CASTLEHILL HOUSING ASSOCIATION

Minutes of the **Management Committee** meeting held on Monday **24 August 2026** via MS Teams and 7 Waverley Place, Aberdeen.

Present: Mr John Black, Mr Ben Westland, Mrs Janice Lyon, Mr Graeme Ogston, Mrs Pauline Innes, Mr Andrew Brown, Mr Ryan Bremner, Mr Peter Rice, Diane Leaver (attended as an observer)

In attendance: Mrs Isla Gray, Mrs Joanne Ramsay, Mrs Mhorag Ewen, Mr Matthew MacAulay, Mrs Charlotte Mackintosh,

1 **Apologies for absence**– Apologies were received from Sue Freeth.

2 **Declarations of Interest –** No declarations of interest.

3 **Minutes of Meeting 25 May 2026 and matters arising**– The minutes were approved with no amendment.

Item 5.1 – **Information redacted to comply with data protection regulations and commercially confidentiality as appropriate.**

Item 11.3 – ME provided an update the policy will be brought forward for consideration at the September Committee meeting as further work has been undertaken with CaRTO and the Equality Impact Assessment has been updated to reflect the policy.

4 **Membership Application–** **Information redacted to comply with data protection regulations and commercially confidentiality as appropriate.** memberships were formally accepted, and welcomed as an observer to the meeting.

5 **Departmental Updates**

5.1 Q1 Housing Services Report – ME discussed the Tenant Satisfaction Survey confirming the feedback from the survey will be provided at the October meeting once the report had been drafted however highlighted the action plan is a work in progress and consideration is being given to the new system and tenant poral in how they can be utilised to enable greater response rates and gather feedback on a more ad hoc basis. ME discussed the challenges with the action plan as suggested improvement actions were already being undertaken, making it difficult to identify further measures that could be implemented. There is an interest in understanding what other housing associations are doing to identify more creative approaches to improving tenant satisfaction.

5.2 Write Off Request Report – The committee approved the write off request report. It was noted that the level of write-offs remains disappointing, although there was satisfaction that the relevant policy and procedures had been fully exhausted.

5.3 Q1 Property Assets report – MM provided a comprehensive update on the progress of the stock condition survey with approximately 7% of properties completed against the target of 100% by March 2027. Although this is recognised as ambitious, the team is exploring ways to increase capacity and improve efficiency, including targeting specific schemes and using IT to streamline the survey process. The data is being monitored to identify planned maintenance priorities, with no significant issues identified so far, and a clearer update will be provided at the next Management Committee meeting. The Committee acknowledged and thanked staff for the way a difficult and unacceptable situation is being managed relating to item 3.4 and ME confirmed a court date for eviction is awaited.

Information redacted to comply with data protection regulations and commercially confidentiality as appropriate.

5.4 Q1 C&R Report – The contents of the report had been noted by the committee and there were no questions raised.

6 **Formal Approval and Signing of Accounts and associated documents for 2025/26 –** AAB had presented their 2026 audit findings report to the Finance, Audit and Risk sub-committee on 17th August 2026, and the 2025/26 accounts were considered and recommended to the Management Committee for approval. JR highlighted the issue relating to the loan documents however this had been resolved and the security arrangements along with the Certificates of Title will be brought to the October Management Committee meeting for signing, after which the loan documentation can be completed.

Management Committee approved the 2025/26 accounts for Castlehill Housing Association and the Consolidated accounts and associated documents, and JR will now arrange for these the be signed.

- Annual accounts 2025/26 – Castlehill Solutions Ltd – approved at Solutions Board meeting earlier today.
- Annual accounts 2025/26 – Castlehill Trust Ltd – were approved the Trust Board Meeting on 12th August 2026.

7 **Information redacted to comply with data protection regulations and commercially confidentiality as appropriate.**

8 **Waverley Place Disposal–** IG presented an update on the sale of the building. **Information redacted to comply with data protection regulations and commercially confidentiality as appropriate.**

9 **Management Committee Collective Effectiveness Review–** It was agreed that GO along with SF and JL would automatically go up for re-election at the AGM. The Committee confirmed that the continued effectiveness of members with greater than 9 years' service, being: JL and GO.

JR highlighted the appraisal schedule had been made available on SharePoint and encouraged committee members to schedule their appraisal appointment with Alison Watson.

10 **Policies for Approval –**

10.1 Management Committee Recruitment – The revised policy provides greater clarity on governance, roles and responsibilities, recruitment and member/observer engagement, bringing it in line with current regulatory and sector guidance. It aims to broaden membership, strengthen governance skills and raise the organisation's profile, supported by joining the Chamber of Commerce and establishing a LinkedIn presence. The policy was approved by the committee.

10.2 Health and Safety Policy Statements – The policy was approved by the committee.

10.3 Management Committee Expenses Policy – The policy was approved by the committee.

10.4 Staff Expenses Policy – The policy was approved by the committee.

10.5 Sales of Vacant Properties – The policy was approved by the committee.

10.6 Gas Safety Management System Policy – The policy was approved by the committee.

11 **Minutes of subsidiary and sub-committee meetings**

11.1 Finance, Audit & Risk Sub-committee of 17 August 2026 – The minutes of the Finance, Audit & Risk sub-committee meeting were approved with no amendments.

11.2 Trust Board of 12 August 2026 – The minutes of the Trust Board meeting were noted information.

11.3 Solutions Board of 25 May 2026 - The minutes of the Solutions Board meeting were noted information.

11.4 Solutions Board of 24 August 2026 – JL provided a verbal update on Solutions position highlighting strong financial position and arrears cases were being managed effectively.

12 Standing Items

12.1 Report on the Use of the Seal and Signing of Legal Documents – The committee noted the contents of the report for information.

12.2 Notifiable Events – Waverley Place disposal remains a notifiable event. The sale of Urquhart Road was now closed with the regulator.

12.3 Health and Safety – Nothing to report.

12.4 Freedom of Information – There had been one request by Unison Scotland for information on mild incidents against staff to be broken down by job and category of worker.

12.5 Corporate Scorecard Q4 – Committee noted the scorecard for information.

12.6 Complaints Summary Q3 - Committee noted the complaints summary for information.

13 AOCB - None

Date of next meeting – Monday 14 September at 2pm

Approved by the Management Committee on 14 September 2026