

**Prospect Community Housing**  
 Committee Meeting – November 2025  
 26 November 2025, 7:00 PM — 9:00 PM BST

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| <b>Present:</b>   | Naomi MacKenzie<br>Nikki Ross<br>Alan Gee<br>Sharon-Lee Bow<br>Sylwia Bogusz<br>Milind Kolhatkar<br>Jeremy Hewer<br>Simon Campbell<br>Cheryl Mabon<br>Chuks Ododo<br>Brendan Fowler<br>Colin James<br>Neil Munro<br>Catherine Louch<br>Marianne Wilson<br>Caroline Richards<br><br>Cameron Boyd | Chairperson<br>Treasurer<br>Committee Member<br>Committee Member<br>Committee Member<br>Committee Member<br>Committee Member<br>Committee Member<br>Committee Member<br>Committee Member<br>CEO<br>Director of Finance<br>Director of Property Services<br>Director of Housing<br>Corporate Services Officer<br>Community Projects Officer (left after agenda item 3)<br>TIAA Ltd (left after agenda item 4) |
| <b>Apologies:</b> | Mo Connolly<br>Amanda Miller<br>Jolly Oluka   | Vice Chair<br>Committee Member<br>Secretary  |

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| <b>1</b> | <b>Welcome and Apologies</b>  |
|          | Naomi welcomed all attendees to the meeting and apologies were noted for Mo Connolly, Amanda Miller and Jolly Oluka.  |
| <b>2</b> | <b>Declaration of Interest</b>  |
|          | Jeremy Hewer advised his wife is on the Board for Edinburgh and Lothian Trust Fund, however Brendan advised that as it was for information only with no decision, it was not needed to be declared.<br>There were no other declarations of interest.  |
| <b>3</b> | <b>Six Monthly Review of Community Projects</b>   |
|          | <p>Caroline presented her Community Projects report, which covered various projects including Link Up with Craig, which helps tenants get online and increase confidence in digital skills. Caroline also gave information on the Archie Partnership project called Getting Settled.</p> <p>Caroline also presented information on the Imagination Library project, the Wester Hailes Fun run which saw numbers increased this year and the Community Stars awards.</p> <p>Caroline asked for questions. A question was asked if a focus for one of the Link Up sessions could be around scams, given the recent BBC documentary on this topic. Caroline agreed to take this idea to Craig at Link Up. It was also suggested that AI could be incorporated into this.</p> |

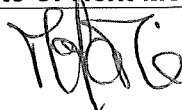
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|  | <p>A suggestion was put forward for the Imagination Library project on having an event with the graduates in conjunction with the local library, Caroline noted this and advised she would contact the local library.</p> <p>A question was asked about the leaflet that Caroline and Mo produced over the summer for new tenants at Clovenstone Close, and whether it could be put on the website for current tenants.</p> <p>Naomi thanked Caroline for her presentation and Caroline left the meeting at this point.</p>   |
| <b>4</b>   | <b>Internal Audit Reports with Recommendations</b>  |
| <p><b>4.1</b></p> <p><b>Tenant Engagement</b></p> <p><b>4.2</b></p> <p><b>Reactive Maintenance</b></p> | <p>Cameron Boyd from TIAA Ltd joined the meeting at this point.</p> <p>Cameron advised he would run through two audit reports tonight.</p> <p>Cameron advised that there was one recommendation; enhancing the comprehensiveness of lessons learned within the Performance Report or to establish an alternative mechanism to maximise value in driving service improvement. Cameron noted that although Prospect do have mechanisms in place, he felt they were brief and limited in scope and depth. The Management Team have agreed to review this and come up with the best option with a deadline date of March 2026.</p> <p>Cameron advised that this audit was another positive outcome with three recommendations, of which Brendan advised were in the audit recommendation tracker later on the agenda with updates.</p> <p>A committee member congratulated Prospect for a good Audit result.</p> <p>The decision to approve the recommendations in both reports was proposed by Jeremy Hewer, seconded by Sylwia Bogusz, and approved by all members present.</p> <p>Naomi thanked Cameron for presenting the audit reports and Cameron left the meeting at this point.</p> <p>A question was asked after Cameron left the meeting on complaints satisfaction and a discussion took place around the current process. Prospect ask this question in the main survey rather than directly after a complaint has been dealt with.</p> <p>A further question was asked on Repairs and the “right first time” and how this was determined. Neil answered to say that if Prospect are called out for the same repair within 6 months of it being first dealt with then it is deemed not right first time. Neil confirmed that each repair receives a satisfaction survey after their repair is complete.</p> |
| <b>5</b>   | <b>Minutes of Meeting held on 29 October 2025</b>   |
|  | <p>Chuks advised he sent apologies for this meeting, and the minutes will be amended to reflect this.</p>   |

