CATHCART & DISTRICT HOUSING ASSOCIATION LTD

MINUTES OF THE FULL COMMITTEE OF MANAGEMENT MEETING HELD ON TUESDAY 21 APRIL 2026 AT 6.30 PM IN THE ASSOCIATION'S OFFICES AT 3-5 RHANNAN ROAD

PRESENT:

Committee Member	**Attended**	**Apologies**
Marion McMillan (Chair)	√	
Sue Harper (Vice Chair)	√	
Chris Carr	√	
Bruce Strathearn	√	
Gamal Haddou	√	
Patricia Crockett *(Leave of Absence)*		
Lesley Dunan	√	
Stephen Grimsley		√
David Little	√	

Attendance 88%

IN ATTENDANCE:

Staff Member	**Attended**	**Apologies**
Christine Leitch	√	
Lorraine Glasgow	√	
Grahame Cairns	√	
Emma Connelly	√	
Jonathan Lee	√	
Andrew Milne	√	
[redacted] *(Observer)*	√	

Item No.	Issue	Action By
1.0	**Apologies, Declarations of Interest & Notifiable Events**	
1.1 1.2 1.3	Apologies were received from SG. There were no declarations of interest. There were no notifiable events to report.	
2.0	**Minutes of the Full Committee of Management Meeting 17 March 2026**	
2.1	The minutes of the Management Committee meeting held on 17th March 2026 were proposed for approval by DL and seconded by CC.	
3.0	**Matters Arising**	
3.1 3.2	CC asked for an update on the minutes. Christine advised that we looked at two different options, but it did not make a significant difference. She noted that the Regulator has not raised any concerns and have commented that our minutes are easy to follow. CC mentioned that shortening them can take just as much time. **Follow Up Actions Report** Emma confirmed that there were no follow up actions.	
4.0	**Finance**	
4.1	**Finance Report** Andrew provided an overview of the finance report and covered the bank reconciliation, transfers and regular payments.	

	He highlighted that there were [redacted] and we received £[redacted] in HAG. Andrew explained that some regular payments had been made at the start and end of the month due to the way the dates had fallen in February. He noted that £[redacted] was currently held on deposit, alongside treasury deposits of £[redacted] and £[redacted]. BS queried why payments to [redacted] were higher than those made to other contractors. Jonathan explained that both [redacted] and [redacted] had undertaken work as part of the high heat retention programme which accounted for the higher payments. SH added that [redacted] are slow at submitting invoices. LD asked about the payment for parking permits. Jonathan confirmed that permits are given to staff and tenants at [redacted] to control parking for events at [redacted].	
4.2 4.3	[redacted] **Membership Renewal Fee** ***Section redacted due to commercial sensitivity.*** **Factoring Arrears Report** Andrew summarised the factoring arrears report, noting that the balance is higher than this time last year due to the bills being higher. He confirmed that there were currently no cases with [redacted]. Andrew then provided an update on the serious arrears cases. CC asked whether owners are notified before being referred to [redacted]. Lorraine confirmed that two letters are sent prior to any referral being made.	
5.0	**Directors Report**	
5.1 5.2	**Regulatory** Christine confirmed that there are no engagement issues with the SHR or notifiable events. **Governance & Policy Matters** She informed the Committee that the Away Day has been arranged for Tuesday 19th May. The speakers organised are: • [redacted] – Health and Safety • [redacted] – Risk Management • [redacted] – Strategy vs Operational • [redacted] – Quiz Although [redacted] are unable to attend regarding the new employment act, a separate training session has been arranged for the Committee on Tuesday 22nd September.	
5.3 5.4	**Staffing** ***Section redacted due to confidentiality.*** **Housing System** Christine advised that [redacted] have been carrying out audits on our system and they are satisfied with how the system is being used by staff.	

