

PARAGON HOUSING ASSOCIATION LIMITED

Minutes of Management Committee meeting

Hybrid Meeting

11 February 2026

Present: A Anderson
J Anderson
E Campbell
S Gilbert
J Hughson
B Lees (online)

Staff: M Torrance
E Mathershaw
M Thompson
W Baxter
M Binnie

GOVERNANCE / MINUTES ETC

1. APOLOGIES

D McLean (SLA)
L McNally
K Menzies (SLA)
J O'Meara
M Richards (SLA)

M Torrance advised that before the meeting K Menzies requested a special leave of absence due to having given apologies due to work and studying commitments. **Committee members approved.**

2. COMPOSITION OF COMMITTEE

No changes

M Torrance advised that a recruitment advert for management committee members was placed with CVS Falkirk, however we have had little response. A previous member of the committee has noted interest in joining again and this will be followed up. We now have a LinkedIn account which we can use to advertise for committee members with particular skills. E Mathershaw advised that there are a couple of members of the tenant scrutiny panel that may be interested in joining the committee in the future.

3. MANAGEMENT COMMITTEE CALENDAR

It was noted that there are two meetings scheduled for March but after considering business requirements it was decided to only have the budget meeting in March.

There will be an F&GP sub committee meeting in March.

Note – J Anderson joined the meeting.

4. GOVERNANCE ITEMS

Membership changes – none

Register of Interests – no changes

Entitlement, Payments & Benefits – at the last HM&I sub committee meeting members had approved for a supermarket voucher to be given to tenant who is also a staff member. This had approved at the time however it was not noted in the minutes or reported. Committee members noted. The register was updated to reflect this

Code of conduct – following the members code of conduct being updated all members will be required to sign the updated version.

M Torrance provided members with an update on the alleged data breach previously reported. M Torrance and M Binnie met with the Internal Auditor to discuss and advice was taken. Toolbox talks will be held with staff on a number of governance matters including the changes to the EPB policy.

4a. Minutes of Previous Meeting – 28 January 2026

There were no amendments to the minutes.

Proposed: A Anderson

Seconded: J Anderson

Minutes Approved.

4b. Matters Arising

All covered in agenda.

5. BUSINESS ITEMS

5a. KPIs Q3 2025/26 and Target Setting 2026/27

E Mathershaw went through the housing management KPIs.

- Repairs - in general performance is good. Biggest issue is around voids. Fortnightly meetings held with the contractor to discuss repairs and have set up a void process workshop with our contractor. Reactive repair costs are being monitored closely but no significant variance from budget at this time.
- Damp, mould and condensation – figures for Q3 still required. This was discussed at the last HM&I sub committee and H&S meetings. E Mathershaw and W Baxter reviewing reporting and review the causes.
- ASB – no concerns. There are a couple of cases open 90+ days due to the nature of the case.
- Close gradings – over half fall under cat B
- All fire doors were inspected monthly
- Tenancy sustainment - there were 3 tenancies started and ended immediately. The reason for the tenants ending the tenancy were unrelated to Association issues.
- Rent arrears figures to the end of January was confirmed as the cumulative figure
- Gross rent arrears have risen due to 2/3 tenancies abandoned with high rent arrears
- Average times to relet - 64.1 days. This includes some properties which will be taken off charge and excluded from final ARC Calculation. Off charges calculation has a significant impact on figures we report to ARC. There is a tracker to record reasons for off charge properties.
- Evictions - 3 ytd, 1 for rent arrears and 2 for condition of property.
- Section 5 referrals - performance strong. % of lets to homeless has fallen
- Tenant recharges – low return

M Torrance took members through the governance KPIs

- sickness – couple of long term absences impacting on figures
- complaints report had been previously covered

W Baxter took members through the P&R KPIs.

- BBOOMs – acquired 16 properties this financial year
- Medical Adaptations – satisfaction 100%. It was noted that the timescales are from when we get the application including time to get assessment

There was a discussion on KPIs. It was agreed roll the current KPI targets forward into 2026/27. **Committee members agreed.**

5b. Refinance Update

M Torrance provided members with an update. Awaiting conclusion on security arrangements.

6. FINANCE & GENERAL SUB COMMITTEE

6a. Finance & General Sub Committee

The next F&GP sub committee meeting is being held on Wednesday 11th March.

6b. Management Accounts Q3

M Thompson advised that there was an error on the original accounts circulated which has since been updated. There were items which should have been capitalised.

M Thompson took members through the corrected report.

Compliance certificates are completed and no issues.

The Q3 management accounts were provided to lenders within the timescale.

Committee members noted the Q3 management accounts.

7. HOUSING MANAGEMENT & INVESTMENT

7a. Housing Management & Investment

The last meeting was held on 14th January 2026 and the draft minutes were previously circulated.

7b. Housing Managers Report

E Mathershaw advised she did not propose to go through the report as figures were covered in KPIs.

Dashboards had been uploaded for members to review and explanations were included with figures.

There was discussion on how we can approach partner agencies to look at helping those tenants who are in arrears and the properties that at experiencing issues with damp, mould and condensation. We have signed up to HACT and provide tenants with help with energy costs.

