

CASTLEHILL HOUSING ASSOCIATION

Minutes of the **Management Committee** meeting held on **Monday 15 December 2025** via MS Teams
And at 7 Waverley Place, Aberdeen.

Present: Mr John Black (Convener), Mr Ben Westland, Mrs Janice Lyon, Mr Graeme Ogston, Mrs Sue Freeth, Mr Andrew Brown, Mr Ryan Bremner, Mr Alan Pilkington

In attendance: Mr David Lappin, Mrs Joanne Ramsay, Mrs Mhorag Ewen, Mr Matthew MacAulay, Ms Charlotte Mackintosh, Mrs Pauline Innes

1 Apologies for absence – No apologies for absence. PI attended as an observer.

2 Declarations of interest – No declarations of interest.

3 Chief Executive Recruitment Update – JB provided an update on the Chief Executive recruitment detailing the appointment of Campbell Tickell to lead the recruitment process and advised the process is to begin informally in December with headhunting and networking to begin in January and the final interviews planned for early March aiming for an appointment by the end of March, taking into account a 3 month notice period for the successful candidate. DL and JB have submitted the notifiable event to the regulator in advance of publicly advertising.

4 Minutes of Meeting 27 October 2025 and Matters Arising – The minutes of the meeting were approved with no amendment.

5 Matters Arising from the minutes –

Item 12 - MM advised Property Services had now met with CaRTO and discussions were held on the gas safety policy with the procedure as is now accepted. A formal response has been provided with a summary to be provided to CARTO regarding the meeting outcome to ensure satisfaction.

All other matters arising were covered through the agenda.

6 Departmental Updates –

6.1 Q2 Housing Services Report – ME provided a summary on the housing services performance on arrears management emphasising the weekly meetings between Housing Services and Property Services to address voids were beneficial resulting in improved coordination. Arrears statistics are moving in a positive direction. ME explained the engagement and use of a debt collection agency with Housing Officers now trained to refer cases via online portal operating a no win, no-fee basis with a 12% fee.

6.1a Write Off Request Report Q2 2025-26 –The committee approved the write off request report of historical unrecoverable arrears.

6.1b Eviction Approval Request – The committee discussed an increase in evictions, attributing it to policy changes and non-engagement by tenants. Detailed procedures are in place to encourage tenants to seek support and legal representation before proceeding with eviction as a last resort. The committee approved the eviction request due to all efforts being exhausted.

6.2 Q2 Property Services Report – MM provided a comprehensive update on the on-going planned maintenance projects highlighting Eco4 funding had been secured for works at 37 addresses to install new PV and battery storage units with half already completed and the remainder due to be

completed by end of January. MM explained tenants will be able to opt into a special tariff for additional savings with the organisation receiving a revenue payment if tenants participate. Further communication with Octopus and NZFM is ongoing to address other location opportunities. MM updated the proposal presented to Scottish Enterprise for funding a new heat pump technology which is still undergoing testing and certification, and we are currently awaiting performance data with concerns about efficiency risk prior to further consideration by Committee. Other funding options for Thomson Steet are currently being explored as an alternative solution.

Aquhorthies Circle Net Zero Heat Fund works are progressing well having commenced on the 3rd November and most of the PV panels are now fitted with air source heating and batteries now installed in 11 properties. The works are due to be completed ahead of schedule and tenant feedback has been mostly positive. The Scottish Government have been monitoring for compliance and are happy with the progress of the project.

6.3 Q2 C&R Report – The contents of the report had been noted by the committee for information. JL had raised in advance of the meeting an update on AHSP agreement. ME confirmed there had been no feedback however we continue to be assured funding will be received.

7 **Budget Reforecast** - JR highlighted the budget reforecast had been presented in the November FAR meeting [REDACTED] with the main changes in planned maintenance timing and a reduction in overheads due to insurance and salary savings. JR explained cash flow on planned maintenance works is being managed through a separate bank account from the operational account. This is allowing improved cash flow monitoring of the day-to-day account. Due to delay in timing of planned works, we now expect to draw down [REDACTED] by 31 March 2026. The committee approved the Budget reforecast for the year ending March 26.

8 **Rent Review 2026/27**- ME presented the results of the consultation with feedback ranging from affordability concerns to property related issues with 37 respondents providing contact details allowing for follow up. Discussions were held on affordability and the narrowing gap between social housing and private rents however rents including the increase were demonstrated to remain within the recommended affordability level.

The committee approved the rent increase of 5.6% emphasising the requirement for transparency and responsiveness to tenant concerns and the importance of supplying supporting information in rent letters.

9 **87A Urquhart Road Options Appraisal** – MM presented the report evaluating the options for Urquhart Road considering safety concerns, investment requirements and marketability. MM highlighted the deterioration of the internal condition requiring significant investment and letting the flats individually was not a viable option due to the current condition. The committee agreed to the disposal of 87 Urquhart Road with the property to be marketed for an initial period of 5 months and to consider auctioning if no satisfactory offers with the targeting of updating at the May committee meeting.

10 **Policy review**

10.1 Guide to Information – The committee approved the policy

10.2 Rechargeable Repairs – The committee approved the policy

11 Report on Outcomes of MC Appraisal process & updated skills matrix/succession plan – JR thanked committee members for completing their appraisals and providing feedback. JR presented the updated skills matrix highlighting the strengths and minor gaps in committee skills. Succession planning is ongoing with efforts to recruit new members.

12 Minutes of Subsidiary and Sub-Committee Meetings

12.1 Finance, Audit & Risk Sub-Committee of 24 November 2025 – The minutes were approved without amendment and noted by the committee for information.

12.2 Castlehill Solutions Board 24 November 2025 – The minutes were noted by the committee for information.

12.3 Castlehill Housing Trust Board 12 November 2025 – The minutes were noted by the committee for information. An offer [REDACTED] was accepted today for Rosemount Terrace with completion expected by the end of January.

12.4 Corporate Services Sub-Committee of 27 October 2025 – The minutes were approved without amendment and noted by the committee for information.

13 Standing Items

13.1 Report on the Use of the Seal and Signing of Legal Documents – The contents of the report were noted by the committee.

13.2 Notifiable Events – The committee noted the Chief Executive's resignation, and the disposal of 87 Urquhart Road as notifiable events to the regulator.

13.3 Health and Safety – Nothing to report.

13.4 Freedom of Information – Nothing to report.

13.5 Complaints Report Q2 – Committee noted the complaints summary for information. ME highlighted the volume of stage 2 complaints were unusually high however there are ongoing efforts to improve complaint recording all complaints are currently being actioned.

13.6 Corporate Scorecard Q2 – The contents of the report were noted by the committee.

14 AOCB –

- The committee approved an increase in the Chief Executives authorisation limit [REDACTED] to accommodate project invoicing.
- Pauline Innes was formally co-opted to the Management Committee with induction documents to be issued in January.
- 2026 Committee and Sub-Committee meeting schedule was presented with CM to circulate meeting invitations. Members of the committee were encouraged to attend staff meetings for visibility and engagement.

Date of next meeting – Monday 4 March 2026 at 4pm.

Due to be approved by the Management Committee on 4 March 2026