

**KINGSRIDGE CLEDDANS HOUSING ASSOCIATION
MANAGEMENT COMMITTEE MEETING
HELD ON 27th JANUARY 2026
IN THE KCHA OFFICES**

Present: Kirsteen McLerie (KM)
Sharon McDonald (SM)
Elaine Shaw (ES)
John Barclay (JB)
Gerry Toner (GT)
Fiona Mills (FM)
Margaret Sanyu (MS) Co-optee
Redacted.

In Attendance: Daniel Wilson (DW)
Lauren McKinlay (LM)-
Joy Chilambe (JC)
Alex Cameron (AC) Quinn Internal Auditor
Trish Knight (TK) Data Protection Officer

1 Apologies

Margaret McKenzie (MM), Stephanie Ritchie (SR), and Arlene Martin (AM).
Redacted Information.

2 Declarations of interest

No declarations of interest were made.

DW reminded the MC that we will be discussing the rent consultation at point 6. As a Management Committee, the members are bound by collective responsibility, which is particularly relevant with regard to discussions over matters that will impact all of our tenants.

3 Minutes of the meeting held on 25th November 2025

The minutes were agreed, having been first proposed by ES and seconded by JB.

DW updated the MC on the previously discussed matter of water tanks. He advised that we have secured quotes to move tenement properties across to mains supply, and we will be progressing with this.

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4 Complaints Audit Report

AC presented the management committee with the auditors' report on complaints. He detailed that whilst the report was positive, it also highlighted some areas at which the Association should look to improve. He advised that the report has highlighted an improvement in the organisation's management of complaints as can be seen in the number of complaints we are now recording. One area that the audit had highlighted was the need for staff to undertake further training in complaints; DW advised that since the audit, this has been progressed, and all staff have now completed the SPSO training. It is expected that this will assist staff in identifying complaints in future.

AC detailed that there had been some confusion with identifying complaints, especially with regard to external contractors, but it is now hoped that this has been clarified.

The report also highlighted that there would be an advantage in amending the policy to detail that we are happy to provide information on complaints in other languages and other accessible means. The Management Committee agreed for DW to carry out such a modification to the standing policy.

5. Data Protection Update

TK provided a presentation to the Management Committee updating them on changes to data protection law. This included an update on GDPR and FOI. She also provided a summary of the Association's data protection work in the last year, detailing that the Association is in a very positive place and compliant with all legislative requirements.

6 Budget Narrative

JC presented the Final Budget Report. She reminded the committee that the budget had been presented in November and agreed at that stage. Since then, there have been a short number of changes to the draft.

The changes related to a lower % wage increase than initially budgeted **Redacted** **Info** inclusion of a **XXX** IT subscription, lower other fixed asset depreciation and a reduction in the projected rent increase **XXXXXX**. She detailed that the starting cash position for 25/26 is projected at **XXXXXX** and increases to **XXXXXX** by March 27.

She highlighted the statement of comprehensive income for the year ending 31 March 2027. The projections showed a healthy surplus for 26/27 of **XXXX**.

JC explained that the Final Budget does not include any changes to the pension scheme actuarial assumptions. KCHA will be notified of the changes after May 27.

Overall, there were no material concerns regarding the ratio results projected for the year. The association remains in a healthy financial position.

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DW reminded MC that we will continue to invest in our stock in accordance with the Business Plan and the 30-year investment plans as by the Management Committee. 2026/2027 will see further projects investing across our stock.

The Management Committee discussed and approved the budget.

7 Rent Consultation and Setting

DW reminded the MC of the discussions held in November regarding the budget requirements. The MC agreed to consult tenants on a 4.6% increase.

The November paper detailed that the proposed new rents remained affordable, having been checked with the SFHA rent affordability tool and benchmarked against the average rents in social housing.

We sent out consultation papers as part of the newsletter and these detailed our proposed investment works and the costs of maintaining our current service.

We also offered a drop-in day to discuss this, and we phoned around tenants seeking feedback.

DW advised that we have seen an increase in responses to the rent consultation with 31 tenants responding this year (over 10%), in comparison to 17 last year. He advised that of the 31 respondents, 30 felt that their current rent was affordable and offers value for money. 30 tenants were also in favour of the proposed increase (97%), with 1 being against this.

The MC considered the report and all the responses to the consultation. A vote was held. **Redacted Information**. The 4.6% increase was agreed.

DW detailed to the Management Committee that following the previous discussions with regard to garden maintenance, all tenants who receive the optional maintenance have been written to advising of the change in price for the coming year and seeking to confirm if they are happy for this to continue. All tenants that receive the mandatory charge have been written to consulting on an increase to reflect the change in costs in accordance with their tenancy agreement.

