

YORKHILL HOUSING ASSOCIATION LTD.

Minutes of Management Committee hybrid meeting held on Thursday 12th February 2026 at 18:00 in The Association's Office & via Zoom

Present: Y Alexis (Chair), M Green, W Docherty
R Toner, C Mearns, T Ramsay, M Hughes

J Wilson, C Armstrong, A Millar (via Zoom)

Apologies: M Ralph, J Xu, J Fleming

In Attendance: T Mallaghan (Chief Executive), G Kennedy (Deputy Chief Executive), G Watson (Finance Manager), J Stirling (Housing and Finance Manager), R Calvert (Property Services Manager)

C Davidson (Governance Assistant, mins, via Zoom)

CJ Scott (on behalf of wbg, Internal Auditors)

Abbreviations:

CE	Chief Executive
DCE	Deputy Chief Executive
FM	Finance Manager
HFM	Housing and Factoring Manager
PSM	Property Services Manager
GA	Governance Assistant
CLS	Community Links Scotland

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1.	<p><u>Welcome and Apologies</u></p> <p>Attendees were welcomed and attendance was noted.</p> <p>Meeting began at 18:00.</p> <p>The Chair welcomed back T Ramsay and M Hughes – who observed the previous meeting – and A Millar as another potential new member of the Committee.</p>	
2.	<p><u>Declarations of Interest</u></p> <p>There were no declarations of interest to note.</p>	
3.	<p><u>Internal Audit Reports</u></p> <p><i>Although this item was initially no.5 on the agenda, the Chair agreed for this presentation to be carried out at the top of the meeting, and CJ Scott ('CS') was invited to present on findings</i></p>	

from 3 recent internal audit exercises.

Internal Audit Follow-Up 2024-25

CS guided members through a follow-up audit designed to identify the extent to which internal audit recommendations from the previous year had been implemented. Across 3 audits on Damp and Mould, Governance and Financial Controls, 19 recommendations had been made.

Since then, 13 were fully implemented, with 5 partial implementations and 1 recommendation which had not been actioned – namely that the Association was still to formally define its ‘risk appetite’. The Chief Executive (‘CE’) noted that advice was being sought from the auditors on the best way to approach this.

Staff advised on two other recommendations as follows:

- The Finance Manager (‘FM’) noted that the migration to a cloud-based IT system is now in its early stages, with recent reviews having taken place on internal file structures.
- The Property Services Manager (‘PSM’) advised that the recommendation to produce a standalone Damp and Mould Policy was ahead of schedule, with a draft Policy submitted for approval this evening.

There were no further questions and the report was noted.

Void Management

CS moved onto the second report, which reviewed the Association’s arrangements for managing void properties. The exercise reviewed whether responsibilities were appropriately defined, procedures were fit for purpose, inspections were carried out correctly and invoices and works orders had been processed.

Crucially, CS noted an error on the report whereby the conclusion on the report should have been ‘strong’ rather than ‘substantial’, meaning that the highest level of assurance was achieved for this topic. In total, there were 4 recommendations (1 medium- and 3 low-grade), namely:

- pre-void inspection documents should be saved together in one central location;
- contractor progress could be more closely monitored where works are not completed within the Association’s target of 5 days for void works;
- a standardised post-inspection document should be created against a clearly defined standard applicable to all voids. The PSM noted that work was underway to articulate the ‘Yorkhill

standard' in this area;

- a formal definition for what constitutes a rechargeable repair should be drafted to ensure that costs can be recovered where required.

The Housing and Factoring Manager ('**HFM**') noted the reassuring factor that the void works were indeed being completed, however the main issue was simply that the documentation was not always in order. If the works themselves were being carried out inadequately, this would be a bigger problem and drafting the required forms should be quickly addressable.

There were no further questions and the report was noted.

Reactive Maintenance

CS then presented the third and final audit report, which evaluated repair reporting processes and whether the Association takes the correct steps towards repair categorisation, timescale adherence, performance monitoring and processing of payments.

