CALEDONIA HOUSING ASSOCATION LTD

MINUTES OF THE SPECIAL MANAGEMENT BOARD MEETING
HELD ON TUESDAY 26 MAY 2026 AT 5 P.M.
VIRTUALLY ON MICROSOFT TEAMS

Present:	Derek Robertson	Vice Chair
	Anne Culley	
	Gary Grigor	
	Amy Ingham-Waite	
	Margaret McLay	
Apologies:	Allan Jones	Chair
	Katherine Burke	
	Murdo Mackay	
	Douglas McLaren	
	Keri-ann Osfield	
In Attendance:	Julie Cosgrove	Chief Executive
	Ross Carlin	Executive Director of Finance
	Jill Fraser	Executive Director of Operations
	Barry Johnstone	Executive Director of People & Governance
	Cameron Lyall	Head of Finance
	Stuart Robertson	Governance Manager

43.26 Apologies

Apologies were **NOTED** from Allan Jones, Murdo Mackay and Keri-ann Osfield and from Katherine Burke and Douglas McLaren post meeting.

Members **NOTED** that in the absence of the Chair the meeting was being chaired by the Vice Chair.

44.26 Declaration of Interest

There were no declarations of interest.

ITEMS for DISCUSSION and/or APPROVAL

45.26 Annual Return on the Charter 2025-26

The Executive Director of People & Governance (EDoPG) reminded members that the purpose of the Annual Return on the Charter (ARC) was to provide the Scottish Housing Regulator (SHR) with the organisation's annual performance report, enabling it to assess compliance with the Scottish Social Housing Charter.

The covering report highlighted a number of significant areas of positive performance. In particular, it pointed to strengths in:

- first-time repairs performance;
- repairs data and service delivery;
- complaints handling; and
- the management and resolution of antisocial behaviour complaints.

The main challenge identified in the report related to tenant safety, which had also been discussed at the Management Board meeting on 14 May. Following further analysis and verification of the data, the year-end position was confirmed as:

- 49 outstanding electrical inspections; and
- 9 outstanding LD2 fire detector installations.

The EDoPG advised that the Association was committed to achieving full compliance by the end of June.

Since the previous Board meeting, the Chief Executive had spoken with SHR to explain how the position had arisen, the remedial steps already taken, and the additional improvements being introduced. These include strengthened monitoring through Board reporting, internal audit activity, and further scrutiny through the tenancy safety element of the annual assurance process. The Regulator was content for the issue to be explained within the ARC narrative and did not require it to be reported as a notifiable event. Members were advised that the tenant safety ARC narrative would be updated following the meeting to reflect that conversation.

A Board member suggested that the ARC narrative could benefit from clearer contextual wording on the 49 outstanding EICRs by highlighting the percentage of total stock this figure represented. The Chief Executive agreed that this was a helpful suggestion.

Members welcomed the June target date for completion of outstanding electrical inspections and LD2 work. The Chief Executive added that the Regulatory Manager had also responded positively to the short completion timescale and intended to follow-up on progress in July.

The Executive Director of Operations (EDoO) provided a further update on the LD2 position, noting that 8 of the 9 outstanding installations had already been completed.

Members discussed whether the ARC should be updated to reflect post-year-end progress. This would provide helpful clarity and transparency regarding progress since the year end and acknowledge that the majority of the outstanding LD2 work had been completed.

Members were advised that some indicators had still been undergoing validation when the covering paper was issued, particularly in relation to adaptations and damp and mould. This reflected a rigorous checking process to ensure accuracy, especially where figures were being reported for the first time.

- **Adaptations:** 175 adaptations were completed during the year, with an average completion time of 152 working days.

- **Damp and mould:** 164 cases were completed during the financial year, with an average completion time of 29 days. A total of 18 cases were reopened, representing just under 11%.

The EDoPG advised the adaptations and damp and mould figures would be confirmed in writing to members post meeting.

It was noted that the resolution time for damp and mould cases continued to improve throughout the year, while it was assuring that the recurrence of cases was below 11%.

The EDoPG advised that the Governance Manager (GM) and the Governance Team had carried out detailed validation of the ARC data to provide confidence in the information presented. He added that the Scottish Housing Regulator placed increasing importance on data quality in relation to housing services and that an internal audit of the ARC process had taken place during May, with initial feedback being positive regarding the strength of the assurance framework in place. Members noted that the final internal audit report would be presented to the Audit and Risk Management Committee in June.

A question was raised about employee numbers and the EDoPG clarified that the lower figure referenced in the report related to full-time equivalent posts, while the actual headcount was approximately 190. Members noted that staffing levels therefore remained broadly consistent.

Members were also advised that Cordale's ARC would be presented to the Cordale Management Committee later that evening and that no issues of material significance had been identified in the Cordale submission.

Management Board members then **APPROVED** the ARC and **REMITTED** the Chief Executive to submit the finalised document to the SHR on behalf of the Association by 31 May 2026.

46.26 Any Other Competent Business

Members were reminded of the strategy session scheduled for 11 and 12 June. The Chief Executive confirmed that the agenda and timings were being finalised and would be circulated to Board members and Cordale Committee members in advance of the meeting.

Members were also reminded of the opportunity to attend the equalities and human rights session virtually on Friday 5 June. It was noted that this session had arisen from the Annual Assurance Statement action plan agreed the previous October and was also open to Cordale Committee members.

There being no other competent business, the meeting concluded at 5.30 p.m.

Chair's Signature: ....