

YORKHILL HOUSING ASSOCIATION LTD.

Minutes of Management Committee hybrid meeting held on Thursday 11th June 2026 at 18:00 in The Association's Office & via Zoom

Present: M Ralph (Chair), M Green, C Armstrong, R Toner, M Hughes (in person)

P Ijomah (observer)

J Wilson, J Xu (via Zoom)

Apologies: Y Alexis, W Docherty, C Mearns, T Ramsay, J Fleming, A Millar

In Attendance: T Mallaghan (Chief Executive), R Calvert (Property Services Manager), J Stirling (Housing and Finance Manager), C Davidson (Governance Assistant, mins)

Abbreviations:

CE	Chief Executive
HFM	Housing and Factoring Manager
PSM	Property Services Manager
GA	Governance Assistant
SHR	Scottish Housing Regulator
ARC	Annual Return on the Charter

		Action
1.	<u>Welcome and Apologies</u> Attendees were welcomed and attendance was noted. The Chair welcomed P Ijomah to the meeting as an observer with a potential interest in joining the Committee. Meeting began at 18:00.	
2.	<u>Declarations of Interest</u> Members noted that, following the repairs survey prize draw held at the end of the last meeting on 14 May, it became apparent that one of the winning numbers was associated with an individual connected to a Committee member. The Committee noted that the draw was conducted randomly and that the Committee member concerned had no involvement in conducting or influencing the draw. Committee were satisfied that the process was fair and transparent.	

3.	<u>Membership Applications and Cancellations</u> There were no updates or decisions relating to membership this month.	
4.	<u>Minutes of Last Meeting on 14th May 2026</u> <u>4.1 - Amendments</u> One small error was noted whereby an initial had been placed in the margin on page 3 where there was no apparent action required. This was a typo that should not have been present. <u>4.2 – Approval</u> Aside from this required amendment, the minutes were unanimously approved for signing. <u>4.3 – Matters Arising</u> Item 4 – Resident Satisfaction Survey Report (Pages 2-3) The Housing and Factoring Manager ('HFM') advised on the topic of working groups arising from the latest survey exercise, noting that one of the proposed topics will likely centre around vermin and pest control given that it featured prominently among residents who expressed dissatisfaction. A Factoring-centred topic has still to be identified, and a tenant working group will also be established. The HFM noted that while the Association would identify the topics for these groups, the external survey conductors would be orchestrating the arrangements for these groups independently. AOCB from April (page 3) Item 10: Policy Reviews (Pages 7-8) The Property Services Manager ('PSM') advised that the Association intends to look into whether an external shelter or communal charging point for mobility scooters could be viable, safe and compliant, given discussions last month around the Association potentially having to liaise with specific residents struggling with the practicalities of the Fire Safety Policy's stance that these may not be stored or charged in communal areas. The PSM added that potential insurance implications will also be taken into account. The Governance Assistant ('GA') noted that the Association has	HFM ■

	another visit booked with a Fire Safety Risk Assessor in early July on a different matter, but will seek their specialist advice on this, too.	PSM/GA
5.	<u>Q4 Operations Performance Reports</u> <i>This item was originally no.6 on the agenda. The PSM required to be involved in the presentation of this report, however due to other commitments post-meeting, the Chair agreed for this item to be presented next.</i> <i>Members also received a training session in the half-hour before the meeting on how best to interpret this report and its format. This report had been going to the now-defunct Services Sub-Committee for around a year, but this evening was the first time it had gone to the full Management Committee.</i> This report tracks performance against various Property Services and Housing Management metrics, and is akin to a quarterly Annual Return on the Charter ('ARC') for use internally by Committee. The HFM began by explaining the Association's performance on the 7 aspects of resident satisfaction, such as overall satisfaction with the services provided, repairs, neighbourhood management, quality of housing and the value residents find their rents to be. As with other performance information in this report, the figures are benchmarked against previous years, other social landlords in the area plus recent Scottish averages. On these topics, the Association performed well with 5 of the 7 aspects scoring 90% satisfaction or higher, with the HFM discussing some of the variances and underlying reasons in more detail. The PSM then re-capped performance on activities such as adaptations and repair timescales. Repairs are – on average – completed well within stated parameters and are 'Right First Time' on 98.16% of occasions. The PSM explained that re-letting times for voids had increased notably, however nonetheless reported figures were still comparatively very good. On topics such as resident safety compliance, the PSM noted that no gas safety visits were missed in 2025-26, the full stock has Enhanced Fire Detection installations and damp and mould cases are being addressed in 11.5 days on average. The HFM and PSM noted that a small number of topics were not colour-code benchmarked, usually because they were a new performance indicator with no historical data to compare against. There was also a small number of topics which are not required to be	

6.	reported in the ARC but which senior staff still felt relevant to include in the report – these were also in some cases unable to be colour-coded. The PSM also presented information breaking down the Association’s budgeted and actual spend across various areas and discussed in more detail the Association’s performance against the Scottish Housing Quality Standard (‘SHQS’), noting that no properties fail the standard although there are some in ‘abeyance’ – which is a technical category and applies to properties where disproportionately significant structural work or similar would be required to achieve the standard (in many cases this applies to galley kitchens present within the stock). The HFM then discussed positive performance within Housing Management on elements such as rent and arrears management and also noted the significant financial gain to tenants due to the services of the Welfare Rights Officer. Finally, the HFM presented some metrics for Factoring, many of which are either not required for the ARC or are difficult to benchmark given that there are both social and private property factors active throughout Scotland. Nonetheless, the HFM was pleased to report an exceptionally high satisfaction rate of 82.45%, a reduction arrears from last year and a continued excellent track-record of achieving owner support for common works in mixed tenure blocks. Members thanked the PSM and HFM, and wished to congratulate the wider team on strong performance. A member did request further information in future reports on the size of the Association’s waiting list, given the relatively small stock size compared with the very large demand for social housing at present, which the HFM agreed to. <u>Contract Register – Yearly Procurement Update</u> <i>This item was originally no.8 on the agenda. The PSM required to be involved in the presentation of this report, however due to other commitments post-meeting, the Chair agreed for this item to be presented next.</i> The PSM presented for information and assurance an update on procurement activity over the past year, providing an excerpt from the Association’s electronic register. This excerpt contained information that included suppliers, costs, route to market and the timespans of contracts. The PSM advised that Committee could take strong assurance from the fact that this information is readily available, monitored and supports compliance in this area.	HFM
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	There was some discussion around the Association's use of a procurement 'framework', which enables the direct awarding of certain works. A key advantage is that projects can be worked on sooner as the tendering process is shortened, however the PSM noted that the Association's preference is to have several trades/suppliers contained within various 'lots'. This enables work to be shared among various contractors to prevent over-reliance on a single supplier, and continued value-for-money monitoring as costs from various suppliers can be compared. In some cases, the Association still runs 'mini competitions' among suppliers to further ensure that value-for-money can be periodically checked. Members were satisfied with the information given, and the PSM noted that another update will likely go to Committee around late Q2/early Q3 later in the year. <i>The PSM left the meeting at 19:15.</i> 7. <u>Loan Portfolio Return</u> With the Finance Manager not being present this evening, the CE spoke briefly on the draft submission of the annual loan reporting document to be supplied to the Scottish Housing Regulator by the end of June. The CE noted that the document takes account of recent loan activities relating to the acquisition of some new properties and highlighted that members can also view information on loan covenants. A strong loan covenant position was highlighted, with the CE adding that these are stress-tested to ensure compliance can continue in various conditions. Members had no questions on the draft, and approved it for regulatory submission. There were no further questions, and with the minor amendment around number of residents survey, approved the ARC for SHR submission. 8. <u>Assurance Update</u> The 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. Members received a report this month on the nature, quality and completeness of the data held by the Association on its homes. This topic was deemed necessary given the Scottish Housing	PSM
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	No further business was discussed. The Chair thanked everyone for their attendance and input, and the meeting closed at 19:30. Date and Time of Next Meeting: Thu 13th August 2026 at 18:00.	
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Signed as a Correct Document Chairperson