Holding weekly surgeries in Sauchie for tenants to be able to drop in to speak to staff.

7c. Programme Report

W Baxter advised that there was not much change in the report from the previous month's and provided a brief update.

- Painterwork - progressing
- Planned Maintenance - progressing
- Electrical works - 8 to be completed
- EICRs – ahead
- Kitchen – slowed down due to manufacturer issues – being attended to
- Central Heating / Boilers – contract complete
- Roofing and Rendering – contract complete
- Sanitaryware – on site progressing well
- Open Space Maintenance – there were some issues at the start of the contract which were resolved.
- Weeding – ahead complete

Gas servicing – no failures

Medical Adaptations - £1400.00 left out of £104k grant, this will be utilised. Spent £3.5k of Association funded minor adaptations budget of £5k.

BBOOMs - acquired 16 properties to date

Paris St - planning permission approved. Acquisition next week. Money for works from next year's budget for the required upgrade.

E Mathershaw will bring forward proposals regarding allocations.

Greener Grangemouth – continuing to explore possible partnership working.

Westquarter Avenue – reinstatement works started on property affected by vermin

Commissioner St – awaiting update from CURB.

Finance report – noted progress

W Baxter provided members with an update on the kitchen contract following issues with supplier's delivery due to the supplier moving factory and experienced IT issues. W Baxter is having discussion with the supplier.

8. COST PLAN / TENDER APPROVALS

None

9. AUDIT COMMITTEE

9a. Audit Committee

A next meeting will be arranged to review the IA reports.

9b. Internal Audit Programme 2025/26

The internal audit on the allocations ARC figures was satisfactory. There were recommendations.

Other 2 recommendation will be fully implemented before next ARC

Noted advice will be sought from SHR on interpretation of the guidance.

There were no priority recommendations.

Management comments to the reports will be submitted and final reports circulated when returned by IA.

The gas internal audit is being carried out next week.

The internal audit programme is concluded for the year.

10. HEALTH & SAFETY

10a. H&S Workplace Committee

The last meeting was held on 10th February 2026.

A wellbeing session is being held next week with staff to look at how staff can use their skills around wellbeing and mental health in their professional work.

Wellbeing consultant will run a 2 day mental health first aid course in the office at the end of April. There are 16 places. If any committee members are interested they should let M Torrance know.

10b. H&S Stock Committee

The standard reports were discussed at the meeting and there was discussion on damp, mould and condensation reporting.

11. REGULATORY ISSUES

11a. AAS Quarterly Reports

Action monitoring reports were considered at the last meeting.

Each sub committee need to update their reports on where we are at with actions identified noted in the reports.

The annual assurance statement reports are to be considered “ live“ documents.

Note – E Mathershaw left the meeting.

12. POLICY ISSUES

12a. Policy Monitor

Updated

Note – E Mathershaw re- joined the meeting

Sundry charges policy – M Thompson reviewed the policy and some of the information either does not apply any longer or is covered in other policies. M Thompson recommended that the policy is now withdrawn. ***Committee members approved.***

12b. Entitlements, Payments Benefits Policy

M Torrance advised the policy has been updated to reflect the updated SFHA model.

One of the main differences is on asking permission upfront.

M Torrance and M Binnie will look at a procedure. In the meantime governance toolbox talks in place and staff will get an update on what is required.

Included in the policy will be the list of our main contractors not to use. When we award a large contract it will be posted on Engage so staff are aware. A reminder to update ROI will be issued to staff.

Committee members approved the updated Entitlement, Payment & Benefits policy.

12c. Code of Conduct for Staff

M Torrance advised that the updated staff code of conduct basically mirrors the governing body version apart from breached.

The updated staff code of conduct had been sent to staff for comments. None received and requirements are being covered at toolbox talks.

Committee members approved the updated code of conduct for staff.

13. STRATEGY, POLICY & RESEARCH DEVELOPMENTS

13a. Scottish Government New Housing Body Proposal

M Torrance advised that background papers had been circulated to member for information but information sparse at the moment. There is little detail available.

SFHA are holding a CEO session on the 19th March 2026 on the proposal for a new Scottish housing agency. Noted currently consultation on planning system. Not clear what the impact will be generally or specifically for the Association will affect us directly

13b. Grangemouth Housing Masterplan

Noted comments re Greener Grangemouth

13c. Clackmannanshire Wellbeing Economy Anchor Partnership

M Torrance advised that staff and committee had attended the recent Forth Valley employability conference where two staff members who came through the employment and training unit spoke about their very positive experience. It was well received and the input of the staff involved was most appreciated.

14. TRAINING / INFORMATION

14a. Conference & Training Schedule

EVH H&S Forum – CDM Regulations - one place has been booked for W Baxter. We had asked EVH if a committee member could attend and we await to see if there is a space and only one person per organisation is allocated a space.

15. ANY OTHER BUSINESS

None

DATE OF NEXT MEETING

The next meeting will be the budget meeting being held on Wednesday 25th March 2026. Proposed time is 1.30pm. Availability will be checked with members.

Signed: Chairperson	
Date:	