

Prospect Community Housing
Committee Meeting – May 2026
 27 May 2026, 7:00 PM — 9:00 PM BST

Present:	Naomi MacKenzie Mo Connolly Nikki Ross Jolly Oluka Sharon-Lee Bow Chuks Ododo Sylwia Bogusz Amanda Miller Simon Campbell Cheryl Mabon Brendan Fowler Catherine Louch Colin James Marianne Wilson Fiona McLuckie	Chairperson Vice Chair Treasurer Secretary Committee Member Committee Member Committee Member Committee Member Committee Member Committee Member CEO Director of Housing Director of Finance Corporate Services Officer Welfare Rights Officer (left after agenda item 3)
Apologies:	Alan Gee Milind Kolhatkar	Committee Member Committee Member

1	Welcome and Apologies
	Naomi MacKenzie welcomed all attendees to the meeting and apologies were noted for Alan Gee.
2	Declaration of Interest
	There were no declarations of interest.
3	Welfare Rights Update
	Naomi welcomed Fiona McLuckie to the meeting. Fiona presented her Welfare Rights update, which included information on case studies; with one in particular where Fiona helped a single disabled tenant receive a backdated payment of £32k, and ongoing benefit entitlement of £220 a month. Fiona also highlighted the results of the recent survey of the new Clovenstone Close tenants where it was asked how satisfied they were with the advice and support given to them by Fiona, and the response was 100% satisfied and many positive comments. A question was asked about the ARCHIE energy project, after noting in Fiona's report that 53 cases were referred, would Fiona have the capacity to take this on. Fiona advised that she wouldn't be able to do things such as advise how to turn on heating etc however will be able to advise on billing and setting up accounts along with the Housing officers. Fiona added that Craig at WHALE can also help with the digital side of things. The Committee asked if anyone else picks up her work when she is off, and does she require any additional support. Fiona advised that when she is off Catherine and the Housing team have access to her case notes and the Housing Officers can help with some tasks such as universal credits. Fiona noted that she works closely with the Child Poverty Action Group, who

	she can regularly go to for second opinion, along with support from Catherine and the Housing team. Fiona and Catherine both noted that Fiona's workload is monitored regularly to ensure Fiona is supported and has the capacity to deal with all enquiries. Naomi thanked Fiona for her presentation and work throughout the year, Fiona left the meeting at this point.
4	Minutes of Meeting held on 29 April 2026
	The minutes of the meeting held on 29 April 2026 were proposed by Nikki Ross, seconded by Sylwia Bogusz, and approved by all members present.
5	Matters Arising Report
	The matters arising report was noted.
6	Register of Undertakings
	The Register of Undertakings report was noted.
7	Policy Review
	Brendan presented the PER14 Personal Relationships at Work policy and noted this was based on a new model from EVH, following on from the new employments rights bill. Brendan noted that Marianne has attended some training on the new legislation and to expect policies to be reviewed as and when legislation changes. Brendan presented the PER12 Health, Safety and Welfare policy, which was reviewed by Neil before he left. There were no questions on either of these policies. The decision to accept the above policies was proposed by Cheryl Mabon, seconded by Mo Connolly and approved by all members present.
8	Management Team Report
	Brendan opened his update with the sad news of Jeremy Hewer's passing. Brendan advised that he put a tribute to Jeremy on the Scottish Housing News, which was shared on LinkedIn and received many kind comments which were passed over to Jeremy's partner, who greatly appreciated them. A minute's silence was then held to reflect and remember Jeremy. Brendan noted that he met with the new Director of Property Services, Sinclair Young, last week. Brendan added that Sinclair was looking forward to joining and will join for the June committee meeting as an observer, which is the evening before he officially starts at Prospect on Thursday 25th June. Brendan then provided an overview on Property Services, advising that he has had one to one's with some of the staff in the Property Services department. Brendan also provided an update on the contracts. Catherine had nothing further to add to her section of the report.

	Colin provided an update on the Insurance tender.
9	Quarterly Key Performance Indicators to 31 March 26
	Brendan advised there has been a slight change to the document, in that the arrows have now been removed to avoid confusion. Catherine advised that Ann has been doing a lot of work on arrears, along with the Housing team, which is reflected in the arrears figure. A question was asked on the % of lets to homeless and how we compare to other RSL's. Brendan advised that previously we have been the highest, however this year as there was a different approach to letting Clovenstone Close, this meant the figure dropped slightly to 57%, however not included in the 57% is the properties let to Ukranian families and the transfers e.g the downsizing to free up the larger properties. Catherine confirmed the aim is to have 60% of our lets going to homeless going forward. Brendan gave an overview of the feedback section and advised that this month a stage 2 complaint went to the Ombudsman however the SPSO confirmed they were taking no further action as they were happy with how Prospect dealt with stage 2 complaint. Thanks were given to Colin for the thorough investigation and response to this complaint.
10	Scottish Housing Regulator Annual Return on Charter
	Brendan highlighted the covering paper which gives an easier to read breakdown of the full ARC return. Brendan added that there is a new indicator this year on Dampness and Mould, which will be added to the KPI document going forward. A number of questions were asked on individual stats by the Committee, which Brendan ran through and explained that many of the figures are a total number, which is then divided and averaged for a response. A question was asked on the % of tenants satisfied with neighbourhood improvements, Brendan confirmed this had dipped a bit as stair cleaning did not get as good a grading this year. This is now featuring in an action plan to instruct an external contractor to do a deep cleaning of the stairs. Other neighbourhood improvement areas are out with Prospect's control. The Scottish Housing Regulator Annual Return on Charter was proposed by Simon Campbell, seconded by Jolly Oluka, and approved by all members present.
11	Risk Management Quarterly Review – Compliance category
11.1	Risk Matrix – Compliance category
11.2	Individual Risk Reports; <u>Failure to comply with SHR</u> <u>Failure to comply with Gas Electric Safety Checks</u> <u>Failure to comply with H&S requirements</u> Brendan confirmed these were all red risk reports but with no changes to the scoring.

	A question was asked if the scoring of the H&S requirements risk report and if the 6 was too high for the residual risk likelihood score, Brendan confirmed that the difference between the Gas safety checks is that it is easier to mitigate against that, we are 100% compliant with Gas safety checks, as are all the ARCHIE members. With regards to the more broad H&S, Brendan advised that less is within our control here. The decision to accept the above risk reports was proposed by Nikki Ross, seconded by Amanda Miller and approved by all members present.
12	5 Year Financial Projections
	Colin confirmed that the projections are similar to the ARC in that they are system generated, based on our inputs. Colin confirmed these are mainly based on the budget and the projections approved by Committee in January, with some updates to reflect year end. There were no questions on this report. The decision to approve the 5-year Financial Projections was proposed by Sylwia Bogusz, seconded by Mo Connolly and approved by all members present.
13	Quarterly Health & Safety Report to 31 March 2026
	Brendan presented the H&S report, which was prepared by Neil Munro before he left the organisation. The report was noted.
14	Information Only Items
	- Quarterly Statistics Report Naomi advised that this be brought above the line as there were some questions raised when looking at the report. The first question was to Catherine, on the last bullet point of lessons learned from complaints and asked what were the changes that were being made for the arrears. Catherine confirmed the housing department are reviewing the way we contact people for their rent arrears. A question was asked why four cases proceeded to court on rent arrears and why we didn't evict these tenants. Catherine confirmed that the process is the action to take to court, which sometimes then encourages tenants to pay the arrears and avoids us having to evict tenants.
15	AOCB
	Naomi MacKenzie thanked everyone for attending the meeting.
16	Date of Next Meeting: Wednesday 24 June 2026 at 19:00

Signed:

Date: