

MINUTES OF MEETING NO. 706
QUEENS CROSS HOUSING ASSOCIATION BOARD OF MANAGEMENT
HELD ON TUESDAY 20 JANUARY 2026 AT 6.00 P.M.
ONLINE VIA MICROSOFT TEAMS

Andrew Burns, John Dunn, Chibuzo Ehieze, David Horner, John McIntyre, Matthew Millar, Anne Ramsey.

Shona Stephen (Chief Executive), Heather Anderson (Director of Neighbourhood Services), Phil Daws (Director of Property & Placemaking), Elizabeth Hood (Depute Director of Neighbourhood Services), Neil Manley (Director of Finance & Corporate Support), Alison McKay (Governance Advisor) – minutes.

ACTION

1.0 Welcome and Apologies

- 1.1 Andrew welcomed everyone to tonight's meeting. Apologies were noted from Sadie Gordon and Margaret Glass.

2.0 Declarations of Interest

- 2.1 There were no new declarations.

3.0 2026/2027 Rent Increase for approval

- 3.1 The purpose of this report was to review the feedback from this year's rent consultation, agree the rent increase for tenancies, service charges and leases and lockups.
- 3.2 Elizabeth thanked everyone for attending this special meeting which was required due to the time limits required for providing Glasgow City Council, Housing Benefit our rent increase figures and allow these to be processed by 1 April 2026.
- 3.3 Elizabeth shared a presentation on the rent consultation for 2026/2027 which was conducted from December 2025 until January 2026. A full report on feedback from the consultation is available on SharePoint.

The proposed rent increase was 6%. A summary of the rent consultation process was provided and the board noted that CX feedback was used for the first time and the results were very positive with a good tenant response rate which had substantially increased previous years. Postal surveys were available to those tenants who opted out of CX feedback.

The board noted the following summary of responses A summary of tenant feedback was provided noting:

- 46% of tenants agreed their rent is good value for money.
- 52% of tenants agreed that their rent is affordable
- The arrears breakdown noted 79% of tenants have no arrears. The breakdown showed that those tenants at risk of arrears is manageable for the Association if tenants work with staff, support can be provided.
- Tenants told us their top 4 priorities are the repairs service, investment, estate management and close cleaning.

- 3.4 The Board discussed the top priorities identified by tenants and the plans to work on areas for improvement.

- 3.5 The Board approved the recommendation
It is recommended that the Board:

- i. Considers the consultation feedback from tenants on the proposed rent increase

- ii. 6% rent increase. for 2026/27 1st April 2026
- iii. 10% increase for lock-ups from 1st April 2026

4.0 Westercommon Project Proposal

- 4.1 The purpose of this report, the Board are requested to consider direct award for CCG (Scotland) Ltd as main contractor for the first block No. 187 at Westercommon multi KBVR. This report was presented by Phil Daws, Director of Property & Placemaking.
- 4.2 The Association has planned works of kitchen, bathroom, rewires and ventilation to 112 homes at 187 Westercommon Road. The Board is asked to consider a proposal to award a direct contract to CCG (Scotland) Ltd using the SPA Multi-disciplinary framework. CCG (Scotland) Ltd are ranked 2nd on the contractor list and have a current working relationship with the Association carrying out work at Northpark Street. They are a competitively priced company with experience of working in multistorey buildings and due to a large staff base do not require the use of subcontractors. On this basis it is proposed to approve a direct appointment.
- 4.3 After a discussion the Board approved a direct award to CCG (Scotland) LTD.

5.0 AOB

- 5.1 The board noted an update from Shona Stephen, Chief Executive Officer about an incident which took place at 187 Westercommon Road on the afternoon of Friday 16 January. The Board noted a number of meetings have taken place and communications circulated to tenants and that the Regulator has been notified. The Board will receive a further update at their meeting on Tuesday 27 January. The Board held a discussion on this incident and acknowledged the excellent work in managing this situation by the Housing and Estates Services teams.

6.0 Date and Time of Next Meeting

The meeting concluded at **6.50pm**

The next meeting is scheduled to take place on **27 January 2026**

I certify that the above minute has been approved as a true and accurate record of proceedings:

Chair: **Date:**