

ROSEHILL HOUSING ASSOCIATION LIMITED

**MINUTES OF MANAGEMENT COMMITTEE MEETING HELD ON
WEDNESDAY 26TH NOVEMBER 2025 AT 6:00 PM AT ROSEHILL'S
OFFICES**

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

In Attendance: G Mogan (Director)
L Donnachie (Finance & IT Manager)
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)
D McIntosh (SHARE)

The Chair welcomed Daryl McIntosh from SHARE to the meeting, who will give a presentation on the annual appraisal process and stay on to observe the meeting as part of the process.

1. *Apologies*

Apologies for absence were received from K Devaney.

P McCann reminded Committee that K Stevenson is on a leave of absence.

2. *Declaration of Interest*

It was noted that due to the admin exercise to address the joint memberships that pre-existed the constitutional change H McLatchie's membership, as the first named member, is due to be signed at tonight's meeting.

3. *Minutes of previous meeting*

3.1 Approval of Minutes 28th October 2025

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

3.2 *Approval of Confidential Minutes 28th October 2025 re: item 6.1*

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

3.3 *Approval of Confidential Minutes 28th October 2025 re: item 9*

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

3.4 *Matters Arising*

None.

3.5 *Decision Tracker*

Committee noted the progress with the various items listed.

4. *SHARE – Presentation on Annual Committee Assessments*

D McIntosh thanked Rosehill for working with SHARE again this year and led Committee through a presentation for the Annual Committee Assessment process. He explained that the annual assessment process is a regulatory requirement and it is also good governance, good for personal development/effectiveness/objectivity and assists with identifying skills gaps.

It was noted that there was only 1 recommendation made last year which was completed.

Committee noted that once the annual assessment process is completed a report will be produced providing the key findings and conclusions, which will form a picture of the Committee as a whole. This will be presented at the March Committee meeting. In addition to this, individual learning statements will be produced for each Committee Member. The findings from the main report will be used to produce the annual training programme for the Management Committee.

Committee were asked if there were any comments/amendments required to the survey which will be issued later this week. Committee agreed that some of the topics listed last year caused a bit of confusion and as it was a light touch there were no 121 sessions. This resulted in a challenging/busy training programme. It was agreed that the 1-2-1 should be used to further explore any areas that may require additional training and Committee members should refer to their current individual training plans when filling out the survey. On that basis Committee concluded there were no amendments required to the survey.

P McCann thanked D McIntosh for his presentation.

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5. ***Chair's Report***

The Chair advised that as per the wage agreement, the salary increase for April 2026 will be CPI (October) +1.5% which equates to 5.1%.

6. ***Finance Matters***

6.1 *Management Accounts to 30th September 2025*

L Donnachie summarised the report as follows:

- Higher turnover than budgeted
- Staff costs – under budget
- Estate costs – under budget although reactive repairs are over budget
- Interest received – more than budgeted
- Interest payable – less than budgeted
- All KPIs have been achieved
- All loan covenants comfortably achieved

Committee noted that the remainder of the financial year may be affected by the budget announcement today, but current financial position remains strong.

Committee considered and approved the Management Accounts to 30th September 2025.

6.2 *Cashflow to 31st October 2025*

Committee noted the contents of the cover report and the cash flow noting that two loans had been repaid this financial year with 4 remaining.

7. ***Technical Services Matters***

7.1 *Gutter Cleaning Tender Acceptance*

Committee noted the contents of the report and the tender returns for a 3 year contract with an option to extend for 1-2 years. It was noted that the lowest tender was the current contractor.

A Committee member asked for clarification on errors in the tender return. S Hunter confirmed that all tenders are checked for calculation errors.

Committee approved the appointment of Tenement Steps in the amount of £102,779.46 inclusive of VAT

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7.2 *100 Peat Road Conversion Works Tender Acceptance*

Committee noted that the tender evaluation process has not yet been completed and the matter will be brought back to the January meeting for consideration. It was further noted that the tenders are valid until February.

7.3 *Confidential Report*

This is subject to a confidential minute.

7.4 *Quarterly Gas Audit Report*

Committee noted the contents of the report and agreed it was positive again.

S Hunter advised that the contractor is achieving a high access rate and are currently ahead of target.

7.5 *Planned and Cyclical Maintenance Progress Update*

Committee noted the contents of the report for the various contracts.

It was noted that a financial extension of time is expected in relation to the works at 48 Linnhead Dr which will be brought back to Committee for approval. A Committee member asked if delays would be queried. S Hunter confirmed that there will be room for negotiation.

8. *Housing Services Matters*

8.1 *Potential Evictions Report*

Committee noted that there were no cases to report again this month and that this was now a full year with no cases to report as tenants are engaging with staff to resolve matters before legal action is required.

Committee acknowledged the efforts of staff in maintaining this status.

