

**PARAGON HOUSING ASSOCIATION LIMITED**  
Minutes of Management Committee meeting  
Hybrid Meeting  
12 November 2025

Present: A Anderson  
J Anderson (online)  
E Campbell  
S Gilbert  
J Hughson (online)  
B Lees (online)  
D McLean (online)  
J O'Meara

Staff: M Torrance  
E Mathershaw  
M Thompson (online)  
W Baxter  
M Binnie

**GOVERNANCE / MINUTES ETC**

**1. APOLOGIES**

L McNally  
K Menzies  
M Richards (SLA)

**2. COMPOSITION OF COMMITTEE**

No changes

**3. MANAGEMENT COMMITTEE CALENDAR**

To note

**4. GOVERNANCE ITEMS**

Attendance register for noting.

**4a. Minutes of Previous Meeting – 22 October 2025**

There were no amendments to the minutes.

Proposed: E Campbell  
Seconded: J Anderson

***Minutes Approved.***

#### **4b. Matters Arising**

All covered in agenda.

### **5. BUSINESS ITEMS**

#### **5a. Refinance – Facilities Agreements**

M Thompson took members through the paper.

The current facility with RBS is due to mature on 23<sup>rd</sup> December 2025. A tender exercise was undertaken with expert advice from Allia C&C who carried out a tender exercise. Offers were received and the recommendation was to proceed with two potential lenders which management committee previously approved.

The two preferred lenders are The Royal Bank of Scotland and Unity Trust Bank.

The full facilities agreements are available in Sharepoint.

The report notes the key issues, considerations and risks.

We have worked closely with our solicitors on the agreements and there are no issues identified that would prevent the signing of the facilities.

The breakdown of each loan was explained.

M Thompson explained the interest cover covenant and that this is less onerous than previous agreement.

There was discussion on interest rates and floating interest rates were explained. It was noted that using floating interest rates will not breach Treasury Management policy/ strategy.

The purpose of the loans is key as to how funds can be used.

The lenders have a specific minute to be completed.

M Torrance took committee members through the points we are agreeing to within the RBS agreement. If this agreement is signed today this should be processed by the end of next week.

The Unity Bank facility agreement notes both amounts we are borrowing on the one agreement. Therefore we have asked the solicitors to clarify if these should be combined in the one agreement or separate.

M Torrance explained the current situation with the security for the Unity Bank loan.

Authorised signatories are currently A Anderson, E Campbell, M Torrance and M Thompson. It was proposed that S Gilbert be added as an authorised signatory. **Committee members agree for S Gilbert to be an authorised signatory.**

**Committee members approve the signing of the facility agreements in accordance with the lenders requirements.**

*Note – W Baxter left the meeting.*

#### **5b. Mid Year Budget Review**

M Thompson took members through the report highlighting the key changes between the original budget and the revised year end projections. There are no major issues.

Rental income is down due to the completion of the Westquarter development being later than expected.

Office upkeep - revised projection higher than original budget. The significant variance in the spend against budget which includes the cost for new doors/shutters for the office which should have been capitalised. The additional money will be used for redecorating parts of the office.

The office insurance was lower than the original budget.

Repairs and maintenance special services – revised projection higher than budget to cover ad hoc fees due to vacant post. However it was noted there is saving on the salary of the vacant post.

Covenants remain compliant when projected forward based on the requirements of the new agreements.

Computer equipment budget increased due to additional equipment required for upgrading the system.

Original budget was for 5 BBOOM properties. Due to the value of some of the properties it was possible to acquire more within the budget and there are further opportunities. It is proposed to increase the number to 10 properties plus the potential new property acquisition. Falkirk Council are supportive of the HAG funding. The costs have been through the business plan and have minimal effect on the cash flow.

Reactive maintenance voids costs will be closely monitored.

**Committee members approve the mid year budget review proposals subject to agreeing the further proposed property acquisition.**

*Note - Standing orders suspended*

**5d. Rent Increase 2026/27**

M Torrance advised that this is confidential and noted that no decision is being made today on the rent increase, only discussing the possible options for consultation .Awaiting October inflation figures.

M Torrance took members through the presentation.

E Mathershaw took members through the affordability and rent harmonisation sections of the presentation.

*Note – S Gilbert left the meeting. J Anderson took the Chair.*

There was discussion on the rent cap provisions.

*Note – S Gilbert returned to the meeting and resumed as Chair.*

***Committee members agree to delegate the decision on what to consult on to the F&GP sub committee with the information being circulated to all committee members for information.***

E Mathershaw advised on targeting approach for tenants who be negatively impacted offering other sources of assistance.

**6. FINANCE & GENERAL SUB COMMITTEE**

**6a. Finance & General Sub Committee**

The last meeting was held on 19<sup>th</sup> September 2025 and the draft minutes had been circulated.

**6b. F&GP Performance Reports**

M Torrance advised that the reports are uploaded to Sharepoint.

M Torrance took members through the annual complaints report.

The highest number of complaints are received in relation to repairs, followed by estate management issues. A refresher session will be held with staff on complaints and communication.

The HM&I sub committee and Tenant Scrutiny Panel had reviewed and had input into the annual complaints report. It was agreed with them that the “spotlight” would be on estate management this year. The report has been published on our website.

The volume of complaints received are in line with what we expect for the current year. Themes are consistent with previous years

Absence management report noted.

**6c. Annual Complaints Report 2024/25**

Covered at 6b.

