

Report To:	Management Board Meeting
Agenda Item:	Ag3. Minute of Management Board Meeting of 28 April 2026 held in Drumchapel Housing Co-operative Office
Date Issued:	19 May 2026
Meeting Date:	26 May 2026 at 6.00pm

1. Sederunt

P = In Person, Z = On Zoom				
Present Due:		Apologies:	In Attendance Due:	
Helen Eakin (HE)	P	David O'Hara	Pauline Burke, Director (PB)	P
Elsbeth Kerr (EK)	P	Frances McLean	Jaqueline McGoran, Finance & Corporate Services Manager (JMCG)	P
Josie Barnshaw (JB)	P	Joan McFarlane	Fiona Koroma, Corporate & Governance Officer (FK)	P
Alex Kerr (AK)	P	Thandiwe Malikha		
Karen McKenna (KMck)	P			
Vincent Ogar (VO)	P	Absent:		
Graeme MacIntosh (GMcl)	P			
Tanith Diggory (TD)	P	Leave of Absence:		
Jean Forbes (JF)	P	David Riddell (DR)		
Pauline McNaught (PMcN)	P		Observers Due:	

The meeting started at 6.00pm.

All papers issued in advance of meeting, by email and post, unless detailed in minute.

The Chair welcomed everyone to the meeting.

2. Declarations of Interest

The Chair reminded Board and staff to declare interests as appropriate and reminded of confidentiality and collective responsibility.

There was one declaration of interest noted

HE at Agenda Item 6.11

3. Minutes of Previous Meeting(s)

Minutes of Previous Meeting(s)	Lead	Due By
Minute of the Management Board Meeting of 28 April 2026 The Chair asked everyone if they had read the minutes of the last meeting and if there were any requests for corrections. The Board noted no corrections and confirmed the approval of the minutes. Proposer: HE Seconder: EK Chair of approving meeting to sign minute: JB	FK	26.05.26

4.	Meeting Action List 2026/27	Lead	Due By
	<p>PB updated Board on Action Point 051 and confirmed the Senior Team and our IT providers, Brightridge, had met with TSG regarding Pegasus Opera 3 and the issue of the platform being dependant on Microsoft visual fox pro which is end of life and unsupported. The outcome of the meeting was for TSG to revert back to Pegasus 3 with another meeting being scheduled for Wednesday 29 April. At time of Board meeting, the senior team were unsure if the meeting was going ahead as TSG had not confirmed. PB will update Board of the outcome.</p> <p>PB stated that the other action points are on-going.</p> <p>Decision Made: The Board approved the action list</p>	ALL	
5.	Matters Arising	Lead	Due By
	<p>The Chair asked if there were any matters arising.</p> <p>PB discussed a request from the Audit, Risk and Staffing Sub-Committee regarding rescheduling a meeting date scheduled for 5 November 2026. PB suggested two alternative dates Wednesday 4th November or Thursday 19 November. Members voted Thursday 19 November.</p> <p>PB asked members to consider DR's request for an extension to his leave of absence until 30 June 2026 due to personal reasons.</p> <p>Decision Made:</p> <ul style="list-style-type: none"> Audit, Risk and Staffing sub-committee members agreed new date of Thursday 19 November for meeting Members accepted the extension to D. Riddells's leave of absence 	FK	
6.	Director's Report	Lead	Due By
	<p>6.1 Scottish Housing Regulator Engagement Plan</p> <p>PB presented the report and advised the annual regulatory risk assessment undertaken by the Scottish Housing Regulator indicates that for 2026-2027 the Co-operative is Compliant.</p> <p>Decision Made:</p> <ul style="list-style-type: none"> The Board noted the status with the Scottish Housing Regulator <p>6.2 Entitlement, Payments and Benefits Report 2025/26</p> <p>The Chair asked FK to present the report</p> <p>FK presented the Board with the annual report detailing entries that have been recorded in line with section 2.4 of the Co-operative's policy on Entitlements, Payments and Benefits.</p> <p>There were 11 entries recorded in the register between April 2025 and March 2026 with the value and details of each entry recorded noted within the report.</p>		

Board confirmed all matters noted and no queries to raise.