8.2 *Dementia Research Project Update*

Committee noted the update on the project which Rosehill is funding. S Quinn confirmed that both parties have shared contacts so that staff can signpost to relevant agencies. It was further noted that once the research is complete it is intended to submit a joint funding application to Age Scotland for any services required as a result of the research.

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9. Corporate Services Matters

9.1 Health & Safety Update

A Innes confirmed that the Health & Safety Audit is scheduled for 16th December 2025 and the outcome will be reported to Committee in January.

10. Organisational Performance Reports

10.1 Quarterly Performance Report - to 30th September 2025

Committee considered the outcomes for the 2nd quarter and the year to date. It was acknowledged that the majority of results were in green but there were areas of performance that were recorded in amber and red, which were the subject of the exceptions report which will be considered next.

10.2 Quarterly Performance (to 30th September) - Exceptions Report

Committee considered the contents of the report.

Committee acknowledged that in terms of the relet times, this was a topic of discussion during the Business Planning event, where it was anticipated that the results would improve before the year end, however due to the number of voids expected in before Christmas and the volume of work required in them, this may not be achievable.

A Committee member asked if the Christmas closure days can be discounted for the relet times. It was noted that these days cannot be discounted. Rosehill has to take the hit for this. It was further noted that floorcoverings are left where possible, if in good condition and the incoming tenant accepts them, however if there are repairs required to the floors, the floorcoverings would need to be lifted.

A Committee member asked if there was any common reason in the refusals e.g. property type, area etc. S Quinn confirmed that there is not and that staff could not have done anything more to prevent a refusal. Verification visits are carried out prior to offers with in depth questions asked and applicants complete the Passport to Housing process to ensure they are fully aware of their tenancy responsibilities, and also covers the costs involved in moving properties. S Quinn further advised of possible funding available for moving which was highlighted at the GWSF Conference which will be investigated and tenants may also qualify for a Starter Pack, but these do not include furniture or white goods. Committee noted that several applicants are verified when a property becomes available and there is capacity to bypass an applicant if they indicate that they are not in a position to move at that time.

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10.3 *Quarterly Complaints Report to 30th September 2025*

Committee considered the contents of the report. A Innes advised that she is looking at verbal de-escalation training for staff.

10.4 *Tenant and Resident Safety - to 30th September 2025*

Committee considered the performance to date and that the outstanding EICRs are out with Rosehill's control.

10.5 *Factoring – Progress Report*

Committee considered the contents of the report and that the Factoring Co-ordinator is working on a process for claiming back the debt which GCC have agreed to cover, as part of the 5 year Maintenance Plans

10.6 *Business Plan 2021-26: Section Operational Plans 2025/26 – Quarterly Results*

Director

All areas have either been achieved or on track/being achieved
It was noted that S Quinn is now taking the lead on Digital Exclusion.

A Committee member asked how this service would be advertised.
It was confirmed that it would be in newsletters and verbally by staff.

Housing Services

All areas on track or being achieved.

It was noted that tenant's preferred method of contact would be recorded during the TSS and that the Scrutiny Group is now back up and running with 3 new recruits, a timetable will be put together in the new financial year.

Finance

All areas on track or being achieved. Any areas in grey have a justified reason why not achieved or timing issues.
Committee noted that the Value for Money area is still ongoing and the initial target set was very ambitious.

Corporate Services & HR

It was noted that majority of areas are being achieved however some have slipped into Q3 including Kelio HR, website upgrade including a tender exercise for value for money and workforce audit.

Technical Services

All areas on track or being achieved or on track.

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10.7 *Equalities & Human Rights Action Plan – to 30th September 2025*

Committee noted the progress with the plan and that all areas are being achieved or on track.

11. *Review of Strategic Risk Register*

Committee considered the contents of the report detailing changes made by the Management Team in early November and the Audit & Risk Sub-Committee in mid-November.

Committee recognised that the strategic risks had been considered at the recent Business Planning Day and decided that any changes suggested at the event will be incorporated in the next review with Management Team.

A Committee member asked if the new Housing Act will have any impact. G Mogan confirmed that this will be reviewed by the Management Team to see if there are any further risks will be identified.

After further discussion, Committee decided that the Register continues to reflect the current strategic risks facing Rosehill and that, subject to outcome of the review at the BP day, no further changes are needed at this time.

12. *Annual Rent Review*

Committee acknowledged that the annual rent review had formed part of the Business Planning Day. Committee had considered that all rents are lower than neighbouring RSLs, the RSL and Scottish averages and, all but the average 3 apartment rent, are lower than the Local Authority Average. It was further considered that all our rents across all apartment sizes are deemed as affordable, based on the affordability measure used by the Joseph Rowntree Foundation – moderate income.

L Donnachie advised Committee that further information to bear in mind is:

- Salary increase has been agreed at 5.1%
- Inflation was 3.8% in September, falling slightly to 3.6% in October
- Contractors and suppliers are expected to increase costs by a minimum of 2.5-3%
- Ideally a minimum increase of 4% is required to invest money for future improvement works to properties

Committee discussed whether a choice of increases should be consulted on and decided that there is nothing tangible to offer to warrant a choice as planned maintenance is already agreed and there are no additional services to be offered. There was some discussion around the possibility of developing a community fund which, as decided by tenants, could be

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used to support local projects or initiatives. It was decided that this can be investigated further in time for next year's review.

After some further discussion, Committee concluded that the consultation document is crucial in the process and needs to have context and sufficient information without overloading tenants.

A Committee member asked whether an increase has ever been changed as a result of consultation. G Mogan advised that generally engagement is very low and staff have to phone round approximately 10% of tenants to boost the consultation, which last year targeted tenants who were responsible for paying all or at least 50% of the rent themselves. Any feedback obtained is considered by Committee before making its final decision. However, it is ultimately the Committee's responsibility to balance the needs of tenants with the needs of the business.

A Committee Member commented that the average increase as per the GWSF forum is 5.7%.

Committee concluded its discussions and decided that a CPI (September) plus 1% increase be put out for consultation.

At this point S Hunter, S Quinn and A Innes left the meeting.

13. *SHAPS Defined Benefit Pension Scheme*

This is subject to a separate confidential minute.

At this point L Donnachie left the meeting.

14. *Director's Matters*

14.1 *Management Committee Recruitment*

Committee considered the contents of the report and approved the advert for the one vacancy on the Management Committee, which will be advertised in January on our return to work after the festive holidays.

A Committee member recommended that the advert is shared on social media too. G Mogan agreed to look at the most appropriate place to share. D McIntosh further advised that SHARE could also circulate the advert.

At this point D McIntosh left the meeting.

It was agreed that item 14.5 would be taken next.

14.5 ARC 2024/25 – Benchmarking Results

Committee considered the contents of the report and the attached charts which showed our results compared to the various benchmarking groups.

In terms of the neighbouring RSLs benchmark group, Committee recognised that:

- We shared the highest number of results in green with 2 other RSLs
- Our relet times and completion times for adaptations were classified red to signify our results were the lowest in the group. However, it was recognised that our performance in these areas continues to improve
- Satisfaction figures are based on TSS 2022 and will be refreshed this financial year

With regard to the similar size benchmark group, Committee recognised the trend that our performance, in terms of number of areas in green, reduces in this group.

- Our relet times were classified red to signify our results were the lowest in the group. However, it was recognised that our performance in this area continues to improve
- Satisfaction figures are based on TSS 2022 and will be refreshed this financial year

G Mogan advised that Rosehill is now a member of Scottish Housing Network (SHN). She advised that an additional service provided by SHN, for a fee, is to analyse the findings of the ARC returns and provide a presentation on the results. This is a service we would likely take up for next year's ARC.

Committee noted that G Mogan would now pass on the results of the benchmarking groups to A Innes to delve deeper into any amber and red results, she will work with Managers to identify areas for improvement and if possible, liaise with other RSLs to share good practice. She will produce an action plan and provide Committee with regular progress reports.

A Committee member commented that hopefully the new website once launched will make it easier for tenants to engage.

At this point K McCallum and E Toner left the meeting.

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14.2 Confidential Minutes of 29th October 2025 re: agenda item 13.2

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

14.3 Confidential Minutes of the additional Meeting of the Management Committee on 10th November 2026

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

14.4 Confidential Matter – Update

This is the subject of a separate confidential minute.

14.6 Director's Report

It was noted that there were no additional matters to be raised which were not already on the agenda.

15. Membership Applications

Committee considered 2 membership applications received from 2 tenants. After further consideration, Committee approved the applications. The share certificate numbers 2530 and 2531 were signed by P McCann and H McLatchie. G Mogan, as Secretary, was authorised to sign the certificates.

G Mogan reminded Committee of the ongoing exercise to address the joint memberships that existed pre constitutional change and advised that the last batch of new certificates for the first named members were now available for signing. S Bannerman, J Gallen and A Greene between them signed the share certificates numbered 2479 to 2529. G Mogan, as Secretary, was authorised to sign the certificates.

Committee further noted 4 shares (945, 1431, 1591, 2317) had been cancelled: 2 members deceased, and 2 moving out of the area.

16. Minutes of Sub-Committee meetings for information:

16.1 Staffing and Health & Safety Sub-Committee meeting held on 11th September 2025

Noted.

17. Any Other Competent Business

None

18. Date of Next Meeting

The next meeting will be held on Wednesday 21st January 2026.

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

Signed: _____

Date: _____

(Chair)

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