

ROSEHILL HOUSING ASSOCIATION LIMITED

**MINUTES OF HYBRID MANAGEMENT COMMITTEE MEETING HELD ON
WEDNESDAY 25TH MARCH 2026 AT 6:00 PM AT ROSEHILL'S
OFFICES AND ONLINE VIA TEAMS**

Present:	P McCann	(Chair) (in person)
	J Gallen	(Vice Chair) (in person)
	N Finlayson	(in person)
	D Wilson	(via Teams)
	J Thomson	(in person)
	H McLatchie	(in person)
	Z Bradley	(in person)
In Attendance:	G Mogan	(Director) (in person)
	L Donnachie	(Finance & IT Manager) (in person)
	S Hunter	(Technical Services Manager) (in person)
	S Quinn	(Housing Services Manager) (in person)
	A Innes	(Corporate Services & HR Manager) (in person)
	K McCallum	(Customer Services Officer) (in person)

P McCann welcomed Alan Kennedy from Knowledge Partnership and Olwyn Gaffney from SHARE who would both be presenting to Committee.

1. Apologies

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

It was noted that K Stevenson is currently on a Leave of Absence.

2. Declaration of Interest

None.

3. Minutes of previous meeting

3.1 Approval of Minutes 25th February 2026

It was noted that there was an error at agenda item 9.6 – the number of tenants surveyed is actually 520.

Subject to the above amendment, the minutes were approved as a true record of the meeting on a motion by J Thomson and seconded by H McLatchie and were signed by P McCann.

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3.2 *Approval of Confidential Minutes 25th February 2025 re: item 3.3.2*

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

3.3 *Matters Arising*

3.3.1 RE: Item 3.3.2 – Confidential Matter

It was noted that there is no further update at this time.

3.4 *Decision Tracker*

Committee noted the progress with the various items listed.

L Donnachie advised that the migration to HomeMaster has been delayed until August to allow staff to compile data and to overcome various important upcoming tasks e.g. year end, ARC

4. ***Tenant Satisfaction Survey 2026: Presentation of Key Findings by Alan Kennedy, Knowledge Partnership***

Alan led Committee through the key findings from the recently completed Tenant Satisfaction Survey:

- High level of overall satisfaction (93.3%)
- Many service areas improved from 2022 – average increase of 7.4%
- Better results than SHR averages and all ARC indicators
- Strong on softer areas e.g. customer service, information provision, tenant engagement

Alan further advised that the following areas may need consideration for improvement:

- Reporting damp & mould – 39.4% state not yet reported problem
- Cost of living pressures including heating costs
- Option for bulk uplift
- Housing conditions e.g. draughts, insulation, windows
- Estate management issues e.g. vermin, fly tipping

There were no questions for Alan, Committee thanked him and he then left the meeting.

Committee agreed that the results were very positive and it was noted that S Quinn will devise an action plan for areas for improvement.

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5. **Committee Annual Appraisals Report – presented by Olwyn Gaffney, SHARE**

Olwyn thanked Committee for working with SHARE again this year and led Committee through a presentation of the findings from the assessments and advised that there was a good mix of length of service on the Committee, with 2 members being over 9 years. Olwyn advised that Committee can be assured that they continue to be effective members. There were a good range of motivations for being on the Committee. She advised Committee Members had demonstrated a good understanding of Rosehill's core values and provided strong examples of putting these into practice.

Committee noted that the Chair's appraisal was very positive.

It was noted that there are 2 recommendations from the assessments, one of which is included on every RSL assessment as an ongoing point:

- Discuss succession planning, including ways to address diversity and the actions required.
- Put Learning & Development Plan in place for the coming year. SHARE have identified some areas based on the outcome of the assessments. G Mogan advised Committee that their individual learning statements will be added to individual folders on the board portal once available.

In conclusion, Olwyn advised that the outcome of the assessments was excellent and the Committee work well together. Olwyn advised that the Learning and Development Plan has yet to be finalised and shared with Rosehill along with the individual learning statements. She reminded Committee that they have access to a wide range of topics via the SHARE eLearning portal.

