

HILLHEAD HOUSING ASSOCIATION 2000

Minutes of the Management Committee Meeting held on Wednesday 3 December 2025 at 5.30 p.m.

Present: J Jamieson (Chair)
C Taylor
G Jackson
K McIntyre
R Smith
M Docherty
Provost G Renwick
Cllr P Marshall (remote)
J Dunsmore (from Agenda Item 4, remote)

In Attendance: C McKiernan, Director
S Tait, Depute Director/Head of Assets
P McCann, Head of Housing Services
M White, Head of Corporate Services
M Wong, Finance & Corporate Services Assistant

J Jamieson welcomed Marissa Wong, Finance & Corporate Services Assistant to the meeting and Marissa gave a brief summary of her career background.

1. **APOLOGIES**

Apologies were received from S Niven, P O'Connell and M McIntyre.

2. **DECLARATIONS OF INTEREST / DEFFERED ITEMS**

There were no Declarations of Interest or deferred items.

3. **MINUTES AND MATTERS ARISING**

Management Committee Meeting 5 November 2025

The minutes were proposed by J Jamieson and seconded by K McIntyre.

Matters Arising

There were no matters arising.

Health & Safety Sub-Committee Meeting 5 November 2025

The minutes were proposed by C Taylor and seconded by G Jackson.

Matters Arising

There were no matters arising.

Policy Sub Committee Meeting 12 November 2025

The minutes were proposed by J Jamieson and seconded by M Docherty.

Matters Arising

There were no matters arising.

Action List

Committee noted the contents of the Action List.

Action Tracker

Committee noted the updates on outstanding actions. C McKiernan highlighted that there had been no response from the Cabinet Secretary to the invitation to open the Fauldhead Road newbuild development. She proposed that J Jamieson officiate this, given this would be his final year as Chairperson, and this was agreed. C McKiernan agreed to look at options for a Wednesday or Thursday in February 2026 for this to take place.

C McKiernan also referred to the health and safety training still to be completed by three members, and it was agreed that staff would follow this up with them.

4.1 DIRECTOR'S REPORT

C McKiernan presented the Director's Report to Committee.

4.1.1 Scottish Housing Regulator (SHR)

Notifiable Events

Committee noted that there had been no new notifiable events.

4.1.2 Governance

Committee Training

Committee noted the position with training as detailed on the Action Tracker. C McKiernan also highlighted that a draft Committee training plan for 2026 was currently being developed.

Committee Induction, Recruitment & Succession Planning

Committee noted that some interest in joining the Committee had been expressed by new tenants and that this would be followed up in the New Year. It was further noted that the local young person who had previously expressed an interest in joining had decided not to progress this further due to work commitments.

4.2 Health and Safety

Committee noted that staff had received general office health and safety training in November.

4.3.1 Cyber Security/IT Support

It was noted that the Association's contract with Lugo to provide IT support ends on 28 February 2026. C McKiernan confirmed that the tender for this had been published on the PCS website and would close mid-January.

4.3.2 C McKiernan highlighted that K McIntyre would be providing an update on the Cyber Security awareness session that she had recently attended later on the agenda.

4.4 Strategic Planning

Committee noted the timeline in relation to the Strategic Plan which should be in place by 1 April 2026.

4.5 Kitchen Programme

Committee noted the progress with the ongoing kitchen replacement programme.

4.6 HR Update – Staffing

Committee noted the recent recruitment of Claire Cardle, Housing Officer and Marissa Wong, Finance & Corporate Services Assistant.

4.7 Hillhead Canal Basin Regeneration

Committee noted that there had been an approach from East Dunbartonshire Council regarding progressing plans for improvements at Hillhead Canal Basin, looking to engage local groups in the planning, development and use of the improved space. C McKiernan highlighted the summary information document included with the papers.

4.8 Tenant Power

S Tait advised that following an approach from Procurement for Housing (PfH), he had been carrying out some research in relation to a potential opportunity to reduce carbon emissions from the housing stock, access reduced energy prices for tenants, and derive significant income for the Association. Committee noted that Octopus Energy is partnering with Net Zero Fund Management to deliver on the Government's Energy Company Obligation schemes.

S Tait highlighted what would be involved for both gas and non gas properties and it was noted that the Association had 8 non gas and around 355 gas properties which may be eligible for support through the scheme.

There followed discussion on fitting and location of heat pumps, PV systems and battery storage systems.

J Dunsmore noted that there was a regulatory drive for smart meters across all utilities and more efficient use of energy and resources.

G Jackson sought clarification that this was in addition to gas central heating rather than as alternative. S Tait confirmed that this was the case.

Committee approved that officers continue to explore this opportunity and seek greater detail with a view to bringing a full costed proposal to Committee in early 2026.

4.9 Correspondence & Events

Committee noted attendance at the GWSF conference and the most recent GWSF update included with the papers. They also noted C McKiernan's attendance at an event on the future of apprenticeships in Scotland.

4.10 Pension Scheme

Committee noted that the SHAPS Employer Committee had issued a consultation on how the scheme expenses are allocated between employer members. It was noted that C McKiernan had responded to this consultation stating that the Association does not agree with the proposal which would see our costs increase significantly. She highlighted that the Employer Committee would be considering responses on 4 December 2025.

5. HOUSING MANAGEMENT REPORTS

5.1 Cost of Living & Investment Priorities Survey

P McCann referred to the results of the survey which was sent to tenants in October 2025 and highlighted some context to the survey.

Committee noted the demographic and household information and P McCann highlighted that, as there had been two separate respondent pools for the surveys carried out in 2023, these could not be directly compared with the 2025 survey which had blended both of the surveys.

P McCann took Committee through the analysis of responses to questions in the survey, noting the comparisons to the 2023 surveys.

When noting the responses to questions in relation to health, C Taylor enquired whether there was opportunity to liaise with the Health & Social Care Partnership on ways to support tenants. Cllr Marshall advised that she was on this board and would send over contact details in order that a potential meeting could be arranged.

P McCann highlighted the list of responses from those who chose to declare anything else about how the cost of living crisis is affecting them.

In terms of Value for Money, Committee noted that, similar to the 2023 surveys, a high number had answered their property represented either very good or fairly good value for money.

Committee also noted the similarity in tenants' investment priorities for both surveys with the top three again being investment in upgrading homes, high quality repairs service and keeping the environment safe and attractive. P McCann highlighted the importance of this information when considering the annual rent increase.

Committee noted the list of responses in relation to what would make tenants feel would provide more value for money. C Taylor highlighted that the desire for garden maintenance was mentioned in several of the responses. There followed some discussion on access to garden maintenance services and Provost Renwick advised that there is a Trusted Trader's section on the Council's website that tenants could perhaps be directed to. It was also noted that the Council's Care and Repair service was still accessible to residents meeting the required criteria.

There also followed some conversation on the difficulties faced with on-street parking in certain areas of the stock. S Tait also referred to issues with vans and caravans taking up residential spaces and he advised that the Estate Coordinator was being proactive in monitoring this and arranging for vehicles to be moved.

Committee noted the remaining content of the report and agreed the importance of such surveys. P McCann advised that she will be doing follow up work on the survey which will include a summary response document for tenants and she will incorporate useful information based on the themes highlighted.

5.2 Rent Increase Consultation

P McCann referred to the report on proposed rent levels for the Association for 2026/27. It was noted that, over the last number of years, the proposed rent increase had been referenced against the October CPI figure. P McCann highlighted that the October 2025 CPI figure was 3.6% and referred to the inflation figures released by the Office of National Statistics with last year's rates for comparison purposes.

P McCann referred to previous discussions by Committee on how a more detailed analysis of a variety of proposed rent increases would help in the consideration of the rent increase. Committee noted the various sensitivity testing scenarios against the cash balances for thirty years. P McCann highlighted that, whilst all options would have a high cash balance by year 30, several options indicated that there would be cashflow difficulties at various times over the 30 years.

Committee noted the comparison of average rents for 2024/25 and rent increases applied between the Association and its peer group of other similar sized landlords.

There followed discussion on rent affordability in the social rented sector and Committee noted the correspondence from Glasgow & West of Scotland Forum on the definitions of affordability.

Following further discussion, Committee approved that the Association now consult tenants on a proposed rent increase of 5.6% (October CPI + 2%) and it was noted that that this rate of increase would allow the Association to continue to service its loans, cover maintenance and management costs and to continue with a significant programme of works. P McCann highlighted that this figure would be purely a consultation figure at this time.

Committee agreed that the decision on rent increase was always difficult, particularly when considering some of the responses received in the Cost of Living & Investment Priorities survey. It was also noted however that tenants' priorities were continued investment in the properties and environment. C McKiernan also highlighted that £900,000 was being spent on the kitchen renewal programme for this year alone.

P McCann referred to the consultation which would shortly take place with tenants and the various methods which would be used. She distributed copies of the draft consultation leaflet and Provost Renwick suggested that the return address be further highlighted in this document, and this was agreed. P McCann highlighted that the consultation would open in the coming days and would run until 14 January with a report on responses presented to Committee on 4 February 2026.

5.3 GWSF Members Survey on Proposed Rent Increases

Committee noted the results of the GWSF rent increase survey and that many Associations are consulting on a similar figure to us if not higher.

5.4 Request to Enforce Decree for Eviction

P McCann referred Committee to the report and highlighted the current arrears of over £3000. Committee also noted the history of rent arrears on this tenancy dating back to July 2015.

P McCann highlighted the time taken up in managing this case, and the failure of the tenant to engage despite significant staff efforts.

Following some further discussion, Committee approved the enforcement of the Decree for eviction and sums owed, if the arrears are not cleared in full. It was noted that the enforcement of the decree would be organised for early 2026.