**7. HOUSING MANAGEMENT & INVESTMENT**

**7a. Housing Management & Investment**

The last meeting was held on 8<sup>th</sup> October 2025 and the draft minutes were previously circulated.

**7b. Housing Managers Report**

E Mathershaw took members through the report.

Rent collection is down slightly. Need a deeper analysis of arrears by patch and area.

Repair satisfaction – tenant satisfaction remains high, however there has been a slight decrease in satisfaction levels in recent surveys.

Right First Time (RFT) - high performance

Relet days remain high but are coming down.

We have a high number of voids and we held an internal workshop this week on monitoring the voids.

There was an internal audit on the ARC return in relation to voids and allocations. The audit went well and we await the report.

**9. AUDIT COMMITTEE**

**9a. Audit Committee**

The last meeting was held on the 7th August 2025 and the draft minutes were previously circulated.

**9b. Internal Audit 2025/26**

M Torrance advised that we are awaiting the written reports and will arrange an Audit Committee meeting once these are received.

The internal audit on rent setting is on 24 November 2025.

## **10. HEALTH & SAFETY**

### **10a. H&S Stock Sub Committee**

A meeting of the stock sub committee was held on the 21<sup>st</sup> October 2025. The main topic at the meeting was the annual assurance statement. The draft minutes were circulated.

### **10b. STEPS Group Update**

M Torrance advised that we have received a proposal from our Wellbeing consultant to provide training and support to staff. Further discussion required.

## **11. REGULATORY ISSUES**

### **11a. Annual Assurance Statement (AAS)**

M Torrance advised that the AAS was submitted on time.

There were no material non compliances identified.

The toolkit actions will be reviewed quarterly by each sub committee.

*Note – W Baxter re-joined the meeting.*

### **5c. Property Acquisition – Confidential**

W Baxter took members through the report.

The properties are proposed to be acquired in line with our BBOOM Policy. W Baxter explained the costs and the HAG funding available. Individual HAG funding will be received for each individual property.

Planning permission will be sought for a change of use of the dwelling from Aparthotel Class 7 to Housing Class 9.

*Note – D McLean left the meeting.*

E Mathershaw advised that there is a housing demand for this type of property. Subject to approval, there will be consideration of a special lettings initiative around downsizing to free up larger properties.

W Baxter took members through the health & safety results from the specialist reports and the findings from the structural engineer's report.

Approval is requested from the committee to make a formal offer as noted on the report subject to a number of conditions including planning and HAG availability.

***Committee members approved.***

*Note – J Anderson, J Hughson and M Thompson left the meeting.*

## **8. COST PLAN / TENDER APPROVALS**

**Painterwork Tender**

**Yr. 3 – Various Estates in Clackmannan, Gutter Clean Stirling**

The tender report was tabled and W Baxter took members through the report.

There is an increase in the cost but this will be accommodated within the painterwork budget as there is a contingency sum.

E Mathershaw advised that The Bell Group have been working well with us through community work benefit.

***Committee members approved the recommendation within the report to appoint Bell Decorating Group.***

## **12. POLICY ISSUES**

### **12a. Management Committee Recruitment**

M Torrance advised that we have a process and recruitment pack in place for recruitment of management committee members. The SFHA recently issued guidance and a draft policy had been developed from this.

There are toolkits available to help improve diversity within the management committee and the F&GP sub committee will look at adopting a toolkit to implement.

***Committee members approved the management committee recruitment policy.***

### **12b. Staff Training & Development**

The policy has been updated to reflect EVH updates to the model policy.

One of the key elements from the EVH model policy is the target number of days/hours for training and the methods of training.

There are clear expectations in the policy of what is expected.

***Committee members approved the staff training and development policy.***

## **12c. Adverse Weather Policy**

M Torrance explained what is done to advise staff of adverse weather which may affect working.

The policy was updated to include working from home as all staff have the capacity to work remotely.

***Committee members approved the adverse weather policy.***

## **13. STRATEGY, POLICY & RESEARCH DEVELOPMENTS**

### **13a. Grangemouth Housing Masterplan**

M Torrance and W Baxter attended a meeting regarding Greener Grangemouth. There may be an opportunity to be involved in a number of projects. This discussion is at an early stage.

### **13b. Clackmannanshire Wellbeing Economy Anchor Partnership**

M Torrance advised that at a previous meeting there had been discussion on modern apprentices. Since then M Torrance and W Baxter attended Forth Valley College Falkirk Campus to look at the facilities available through their modern apprentice programme and there are opportunities to work with the college

## **14. TRAINING / INFORMATION**

### **14a. Committee Induction / Stock Tour**

The stock tour/induction/refresher was held on 7<sup>th</sup> November 2025. Good feedback received. Members had found it useful and informative. M Torrance will arrange follow up sessions.

The SFHA have issued guidance on governing body members induction.

### **14b. Conference & Training Schedule**

To note

### **14c. Committee Appraisals 2025 – feedback report**

M Thompson will arrange a date for the finance session.

### **7c. Programme Report**

W Baxter advised that the main points from the report to note are that there have been no gas failures, EICRs are ongoing with no issues. There is a slight overspend on the roofing works.

### **15. ANY OTHER BUSINESS**

None

### **DATE OF NEXT MEETING**

The next meeting will be held on Wednesday 10<sup>th</sup> December 2025. Time TBC.

<b>Signed:</b> <b>Chairperson</b>	
<b>Date:</b>	