

PARAGON HOUSING ASSOCIATION LIMITED

Minutes of Management Committee meeting

Hybrid Meeting

16 July 2025

Present: A Anderson
J Anderson (online)
S Gilbert
B Lees
D McLean (online)
L McNally (online)
K Menzies (online)
J O'Meara (online)

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

Observer: J Hughson

GOVERNANCE / MINUTES ETC

1. APOLOGIES

E Campbell
M Richards

2. COMPOSITION OF COMMITTEE

Membership Applications

In accordance with the Association's Rules there was 1 new membership application considered for approval (details noted on membership paper).

The membership was approved. The use of the seal was approved by the Management Committee.

Management Committee Membership Application

M Torrance advised that J Hughson has applied to join the management committee. He is a member of the Tenant Scrutiny Panel and is involved with TIS.

J Hughson left the meeting for committee members to consider his application.

Committee members approved J Hughson's application to join the management committee.

Confidential Item

Redacted

Note – K Menzies joined the meeting.

J Hughson rejoined the meeting.

M Torrance advised that J Hughson is now a member of the management committee filling a casual vacancy and will form part of the quorum from the next meeting.

3. MANAGEMENT COMMITTEE CALENDAR

No changes

4. GOVERNANCE ITEMS

Register of Interests

M Torrance advised that staff member C Tetsill is joining the board of another HA. This will be recorded on register of interests. There is no conflict of interest.

4a. Minutes of Previous Meeting – 11 June 2025

There were no amendments to the minutes.

Proposed: J O'Meara

Seconded: S Gilbert

Minutes Approved.

4b. Matters Arising

All covered in agenda.

5. BUSINESS ITEMS

5a. Treasury Management - Refinance

M Thompson advised that following the committee decision at the last meeting contact was made with the lenders to move forward and expect to receive the heads of terms in the next few weeks.

5b. KPIs 2025/26 Q1

Whilst the KPI Dashboard had not been updated for Q1 key performance was noted in the Housing Management Dashboards & elsewhere in the agenda.

6. FINANCE & GENERAL SUB COMMITTEE

6a. Finance & General Sub Committee

It was noted that the minutes of the meeting on 28th May had been circulated at the last management committee Meeting and there had been no meetings of the F&GP Sub Committee since.

6b. Pensions Update

Discussed

6c. Equality Strategy and Annual Report

M Torrance took members through a presentation explaining how we collect data and report on the data and what the current data shows.

E Mathershaw advised that tenant annual visits and will include equalities data collection. Tenants can actively use to opt out of completing a form and this will be recorded.

We currently have in production a user-friendly leaflet on equalities data collection which will be provided to people at the time of being asked to complete the form. The leaflet explain why we are looking for the information in the form.

The Tenant Scrutiny Panel are developing a communication profile for tenants to complete. There will be a “soft launch” of this at the Clacks Community Carnival next week.

There are two members of our tenant scrutiny panel that are taking part in TIS’s equality and diversity study.

7. HOUSING MANAGEMENT & INVESTMENT

7a. Housing Management & Investment

The draft minutes of the last meeting held on 20th May 2025 were circulated.

7b. Housing Managers Report

E Mathershaw advised that she has produced a set of dashboards for the performance figures which have been uploaded to the meeting papers folder for information. The dashboards were reviewed by the Tenant Scrutiny Panel.

Repair satisfaction - 95.4% - this figure is taken from transactional surveys and surveys carried out by Knowledge Partnership.

Transactional surveys are surveys sent to tenants after a repair has been completed and this can be sent via paper or email.

Knowledge Partnership survey is based on the ARC questions.

Complaints are down in relation to repairs issues.

We are looking into creating surveys for issuing in relation to ASB cases and estates management issues.

Voids – average relet days exceeds target. We are working closely with our contractor to try and reduce this.

Since working with Energy Angels, we are experiencing fewer issues with changing over meters in voids.

Arrears showing good performance. We will be carrying out an analysis of arrears by patch areas in the next couple of months.

Overall assessment of reports:

- High tenant satisfaction and RFT performance
- Strong arrears management and low eviction activity
- Effective allocations to homeless households

Areas for improvement:

- Relet times remain significantly above target
- Rent collection slightly down – to be monitored
- Need for deeper analysis of arrears by patch and area

The end of year report for the HoME project was circulated. The report demonstrates the positive impact the project has with tenants.

7c. Programme Report

W Baxter took members through the report.

Painterwork, Alloa - survey work for pricing ongoing

Planned Maintenance - Falkirk – tender approved at last meeting. A newsletter to be issued once programme for works completed.

Electrical Works - 10 properties outstanding that we have been unable to access. However 2 of these are now void so the work will be carried out.

EICRs - ongoing programme, going well

Central Heating Boilers - 65 properties, onsite end of this month

Fire Doors – information to be collated from reports to agree action

Kitchen Contract – contract going well

Sanitaryware - this contract will be left until the last quarter

Communal storage tanks – will need to carry out consultation with owners in affected blocks.

Open Space Maintenance – a new contractor has been in place since April and there have been some issues reported and discussed with the contractor.

Weeding, Falkirk – first treatment has been done

Medical Adaptations

Received grant funding of £129k which will clear the back log. £24k of this will cover 2 major adaptations.

BBOOMs

Initially received HAG for 5 properties.

Committee approving funding of an additional 5 which we will receive HAG for.

To date we have acquired 4, with a potential 5 others in the pipeline

Development

Commissioner Street – handover is likely to be April 2026

Westquarter – handover mid – end August 2025

Gas service

No failures

Finance Report

As at the end of June there was £464k spent against budget.

Insurance Claims

To note report

EICR Report

Streamlining programme over 5 years (circa 300 properties/year compared with 600+ in first 2 years).

8. COST PLAN / TENDER APPROVALS

None

9. AUDIT COMMITTEE

9a. Audit Committee

The draft minutes of the last meeting held on 9th June 2025 were circulated.

Contingency plan

M Torrance took members through a presentation. Some details are to be finalised but plan substantially updated .

Committee members agree to delegate to the audit sub committee for final approval.

It was noted that any media enquiries are only dealt with by the Director. Any serious publicity matters would be a notifiable event to the SHR.

9b. External Audit

M Thompson advised that the external audit is going well.

The clearance meeting will be held in the next couple of weeks.

External Audit Tender

M Torrance advised that arrangements being made for members of the audit sub committee to carry out a quality assessment on the returned tenders.

9c. Internal Audit

A correction was noted on the audit plan document – should read Feb 2026.

M Torrance advised that dates have been arranged for all internal audits that are planned to take place this year. There are no outstanding reports.

10. HEALTH & SAFETY

10a. H&S Workplace Committee

The draft minutes of the last meeting held on 5th June were circulated.

The SHR Grenfell briefing note was noted.

The asbestos policy is currently being reviewed. ACS have reviewed and said there are no changes required to the policy.

Staff are currently completing their updated DSE assessments and programme is in place to complete

A date has to be arranged with ACS for the H&S audit for the workplace and stock manuals.

10b. H&S Stock Sub Committee

The draft minutes of the last meeting held on 5th June were circulated.

10c. STEPS Group Update

The meeting arranged for this morning had to be cancelled.

11. REGULATORY ISSUES

11a. Data Correction – Rent Increase Data

M Torrance advised that we received a query from the SHR following the ARC data validation exercise.

The paper circulated explains.

When updating average rent report, it looks as if a date link was broken which meant report was incorrect.

A data correction had been submitted and this was noted.

12. POLICY ISSUES

12a. Staff Training & Development Policy

The policy has been issued to staff for feedback.

The main change is how we assess applications for qualifications.

The policy will be brought to the next meeting for consideration incorporating any feedback.

12b. Draft ASB Policy

E Mathershaw advised that further consultation is required on the draft policy.

The draft policy includes:

- review of categories of ASB
- inhouse approach to managing ASBs with adopting
- the ACTS approach – Assess, Communication, Take Action and
- Support/Sustain.

Committee members approve the draft policy for consultation.

12c. Westquarter New Development Rents

E Mathershaw advised that as per the rent setting policy committee are required to approve the rent levels for new development.

Rents for new build social housing are set in accordance with HARP system assumptions.

The proposed rents have been set using the HARP system.

Information was included in the report to show comparisons with rent harmonisation.

There will be service charges for close cleaning and open space maintenance. These are in addition to the base rent. Our policy is to pass on actual expenditure from the previous year.

It is anticipated there may be issues with parking and this will be monitored over the first 6-12 months and in the future, we may need to consider erecting bollards and allocating spaces.

Committee members approved the rent levels for the Westquarter development as set out in appendix 1 and the approach to service charges as noted in report and appendix 1.

13. STRATEGY, POLICY & RESEARCH DEVELOPMENTS

13a. Grangemouth Housing Masterplan

M Torrance provided an update on a potential site. Committee members agree in principle to be open to discussion.

13b. Clackmannanshire Wellbeing Economy Anchor Partnership

M Torrance advised that she attended a meeting last month.

There had been discussion with the council, college and skills development Scotland about apprenticeships where there are skills shortages.

14. TRAINING / INFORMATION

14a. Training Plans / Appraisals

M Binnie will contact members to arrange a date for the appraisals.

Staff appraisals are ongoing and committee members will be issued with a report on the Senior Officer's appraisal.

14b. Conference & Training Schedule

E Mathershaw advised that the TIS National Housing Conference is not being held this year. TIS are holding a Rent Setting conference in September and three places have been booked for members of the tenant scrutiny panel to attend.

15. ANY OTHER BUSINESS

J O'Meara asked in light of local businesses closing if there is a risk of unemployment in the area having an impact on lettings. It was noted that if any tenants were experiencing any issues sustaining their tenancy Tenancy Sustainment Officer would offer assistance and support will be Provided. Initial views are that these closures unlikely to directly affect many current or prospective tenants but there may be wider implications in the local economy and position will be monitored

M Torrance advised that following discussion at the previous meeting about owner occupier assistance with repairs or improvement to their property a paper has been circulated to members with information produced by the Tenancy Sustainment Officer on possible assistance routes. This information will be included with owner arrears leaflet and on the website website.

DATE OF NEXT MEETING

The next meeting will be held on Wednesday 20th August. Time TBC.

Signed: Chairperson	
Date:	