

Agenda Item 3



Minutes of the Meeting with Management Committee held on **Wednesday 26 November 2025 at 5.30pm** via in person & via Zoom at Forgewood Community Centre

Minutes

Present:	Alan Thomson (Chair) (AT)	Callum Boughey (CB)	Tommy Divers (TD)
	Karen Brown (KB)	Angie Robinson (AR)	Kirsty Wright (KW)
	Margaret Hemmings (MH)	Edosa Nelson Fidelis (EF)	
In Attendance	Paul Lennon, Director (PL)	Elaine Hyslop, Housing Manager (EH)	Craig Anderson, Finance Manager (CA)
	Richard Bolton, Senior Community Development Officer (RB)	Paul Murphy, Senior Corporate Services Officer (PM)	Blase Lambert, Confederation of Co-operative Housing (BL)
	Grant Kennedy of GK Housing Services (GK)		

	Agenda Item	Action
1.	Welcome and Apologies	
	<p>AT welcomed everyone to the meeting.</p> <p>Apologies were NOTED for Jolene Martin, John Burton, Charlie Millar & Sandra Brown.</p> <p>AT explained that Grant Kennedy of GK Housing Services was in attendance as part of the committee appraisal process.</p>	PM to update register.
2.	Declarations of Interest	
	<p>PL declared an interest on behalf of Blase Lambert for Confederation of Co-operative Housing and Grant Kennedy who is employed in a senior role with another RSL.</p>	
	Confederation of co-operative housing – Blase Lambert – Talk with committee (virtual)	

3.	<p>Blase outlined all the possible benefits of the Co-op joining the Confederation of Co-operative Housing.</p> <p>Blase explained the services available to Co-op members.</p> <p>A committee member asked how many Co-ops were members.</p> <p>Blase advised that there were 120 Co-op members who engage with over a massive range of issues. Lots of them are tenant management co-ops.</p> <p>A committee member asked if CCH had helped some Co-ops through some difficult times.</p> <p>BL advised they had provided support during regulatory intervention, negotiating loans and one example of assisting a Co-op recover from financial crime.</p> <p>BL explained that CCH is actively trying to expand its Scottish presence and would be meeting individually with all Scottish housing co-ops.</p> <p>BL explained that being part of a stronger collective voice for Co-ops would bring potential benefits to FHC.</p> <p>Costs were discussed and this would be key in decision making after Blase met with committee. Next steps will be PL and the other directors of remaining Co-ops meeting Blase in person.</p> <p>Committee thanked Blase for his presentation and his detailed responses.</p>	PL to update committee
	Minutes of Previous Meeting held on 29 October 2025 (Issued in advance to committee)	
4.	Proposed Angie Robinson Seconded Alan Thomson	
5.	<p>Matters Arising</p> <p>PL advised that since the last committee meeting the matters arising from the meeting were:</p> <ul style="list-style-type: none"> • PM updated the attendance register. • Annual Assurance Statement was approved at the October meeting and PL uploaded the signed annual assurance statement onto the SHR's portal. • Elaine held a tenant satisfaction survey focus group and will present a report at the meeting tonight. Rent increase also to go to committee tonight 	
6.	<p>Community Development Update</p> <p>Richard provided an update on the community centre operations:</p>	

	<ul style="list-style-type: none"> • The online booking system (Homemaster) is working well with efficiency savings, particularly around time management • There have been 220 individual bookings this year, with some bookings representing 52 weekly sessions • Demand is high with many short-term bookings • Upselling strategies are proving successful (example: a 3-hour hall booking for £75 generated an additional £100 in profit through setup and cleanup services) • NHS has booked both centres for flu vaccination clinics in January, which will be pure profit as there are no associated costs • Plans are underway to establish a "Friends of" group for the centre to support funding applications <p>Committee thanked RB for his presentation.</p> <p>RB left the meeting.</p>	
7.	<p>Management Accounts (Issued in advance to committee) to 30 09 2025</p> <p>Craig presented the management accounts for April-September 2025:</p> <p>The financial statements for the first six months showed an overall surplus aligned with the budgeted amount of £23,514. Cash in bank was slightly higher than anticipated, though planned maintenance bills had not yet been fully processed. The organisation is meeting its bank covenants comfortably.</p> <ul style="list-style-type: none"> • Voids and bad debts are ahead of budget by £4,706 • The organization received additional income from wider action grants in wellbeing funding • National Insurance showed an underspend of £4,462 due to a £10,500 employer allowance from HMRC • Utilities showed an underspend of £3,702 due to delayed billing from SSE • Professional fees were overspent by £13,492 due to fire risk assessment and stock condition survey costs • IT costs were overspent by £3,787 due to changing IT providers, which should yield long-term savings • Software subscriptions were overspent by £3,365, with SDM increasing their subscription by £2,900 for 2025 • Community and wider role expenditure was overspent by £13,828 due to additional funding received <p>Committee APPROVED the Management Accounts.</p> <p>Pension Deficit Contributions</p> <ul style="list-style-type: none"> • The pension provider has notified of significant cost increases: • The scheme expense charge is increasing from £1,800 to £4,819 • A new pension deficit payment of approximately £20,000 will be required 	<p>CA to update committee on meeting with pension provider</p>

	<ul style="list-style-type: none"> The total additional pension costs will amount to approximately £25,617. The scheme is being reevaluated as liabilities are exceeding assets, requiring all organisations to contribute toward the deficit. Craig has a meeting scheduled with pension specialists on the 2nd of December. <p>Committee NOTED the update.</p>	
8.	Budget 2026/27 (Issued in advance to committee)	
	<p>CA advised that the Budget 2026/27 would be presented to committee early next year.</p> <p>Committee NOTED the update.</p> <p>CA left the meeting.</p>	
9.	CCH Co-op Community Housing Membership	
	<p>PL advised that he would be meeting with Blase of CCH in the New Year alongside members of the Co-operative Forum. PL would update committee once a date was confirmed.</p> <p>Committee NOTED the update.</p>	
10.	Equality Impact Assessments (Issued in advance to committee)	
	<p>PL reminded committee that the Co-op carries out equality impact assessments.</p> <p>PL recently attended a working group with EVH and one of the positive outcomes for the session was we are looking to make our equality impact assessments more robust. The session and working group attended by PL focussed on the terms and conditions of employment.</p> <p>Committee NOTED the update.</p>	
11.	Annual Declaration of Interest / Register of Interest (Issued in advance to committee)	
	<p>Committee members AGREED to complete the Annual Declaration of Interest / Register of Interest.</p>	
12.	Code of Conduct Signing (Issued in advance to committee)	
	<p>Committee members AGREED to sign the Code of Conduct.</p>	

	Health & Safety Policy Statement (Issued in advance to committee)	
13.	Committee SIGNED the Health & Safety Policy Statement (Issued in advance to committee).	
	Risk Register (Issued in advance to committee)	
14.	<p>Committee reviewed the register and both PL and PM referred to relevant changes and confirmed it is an ongoing document that can be changed regularly.</p> <p>PM added that the committee would get more time to consider the risk register at the forthcoming strategy event.</p> <p>Committee NOTED the update.</p>	
	Bathroom Contract	
15.	<p>EH advised that the bathroom replacement programme is progressing well with wet floor installations expected to be completed by Friday.</p> <p>The survey results will be used alongside financial information to prioritise component replacements such as bathrooms, kitchens, boilers, and doors</p> <p>A budget is being set aside for new electric heating systems in the electric new build flats.</p> <p>The organisation is developing a 30-year projection for all properties and buildings, with special focus on the next 5 years.</p> <p>EH advised that the tenant satisfaction survey would capture some of the expected positive feedback from the bathroom contract.</p> <p>A committee member asked what the process was regarding medical adaptations.</p> <p>PL advised that adaptations are made based on recommendations from health professionals. Additionally:</p> <ul style="list-style-type: none"> • Only removable items installed by social work are taken out when tenants leave. • Tenants can make their own alterations and improvements but need written permission from the co-op in advance to qualify for compensation if they leave. <p>Committee NOTED the update.</p>	
16.	Tenant Satisfaction Survey (Issued in advance to committee)	