	Grahame added that [redacted] provided recommendations on how to enhance usage of the system further and mentioned that Super User training had taken place. GH asked if there were any staff changes following the [redacted]. Christine confirmed that some staff had left and that [redacted] was [redacted]. **Development** ***Section redacted due to commercial sensitivity.*** **Former Tenant Complaint** ***Section redacted due to confidentiality.*** **Committee and Staff Training** Christine expressed that the first committee induction training was very successful. She mentioned that it was well structured and highly participative. DE agreed and commented that the training was excellent. Christine noted that the second session has been arranged for Tuesday 12th May. **Rent Harmonisation** ***Section redacted due to confidentiality.*** **Acquisitions** ***Section redacted due to commercial sensitivity.*** **Year End** Lorraine and Andrew are working on the year-end and gathering all the required information. Christine confirmed that the relevant information had been uploaded to Public Contracts Scotland (PCS) for the appointment of an External Auditor. **Price Rises** Christine detailed that contractors were warning that rising fuel and material costs were becoming unsustainable. [redacted] had considered requesting an uplift to their contract, however, the Association's budget had already been agreed. They were advised that any significant increase might require the contract to be retendered. [redacted] has confirmed that they could continue for the moment. SH expressed that the service is very good. LD asked whether a [redacted] would be more cost-effective. Jonathan explained that contractors were experiencing additional supplier costs, contributing to increased overall costs. Christine noted that [redacted] are aware of the issue.	
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6.0	**Housing Management Services Performance Report**	
6.1	Grahame provided an overview of the housing management services performance report. He highlighted that gross arrears were [redacted]% of rent due which remains below the [redacted]% target. Void rental loss was [redacted]%, well below the target of [redacted]%.	

	Grahame noted that former tenant arrears have historically been challenging, however, £[redacted] had been recovered which is a significant achievement for the team. MM asked for staff to be congratulated for their efforts. He also discussed tenancy sustainment measures, including decoration allowances, referrals to grant funding and making use of all available resources. Demand for the Associations stock remains high, with more than 1,000 applicants on our waiting list. LD asked about average waiting times and Grahame explained that we cannot estimate a time. He advised that the homeless team have requested 67% of our lets which is 30 out of 42 properties. This makes allocations challenging. LD then asked about the number of refusals. Grahame explained that applicants are offered a maximum of two properties, reduced from the previous limit of three, although this level has never been reached. He confirmed that homeless allocations are only counted through Section 5 referrals. GH asked whether waiting time points were awarded. Grahame confirmed that they are not, adding that this practice is generally discouraged and has been removed by most RSLs and local authorities. Emma reported an increase in the number of Stage 1 complaints, mainly due to repairs and maintenance. Stage 2 complaints also increased due to two Stage 1 complaints being escalated to the next stage.	
7.0	**Data Protection Report**	
7.1	Emma highlighted that the data protection report covers the reporting period Q4 January to March. During this time, there were [redacted] subject access requests, [redacted] freedom of information requests and [redacted] environmental information requests. [redacted] data breaches had been reported. During this period, the statistics for quarter 3 were submitted to the Scottish Information Commissioner. The Data Protection Policy was reviewed and approved by the Management Committee, along with two procedures. The planned activities for the next period include reviewing policies and privacy notices in response to the Data (Use and Access) Act 2025. The Data Protection Officer will also deliver a training session to the Management Committee on data protection compliance.	
8.0	**Cyber Security Quotation**	
8.1	***Section redacted due to cyber security.***	
9.0	**Policy Review**	
9.1 9.1.1 9.1.2	Before the undernoted policies were approved, an overview was given of each one. **Committee Appraisal Policy** Emma advised that the dates in the policy have been updated. CC asked whether external appraisals are mentioned. Emma confirmed that this would be included. **New Staff Induction Policy** Emma highlighted that staff job titles have been updated, together with references to the Attendance and Absence Management Policy.	 **EC**

	The policies were proposed for approval by SH and seconded by CC.	
10.0	**A.O.C.B**	
10.1 10.2 10.3	**Annual Return on the Charter 2025-26** Christine provided an overview of the Annual Return on the Charter for 2025-26. She commended staff for having the ARC ready for submission in April and noted that [redacted] was working effectively, enabling staff to run reports efficiently. Christine explained that there was no specific heading for the Estate Management Team. Historically, staff had been categorised as concierge staff, although they had initially been submitted this year under care and support staff. Following comments from GH, this has now been amended back to concierge staff. Christine confirmed that there were no validation issues. CC noted that the Association now has 600 properties. The Annual Return on the Charter for 2025-26 was proposed for approval by LD and seconded by GH. Christine confirmed that the approved ARC would be submitted to the SHR following the meeting. **Date of Away Day** Christine reiterated that the Away Day would take place on Tuesday 19th May from 9.30 am to 2.30 pm. **Confidential Matter** Christine asked staff to leave the meeting so she could discuss a confidential matter with the Management Committee. [redacted]*, Grahame, Jonathan, Emma and Andrew left the meeting at 7.15 pm.*	
11.0	**Date of Next Meeting**	
11.1	The next Management Committee meeting will be held on **16th June 2026** at 6.30 pm. There being no further business, the meeting closed at 7.45 pm.	

Signed .... **Chairperson**

Date ....