

**Cernach Housing Association
Minute of Management Committee meeting held on
Thursday 10 April 2025 at 6.00pm in the boardroom**



1. Present and apologies

Present

S McDonald MBE (Chair)	J McFarlane (Online)
J Brannan	F John
M Dabek	C Stewart (co-optee)

In attendance

P Baylis, L Cuthbertson, L Crawford, A Kennedy (Knowledge partnership) and S Da Silva Valente (observer)

Minute taker

L Crawford

- 1.1 Apologies were received from K McGinley, A Sproul, T Bowie, C Love, R Atkinson (co-optee)
- 1.2 M Mellon and S Brannan are on special leave.

2. Declaration of interests

- 2.1 There were no declarations of interest.

Noted

3. Minutes of previous meetings

- 3.1 The minutes of the Management Committee meeting held on 6 March 2025 were proposed by M Dabek seconded by S McDonald.

4. Matters arising from previous meeting

- 4.1 Item 6.8- P Baylis advised the pay award had been agreed at 4% as part of a 3-year deal.
- 4.2 Item 6.11- L Crawford advised that the date for the committee team bonding night out would be Friday 30 May.

Following this item, we proceeded with Item 7.2, A Kennedy left the meeting at 18:34. We then returned to item 5.1 and continued with the tabled agenda as planned. In keeping with the prepared agenda these items are recorded under the relevant sections.

5. Governance report

5.1 SHR engagement Report 2025/26

5.1.1 P Baylis presented the presented the report that highlight that our regulatory status is 'compliant' and there is no ongoing concern.

Noted

5.2 Complaints report 2024/25

5.2.1 L Crawford presented the annual report advising there had been 25 complaints in 24/25. There are overall clear themes, rather complaints were about apologising and putting things right.

5.2.2 One member asked about the drop in complaints from the previous year. L Crawford advised that previous years were higher due to specific issues such as the error in factoring invoicing last year which would have pushed numbers up. P Baylis advised that we have had some staff changes, and we are currently looking into training for the whole staff team.

5.2.3 In 2024/25 we received eight requests for information, with the majority coming from journalists or researchers. All requests for information were handled appropriately and within timescales.

Noted

5.3 Equality and Human rights monitoring report 2024/25

5.3.1 L Crawford presented data collected in 2024/25 and shared comparisons between our tenant base, with data from the satisfaction survey and applicant data collected throughout the year.

Noted

5.4 Entitlements, payments and benefits report- 2024/25

5.4.1 L Crawford presented the annual report on entitlements, payments and benefits granted during the 2024/25 financial year. These are documented in the register, which will be signed off in the usual manner at the August Committee meeting.

Noted

5.5 Governance report – standing items

5.5.1 P Baylis presented the report, which contains governance standing items we report on every month. The following items were specifically discussed:

- There were seven entries into the entitlements, payments and benefits register since the last Committee meeting.
- We have no notifiable events currently.
- The Regulator is currently not engaging with us.
- There has been new guidance on how RSLs should prepare Annual Assurance Statements, confirm that we meet our duties in relation to tenant and resident safety and demonstrate how governing boards are assured about their approach to financial planning. We will take on board this guidance as part of this year's AAS work, which will be submitted to the SHR by 31 October 2025.
- There is no slippage on the action plans/trackers.
- L Crawford advised there are several conferences to include EVH, GWSF and TPAS over the next three months and Committee members should contact Corporate Services if interested in attending.

Noted

6. Director's report

6.1 Business Plan 2025/26- 2026/27

6.1.1 P Baylis presented Year 2 of our 3-year business plan which has evolved the goals the Association hopes to achieve over the next year. While some remain from the previous year, others have been updated, as well as some new priorities as discussed during the Strategy Away Day.

6.1.2 The key areas are around tenant health and safety, continued work in relation to tenancy sustainment and cost of living activities, assessing information from the stock condition survey, implementing actions from the tenant satisfaction survey and a continued focus on succession planning for Committee.

6.1.3 One member asked if we would be donating to the G15 pantry or would our support just be for tenants. L Cuthbertson advised we would cover the membership fee for our tenants, and signpost non tenants.

6.1.4 Committee collectively approved the business plan.

Collectively approved

6.2 Financial Service update

- 6.2.1 P Baylis presented the report outlining that the contract is due for review. We have liaised with Drumchapel Housing Co-op, who are keen to work together again to procure a new contract. We are considering the procurement approach and will advertise in April using Public Contracts Scotland. We aim to have a contract in place by 1 July 2025.