G Mogan advised that a draft Learning & Development plan will be devised for April 2026 to March 2027 which will include any refresher training due.

There were no questions for Olwyn. The Chair thanked her for attending and presenting the appraisal report. She then left the meeting.

6. **Chair's Report**

It was agreed that this item would be taken after agenda item 14.

7. **Finance Matters**

7.1 **Annual Budget 2026 27**

L Donnachie led Committee through the proposed budget and the following was noted:

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- Budgeted surplus of £838K – slight reduction from 2026
- Turnover for year is estimated at £5.52M with the main source being rent which includes the 4.8% increase
- Staff costs have been assumed at current level plus the proposed increase of 5.1% and includes an increased provision for agency staff if cover required
- Estate costs have been assumed at £3.07M with the main expenditure being property maintenance costs
- Capital expenditure assumed at £2.84M including a reduced amount of £200K for net zero
- Assumed no change to bank base rate currently at 3.75%
- Corporation Tax has been removed as no longer applicable
- All covenants comfortably met

A Committee member asked if it is expected that costs will increase due to the war. L Donnachie advised that costs will likely increase however Committee's decision on this year's rent increase was a good decision.

A Committee member asked if a sufficient cushion has been built in. L Donnachie confirmed that 5% assumption has been made and the budget will be re-forecasted in 6 months.

Committee considered and approved the annual budget for 2026/27.

7.2 30 Year Projections 2026 – 56

L Donnachie led Committee through the report, noting the following:

- Rent increases of inflation only no longer sustainable
- Planned maintenance costs continue to reflect a permanently higher cost base
- A loan will be secured for development when required
- Rosehill is in a better financial position than many other RSLs and has low levels of debt, remain resilient with sufficient cash provisions.

A Committee member asked if there were any time constraints on the Gowanbank land and whether development will go ahead. G Mogan advised that GCC has been understanding as they are aware that quite a few RSLs are struggling with new build at the moment due to lack of funding etc. It was noted that it is approximately £260K per unit at the moment to build and that there are more ways to grow an organisation including acquisitions, which attract funding if in the Glenmuir Estate.

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Committee considered and approved the projections.

7.3 *Insurance Renewal 2026 27*

Committee noted the contents of the report and that the renewal date is now in line with the year end and current insurer Zurich has offered very favourable terms. It was noted that we could re-tender but this would be more admin work and Zurich might not hold their current offer. The current market remains challenging with continued claims inflation, increased repair costs and heightened exposure to weather related events. We would also need to bridge the period in between the old policy expiring and the new policy starting.

A Committee member asked what type of insurance this is for. L Donnachie confirmed it is an all in one policy, which includes Property, Public & Professional Liability.

Committee considered and approved the 3 year deal submitted by Zurich with an option to extend for another 2 years, terms as detailed in the report.

7.4 *Cashflow*

Committee noted the contents of the report.

8. **Technical Services Matters**

8.1 *Routine Policy Review – Damp and Mould Policy*

Committee noted the routine review of the Damp & Mould Policy with only minor amendments including updating front & rear covers in line with standardisation and updated wording in relation to equalities and human rights.

It was noted that a further update may be required once Awaab's Law is introduced in Scotland.

8.2 *Routine Policy Review – Factoring Policy*

Committee noted the routine review of the Factoring Policy with only minor amendments including updating front & rear covers in line with standardisation and updated wording in relation to equalities and human rights.

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8.3 *Routine Policy Review – Factoring Debt Policy*

Committee noted the routine review of the Factoring Debt Policy with only minor amendments including updating front & rear covers in line with standardisation and updated wording in relation to equalities and human rights.

9. ***Housing Services Matters***

9.1 *Former Tenant Arrears Write Off Report*

Committee noted the contents of the report and that the usual procedure has been followed in an attempt to recover the debt and that the debt can be re-instated at any time should the former tenant make contact.

It was noted that the reference number shown in the report should not have been included.

Committee approved the former tenant arrears write off in the amount of £7274.16 relating to 2 cases. It was further noted that the Housing Services Manager used her delegated authority to write off a further 2 cases in the amount of £15.02.