C McKiernan advised that the last eviction for rent arrears carried out by the Association was in 2019.

6. DEVELOPMENT REPORT

6.1 Fauldhead Road Progress Report

S Tait presented the report, and it was noted that, in terms of handover, all properties had been completed and that, in terms of spend, no additional instructions or changes to the contract cost had been added since the last report.

S Tait highlighted that the Final Account would be concluded shortly. Committee noted the procedures in relation to the 12-month defects liability period which would be managed by C~urb.

There followed some discussion on fire risk assessments for the development and S Tait advised he was currently obtaining quotations.

7. CYBER SECURITY

7.1 Update from K McIntyre (Vice Chair) following attendance at Cyber Executive Education Session

K McIntyre delivered a comprehensive presentation on what she had learned at the recent Cyber Security event that she attended. Key themes were good planning, responding decisively and promptly to any incident, and being proactive in communications.

Committee thanked K McIntyre for her presentation and there followed some discussion on actions that would be taken by the Association in the event of a Cyber Attack.

C McKiernan advised that the Association's Cyber Response Incident Plan was almost complete and also referred to the robust Information Technology Policy in place, which was brought to Committee for review annually, which now contained a section on Artificial Intelligence. She further highlighted other steps taken to minimise risks of attacks, including staff awareness and training.

8. HR REPORTS

8.1 Staff Absence Report

M White presented the staff absence report.

Committee noted the staff absence figure of 1.9% for the period to 30 September 2025.

8.2 Recruitment Equalities Report

Committee noted the reports on the equalities returns in relation to the recently appointed posts, Housing Officer and Finance & Corporate Services Assistant.

9. POLICY UPDATES

Committee noted the Equalities Impact Assessments associated with the recently approved policies: Flexi & TOIL, Unacceptable Actions, Standards & Repairs Service, and Rechargeable Repairs.

10. ANY OTHER BUSINESS

10.1 Strategic Risk Register Review

C McKiernan advised that herself and S Tait had recently met with the Association's insurance brokers, who had advised that they could provide a review of the strategic risk register as part of their services.

C McKiernan highlighted that the risk register was reviewed by the Audit Sub Committee quarterly and was presented on an annual basis to the full Management Committee. She suggested that having the insurers carry out a review may be useful as they have an oversight of the social housing market. Committee gave approval for the Strategic Risk Register to be forwarded to them.

10.2 Chair's Fund

C McKiernan advised that just prior to the meeting she had received an application for the Association's Chair's Fund. It was noted that the application was to allow a tenant's daughter to attend her P7 residential school trip, however there were no other details including associated costs.

C McKiernan confirmed that no money had been spent so far this year from the Chair's Fund. Committee agreed that as long as the costs involved were reasonable, the application should be approved.

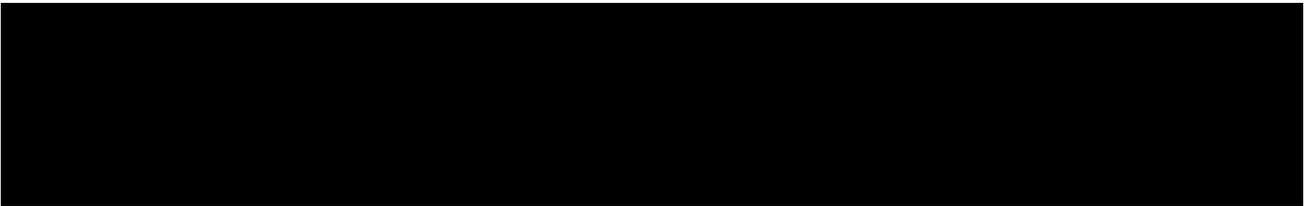
10.3 Association Van – Vauxhall Vivaro

Committee noted that the Association's Tipper Van had been replaced earlier this year, and C McKiernan advised that the other van was going to cost in excess of £1700 to put through its MOT, which was due on 21 December. It was further noted that an on-line valuation had indicated that this was what the van was worth. C McKiernan advised that the van had done over 115,000 miles since it was purchased in 2012.

Committee noted that S Tait had carried out some research in relation to the cost of purchasing or leasing a new van, and C McKiernan advised that P Long had confirmed such expenditure could come out of this year's budget. It was noted that the purchase of a Citroen Berlingo van, similar to the current van, would be £23,000. S Tait advised that the Estate Officers were also looking into options for used vans up to 3 years old, for comparison purposes.

There followed some discussion, and S Tait agreed to send G Jackson the specification in case there were other options that could be considered.

Committee gave approval for a replacement van to be purchased on the basis of the most economical long term option.



10.5 Christmas

J Jamieson wished all present a Merry Christmas & Happy New Year and thanked everyone for their attendance.

11. DATE OF NEXT MEETING

Wednesday 4 February 2026 at 5.30 p.m.

Minutes prepared by M White, Head of Corporate Services

Date 9 December 2025

Chairperson's Signature:

Date:

Copies of the above reports are available on request.