

**KINGSRIDGE CLEDDANS HOUSING ASSOCIATION
MANAGEMENT COMMITTEE MEETING
HELD ON 26th July 2025
IN THE KCHA OFFICES**

Present:

Elaine Shaw (ES)
John Barclay (JB)
Kirsteen McLerie (KM)
Sharon McDonald (SM)
Stephanie Richie (SR)
Jane McDonald (JM)
Arlene Martin (AM)
Louise Herity (LH)
Gerry Toner (GT)

In Attendance:

Daniel Wilson (DW)
Clare Bird (CB)

1 Apologies

Robert Wards, Margaret McKenzie, and Fiona Mills

2 Declarations of interest

DW advised that point 9 is a consideration that could impact all staff members. He advised that it is not a benefit he is personally considering, but CB and DW will not engage in the decision making process of this discussion.

GT declared an interest on point 10 and will not take part in any discussion on that matter.

3 Minutes of Last Meeting held on 24th June 2025

The minutes were agreed upon, being first proposed by JM and seconded by KM. Update to point 13 is that Sidey is now on-site for the windows and doors replacement contract.

4 Internal Audit, Annual Report

DW presented the Internal Audit, Annual Report.

This report had been compiled by Quinn's our internal auditors. Tenant safety, gas safety and void management have all been fully audited and found to be areas of high performance with no significant outstanding issues.

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He detailed that the only area we were highlighted as requiring improvement was through the governance audit. This was carried out whilst we were going through our Governance Assessment. As the Management Committee are aware, this has now been completed. We have been working through the key areas highlighted in this action plan, and this has seen significant changes and improvements to our governance. This plan has been shared with the internal auditors and they are satisfied with the developments we have made. There are two areas of focus in the governance action plan that remain outstanding. One is with regard to how we will react to changes in legislation with regard to energy efficiency; these changes to legislation have yet to occur, and it looks unlikely that any significant changes will now be realised before the Scottish Parliament elections. The other area is with regard to tenant participation. Although we have launched some new initiatives to encourage engagement, this remains low, and is at times hampered by the high level of satisfaction that we have with our tenants. DW detailed that we will be looking to increase the contact details we have for our tenants so that we can look to use emails as a preferred and more efficient means of engaging with tenants.

5 Internal Audit Plan

DW presented the internal audit plan. He detailed that this had previously been considered and agreed by the Management Committee last year, following the appointment of the internal auditors. He asked the Management Committee to consider the proposed areas of audit for the year, and asked if anyone felt that there were other areas that should be moved forward in our focus. The Management Committee discussed this and agreed that the suggested areas are important and that the plan in general provides a wide area of focus whilst picking up on the key areas of health and safety and governance.

6 Risk Registers

The Management Committee reviewed the updated Risk Registers. DW advised that there has not been any significant changes to the register. One key area of change was with regard to the implementation of the new housing Management System. This has seen a lot of changes and has provided a challenge for the staffing team as it has not run as smoothly as expected, and this has impacted staff morale. DW advised that we have to be aware of the amount of time staff have been putting into making this system work, and how this has forced them to prioritise their time, resulting in reductions in other areas of work. DW detailed that the register has had a slight increase in risk added to cybersecurity in reflection of the fact that a new system has been introduced.

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Redacted Information

7 KPI Performance Report, Quarter 1

The Management Committee discussed the quarter 1 performance results. Arrears have increased slightly, and are currently at 0.34%, this being a 0.03% increase since the start of the year. The main issue impacting this has been a change in personnel in Housing Management and the time that has been put into implementing the new IT system. Rent lost through properties being empty was also over target, sitting at 0.34%. DW detailed that this is normally far lower, having previously been 0.07% at year end. As we do not have a high number of voids, this can be significantly impacted where we have a property returned in poor condition, as has been the case. DW explained that the property was returned to us, requiring a high amount of work, **Redacted Information**. This has also impacted on the average cost per void and the time to re-let. DW advised that he expects these stats will improve during the year.

The Management Committee discussed the targets for the coming year, comparing these with the last ARC returns and with the current Q1 results. They also discussed the limited impact that targets could have, especially with regard to repairs, where our contractors have already set targets to work towards.

It was agreed that the Association has been performing well against most targets and in comparison to other landlords, so it was felt that the majority of targets should be retained at the same level as last year.

It was agreed that arrears, rent loss, and time to re-let, should all have their targets reviewed and reduced to reflect that these are areas in which we are performing well but also are looking to continue to improve in.

8 Local Letting Plan from GCC

The Management Committee reviewed the letter from Glasgow City Council in which they advised that they are looking for all Association's to allocate **XXXX** of lets to homeless persons. The Management Committee felt that this was a high level and questioned if this would become the norm, or if such high levels would help reduce the homeless demand. DW detailed that we have previously allocated at such high levels, but we will also need to be mindful of demand from sitting tenants that are facing overcrowding. The Management Committee agreed to meet this allocation target and instructed DW to respond to the council affirming this.

9 Flexible Working and Office Opening

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DW also proposed that the office close at 3pm on Fridays. He detailed that there is no footfall in the office at this time, and that he has confirmed with our out of hours contractor, City Building, that there will be no charge for them managing this extra hour. This change will allow staff to catch up uninterrupted with outstanding work or to leave early (though still providing flexi-time working at a 35 hour week). The Management Committee considered and agreed on this.

10 Membership Applications and Cancellations

Redacted Information

11 Management Committee Code of Conduct

DW presented the Code of Conduct policy and advised that there have been no significant changes. The Policy was agreed.

12 Abandonment Policy

DW provided the new abandonment policy. The Policy was considered and agreed.

13 Community Support Fund Application

The Management Committee discussed the application to the community support fund from the local High School. It was agreed that this proposal to provide a dedicated calm area would be of benefit to the local children, and the Association will support this through a £300 donation from the fund.

14 Write off Cases

DW presented to the Management Committee a request to write off one case with debts of £1020.90. He detailed that the tenant has been declared bankrupt, and due to this, the debt cannot be recovered. The Management Committee agreed to the debt being written off.

15 AOCB

DW updated the Management Committee that the Dolly Parton's Imagination Library has now gone live.

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16 Date of Next Meeting

The next meeting will be on the 26th of August.