

ROSEHILL HOUSING ASSOCIATION LIMITED

**MINUTES OF MANAGEMENT COMMITTEE MEETING HELD ON
WEDNESDAY 25TH FEBRUARY 2026 AT 6:00 PM AT ROSEHILL'S
OFFICES**



- Present:** P McCann (Chair)
J Gallen (Vice Chair)
N Finlayson
S Bannerman
D Wilson
J Thomson
A Greene
H McLatchie
Z Bradley
- In Attendance:** G Mogan (Director)
L Donnachie (Finance & IT Manager)
S Quinn (Housing Services Manager)
A Innes (Corporate Services & HR Manager)
K McCallum (Customer Services Officer)
E Toner (Customer Services Assistant)

1. Apologies

None.

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 21st January 2026

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

3.2 Approval of Confidential Minutes 21st January 2025 re: item 3.4

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

3.3 *Matters Arising*

3.3.1 RE: Item 11.1 – Proposed changes to DB Pension

P McCann confirmed that the Notifiable Event in relation to this matter was closed on 23/01/26.

3.3.2 RE: Item 3.4 – Confidential Minute

This is subject to a separate confidential minute.

3.4 *Decision Tracker*

Committee noted the progress with the various items listed.

A Innes confirmed that in relation to the website, Third Sector Labs has now been appointed.

S Quinn further advised that the Register of Interests has been updated in relation to the recently approved Entitlements, Payments & Benefits case, as the person had accepted the offer of a tenancy. S Quinn also confirmed that the rent increase has now been processed and the notices were posted today.

4. *Chair's Report*

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

5. *Finance Matters*

5.1 *Management Accounts to 31st December 2025*

L Donnachie summarised the report as follows:

- Higher turnover than budgeted
- Staff costs, estate costs and overheads – under budget
- Reactive repairs – more than budgeted
- Void repairs - under budget
- Major repairs – under budget
- Interest received – more than budgeted
- Interest payable – less than budgeted
- All KPIs have been achieved
- All loan covenants comfortably achieved

Committee considered and approved the Management Accounts to 31st December 2025.

5.2 *Cashflow to 31st January 2026*

Committee noted the contents of the report.

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6. Technical Services Matters

6.1 Quarterly Gas Audits

Committee considered the contents of the report and agreed it was positive again, further acknowledging that the target for number of audits to be carried out for the full year has already been exceeded.

A Committee Member asked if the target is Regulatory, G Mogan confirmed that it is good practice.

6.2 Planned and Cyclical Maintenance Progress Update

Committee considered the contents of the report.

G Mogan advised that there is currently an overspend of approx. £100K on the 48 Linnhead Drive contract in relation unforeseen structural issues and delays with utilities, etc which is out with our control. G Mogan further advised that S Hunter will contact GCC to establish if it will provide funding (50%) towards the additional costs of £100k.

G Mogan advised that as we have another similar contract in the estate coming up, she had established with S Hunter that a lessons learned exercise had been carried out to mitigate where possible the same issues arising.

7. Housing Services Matters

7.1 Policy Review Update – Tenant Participation Strategy

Committee noted the contents of the report and that the delay is due to issues with the Scrutiny Group membership which have now been resolved. It is anticipated that their report will be available for the April meeting.

7.2 Policy Review Update – Customer Scrutiny Strategy

Committee noted the contents of the report and that the delay is due to issues with the Scrutiny Group membership which have now been resolved. It is anticipated that their recommendation will be to combine both strategies and the report will be available for the April meeting.

7.3 Potential Evictions Report

Committee noted that there are again no cases to report, which makes it over one year, however it is anticipated that there may be some cases in the coming months.

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8. Corporate Services Matters

8.1 Health & Safety

Nothing to report.

9. Organisational Performance Reports:

9.1 Quarterly Performance Report - to 31st December 2025

Committee considered the outcomes for the 3rd 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.

9.2 Quarterly Performance (to 31st Dec) - Exceptions Report

Committee considered the contents of the report.

It was acknowledged that although the void relet time target has not been achieved there has been a significant improvement.

S Quinn advised that the rent arrears result is due to staff shortages however, it is anticipated that there will be a reduction in February. A Committee member asked if there was usually a spike in the arrears at Christmas. S Quinn confirmed that there is usually a slight increase in November and also July which coincides with the schools going back and tenant's having to purchase uniform items.

Committee acknowledged that the non-emergency target has not been achieved again which is a direct result of including damp/mould cases. G Mogan advised that S Hunter is clarifying with SHN if other organisations also include these jobs in their calculations for non-emergency repairs.

Committee also acknowledged that the adaptations target was not achieved. This is a direct result of higher priority cases being completed first and if funds allow then lower priority cases will be dealt with. We had no other high priority cases and there was still some funding available, so a low priority case was completed but due to the length of time the case was on hold, this has skewed the average time to complete medical adaptations. Committee concluded that it made sense to include narrative in this year's ARC to explain why the average time appears so high.