	<p>EH reported that the tenant focus group on the tenant satisfaction survey was insightful and beneficial in helping to develop the tenant satisfaction survey.</p> <p>EH advised that the Tenant Satisfaction Survey would be taking place shortly. Tenants have received a letter from Knowledge Partnership who are our independent market research company who are carrying out the surveys.</p> <p>Tenants will be selected at random to take part, their interviewers will visit their home and show ID before starting. The interview will take around 15 minutes, and they will be asked a series of questions about their experience as a tenant.</p> <p>The survey is important as it helps us know how tenants feel about their home and the services the Co-op provides, additionally what we are doing well and where we could do better.</p> <p>Committee NOTED the report.</p>	<p>EH to provide update at January 2026 meeting</p>
	<p>Secretary's Report</p>	
17.	<p>PM advised that there was one membership application since the last meeting.</p> <p>Committee APPROVED the membership application.</p>	<p>PM to add the member to the membership list</p>
	<p>Rent Review 2026 / 2027 (Issued in advance to committee)</p>	
18.	<p>EH spoke to the report provided to committee:</p> <p>A rent increase of 4.8% (CPI plus 1%) has been proposed for the next year. The Consumer Price Index has been tracking at an average of 3.7% from April to September, with August and September remaining unchanged at 3.8%. This increase would average to approximately £4 per week across all properties.</p> <p>A committee member asked how this compared to last years figure and other RSLs.</p> <p>EH advised that the Scottish Federation of Housing Associations stated that most landlords are consulting within a band of roughly 4.8% to 6.0%, with some outliers going as high as 8% and as low as 4%.</p> <p>The rent consultation will be sent to tenants with the proposal, offering various feedback methods including website, phone, text, email, or in-person submission. Responses are due by January 7th, with a focus group scheduled for January 14th. Two £50 shopping vouchers will be offered as incentives for feedback.</p> <p>The 4.8% will allow us to maintain the current level of service and spend required to maintain our homes.</p> <p>The consultation process collating the feedback from tenants have to be returned by 7 January 2026 and the Rent Review Focus Group is scheduled to</p>	

	<p>take place on Wednesday 14 January 2026. A report will be submitted thereafter to Management Committee on 20 January 2026 with feedback from tenants on the consultation process. At this point Management Committee will be informed and can make a final decision on the rent increase to be applied for 2026/27.</p> <p>Committee APPROVED the report.</p>	EH to update committee on consultation
	Community Development Report (Issued in advance to committee)	
19.	<p>PL requested committee approval for community development staff funding:</p> <ul style="list-style-type: none"> • Provisionally commit to funding Richard and Karin for the first six months of the next financial year (April-September). • Initial cost likely to decrease if other funding is secured. • Hoping for Scottish Government funding announcement by February. • Committee approved the funding to prevent staff issues and concerns around grant. <p>Committee APPROVED the report.</p>	
	Staffing (Issued in advance to committee)	
20.	<p>EH advised:</p> <ul style="list-style-type: none"> • A resignation has been received from Elaine who was covering maternity leave as Maintenance Admin Assistant. Elaine loved working for the Co-ops but the commute to work was too long. Elaine is starting a new job closer to home. • Working with Routes to Work to find replacement candidates. • Currently reviewing CVs for potential interviews. <p>Committee NOTED the update.</p>	
	Insurance 2026 2027	
21.	<p>PL advised that the insurance renewal process has begun for the Co-op.</p> <p>A committee member asked what PL anticipated regarding the insurance cost.</p> <p>PL advised committee that he expected a similar cost to last year for the Co-op.</p> <p>Committee NOTED the update.</p>	
	Carers Together Consultation	
22.	<p>Carers Together, a tenant organisation in the upstairs space of the community centre, has changed to a SCIO (Scottish Charitable Incorporated Organisation) to streamline governance and access more funding opportunities.</p>	Carers Together to be notified and

	To reflect this change an amendment is required to the lease for the building with Carers Together Committee APPROVED the amendment to the lease.	lease to be amended
23.	Ethical Conduct and Notifiable Events	
	None	
24.	Payments, Benefits & Entitlements	
	None	
25.	Correspondence	
	Committee NOTED the correspondence.	
26.	Use of Delegated Authority	
	None	
27.	Any Other Competent Business	
	EH confirmed the arrangements for a Committee & staff team building event in December.	
28.	Summary of actions / decisions at this meeting	
	Management Accounts: Approved Community Development staff funding: Approved	
29.	Meeting Evaluation	
	Committee felt that it had been a productive meeting with a lot of positive outcomes.	
30.	Date and time of next meeting 21st of January 2026, 6pm	
	AT confirmed the date of the next meeting and wished everyone a lovely Christmas and a Happy New Year when it came.	
31.	Meeting Close	
	AT thanked committee & staff for attending the meeting. The meeting closed at 7.45pm	