9.2 *Former Tenant Credits Write Off Report*

Committee noted the contents of the report and that the usual procedure has been followed in an attempt to trace the former tenant/next of kin and that it can be re-instated at any time should the former tenant make contact.

A Committee member asked if a check for guardianship is carried out. It was confirmed that it is.

A Committee member asked what legal advice is sought in these cases. S Quinn advised that advice is sought on where to check for next of kin and checks to be carried out to confirm eligibility.

Committee approved the former tenant credit write off in the amount of £4366.91 relating to 11 cases. It was further noted that the Housing Services Manager used her delegated authority to write off a further 1 case in the amount of £0.04.

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9.3 *Dementia Awareness Research Project – Update*

Committee noted the contents of the report and that the project has been extended until the end of April and the Village Storytelling Group will be invited to the April Committee meeting to present their findings.

A Committee member asked how the project will be evaluated e.g. value for money. S Quinn advised that the aim is to have a dementia friendly community and the success would be determined by the community.

9.4 *Potential Evictions Report*

Nothing to report.

10. Corporate Services Matters

10.1 *Health and Safety Verbal Update*

Nothing to report.

10.2 *Routine Policy Review – Disciplinary Policy*

Committee noted the routine review of the Disciplinary Policy with only minor amendments as noted in the report.

10.3 *Routine Policy Review – Menopause at Work Policy*

Committee noted the routine review of the Menopause at Work Policy with only minor amendments as noted in the report.

10.4 *Routine Policy Review – Staff Performance and Training Policy*

Committee noted the routine review of the Staff Performance and Training Policy with only minor amendments as noted in the report.

It was noted that this report is actually from the Director and not the Corporate Service & HR Manager as stated in the policy; this has been updated.

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11. **Business Planning Processes:**

11.1 *New Business Plan 2026-2031 – Final Document and Draft Section Operational Plans*

noted G Mogan advised that the data books are still being refined and the year end information is not yet available to be included but that this will have no material effect on the final high-level document for publication.

Committee considered and approved the main document and agreed the approach is good. G Mogan advised she will be arranging for the Plan to be formally designed, with the intention of it being ready for publication by the end of April.

Committee further considered the following sections plans:

- CEO – approved - it was noted that the new CEO once appointed may want to make some changes to this plan
- Corporate Services & HR – approved
- Finance & IT – approved
- Housing Services – approved
- Technical Services - approved

11.2 *Annual Risk Strategy Statement*

Committee considered the draft annual risk strategy statement and agreed that it reflects discussions during the business planning session. It was further noted that the strategic risk register is reviewed bi-monthly by the Management Team, at any Audit & Risk Sub-Committee meetings and quarterly by the Management Committee. The operational risk register is also reviewed bi-monthly by the Management Team.

Committee noted that one risk crystallised during the year, which is the Director leaving, this risk has been reviewed appropriately.

Committee considered and approved the Annual Risk Strategy Statement.

At this point L Donnachie, S Hunter, S Quinn and K McCallum left the meeting.

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12. Director's Matters

12.1 Approval of Confidential Minutes 25th February 2026 re: item 12

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

AI updated Committee, advising that no appeal had been received, therefore the matter had now formally concluded.

At this point A Innes left the meeting and K McCallum re-joined.

12.2 Review of Declarations of Interest Policy

Committee acknowledged that sections of the recently reviewed Entitlements Payments & Benefits Policy are applicable to this policy and considered the proposed changes to the Policy.

After consideration, Committee approved the revised Policy for immediate implementation and also approved the 2nd statement in relation to Equalities and Human Rights, no EIA required as Policy applicable to all groups.

12.3 Review of Gifts and Hospitality Policy

Committee acknowledged that this Policy complements the Entitlements, Payments & Benefits Policy. Committee considered the proposed changes to the Policy including:

- Value of any gifts accepted increased to £70
- No. of gifts acceptable from same source increased to 3
- Gifts handed in at Christmas from contractors, will be raffled amongst staff and money raised from ticket sales will be donated to charity (agreed by staff)

After consideration, Committee approved the revised Policy for immediate implementation and also approved the 2nd statement in relation to Equalities and Human Rights, no EIA required as Policy applicable to all groups.