9.3 Quarterly Complaints Report to 31st December 2025

Committee considered the contents of the report and that it is hoped that better reporting will be available following the migration to Homemaster.

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9.4 *Tenant and Resident Safety - to 31st December 2025*

Committee considered the contents of the report and that another EICR case had been added but one outstanding case has now been resolved.

9.5 *Factoring – Progress Report*

Committee considered the report and the progress in relation to outstanding works, services provision and arrears.

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

Committee considered the Director’s annual plan of priorities and each department’s operational plans for Q3 and the year-to-date position.

Director

All areas have either been achieved or being achieved

Housing Services

All areas on track or being achieved.

S Quinn advised that the task relating to obtaining tenant preference for methods of contact, had since been incorporated within the large scale Tenant Satisfactory Survey (TSS), which has just recently been completed.

S Quinn advised that she had now received the headline results from the TSS which were very positive with all satisfaction indicators improving and in some cases significantly improving from the 2022 results.

- Overall – improved from 86.2 to 92.3%
- Keeping tenants informed – improved from 88.8 to 97.5%
- Opportunities to Participate– improved from 89.3 to 96.3%
- Quality of home – improved from 84.5 to 90.2%
- Repairs service – improved from 86.8 to 93.6%
- Neighbourhood management - improved from 79.5 to 92.1%
- Value for money – improved from 87.6 to 91.7%

Committee were delighted with these results, noting that 540 tenants had participated in the survey. The full TSS Report will be presented to Committee at its March meeting.

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Finance

All areas on track or being achieved, with quite a few deadlines coming up at the end of March.

The Team development is ongoing

A Committee member asked if the investment with Cazenove is included in the results. L Donnachie confirmed that these are included in the Management Accounts and agreed to produce a report on the return compared to what it would have achieved through the bank.

Corporate Services & HR

It was noted that majority of areas are being achieved however some are ongoing including website upgrade and process mapping

Technical Services

All areas being achieved or on track.

9.7 *Equalities & Human Rights Action Plan – to 31st December 2025*

Committee considered the progress and that all areas are either on track or achieved.

10. *Quarterly Review of Strategic Risks*

Committee considered the contents of the report and the recent changes made by both the Management Team and the Audit & Risk Sub-Committee, including incorporating a movement indicator as recommended by the Chair of the Audit & Risk Sub-Committee. Committee acknowledged that the feedback about our strategic risks at the business planning day had been taken into account when the register was reviewed.

A Committee member asked how the banking credit ratings are monitored. L Donnachie advised as part of the Treasury Management Policy, we only do business with banks which are rated AAA plus and if any bank ratings are downgraded these are flagged to all customers.

Committee concluded its discussion, confirming that no further amendments are required at this time.

11. *New 5 Year Business Plan 2026 – 2031:*

11.1 *Proposed Strategic Objectives and Priorities – Outcome of Tenant and Stakeholder Consultation*

Committee considered the contents of the report and expressed its disappointment that only 30 responses were received. However, it

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was pleased to note that on average 27 out of 30 respondents agreed or strongly agreed with our plans.

Committee approved the proposed strategic objectives and priorities and noted that the year 1 plan will be submitted for approval in March as part of the overall new 5 Year Business Plan.

11.2 *Draft Sections*

Committee considered the various draft sections and acknowledged that the Management Team continues to revise the sections in preparation for the full plan being presented to Committee for approval in March. Committee discussed the draft overviews relating to:

- Introduction/Developing our Business Plan;
- About Us: Legal and Constitutional Structure, Our Committee and Staff, Our Tenants and Our Homes; Our Services and our Performance
- Risk Management Section
- Financial Management Section

Following discussion Committee concluded that it had no changes to propose to the draft sections but did agree with the plan to scale back the narrative for certain sections.

Committee then considered the draft SWOT analysis, acknowledging that it had been refreshed following the group discussions at the business planning day. Committee approved the full SWOT analysis which will be added to the data book relating to our operating environment. For the purpose of the high level BP being developed, it is being suggested that we include the top 10 strengths, weaknesses, opportunities and threats. To assist with this Committee members will provide feedback to the Director over the next few days of their suggestions.

A Committee member asked if we only consider external threats, G Mogan confirmed that both internal and external threats should be considered.

At this point L Donnachie and S Quinn left the meeting.
K McCallum & E Toner left the meeting for the next item only.

12. ***Confidential Employee Relations Matter; outcome from Staffing and Health & Safety Sub-Committee: Report from Sub-Committee Chair***

This is subject to a separate confidential minute.

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At this point A Innes left the meeting and K McCallum and E Toner were invited to re-join. It was agreed that item 13.3 would be taken first.

13. Director's Matters

13.3 Outcome 2025/26 Mid-Year PTRs All Staff

Committee considered the outcome of all the performance reviews and that the staffing issues in both Housing Services and Technical Services are having an impact on other staff although it is hoped that this will now improve. It was recognised that temp staff have been used where necessary. A Committee member asked if any alternative assistance for welfare rights is available. G Mogan advised that previously consideration had been given to sharing services from another local RSL, however, this was not possible as the other RSL didn't have spare capacity, so tenants are being signposted to alternative agencies.

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

13.1 Confidential Minutes of Management Committee Meeting on 21st January 2026 re: item 11.5

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

The Chair reported that the related Notifiable Event had been closed by The Regulator on 23rd January, following her uploading the Committee report to The Regulator's portal.

13.2 Confidential Minutes of Additional Meeting of the Management Committee held on 28th January 2026 via Teams

The minutes were approved as a true record of the meeting on a motion by D Wilson and seconded by S Bannerman and were signed by P McCann.

The Chair advised that her report, which will be taken after agenda item 14, is an update on the matter.

At this point the Chair asked G Mogan to leave the meeting for the next item.

13.4 Outcome of Director's 2025/26 Mid-year PTR – Confidential Report by the Chair

The Chair took Committee through her report. Committee considered the findings of the mid-year PTR and acknowledged the positive outcome with the Director delivering all the tasks/objectives of her work plan and recognised the completion of various key areas of work and the positive result from the internal audit on our Annual

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Assurance Statement framework. This resulted in a strong assurance rating being achieved, which is the highest rating. Committee noted that the Chair and Vice Chair had not identified any specific recommendations or particular action points that needed addressing by the Director.

G Mogan rejoined the meeting.

13.5 Director's Report

13.5.1 Outcome of Management Committee Recruitment

The Committee acknowledged that one application had been received following the recent recruitment drive. On consideration of the application Committee concluded that the person didn't have the specific skills or experience it was looking for, as described in the advert. Committee decided that a further recruitment drive should be undertaken to identify those with the required skills, knowledge and experience. It was further decided that a recruitment company should be appointed to assist with this.

Committee advised G Mogan to send a letter, on its behalf, expressing its appreciation in the interest shown by the person and thanking them for applying and to explain why the application would not proceed.

13.5.2 SHR: Tenant Advisor Homelessness Project – Social Landlord Survey

Committee noted that Rosehill had been asked to take part in the survey and that we had recently completed it.

14. Report from Chair of Staffing and Health & Safety Sub-Committee

The Chair invited the Chair of the Sub-Committee to speak to his report.

H McLatchie advised that at a recent meeting of the Sub-Committee, the Director had presented a proposal for making the fixed-term, part-time post within the Finance Team permanent and was seeking the sub-committee's support and for it to make a recommendation to the Management Committee to approve the proposal.

H McLatchie advised that the sub-committee had considered the case for the proposal and had concluded there was a strong case for making the post permanent. Therefore, the Sub-Committee was recommending to the Management Committee to make the post permanent, with the current postholder being appointed.

A Committee Member asked if there was a requirement to advertise the post. G Mogan advised that she had discussed this with our Corporate Services and HR Manager and was satisfied that as the fixed-term post had

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been subject to open recruitment and the advert had clearly stated there was the potential for the post to become permanent, it was fine to appoint the current postholder to the permanent post.

After some further discussion the Management Committee approved the recommendation from the Sub-Committee and that the post should be made permanent with immediate effect.

As advised earlier in the meeting the Chair's Report (agenda item 4) would now be taken.

4. Chair's Report

P McCann recapped that following the Director submitting her notice that she was retiring, an additional meeting of the Management Committee had been held on 28th January. The purpose of the meeting was to decide the arrangements for recruiting for her successor, including appointing a recruitment/interview panel.

P McCann advised that her report was to provide an update, on behalf of the Panel, on the recruitment arrangements. She confirmed that Aspen had been appointed to assist with the recruitment process and that the Panel had held the initial briefing session with them.

Committee acknowledged that the recruitment for the new chief executive was now underway, with a closing date of 16th March.

Committee noted the current position with the related Notifiable Event. P McCann advised that she would be uploading her report to SHR's portal as a way of an update on the recruitment for the new Chief Executive.

15. Membership Applications

None.

Committee noted 4 shares had been cancelled (181, 858, 1205 and 2309): 2 members deceased, 2 moved out of the area.

16. Minutes of Sub-Committee meetings for information

None.

17. Any Other Competent Business

17.1 Additional Discretionary Public Holiday

G Mogan advised that there had been quite a bit of communication over the last few days over the additional (but discretionary) public holiday for 15th June.

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She explained that EVH had shared the following info with its members:

The JNC met on 12th February and discussed the additional bank holiday for the World Cup, now been agreed by the Scottish Government. The JNC has agreed that this would be added to the EVH public holiday list; however, it is the discretion of each individual Governing Body in full member organisations whether to honour it.

Committee discussed the matter and various views were expressed. Committee concluded that before making a decision on this, it would need some further information. G Mogan to bring this back to the next meeting for further consideration.

18. Date of Next Meeting

The next meeting will be held on Wednesday 25th March 2026.

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

Signed: _____
(Chair)

Date: _____

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