Hillcrest Homes (Scotland) Limited
Operations Sub Committee

Item 2.3

Minute of the meeting held Tuesday 2nd June 2026
at 5.30pm, on MS Teams

Present:	P. Shepherd	(Chair)
	R. Burnett	
	D. Boyle	
	C. Robertson	
	E. Jones	

In attendance:	F. Morrison	(Deputy Chief Executive)
	D. Milton	(Head of Development)
	D. Conway	(Head of Asset Management)
	C. Pickthall	(Head of Housing & Customer Service)
	B. Harris	(Head of Innovation & Improvement)
	L. Davidson	(Board Services Officer)

Action by

1. ***Introduction***

This meeting was reconvened as the meeting on 12th May 2026 was inquorate. The items for approval were presented at the Governing Body meeting on 19th May 2026.

1.1 **Apologies for Absence**

There were no apologies for absence.

1.2 **Declarations of Interest**

There were no declarations of interest.

2. ***Minutes and Matters Arising***

2.1 **Minutes of the meeting held on 18th February 2026 and matters arising**

The minutes were approved as an accurate record of the meeting.

There were no matters arising.

3. ***Business Matters***

3.1 Tackling Poverty Together Action Plan Update

The Head of Housing and Customer Service presented the report on the update on the progress against the action plan. There has been good progress made however, some actions have progressed at a slower pace or been deprioritised due to capacity constraints or pending external guidance.

D. Boyle noted that social value impact measurement has been undertaken and asked if there is a target or figure for social value benefits. The Head of Housing and Customer Service will check and confirm with an update. CP

The Sub Committee noted the report.

3.2 Net Zero and Climate Change Strategy Action Plan Update

The Head of Innovation and Improvement presented the bi-annual update on the progress in delivering the Net Zero and Climate Change Strategy. Good progress has been made in implementing the strategy, with 48 actions to be delivered over the next 5 years.

D. Boyle noted that a video has been created to provide a visual explanation of the strategy and asked how widely this will be shared. This video will be shared on Hillcrest social media channels and at events to provide an overview and introduction to sustainability at Hillcrest.

The Sub Committee noted the report.

4. ***Asset Management***

4.1 Asset Management Operations Report

The Head of Asset Management presented the report, providing an update on the key areas of operation for the period to 31 March 2026, highlighting the following:

- Strong performance on repairs and tenant satisfaction.
- Compliance activity is progressing well.
- EESSH and SHQS standards maintained.
- Damp and mould – significant reduction in open cases. A new performance dashboard is in development.
- Adaptations – 335 medical adaptations have been approved, of these 248 have been completed at a total cost of £477k. Funding is provided jointly by SG and Homes.
- Budget – an overall underspend of £3,412k.

D. Boyle noted that there have been 6 property fires reported and asked if there are any trends highlighted. It was noted that these have been linked to smoking or appliance use. Hillcrest continue to raise the profile of fire risks, with a new Fire

Safety Policy approved last year. The fire safety procedure has been shared with all relevant staff for feedback and will be published imminently. A fire safety leaflet will also be shared with tenants.

4.2 Property Disposal Update

This report was presented at the Governing Body meeting on 19th May 2026, and members approved the introduction of a voluntary relocation package as outlined in the report.

5. Development

5.1 Development Report

The Head of Development presented the progress in the delivery of the 3 year development programme. There are 20 developments on site. The performance of projects in respect of cost and time was noted by the Sub Committee, highlighting in particular the projects with a red rating. The upcoming acquisitions, handovers and completions were also presented to the Sub Committee for information.

D. Boyle noted the positive performance in relation to defects and requested that this is shared with the Enterprises Board to highlight the positive impact with defects being managed by Maintenance. CP

P. Shepherd requested that in the upcoming handovers table, data to be extended to include handovers for each quarter and whole financial year in future reports. DM

The Sub Committee noted the general progress in the delivery of the 3 year development programme, in particular the performance of projects that are on site in respect of cost and time.

6. *Housing Management*

6.1 Housing Management KPI Report

The Head of Housing and Customer Service presented the Q4 performance indicators against the targets for 2025-26, highlighting the following;

- Re-let void performance is above the target by 4.95 days.
- Void rent loss exceeds the target by 0.71%.
- Rent collection performance is above the target by 0.04%.
- Tenancies sustained for more than 12 months is 2.73% lower than the equivalent quarter 2024/25.

The Sub Committee noted the report.

6.2 Housing Management Update

The report on the key priority topics for tenants and Homes was presented to the Sub Committee for information.

D. Boyle noted the increase in referrals to the Financial Wellbeing Team and asked if there are any trends driving this increase. The Head of Housing and Customer Service noted that this may be due to the withdrawal of funding in local authority areas.

The Sub Committee noted the report.

6.3 **Under Occupation Transfer Scheme**

This report was presented at the Governing Body meeting on 19th May 2026, and members approved the recommendations as outlined in the report.

6.4 **Tenant Satisfaction Survey Action Plan Update**

The Head of Housing and Customer Service presented the report, highlighting that there has been good progress made against the action plan.

The Sub Committee noted the report.

7. ***Customer Services/Complaints***

7.1 **Customer Service Update**

An update on the performance of the Customer Service Team in Q4 was presented to the Sub Committee, with the following highlighted:

- The number of repairs calls received in Q4 has increased compared to the same period last year.
- Slight increase in registered users for the app.
- Call volume for out of hours service increased compared to same period last year.
- Number of calls answered within 60 seconds has improved significantly, with calls answered in an average 12 seconds.
- Exploring the introduction of an AI chatbot for out of hours service.

D. Boyle asked if there are any trends associated with the increase in repair call volume in Q4. Analysis has been carried out but there are no trends highlighted. This will continue to be monitored throughout the year.

The Sub Committee noted the report.

7.2 **Complaints Update**

A summary of the complaints performance for Q4 was presented to the Sub Committee.

There has been an increase in stage 1 complaints by 6% compared to the same period last year however, performance remains good and responded within timescales.

There has been a 250% increase in stage 2 complaints however, it was noted that nine of the 15 complaints investigated were relating to the same tenancy.

The Sub Committee noted the report.

7.3 **Annual Compensation Report**

A summary of the compensation paid out by Hillcrest in the financial year 2025/26 was presented to the Sub Committee for information. There was a 24% increase from last year, with the majority of payments relating to disturbance and discretionary payments.

The Sub Committee noted the report.

8. ***Other Issues***

8.1 **A.O.C.B.**

There was no other competent business.

9. **Date of Next Meeting**

Tuesday 8th September 2026

There being no other business the Chairperson thanked members for their attendance and closed the meeting.

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