



# CATHCART & DISTRICT HOUSING ASSOCIATION LTD

## MINUTES OF THE FULL COMMITTEE OF MANAGEMENT MEETING HELD ON TUESDAY 20 JANUARY 2026 AT 6.30 PM IN THE ASSOCIATION'S OFFICES AT 3-5 RHANNAN ROAD

### PRESENT:

Committee Member	Attended	Apologies
Marion McMillan (Chair)	✓	
Alastair Penney (Vice Chair)		✓
Chris Carr	✓	
Sue Harper	✓	
Bruce Strathearn	✓	
Trudi Tokarczyk		✓
Gamal Haddou	✓	
Patricia Crockett ( <i>Leave of Absence</i> )		
Lesley Dunan	✓	
Stephen Grimsley	✓	
David Little	✓	

### IN ATTENDANCE:

Staff Member	Attended	Apologies
Christine Leitch	✓	
Lorraine Glasgow	✓	
Grahame Cairns		✓
Emma Connelly	✓	
Jonathan Lee	✓	

Attendance 80%

Item No.	Issue	Action By
<b>1.0</b>	<b>Apologies, Declarations of Interest &amp; Notifiable Events</b>	
1.1	Apologies were received from TT and AP. Christine informed the Committee that PC has requested a leave of absence [REDACTED]. This was granted by the Management Committee.	
1.2	There were no declarations of interest.	
1.3	There were no notifiable events to report.	
<b>2.0</b>	<b>Minutes of the Full Committee of Management Meeting 16 December 2025</b>	
2.1	The minutes of the Management Committee meeting held on 16 <sup>th</sup> December 2025 were proposed for approval by DL and seconded by BS.	
<b>3.0</b>	<b>Matters Arising</b>	
3.1	Christine advised that an article on the success of the four-day week pilot was published in Scottish Housing News. She has received feedback from other housing associations regarding the pilot.	
3.2	<b>Follow Up Actions Report</b> Emma summarised the key points and actions from the last meeting, noting the following:	

	<p>2.1 Draft Budget Fettes is making amendments to the draft budget. The final budget will be presented at the Management Committee meeting in March.</p> <p>8.2 Governance Scottish Housing News published an article highlighting the success of the four-day week pilot.</p>	
<b>4.0</b>	<b>Finance</b>	
4.1	<p><b>Finance Report</b> Lorraine provided an overview of the finance report and covered the bank reconciliation, transfers and regular payments. She reported that we received £[REDACTED] for the sale of the [REDACTED] at [REDACTED].</p> <p>Lorraine noted that there is £[REDACTED] in the deposit account, with £[REDACTED] on special deposits.</p> <p>BS asked whether the Valuation Office Agency and [REDACTED] are the same company. Christine clarified that the Valuation Office Agency is the District Valuer while [REDACTED] is the company that carried out the stock valuation.</p> <p>GH enquired about [REDACTED]. Lorraine explained this is the staff clocking in and out system that also monitors sickness and holidays which is helpful when preparing ARC reports.</p> <p>SH asked about the clear mould first response spray. Jonathan explained that the spray was recommended to us and is used by other RSLs for mould on bath seals and silicone.</p>	
4.2	<p><b>Factoring Arrears Report</b> Lorraine summarised the factoring arrears report, noting that the balance is similar to this time last year.</p> <p>LD asked whether the commercial units are shops owned by the Association. Lorraine confirmed that the Association does not own them, but we factor [REDACTED] shops.</p> <p>She then provided an update on the serious arrears cases.</p>	
<b>5.0</b>	<b>Directors Report</b>	
5.1	<p><b>Regulatory</b> Christine confirmed that there are no engagement issues with the SHR or any notifiable events.</p>	
5.2	<p><b>Governance &amp; Policy Matters</b> Christine detailed that the SHR is looking for Tenant Advisors to help strengthen their support. Tenant Advisors provide their independent and unique perspective on the SHRs work, helping to ensure tenants are at the heart of the regulation of social landlords. The SHR has asked us to raise awareness of the campaign via our website and Facebook page.</p>	
5.3	<p><b>Staffing</b> <i>Section redacted due to confidentiality.</i></p>	
5.4	<p><b>Development</b> <i>Section redacted due to commercial sensitivity.</i></p>	

5.5	<p><b>Lockups</b>  <i>Section redacted due to commercial sensitivity.</i></p>	
5.6	<p><b>Committee and Staff Training and Events</b>  Christine advised that the finance training will take place next [REDACTED]. The Committee and Staff Dinner is scheduled for [REDACTED], with a good mix of staff and committee members attending.</p>	
5.7	<p><b>Rent Harmonisation</b>  <i>Section redacted due to confidentiality.</i></p>	
5.8	<p><b>Defibrillator</b>  Letters were sent to all the businesses on [REDACTED] before Christmas requesting a small donation for a defibrillator to be sited on the office wall. However, no donations have been received.</p> <p>Christine asked the Committee whether they wished to go ahead and fund this ourselves or wait for grant opportunities that may become available. MM mentioned that [REDACTED] might contribute towards it. The Committee agreed to look into funding.</p> <p>CC suggested including an article in the next newsletter highlighting the defibrillators in the area.</p>	
5.9	<p><b>Acquisitions</b>  <i>Section redacted due to commercial sensitivity.</i></p>	
5.10	<p><b>ARC Validation</b>  Christine explained that [REDACTED] has invited us to participate in the ARC validation this year. She advised that staff have a strong understanding of the ARC and the Association is in a good place this year, so we do not necessarily need ARC validation.</p> <p>MM agreed and suggested going without it this year. CC asked what the cost was. Emma confirmed that [REDACTED] has recommended [REDACTED] to [REDACTED] days at a day rate of £[REDACTED] plus VAT. CC asked whether validation would ever be needed again if we already have a good grasp of the process. Christine advised that it is good practice to have it done.</p> <p>GH asked whether the SHR is aware that our returns have been checked and verified by [REDACTED] and Christine confirmed they were.</p> <p>The Committee agreed that ARC validation would not be required this year.</p>	
5.11	<p><b>Website</b>  <i>Section redacted due to commercial sensitivity.</i></p>	
6.0	<p><b>Quarterly Housing Management Services Performance Report</b></p>	
6.1	<p>Jonathan provided an overview of the rent arrears performance report, highlighting that rent collection for December was [REDACTED]%. Gross arrears also decreased which is unusual during the festive season. In addition, the rent arrears cases dropped due to the hard work of the Housing Officers.</p> <p>CC asked about face-to-face appointments. Jonathan explained that the welfare rights service is popular and appointments can be offered either in person or by telephone.</p>	