CS again noted an error on this report, whereby the conclusion should again have been 'strong' rather than 'substantial'. 2 low-grade recommendations arose from this audit, which were:

- the development of a formal pre-inspection process for repairs. While reactive repairs by nature do not always merit an inspection, a lack of a formal framework could lead to incorrect handling if key information is omitted when the repair is reported;
- the annual contractor reviews could be more structured.

The PSM noted that the latest round of reviews had been delayed as the Association aims to encourage more contractors to join an online portal where contractor management may be documented more clearly, however there were no contractors who required an urgent review due to performance concerns. When asked by a member, the PSM confirmed that the monitoring of repair handling and contractor management was a daily task of theirs, while the quarterly Services Sub-Committee allows Committee members to review repairs performance in further detail.

There were no further questions or comments. CS thanked attendees for their attention, and duly left the meeting at 18:40.

4. Membership Applications and Cancellations

Members approved the cancellation of one membership [REDACTED]
[REDACTED]
[REDACTED]

Additionally, the Chair, on behalf of the wider Committee, invited some new individuals onto the Committee, as follows:

- Thomas Ramsay: Casual Vacancy
- Mark Hughes: Co-Optee
- Angus Millar: Co-Optee
- Jocelyne Fleming: Co-Optee (though submitted apologies this evening)

These invitations were accepted, meaning the Association now has a healthy Committee membership of 13.

5. Minutes of Last Meeting on 12th December 2025

5.1 - Amendments

No amendments required to be made.

5.2 – Approval

The minutes were proposed for approval by M Green and seconded by W Docherty.

5.3 – Matters Arising

Item 4: Previous AOCB from meeting on 12 Dec (page 3)

The CE acknowledged the previous agreement for Overnewton Centre updates to feature in the CE Report for future meetings, [REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Item 6: Draft Budget 2026-27 (Page 5)

It was confirmed that the FM had built the since-approved rent increase figure into the budget for next year, after the draft budget contained certain assumptions depending on the level of increase that was to be

agreed upon.

Item 7: Rent Increase (Page 6)

It was noted that members were indeed kept updated regarding the revised rent increase proposal, following the rejection of the initially proposed 7.6%. All members were contacted before Christmas and instead asked to approve an increase of 6.6% with a budgeted plan for this to continue over a further 3 years.

Item 11: CE Report (Page 8)

The CE has taken on board members' requests for an Association 'road map' towards Net Zero, and this will be progressed over the coming months.

6. Factoring Service Charges and Commercial Rent Review

The HFM advised members that Factoring customers were consulted on an increase of either 5.6% or 7.6%, and a 12.7% engagement rate was achieved.

The HFM advised that the ultimate aim is to bring the 'original' factored stock (i.e., the pre-1919 and interwar tenements) into line with the newer stock since it is these older buildings which will require more maintenance in years to come as they continue to age. The HFM guided members through some benchmarking, which showed the Association to be lower-mid table when compared to other housing association factors in terms of pricing.

Therefore, the proposal this evening was to increase service charges by 5.6% for the majority of the stock plus the one commercial property owned by the Association, and by £10 for the remaining properties. No change to the admin fees was proposed.

Members approved this proposal.

7.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

<p>8.</p>	<p>[Redacted text block]</p>	
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9. **Policy Reviews**

The DCE presented a report detailing a number of policies which were either brand new, or required review. For streamlining purposes, a summary report was presented, however 2 brand new policies were seen in full by members before approving.

Entitlements, Payments and Benefits – this policy follows the SFHA model policy which was recently updated. It contains some clarifications around managing interests, some revisions to the value caps on gifts which may be accepted and new caveats about managing procurement activities where persons connected to the Association may be involved.

Customer Experience Policy – brand new policy defining standards of communication with customers and how they will be implemented. This policy also introduced a new document format, which will become the Association’s standardised policy template over time.

