in August.

After discussion, Committee agreed the Register continues to reflect the current strategic risks facing Rosehill and that no further changes are needed at this time.

Committee were reminded that the Annual Assurance Statement will be reviewed in a session with Linda Ewart organised for October.

11. Chief Executive's Matters

11.1 Outcome 2025/26 Year-end PTRs All Staff

Committee noted the outcomes of all PTR's and a common theme was stretched resources however a strong performance was achieved.

11.2 Annual Inspection of Registers

Committee inspected and authorised P McCann to sign the following registers:

- Disposals – no new entries
- Frauds – no entries
- Gifts & Hospitality – Committee inspected the entries
- Interests – Committee inspected the entries

11.3 AGM 2026 Arrangements – Update

Committee noted the contents of the report.

11.4 Secretary's Report

Committee noted the contents of the report.

11.5 Chief Executive's Report

Committee noted the contents of the report and that the information required from Whitacre Wolves was provided and the donation has now been transferred.

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Committee discussed the proposal to introduce a salary sacrifice option for electric vehicles, which is available under the current Perkbox scheme. C Chalk confirmed that there is no risk to Rosehill as an employer with this option, the Scheme is protected by a “Zero Risk Guarantee” from the provider.

A Committee member asked if the scheme includes the installation of a charger. It was confirmed that this can be added on if staff members choose, however there is no plan to install a charger at the office.

A Committee member asked if staff have been consulted and if numbers are known of who would participate. C Chalk confirmed that consultation has not yet been done.

After consideration, Committee approved the introduction of this option.

C Chalk further advised Committee of the proposal to introduce private health care for all staff and the option being presented to Committee is the best option from a number of suppliers which he and A Innes have met with. Although this option will not prevent sickness, it is hoped that it can help reduce the level of absence required with quicker access to treatment.

Committee discussed the various benefits included in the policy and noted that an enhanced level of cover is available to all staff with no pre existing conditions being excluded. It was further noted that staff can also choose to add family members to the policy but the cost of this would be covered by the staff member.

After consideration, Committee agreed that this would be an investment in staff and as Rosehill’s sickness performance was the second highest in Scotland, approved the introduction of private health care for all staff members via AXA and that Rosehill would cover the annual fee for this year of £9,715.29. It was noted that the scheme would be closely monitored.

11.6 Proposed Rebranding Concept Presentation

C Chalk presented Committee with a proposal to rebrand Rosehill following transition to a Housing Association. It was agreed that this would modernise Rosehill and make staff etc more visibly identifiable.

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C Chalk advised that after commencing in Rosehill he held 121's with all staff and a common theme was the décor colours throughout the office and also re-introduction of uniform, which had been put on hold for Committee to consider possible rebranding in due course.

Committee were satisfied with the proposal and agreed that this would now be put out for consultation to staff and members.

12. Membership Applications

Committee considered 2 membership applications received from non tenants who had been identified following the recent recruitment exercise. Committee also considered 2 membership applications for current tenants. After further consideration, Committee approved the applications. The share certificate numbers 2537, 2538, 2539 and 2540 were signed by P McCann and D Wilson. C Chalk, as Secretary, was authorised to sign the certificates.

Committee were also advised of 17 cancellations:

382, 689, 422, 1050 & 171 – deceased
2014, 2387 & 1540 – moved back with family
2233, 1886, 1138, 2047, 2254 & 1722 – purchased a property
2389 & 2353 – fleeing violence
1874 – abandoned tenancy

13. Minutes of Sub-Committee meetings for information:

13.1 Audit & Risk Sub-Committee meeting held on 3rd August 2026

Contents noted.

14. Any Other Competent Business

14.1 Election of Chair

P McCann confirmed her intention to step down as Chair following the AGM and not seeking re-election and asked the remaining Committee members to consider if they could fill the position.

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14.2 Welfare Rights Service

A Committee member asked if the Welfare Rights Officer will be replaced following retirement. It was confirmed that no decision has yet been made and a full organisational review is being carried out.

15. Date of Next Meeting

The next meeting will be held on Wednesday 30th September 2026 and the AGM will be held on Tuesday 15th September 2026.

I certify that this minute was approved as a true and accurate record of the meeting.

Signed: _____

Date: _____

(Chair)

Minutes