Decision Made:

- Board noted the content of the report

6.3 Annual Complaints 2025/26 Report

The Chair asked FK to present the Report

The report was presented to the Board explaining that all complaints are recorded using the Co-operative Complaints Handling Procedure.

In 2025/26 the Co-operative received 34 complaints, with 32 being resolved at Stage 1 and two resolved at Stage 2. No complaints were carried over from 2024/25. All complaints were resolved within the designated timescales of DHCL's Complaints Handling Procedure.

94 % of received complaints were resolved at Stage 1, of these 78% were upheld and/or resolved. Most complaints were in relation to service delivery related relating to the quality of service or works carried out by contractors relating to estate management in particular close cleaning and grounds maintenance. Our maintenance team follow up with close and estate inspections and liaise with contractors to ensure they are working to the specification stated within their contract.

Two complaints that were escalated to Stage 2, were fully investigated and outcomes provided. One was upheld and was in relation to a contractor failure and the other was not upheld which related to a process failure

Complaints are reported in the Co-operative quarterly newsletter which provide information on the number of complaints and timescales to resolve.

Board were advised that the Customer Services Standards are being reviewed and this will involve engaging with tenants and specifically looking at the types of complaints we receive.

Decision Made:

- Board noted the annual complaints report and no queries were raised

6.4 Assurance Statement Action Plan Report

The Chair asked PB to present the Assurance Statement Action Plan Report.

PB asked members to note the progress made on the Assurance Statement Action Plan. PB explained Action Points in amber are progressing and work is on-going.

PB asked members to further note, Scottish Housing Regulator (SHR) carry out annual Assurance Statement visits to Registered Social Landlords (RSLs). The Co-operative is one of the RSLs selected for a visit during 2026/27.

The visit will take place on Monday 18 May 2026 with the Chair, Chair of the Audit, Risk & Staffing Sub-Committee, the Director, Finance & Corporate Services Manager and FMD, Financial Agent.

In advance of the meeting the SHR has requested various information supporting assurance on tenant and resident safety and ensuring covenant compliance. This information was submitted.

PB will update Board at the meeting in May on how the visit went.

PB

Decision Made:

- The Board noted the progress with the Assurance Statement Action Plan.
- Board noted the visit from the Scottish Housing Regulator on 18 May 2026.

6.5 External Audit – Pre-Audit Programme Report

The Chair asked JMcG to present the External Audit – Pre-Audit Programme Report.

JMcG presented the report and sought approval for the pre-audit programme attached at agenda item 6.5(i). JMcG stated the pre-audit programme provides details of the audit approach, the scope of the audit and the respective responsibilities of Findlays Chartered Accountants and the Management Board. JMcG confirmed the auditors will be on-site week commencing 25th May 2026.

Decision Made:

- The Board approved the external audit pre-audit programme.

JMcG

6.6 Five-Year Financial Projections for Submission to the Regulator

The Chair asked JMcG to present the Report.

JMcG explained that the Co-operative is required to submit 5-year projections to the SHR annually and presented the five year financial projections (FYFP) due to be submitted by 31 May 2026. JMcG stated that 0 to Year 5 are extracted directly from the 30 Year Financial Projections, which David Ampofo from FMD Financial Services presented to Board in March 2026. A recap of the main assumptions was provided, and it was noted that outturns continue to show a positive financial outlook. Sensitivities ran over the period demonstrate the Co-operative's ability to withstand series of negative scenarios

Board were advised that there could be potential adverse impact from the wars in Iran but it was still too early to determine the full extent and length of impact. As the financial markets are expecting inflation to rise to 3.5/4% by Autumn 2026 a sensitivity ran on Year 2 on an inflation only rent increase of 4% did not show adverse outturn to the Co-operative's cash position.

Board also noted that as a consequence of rising inflation indications are that the market is also now tentatively forecasting a BOE interest rate increase of the BASE rate by 0.25% in Nov/Dec and another 0.25% increase in February 27 to reach a BASE rate of 4.25% in early 2027. The sensitivity analysis assumes an even worst case than this with an overall increase of 1% base to 4.75%. The sensitivity shows minimal adverse impact to cash and all covenants are met.

Decision Made:

- The Board approved Five-Year Financial Projections for Submission to the Regulator

FMD

6.7 RBS 1 Year Fixed Deposit Maturity

The Chair asked JMcG to present the report.

JMcG sought approval from the Board to rollover Royal Bank of Scotland 1 Year fixed term deposit facility of £300k plus accrued interest (£9,660) which matures 8 May 2026.

JMcG explained that current indicative interest rates on offer for 12-month deposits are: Royal Bank of Scotland: 3.56%, Bank of Scotland: 3.30%.

But these are subject to change as rates change daily. JMcG advised Board that Nationwide are currently not accepting new applications for Business deposit.

Decision Made:

- The Board approved the rollover Royal Bank of Scotland 1 Year fixed term deposit

JMcG

6.8 External Audit Impairment Report

The Chair asked PB to present the External Audit Impairment Report.

PB explained as part of the External Audit an Impairment Statement must be completed each year. The Statement of Recommended Practice and FRS 102 outline the indicators of impairment and these are included in the Impairment Statement at item 6.8(i). PB confirmed that there had not been much change from previous year submission however section 7 has been updated to reflect the potential impact of the Iran war. PB confirmed there were no indicators of impairment.

Board confirmed all matters noted and no queries were raised

Decision Made:

- The Board approved the External Audit Impairment Report

PB

6.9 Asset Management Strategy 2026-2028

The Chair asked PB to present the Asset Management Strategy.

1.1 PB gave an overview of the Asset Management Strategy and highlighted that the Asset management plan outlines how we will manage and maintain our properties and their environments, to ensure the continued provision of good quality housing that meets the changing needs and aspirations of tenants.
 . PB confirmed that the Asset Management Strategy aligns itself with the Co-operatives business planning process, as demonstrated within our Strategic, Delivery and Resource Plans 2026-2028.

Decision Made:

The Board approved the Asset Management Strategy

6.10 Rent Arrears Eviction Report

The Chair asked PB to present the Report

PB drew Board's attention to the details outlined in the report regarding seeking approval for the eviction. Board confirmed all matters noted and had no additional queries to raise.

SHO

Decision Made:

- Board approved to proceed with the eviction

HE left the meeting at 6.25pm

6.11 Offer of Housing – Connected Person

The Board was asked to consider the offer of housing in line with the Co-operative's Choice Based Letting Allocation Policy to a family member of Board member (HE). PB advised Board that the property was due for re-let three weeks ago but due to policy being that the Management Board must approve an offer to a connected person prior to the offer being made. This will be reflected in the total number of void days and corresponding void loss. Board asked PB to seek some legal clarification in implementing a procedure which gives delegated authority to approve a connected persons request, in between meetings.

SHO

Decision Made:

- Board approved the offer of housing

HE re-entered meeting at 6.28pm

7. Policy Review

There were no policies to review this month

8. Governance **Lead** **Due By**

8.1 Membership Report

The Chair asked PB to present the report.

There were 8 prospective members for Board approval this month and 3 share certificates to be approved and signed by the Office Bearers.

Decisions Made:

- Board approved the prospective members and Share Certificates for signing

CM

8.2 Ethical Conduct and Notifiable Events

The Chair confirmed there were no ethical conducts or notifiable events to report this month

9. Audit, Risk and Staffing Sub-Committee

Lead

Due By

There are no sub-committee minutes to report this month.

10. Housing and Maintenance Sub-Committee

There are no sub-committee minutes to report this month.

11. A.O.C.B.

The Chair invited any other business to be presented at the meeting.

11.1 There was a broad discussion regarding attendees for the Share Awards and confirming transport details.

Decision Made:

- FK confirmed that Board members attending will be getting to and from the venue in a taxi

12. Date of the Next Meeting

The Chair thanked everyone for their attendance and input.

The Chair closed the meeting at 6:33pm.

The date of the next meeting is **Tuesday 26 May 2026 at 6.00pm** at Drumchapel Housing Co-operative Office and via Zoom.

Chair..... J. Barrowhaw Date 26/5/2026