Noted

7. Operations report

7.1 Planned and cyclical maintenance- draft five-year investment plan

- 7.1.2 L Cuthbertson presented the report, with the plan to 2030. We will be reviewing this once we have the results of the 2025/26 stock condition survey which is due to take place later this year. We are facing continued challenges due to the labour market, impact of Brexit, cost-of-living crisis, conflict in Ukraine and the ongoing global conflict, including international trade disputes. All of which have an impact on supplier costs which are passed on to RSL's, and in turn affect the economic environment we operate in.

- 7.1.2 One member asked if doors at Kerfield Place were replaced as part of the window programme. P Baylis advised that access doors were replaced in addition to the window program. One member asked for clarification on heating replacements for Kells Place and Inchrory Place due to take place in future years. P Baylis advised we would review the information and provide an update.

7.2 Resident satisfaction survey 2024/25

- 7.2.1 A Kennedy, Knowledge Partnership delivered his report on the recent resident satisfaction survey highlighting the results and giving context around the key elements.

- 7.2.2 He also compared our results with those of the 2022 survey. It was noted that overall satisfaction is 91.6%, an improvement from 2022's figure of 84.1%. A Kennedy reflected that the results were considered very favourable in regards with recent sector comparative information.

- 7.2.3 A question was asked by one Committee member regarding feedback on communications, to see if it was related to Cernach staff or contractors. We will review the comments received with Knowledge Partnership and come back on this.

7.2.4 L Cuthbertson advised we will take on board the report findings and implement a tracking system to monitor progress in these areas.

7.2.5 Management Committee noted the contents of the report.

Noted

7.3 Reactive maintenance framework update

7.3.1 L Cuthbertson advised that the contract went live on 1 April 2025 and would run until 31 March 2026. There is the option to extend the framework contract on annual basis thereafter until 31 March 2029.

Noted

7.4 Bathroom procurement 2024-25

7.4.1 L Cuthbertson updated Committee that tender documents were issued through Public Contract Scotland (PCS) on 28 March 2025, with a closing date of 25 April 2025. L Cuthbertson asked if members would like to attend the opening.

Noted

7.5 ARC update

7.5.1 L Cuthbertson presented the report highlighting that we are on target to the Annual Return on the Charter (ARC). As with previous years we have been working with Lillian Peters for external validation of indicators. We have begun work on reporting systems for the new indicators for next year's reporting. The full ARC will be presented at May's Management Committee meeting for approval.

7.5.2 One member asked, given there are new members would it be worthwhile to demonstrate the information collated at a short session before a Committee meeting.

Noted

7.6 Gas maintenance contract update

7.6.1 L Cuthbertson advised that we are being supported by Tom Atkinson Partnership to procure a new contract using a Scotland Excel framework, as similar to the 2021 procurement.

7.6.2 Committee were advised that the current contract is a four year fixed deal so we expect increases given the current economic environment. From early

discussions the budget set for 2025/26 may be exceeded and therefore we note there may be additional spend in this area.

- 7.6.3 One member asked what would happen if other landlords did not agree with the costs. L Cuthbertson advised we are working on the detail and may seek an extension to the existing contract, if required, to enable the procurement process to be completed. We aim to have the new contract in place from 1 June 2025. DRUMCOG partners will meet on 16 April to discuss next steps.

Noted

8. Policy review

8.1 Dignity at work

- 8.1.1 L Crawford presented the overview of the policy which is a standard EVH policy. We have brought the review forward to reflect the new Worker Protection legislation, which places greater duty on employers to prevent sexual harassment in the workplace.

Collectively approved

8.2 Standing orders, remits and delegated authorities

- 8.2.1 P Baylis presented an overview of changes to the policy, which has been brought forward to reflect changes to Committee meetings and the staff structure.

Collectively approved

8.3 Equalities and human rights

- 8.3.1 P Baylis presented our new Equality, Diversity and Human Rights policy which was due for review. It is similar to our previous policy although we are focusing on our action plan, which is currently being developed.

Collectively approved

9. Sub-Committee minutes and recommendations

9.1 Operations sub-Committee

- 9.1.1 There are no minutes for noting or any recommendations.

9.2 Assurance sub-Committee

- 9.2.1 There are no minutes for noting nor any recommendations.

Noted

S Valente left the meeting 19:20

10. Membership and use of seal

- 10.1 L Crawford presented the report, there were three requests for membership, which have been received in accordance with our rules. Committee approved the three requests.

Approved

11. AOCB

- 11.1 P Baylis advised the Bank of Scotland asked that we share their privacy notice regarding bank information they received. This will be provided to members.

Noted

12. Date and time of next meeting

- 12.1 The next full Committee meeting is due to be held on **Thursday 29 May 2025** at 6.00pm.

Chair:

Date: