

**KINGSRIDGE CLEDDANS HOUSING ASSOCIATION  
MANAGEMENT COMMITTEE MEETING  
HELD ON 28<sup>th</sup> July 2026  
IN THE KCHA OFFICES**

Present: Kirsteen McLerie (KM)  
Sharon McDonald ( SM)  
Elaine Shaw (ES)  
Jacqueline McColl (JM)  
Gerry Toner (GT)  
Fiona Mills (FM)  
Margaret McKenzie (MM)

In Attendance: Daniel Wilson (DW)  
Clare Bird (CB)  
Fettes McDonald (FMD)  
Arlene McCourt (Observer – AMC)

**1 Apologies**

Arlene Martin, John Barclay, and Stephanie Ritchie.

**2 Declarations of interest**

**Redacted Information**

There was a declared interest by CB for point number 12. The MC agreed that CB would leave the meeting and play no part in the discussions on this point.

**3 Minutes of the last meeting held on 30<sup>th</sup> June 2026**

No changes or updates.

The minutes were approved by ES and seconded by GT.

**4 Management Accounts**

FMD presented the management accounts. He detailed that the Association remains in a strong financial position; at the end of June the Association had a surplus which was up £42k compared to the budget. Costs have dropped within the year, reflective of repair spend, but we expect this to increase in the latter quarters. We have yet to make payments for our scheduled improvement works (as to be discussed at point 13). DW detailed that we have unexpected costs, as detailed at point 11, which will have financial implications.

**KINGSRIDGE CLEDDANS HOUSING ASSOCIATION  
MANAGEMENT COMMITTEE MEETING  
HELD ON 28<sup>th</sup> July 2026  
IN THE KCHA OFFICES**

The MC discussed and noted the management accounts.

**5 Finance Training**

FMD delivered the second part of the finance training to the MC.

**FMD left the meeting following point 5.**

**6 Auditors Draft Report, Financial Controls**

DW presented the Auditors' report from Cameron Auditors.

**Redacted Information**

**7 Auditors Draft Report, Responsive Controls**

The auditors have recommended that we incorporate better methods for seeking faster feedback from tenants with regards to repairs. DW detailed that we utilise the Homemaster system to contact tenants after a repair to request feedback. This will take a bit of time to set up; however, will be useful in the long run. ES highlighted the importance of also using other contact methods should texting not be used by some tenants, especially those with limited IT skills or with disabilities. It was agreed that we will pilot it with a text and gauge the response.

It was also recommended by the auditors, and incorporated, that post inspections are saved on to the HomeMaster system.

**8 KPI Performance Report**

DW presented the KPI Performance Report.

Complaints were dealt with 100% within the timescale. In the quarter, we received 4 complaints, 3 of which were upheld. Of the upheld complaints, one was with regard to a contractor, who is no longer working with us. Two complaints were with regard to KCHA service and have provided learning opportunities to develop staff members.

**KINGSRIDGE CLEDDANS HOUSING ASSOCIATION  
MANAGEMENT COMMITTEE MEETING  
HELD ON 28<sup>th</sup> July 2026  
IN THE KCHA OFFICES**

DW detailed that we have received a refusal to an offer of a section 5 referral. Refusals are very rare for KCHA, and this refusal was on the basis of a lack of specific amenities available within Drumchapel as required by the applicant. The MC felt that this refusal did not reflect on the property or the offer of housing.

The MC discussed the remaining KPIs, all of which remain on target.

## **9 KPI Targets for coming Year**

Following the KPI report, the MC discussed the current performance, last year's performance as detailed in the ARC, and the comparison of these stats with the Drumcog performance results. They discussed the targets and looked to amend these to ensure we continue to seek ambitious improvements.

It was generally felt that our targets are already set at a high level, but it was agreed to change the arrears target to 2%, and the refusals target to 6.25%. We will also look to set the void target at £3k.

## **10 Risk Registers**

DW presented the updated Risk Registers. He detailed that there have been some minor changes, particularly reflective of the ongoing tensions in the Middle East and the impact this is having on repair costs. He also detailed that the risk on pension liabilities has been reduced, reflective of our auto-enrolment process, and that the general procedural risks with regard to the finance department have been decreased, reflective of our new electronic filing processes.

DW detailed that staffing has increased in risk level, reflective of the current recruitment and new members joining the staffing team. Whilst MC recruitment/retention has also increased as numbers have dropped slightly.

The MC noted and agreed the changes to the Risk Registers.

## **11 Details of Void Property**

DW presented a report on a void property at Fasque Place. He detailed that the management of void properties is an operational requirement, but due to the likely high costs of this property, he wished to make MC aware of this.

**KINGSRIDGE CLEDDANS HOUSING ASSOCIATION  
MANAGEMENT COMMITTEE MEETING  
HELD ON 28<sup>th</sup> July 2026  
IN THE KCHA OFFICES**

The MC discussed the condition of voids and how this is likely to impact on budgets and KPIs. It was agreed that the recently commenced process of house visits to sitting tenants will help to identify properties in poor condition prior to the void stage and reduce the likelihood of such expensive repair costs. It was also highlighted that such costs and issues are thankfully rare.

**CB left the meeting prior to point 12.**

**12 Essential Car Users Allowance**

DW discussed with the MC the possibility of introducing essential car user allowance for the frontline roles. He detailed the pros and cons of such a process and that it is not universally agreed or applied across the sector with regard to what is essential and which roles should receive this.

He stated that ultimately it was a balance between the costs of providing this service, in payments to staff, and the counterbalance of loss of staff time should they not use vehicles.

MC discussed the merits of this and agreed to implement this for the Housing Manager, Housing Assistant and Asset Officer with immediate effect.

**13 Procurement of Bathroom and Kitchen Contract**

**CB returned to the meeting at this point.**

DW updated the MC that he is working with Scottish Procurement Alliance (SPA) to run a mini competition of tenders for the bathroom contracts.

**14. Ladyloan Place hard landscaping**

**Redacted Information**

**15. KCHA staffing**

Our new Housing Manager, Lyndsey McGillion will be starting with us on August 17<sup>th</sup>. She is an experienced housing professional who currently works at

**Redacted**

**16. Assurance Report**

**KINGSRIDGE CLEDDANS HOUSING ASSOCIATION  
MANAGEMENT COMMITTEE MEETING  
HELD ON 28<sup>th</sup> July 2026  
IN THE KCHA OFFICES**

DW provided a reminder of the Evidence Bank and how the MC should use this to ensure that they are meeting their regulatory requirements and are assured that the Association is performing at the highest level.

**17. Membership Applications and Cancellations**

There was no change to the membership.

**18. New Policy – Probation Period**

DW detailed that due to changes in employment law, many of the legal protections and requirements become available within the first four months of employment; it had previously been two years.

The new policy introduces a probationary period in which staff can be supported into the role, and the organisation can ensure that new staff are aware and achieve the expectations set by the Association.

MC approved this new policy.

**19. AOCB**

**Redacted Information**

Fasque / Lilyburn – it has been confirmed that Cruden are building on this land With development scheduled to commence in October. It was discussed and agreed that DW would seek further updates and keep the MC informed.

**20. Date of Next Meeting**

25<sup>th</sup> August 2026 at 17.45 at the KCHA office.