Complaints Handling Procedure – per recent audit recommendations, a section has been added explaining the different lines of responsibility for answering complaints, ideally either a front-line resolution or investigation by an appropriate staff member leading to a manager (or higher) handling stage 2 complaints. The DCE’s preference is not to implement the recommendation that feedback be sought from complainants on how their case was handled, due to the likelihood that this would not be appropriate where, for example, a case had not been upheld. However, an improved monitoring and reporting system to Committee has been developed in recent months and has been well received.

Damp, Mould and Condensation – brand new policy outlining the Association’s approach to damp, mould and condensation cases in anticipation of Awaab’s Law. The PSM noted here that while the Association’s own repair timescales are quicker than those required by Awaab’s Law, the policy conforms to the legislative timescales rather than internal ones to ensure full adherence with legal requirements. The PSM also noted that an FAQ suite would also be made available to residents and that the damp/mould status of properties are also subject to checks during the annual gas safety visits.

	<p>Legionella – policy updated to reflect the now-implemented approach to legionella management in properties, given that there is an active attic tank inspection and treatment programme. The policy also specifically identifies the roles of different personnel in the management process, and commits to the use of several communication channels to increase resident awareness on the topic.</p> <p>Members had no questions about the reviews, and duly approved them.</p> <p>10. <u>Committee Calendar 2026-27</u></p> <p>Members approved the draft calendar for the next financial year, outlining meeting dates and – where known – the information that will be submitted, such as various regulatory returns.</p> <p>11. <u>Subscriptions Review</u></p> <p>The DCE presented information on the various bodies which the Association has annual subscriptions with. As part of a review of these costs, the DCE recommended discontinuing membership with a handful of organisations which were either poor value-for-money, or which were of limited use/benefit. Memberships with core organisations such as EVH, SFHA and GWSF would remain as they are very beneficial to the Association.</p> <p>Members were satisfied with this, and approved the recommendations within the report.</p> <p>12. <u>Assurance Update</u></p> <p>The Governance Assistant ('GA') presented the monthly report looking into a different area of the Association's activities and the level of assurance that Committee can have regarding compliance and good practice in that area. This month, the topic of asset compliance and resident safety was explored. Members received an appendix report which identified the regulatory standards met through having appropriate safeguarding in place at properties, followed by a breakdown of the compliance mechanisms in place to ensure compliant practice.</p> <p>The report also identified some areas which may require further attention in future, or opportunities for improvement. This included factors such as the age of much of the Association's stock (maintenance implications), the rise of Artificial Intelligence which may enable more data-driven decisions and increasing requirements towards net zero and energy efficiency which may necessitate funding</p>	
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	<p>being sought for new technology or retrofit. Members noted the contents of the report.</p> <p>13. <u>Chief Executive's Report</u></p> <p>Report prepared by the CE to provide members with an update on the latest general situation both within a wider local and national housing context, as well as with the Association itself. [REDACTED] [REDACTED] [REDACTED]</p> <p>The CE also updated members that enquiries had been made into whether recording Committee meetings through Zoom for later reference would be compliant from a Data Protection perspective. The Association's Data Protection Officer had provided detailed advice on why there would unfortunately be several areas to consider to ensure compliance, so for now the Association would be taking a risk-averse approach by refraining from recording.</p> <p>The CE hopes to hear back from other organisations who do perhaps record meetings to see how they manage compliance on this issue.</p> <p>14. [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]</p> <p>15. <u>AOCB</u></p> <p>The DCE briefly spoke on two matters:</p> <p>Eviction Authorisation: Committee had been contacted by email to approve proceeding with one eviction, with context provided. The update was simply that this eviction had now taken place.</p> <p>Committee Membership: Members agreed not to pursue one recent note of interest in Committee membership.</p> <p>No further business was discussed.</p>	<p>CE</p>
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	The Chair thanked everyone for their attendance and input, and the meeting closed at 20:00. Date and Time of Next Meeting: 12th March 2026 at 18:00.	
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Signed as a Correct Document Chairperson