12.4 Update to Guide for Governing Body Members

Committee noted that the review to the Guide was routine and only resulted in minor changes to reflect relevant sections of

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the newly approved Entitlements, Payments and Benefits Policy.

12.5 *Review of Risk Management Policy*

Committee noted the routine review of the Risk Management Policy. Committee further approved the 2nd statement in relation to Equalities and Human Rights, no EIA required as Policy applicable to all groups.

12.6 *Director's Report*

12.6.1 Additional Public Holiday

Last month Committee considered the matter of an additional public holiday for Monday 15th June 2026 to celebrate Scotland qualifying for the World Cup. The awarding of this holiday is discretionary to individual organisations, and Committee requested further information before making a final decision.

Committee considered the additional information obtained, acknowledging that there was a mixed response from our contractors, with some proposing to take the additional day and others not, although some anticipated having a skeleton staff operating that day. Committee also considered the information collated by GWSF and the email responses between various RSLs, with most confirming the additional day has been granted.

Following further discussion, Committee decided that it would grant the additional day on 15th June on the basis this was a thank you to staff for all their hard work and their efforts to maintain business as usual during recent challenging times.

12.6.2 EVH - CHAS Appeal

Committee noted that EVH are participating in the Kiltwalk in April to raise funds for CHAS and are requesting support. It was noted that this falls out with the Donations Policy which is applicable to community donations. Committee considered the matter and approved a £250 donation.

12.6.3 Whitacre Wolves

Committee considered the sponsorship request but concluded that more information was needed to assist decision making. It was decided that G Mogan should seek further information

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including: specific amount being sought; what it is for; if for equipment/kit what is needed and the value.

12.6.4 VK Dance

Committee noted that a donation of 20 Easter Eggs to a community children's disco is being organised.

12.6.5 Annual Assurance Statement

Committee considered the communication from SHR advising landlords that it is looking for specific assurance on 2 areas: gypsies & travellers (not applicable to Rosehill) and Data on homes. G Mogan advised that she has asked the Technical Services Manager to advise on the information we hold in relation to the construction, components and condition of our homes and whether, additional information is required. Committee will receive an update of this in the next 2 months.

12.7 *Proposed change to forthcoming vacant post*

Committee considered the contents of the report and that internal discussions had resulted in a proposal for the upcoming vacant post of Clerical Assistant to be deleted and an additional Housing Assistant post created instead, to better meet the needs of the Housing Services Team and the business as a whole. The existing Housing Assistants had advised they would be willing to share the admin tasks, if an additional Housing Assistant post was added. It was recognised that there will be admin efficiencies with the migration to HomeMaster, which should reduce the level of admin to be undertaken by the Housing Assistants. It was also recognised that the additional Housing Assistant would split the patches covered into more manageable areas.

After further consideration, Committee approved the proposal to replace the post of Clerical Assistant with a Housing Assistant post.

13. **Membership Applications**

None.

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14. Minutes of Sub-Committee meetings for information:

14.1 Audit & Risk Sub-Committee meeting held on 10th February 2026

Contents noted.

14.2 Staffing and Health & Safety Sub-Committee meeting held on 12th February 2026

Contents noted. Committee further noted that the staff member was delighted that the post has been made permanent.

At this point K McCallum left the meeting.

4. Chairs Report

P McCann updated Committee about the recruitment for the new Chief Executive. Committee noted that the Recruitment/Interview Panel had been impressed with the high standard of applications received. Following the sift meeting, 8 candidates had been selected to attend the long-list interviews being held on 2nd April.

15. Any Other Competent Business

N Finlayson requested some training on using the new laptop. G Mogan will arrange for the Finance & IT Manager to organise this. J Thomson and H McLatchie intimated they may also find this training helpful.

16. Date of Next Meeting

The next meeting will be held on Wednesday 29th April 2026.

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

Signed: _____ Date: _____

(Chair)

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