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|          | <p>An amendment to the minute agenda item 11 QMA's was recommended due to the first paragraph not being clear, Colin will amend this to read:<br/>         "Colin presented the Quarterly Management Accounts and noted the key things to pick out were the surplus of <b>£832k</b> (a positive variance of <b>£212k</b>, largely due to timing) and variances on some major headings."<br/> <br/>         With the above changes, the minutes of the meeting held on 29 October 2025 were proposed by Nikki Ross, seconded by Jeremy Hewer, and approved by all members present.</p>   |
| <b>6</b> | <b>Matters Arising Report</b>   |
|          | <p>The matters arising report was noted.</p>  |
| <b>7</b> | <b>Register of Undertakings</b>   |
|          | <p>The Register of Undertakings were noted.</p>   |
| <b>8</b> | <b>Policy Review</b>  |
|          | <p>Catherine presented the HOU06 Empty Homes Management policy and noted that not many changes were required in the policy itself, however the procedure had been updated recently.</p> <p>Brendan presented the COR17 Whistleblowing policy, noting not many changes, however the list of organisations in the appendix had been updated. Brendan also advised that he added in an option for the committee to remove a committee member who breaches the code of conduct.</p> <p>A question was asked on the addresses in the appendix and was TIAA Ltd address correct. Brendan confirmed that this was correct. It was noted that the H&amp;S Executive however has moved address to 1 Sibbald Walk.</p> <p>A discussion took place around the words throughout the policy; mischievous and malicious. It was agreed to replace both these words with Vexatious to keep consistent throughout the policy.</p> <p>The decision to accept the above policies with the changes above was proposed by Sharon-Lee Bow, seconded by Simon Campbell and approved by all members present.</p> |
| <b>9</b> | <b>Management Team Report</b>   |
|          | <p>Brendan noted under 1.1 IT systems, that the recommendation to move to Microsoft Teams from Zoom as this platform is more widely used and it will save on the license fee for Zoom. Brendan will ensure Teams is installed on everyone's ipad or device and run through how to use before any meetings. There was a comment from a member that the functionality on Zoom is better than Teams. Brendan commented that this used to be the case, but that Teams has improved and this view was supported by others at the meeting.</p> <p>Neil noted the progress and changes in energy performance certificates, which come into force next year.</p> <p>Catherine gave an overview of her section of the report, highlighting that the 15 additional properties have now been allocated at Clovenstone Close.</p>   |

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|                    | <p>Colin advised that the budget process is under way with the Budget WG meeting in December, then another meeting in January before the full committee will see the budget for approval at the January Committee meeting.</p>  |
| <p><b>10</b></p>   | <p><b>Risk Management Quarterly Review</b></p>  |
| <p><b>10.1</b></p> | <p><b>Risk Matrix People Category</b></p>   |
| <p><b>10.2</b></p> | <p><b>Individual Risk Reports</b></p>   |
|                    | <p><b>Inadequate number of Committee Members</b></p> <p>Brendan confirmed that the scoring remains the same and that some context has been updated. Brendan advised that another Housing Association lost their entire committee ahead of their AGM, which highlights that the unmanaged risk needs to remain high. The managed likelihood can remain low through what Prospect do to bring the risk down.</p> <p><b>IT Systems being down for prolonged time</b></p> <p>Brendan confirmed there was no change to the scoring.</p> <p><b>Safety of Staff at Risk</b></p> <p>Neil confirmed he had updated the managers' report and that the next audit is programmed for February next year.</p> <p>The decision to accept the risks was proposed by Alan Gee, seconded by Sylwia Bogusz, and approved by all members present.</p>  |
| <p><b>11</b></p>   | <p><b>Quarterly Key Performance Indicators to 30 September 2025</b></p>   |
|                    | <p>Catherine noted that the Arrears performance is continuing to hold up well, with the changes we are making helping. Catherine highlighted that although we are down on the homeless lets figure, this is due to households with other priorities being housed. It is hoped that the proportion of homeless lets will increase during the remainder of the year. Catherine added that the Voids are moving towards the target too.</p> <p>Neil ran through performance areas 5, 6 and 7, noting that the Right First time repairs remains strong.</p> <p>A question was asked if the current year to date performance for Q2 was year to date or Q2 alone. Brendan confirmed that the figures are mainly cumulative figures to the end of the second quarter, however some may be a snapshot as of 30 September.</p> <p>A question was asked if the voids should be lower with the new properties, Catherine explained that whilst we have let the new properties very quickly, they won't have a positive impact on our re-let time as they are "new lets" and not "re-lets". However, whilst they are empty, we are not collecting rent, and thus the rent loss is reportable for ARC purposes.</p> <p>A question was asked on the homeless lets figure, Catherine advised this is part of the Lettings plan, historically we have been about 70% however it has dipped this year for a</p> |

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|           | variety of reasons. 12 out of the 15 for the next round of Clovenstone Close are homeless tenants, which will increase the stats and mean the overall figure for the year will be within target.   |
| <b>12</b> | <b>Quarterly Health &amp; Safety Report to 30 September 2025</b>   |
|           | Neil drew attention to the two accidents with the Estates Team vans in Q2, which were not their fault, and with no injuries.<br><br>Neil noted that the office inspections and first aid kits are up to date, along with the appendix action log being updated.  |
| <b>13</b> | <b>New Membership Application</b>  |
|           | Brendan confirmed we have had a new membership application, however we have not had the £1 paid, so this may come back to committee in January.  |
| <b>14</b> | <b>Development Update</b>  |
|           | Neil advised that the Development paper was brought above the line due to the acquisition fund and properties. Neil confirmed the final grant letter was complete, the handover of the further 15 properties is tomorrow, 27 <sup>th</sup> November.<br><br>Neil noted that a change to the funds for Clovenstone Close section in the development paper, the "grant claimed to date" column for the 7 Ukraine flats should replicate the "grant available" column rather than the "Prospect resources" figure i.e. it should be £1,273,276 rather than £840,000.<br><br>A question was asked if we knew who the owner of the remaining block in CC was, Brendan advised it is a subsidiary of ARC Housing Association who are renting at full market rent, and that Brendan would speak to them in due course regarding the factoring.<br><br>A congratulations from the Committee was noted for all the work on recent Developments. |
| <b>15</b> | <b>Information Only Items</b>  |
|           | The following report was noted:<br><br><ul style="list-style-type: none"> <li>- Quarterly Statistics Report</li> <li>- 6 monthly review of Internal Audit Recommendations</li> <li>- Minute of Loan Sub Group Meeting</li> </ul>   |
| <b>16</b> | <b>AOCB</b>  |
|           | Naomi MacKenzie thanked everyone for attending the meeting.  |
| <b>17</b> | <b>Date of Next Meeting: Wednesday 28 January 2026 at 19:00</b>  |

Signed:



Date:

