

CASTLEHILL HOUSING ASSOCIATION

Minutes of the **Management Committee** meeting held on **Monday 25 August 2025** via MS Teams and 7 Waverley Place, Aberdeen.

Present: Mr John Black (Convener), Mr Ben Westland, Mrs Janice Lyon, Mr Graeme Ogston, Mr Gordon Kyle, Mrs Sue Freeth

In attendance: Mr David Lappin, Mrs Joanne Ramsay, Mrs Mhorag Ewen, Mr Matthew MacAulay, Ms Charlotte Mackintosh, Ms Jennifer Swinswood, Mr Phil Nicol

- 1 **Apologies for absence** – Apologies were received from Andrew Brown, Paul King and Alan Pilkington. The Committee approved a 6-month leave of absence for Julia Urbankowska.
- 2 **Declarations of interest** – There were no declarations of interest.
- 3 **Minutes of Meeting 26 May 2025** – The minutes were approved with no amendment.
- 4 **Matters Arising from the Minutes** –

Item 4 The Committee gave thanks for the arrears process training and agreed it was a good session and appreciated the time, effort and preparation that went into the presentation.

Item 8 MM updated the Committee confirming we were still awaiting a response for the outcome of the Net Zero Bid for Aquorthies Circle, and we anticipate a response by the end of the week. MM explained there may be another potential funding route with [REDACTED] and an update will be given at the next Committee meeting.

5 **Departmental Updates**

- 5.1 **Q1 Housing Services Report** – JS presented an overview of her report highlighting relet times and arrears performance remained consistent with Q4 in 24/25. The committee discussed the realism of the target timescales for relets and the challenges that contribute to turning over properties. JS explained the implementation of the new arrears process with Home Master which is showing an improvement in earlier intervention with most cases now moving quickly to repayment arrangements. JS concluded by highlighting the high satisfaction among new tenants and the positive engagement ongoing with the soft launch of My Home tenant's portal. The Committee noted the contents of the report.

JB requested more detailed reporting on arrears cases above £1000 in the quarterly reports, specifically the number of cases and reasons for increase/decrease since prior quarter, also to report the number of these cases in escalation, repayment arrangement and sequestration

- 5.2 **Q1 Property Assets Report** – PN presented a comprehensive update highlighting the improvement in emergency, urgent and routine repair timescales and noted there were 6 works orders that had a longer timescale, and contractors had been notified to improve performance. All required gas safety checks had been completed in Q1 with 60 properties being audited by an independent auditor. PN explained the ongoing challenge in extracting customer satisfaction data from Home Master, and we are working to get the reports out of the system. Procurement for windows and doors had been secured however the costs are considerably higher than budgeted. We are making efforts to encourage tenants to engage with OTs for adaptations due to the available adaptation budget. PN concluded by highlighting the successful recruitment of the new PSO who has settled in well and the difficulty faced with ongoing recruitment for a new Clerk of Works due to the level of expertise required. The Committee noted the contents of the report.

- 5.3 Q1 C&R Report – ME provided an update on the efforts to secure a formal agreement with AHSCP for core funding. Due to changes at the council, new financial officers' procedures have been stringent however we have managed to put an interim arrangement in place to secure payments however negotiations are required to establish a long-term formal agreement. ME summarised the strong income generation performance with sales above target and the expansion of services to other local areas. The Committee noted the contents of the report.

6 Formal Approval and Signing of Account and associated documents for 2024/25 –

AAB had presented their 2025 audit findings report to the Finance, Audit & Risk sub-committee on August 18th 2025, and the 2024/25 accounts were considered and recommended to the Management Committee for approval.

Management Committee approved the 2024/25 accounts for Castlehill Housing Association and the Consolidated accounts and associated documents, and JR will now arrange for these to be signed.

- Annual accounts 2024/25 – Castlehill Solutions Ltd – approved at Solutions Board meeting earlier today.
- Annual accounts 2024/25 – Castlehill Trust Ltd – were approved at the Trust Board Meeting on 20th August 2025.

7 Policy Review-

- 7.1 Procurement Policy – The Committee approved the policy.
7.2 Debt Management Policy Former Tenants - The Committee approved the policy.
7.3 Information Security Policy - The Committee approved the policy.
7.4 Information Security Procedure - The Committee noted the procedure.
7.5 Gas, Asbestos and Legionella Policy Updates - The Committee approved the policy.

8 Management Committee Collective Effectiveness Review – It was agreed that JB along with JL, PK and BW 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, PK and GO.

GK informed of his intention to retire from the Committee in Sept prior to the AGM.

The Committee discussed Shaun Sambrook's attendance record acknowledging in accordance with the rules of the Association SS would cease to be a Committee Member due to 4 meetings in a row of non-attendance without special leave being granted. The Committee noted thanks to SS for his contribution to the Committee.

9 Minutes of subsidiary and sub-committee meetings

- 9.1 Finance, Audit & Risk Sub-committee of 18 August 2025 – JR summarised Q1 accounts show a surplus of £434k and explained the main variance was in relation to budget including a 15% increase in Reactive and Void maintenance due to the tendering of the new contract which did not take effect until July. JR highlighted the changes to bad debt policy in reporting all former and current arrears greater than 12 weeks and concluded by noting we are on the trigger for deposit exposure. The minutes of the Finance, Audit & risk sub-committee meeting were noted for information by the committee.
- 9.2 Trust Board of 20 August 2025 – JR summarised the Trust Boards progress highlighting last years Planned Maintenance was now complete and the annual accounts were presented for approval. The minutes of the Trust were noted for information by the Committee.
- 9.3 Solutions Board 26 May 2025 - The minutes were noted for information.

- 9.4 Solutions Board of 25 August 2025 – JL verbally updated the accounts and audit letter had been approved and signed. There are 2 significant arrears cases being monitored with 1 current void that is due to be relet, and the Management accounts are in a positive position which continues to improve.

10 Standing Items

- 10.1 Report on the Use of the Seal and Signing of Legal Documents – Nothing to report.
- 10.2 Notifiable Events – Nothing to report.
- 10.3 Health and Safety – Nothing to report.
- 10.4 Freedom of Information – There were two requests in Q1. One requesting the number of complaints received from properties with damp and mould over 5 years and one requesting if research had been carried out if the trees at Glebe Court interfere with solar panels. Both requests have been responded to accordingly.
- 10.5 Corporate Scorecard Q3 – A discussion was held addressing the sickness compliance score with JR confirming a plan has been put in place to address the issues including training and disciplinary action. Committee noted the scorecard for information.
- 10.6 Complaints Summary Q3 – Committee noted the complaints summary for information. ME highlighted the volume of complaints and explained to the committee complaints were stage 2 because of the timescale require to investigate that policies were followed.

11 AOCB – None

Date of next meeting – Monday 15th September at 2pm followed by the AGM.

Approved by the Management Committee on 15 September 2025