	<p>He highlighted that demand for housing remains high with over [REDACTED] applicants on our waiting list.</p> <p>Jonathan reported that all complaints were responded to within the appropriate timescales. GH enquired whether the [REDACTED] complaint should be withdrawn as it isn't applicable to the Association's role. Jonathan explained that we log all expressions of dissatisfaction as complaints. Emma added that the complaint related to a [REDACTED] at one of our [REDACTED].</p> <p>Jonathan noted that we received [REDACTED] compliments which is unusual for this time of year. He confirmed that all ASB complaints were investigated and concluded within the appropriate timescales.</p>	
<b>7.0</b>	<b>Rent Harmonisation</b>	
7.1	<i>Section redacted due to confidentiality.</i>	
<b>8.0</b>	<b>Rent Increase Consultation Report</b>	
8.1	<p>Christine reported that the annual rent consultation was undertaken in [REDACTED] and received [REDACTED] responses which is considered about average.</p> <p>She referred to the feedback received and expressed that there were a lot of negative comments for a relatively small response. Some of the comments are about blocks which the Association doesn't factor. Components such as windows and doors are included in the stock condition survey. We have contacted those who provided their details to engage with them about their concerns.</p> <p>CC enquired whether the timing of the survey, coinciding with the Christmas period may have contributed to the low response rate. Christine acknowledged that this could be a possibility. MM asked if the Association has any influence with the factor to have issues addressed. Jonathan advised that [REDACTED] is the factor for most blocks.</p> <p>Christine confirmed that the proposed increase is in line with the GWSF average.</p> <p>The Committee agreed to a rent increase of 5.5% for 2026/27. This was proposed for approval by SH and seconded by SG.</p>	
<b>9.0</b>	<b>Data Protection Quarterly Report</b>	
9.1	<p>Emma highlighted that the data protection report covers the reporting period Q3 October to December. During this time, there were [REDACTED] subject access requests, [REDACTED] freedom of information request, [REDACTED] environmental information requests, [REDACTED] data breach and [REDACTED] potential data breach.</p> <p>During this period, the statistics for quarter 2 were submitted to the Scottish Information Commissioner. The Environmental Information Regulations Policy and Freedom of Information Policy were reviewed and approved by the Management Committee. The Complaints Policy was also updated to include data protection complaints in line with the Data (Use and Access) Act 2025. In addition, the Association achieved [REDACTED] and [REDACTED] accreditation. The planned activities for the next period include reviewing policies, procedures and privacy notices in response to the Data (Use and Access) Act 2025.</p>	
<b>10.0</b>	<b>Policy Review</b>	
10.1	Before the undernoted policies were approved, an overview was given of each one.	

10.1.1	<p><b>Capability Policy</b> Emma explained that references to the Absence Management Policy have been updated to the Attendance &amp; Absence Management Policy. She also noted that the equalities section has been expanded.</p>	
10.1.2	<p><b>Settlement Agreements Policy</b> Emma outlined that the policy has been updated to reflect the Employment Rights Act 2025. Under this new legislation, any Non-Disclosure Agreement (NDA) between an employer and a worker will be void where it seeks to prevent the worker from speaking about harassment or discrimination they have experienced, including sexual harassment.</p>	
10.1.3	<p><b>Standing Orders Policy</b> Emma explained that the following changes have been made to the policy:</p> <ul style="list-style-type: none"> <li>• The requirement for a treasurer has been removed.</li> <li>• Development has been added to the terms of reference and role of the Finance &amp; Audit Sub Committee</li> <li>• The number of members who can join the Finance &amp; Audit Sub Committee has been increased from 5 to 6.</li> <li>• Figures in the scheme of delegated authority table have been amended to align with changes to the Financial Regulations Policy</li> <li>• The Operational Services Sub Committee has been updated to the Management Committee.</li> <li>• SFHA has updated the role descriptions for the office bearers on pages 49 – 63.</li> </ul> <p>CC noted that on page 106 it states that the Chairperson of the Finance &amp; Audit Sub Committee should agree the draft minutes prior to submission to the Sub Committee for approval. GH suggested amending the wording so that it only applies if requested by the Chairperson. GH also highlighted that the policy refers to 'governing body'. It was agreed to update this to the Management Committee.</p> <p>Christine asked if everyone would like a hard copy of the policy once the amendments have been made. The Committee agreed.</p>	<p>EC</p> <p>EC</p>
10.1.4	<p><b>Whistleblowing Policy</b> Emma advised that the policy has been updated to include the Employment Rights Act 2025. Sexual harassment will become a protected whistleblowing disclosure effective from April 2026.</p>	
The policies were proposed for approval by CC and seconded by GH.		
<b>11.0</b>	<b>Date of Next Meeting</b>	
11.1	The next Management Committee meeting will be held on <b>17<sup>th</sup> February 2026</b> at 6.30 pm.	
There being no further business, the meeting closed at 8.00 pm.		