8 KPI, Q3

DW updated the Management Committee on performance within Q3. He highlighted that we were on track for the majority of our key performance indicators. DW also highlighted the void re-let times had dropped slightly with an average remaining close to target and far below the national and city averages. DW mentioned that housing management had been monitoring void costs this year. Following an initial high

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expense at Q1, they have seen this reduced in Q2 and Q3. KCHA is expected to have void costs at around £2k.

DW detailed that we are carrying out regular tenant visits to ensure properties are being maintained and tenants with support needs are receiving assistance, this should help reduce void costs in the long term.

The Management Committee discussed the KPIs and agreed that targets are being met across these standards.

9 Direct Benefit, Pension Scheme

Redacted Information.

A discussion was held with the MC. They agreed that they wished to continue the closed DB scheme, feeling that to do otherwise would be unfair and impact morale. They discussed the potential split and agreed on a 6.2% employee and 10% association split.

10 Business Plan Update

DW discussed with the Management Committee the proposed changes to the Business Plan that had been shared and considered via e-mail in December. These included minor changes to reflect changes to names or updates on our governance position following the completion of the review.

The Management Committee agreed to these changes and to further discuss our approach to financial risks and development in the coming year.

11 Rental Charge

As part of the Away Day Last Year, it was highlighted to the Management Committee that we are one of only a small number of associations that charge rent in arrears.

This means that new tenancies commence without any rent being paid until 28th of the month, which increases the risk of arrears. This also creates issues at the end of tenancies where arrears have proven difficult to recover.

The Management Committee discussed this and felt that we would benefit from setting all future tenancies to charge rent in advance.

12 Assurance Report

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DW presented the Assurance Report and updated the Management Committee on the areas that could provide assurance. The Management Committee papers, following the governance review, have linked to this review, as the majority of issues highlighted in this review have now been concluded, he proposed that we now remove this from the cover page. The MC discussed this and felt that this was now a good time to remove this, as its relevance had passed.

The MC discussed the evidence bank and the support and assurance that they receive through having external auditors and external financial support via FMD.

They agreed that these sources provide a wide range of areas of assurance and a significant level of information.

The MC agreed that the current level of assurance is adequate for them to continue their roles.

13 Risk Register

DW highlighted to the MC changes to the Risk Registers. He mentioned KCHA continued to inspect properties and act on damp and mould issues efficiently, as this has become a target area and could lead to bad press if not rectified properly. DW advised MC that a damp and mould register is in use and follow-up inspections are carried out on all reported issues.

International trade, and possible tariffs remains an area of developing concern and could impact on repair costs.

14 Flexible Working

Redacted Information.

15 Public Holiday 15th June

DW highlighted to the Management Committee that the Scottish Parliament have proposed that Monday, 15th June 2026, be a public holiday to mark Scotland's first World Cup game from 1998. He advised that EVH have yet to make a decision on this, and suggested we await their guidance. The MC agreed to await this.

16 Management Committee Appraisals

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DW advised the Management Committee that their appraisals are due to be completed with Lorna Ravell from EVH. He asked the MC to detail availability for these.

17 Memberships Applications and Cancellations

DW presented item 16 and detailed that there have been no changes to the Membership Applications and Cancellations.

17.1 Equalities and Diversity Policy

The Management Committee reviewed and agreed on the minor changes to this policy.

17.2 Estate Management Policy

The Management Committee discussed estate management and the challenges this is providing, especially with regard to bulk items. They felt that the updates to the policy will reflect the difficulties this is posing.

17.3 Membership Policy

There were no significant changes to the policy, and the MC agreed this.

17.4 Right to Repair Policy

The right to repair policy was updated to reflect the changes to legislation and agreed by the MC.

17.5 Entitlements, Payments & Benefits Policy

The Entitlements, Payments and Benefits Policy has been updated to reflect the proposed changes as suggested by SFHA. DW highlighted the limitations that this provides for MC members that are looking to be involved in local politics. He also reminded the MC members of their need to manage and declare interests.

17.6 Asset Management Strategy

The Asset Management Strategy was reviewed and agreed upon.

18 AOCB

DW detailed to the MC that he has been made aware that the local Phoenix Centre has been refused funding by Glasgow City Council, which may require it to close.

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The MC discussed this and the important role this centre provides in the community, especially with regards to helping new tenants to settle and integrate within the community. The MC asked DW to open conversations with the local elected officials to see if there are anything that may be done.

19 Date of Next Meeting

24th February 2026 at 17.45pm.