

**Minute of meeting of River Clyde Homes' Board  
held in hybrid format in River Clyde Homes' office and via Microsoft  
Teams on Tuesday 3<sup>rd</sup> February 2026 at 5.30pm**

<b>Name</b>	<b>Designation</b>
<b>Present</b>	John Quinn (JQ) Board Member (Chair) Charles Thompson (CT)* Board Member Elizabeth Taylor (ET) Board Member Graeme Brooks (GB) Board Member Vera Karaba (VK) (up to conclusion of item 6.2) Board Member Francesca Brennan (FB)* Board Member Graham Wallace (GW) Board Member Heike Noack (HN) (up to conclusion of item 5.3) Board Member
<b>Apologies</b>	Ellis Barilli (EB) Board Member Gillian McLees (GMcL) Board Member Tony Barrie (TB) Board Member
<b>Others in Attendance</b>	Richard Turnock (RT) CEO Aileen Metcalfe (AM) Director of Group Services Stevie McLachlan (SMcL) Director of Housing Services Andrew Kubski (AK) Director of Property Services Derek Ferguson (DF)* Managing Director of HFS Steven Duffy (SD) (up to conclusion of item 5.1) Head of Finance and ICT Vicki Cutler (VC)* (item 4.2 only) Tenant & Resident Safety Consultant Emma White (EW)* (item 6.1 only) Factoring and Service Improvement Manager Siobhan O'Kane (SO) Minute Taker (* represents online attendance)

**1. Sederunt, welcome, introductions and apologies**

Sederunt as outlined above.

**2. Declarations of Interest**

2.1 Declarations of interest were made by JQ and ET regarding their positions on the HFS Board. A note of interest was also raised during agenda item 5.1 as outlined within the confidential minute.

**3.1 Draft Minute and Confidential Minutes of meeting held on 23rd September 2025**

**The Board:**

- **Approved the minutes of the meeting held on 23<sup>rd</sup> September 2025 as a true record.**

### **3.2 Draft Confidential Minute of meeting held on 2nd October 2025**

#### **The Board:**

- **Approved the minutes of the meeting held on 2<sup>nd</sup> October 2025 as a true record.**

### **3.3 Draft Minute and Confidential Minutes of meeting held on 28th November 2025**

#### **The Board:**

- **Approved the minutes of the meeting held on 28<sup>th</sup> November 2025 as a true record.**

### **3.4 Draft Confidential Minute of meeting held on 17th December 2025**

#### **The Board:**

- **Approved the minutes of the meeting held on 17<sup>th</sup> December 2025 as a true record.**

### **3.5 Action Tracker**

#### **RCH Board:**

- The Board noted that this action will remain on the tracker until completion.

#### **A&R Committee:**

- The Board was advised that all with the exception of 2 actions have been completed. The outstanding actions will be completed in line with the completion dates identified.

#### **SLOC:**

- The Board was advised that the Customer Services action will be completed in line with timescales identified. With regards to the Property Services action, there is an update on the first item on the Board meeting agenda and there will be a request at the upcoming SLOC to remove the second action as the EICR programme has now been completed in line with ARC requirements.

### **3.6 Minutes of A&R Committee on 22nd July 2025**

#### **The Board:**

- **Noted the minutes.**

### **3.7 Minutes of SLOC Committee meeting on 5th August 2025**

**The Board:**

- Noted the minutes.

**3.8 Minutes of HFS Board meeting on 16th September 2025**

**The Board:**

- Noted the minutes.

**3.9 Minutes of R&N Committee meetings on 20th June 2025, 8th August, 15th September 2025 and 12th November 2025**

**The Board:**

- Noted the minutes.

**4.1 Health and Safety Update (Confidential Item)**

4.1.1 This report was presented and the Board considered the reporting in the period and discussed the significant near misses reported.

4.1.3 The Board reiterated the importance of continuing to encourage near miss reporting. The Board further requested that annual comparison information is presented going forward to provide a more complete picture of both RCH and HFS reporting.

4.1.5 The Board was then directed to the H&S Action Plan and to the updates on progress with key actions contained within the report.

**4.2 Report from Consultant on Resident's Safety (Confidential Item)**

4.2.1 The Board considered a report provided by the Tenant & Resident Safety Consultant focussing on the key 7 compliance areas.

**5.1 Rent and Service Charges 2026/27**

5.1.1 This report was presented and was supplemented with a presentation which focussed on the proposal and consultation process; customer feedback; and sector and business insight.

5.1.2 The Board discussed the district heating charge proposal and noted that a letter had been received for the Board from a local Tenants and Residents Association outlining concerns over the increase and also the consultation process. The Board instructed RCH management to respond to this letter following discussions and conclusions at this meeting.

5.1.3 The Board was reminded of the consultation process which attracted responses from more than 20% of our tenants that had taken place which included a face to face meeting for all customers and our CX Feedback Text Message approach.

However, assurance was given that going forward our consultation process will include further initiatives to enhance customer access to consultation, including, for example putting posters up within our high rise blocks and sheltered complexes.

5.1.4 With regards to the District Heating system, the Board requested that future price increase considerations should include information relating to how we are meeting our operational objectives to allow Board to fully determine whether the system is effective and efficient. In relation to the increase being proposed, Board enquired as to the implications if this was to reduce from 4.8% to 3.8% and it was advised that this approach would require additional subsidy from RCH tenants. The Board noted that it is likely that national energy providers will increase their prices by more than 4.8% which will be the impact on all other RCH tenants who do not benefit from a District Heating system providing cheaper energy.

5.1.5 The Board commented that the proposed rent increase is slightly higher than other local RSL's.

5.1.6 The Board then discussed some of the reported issues with the District Heating system and it was advised that the recent issues have been due to power outages out with the control of RCH which affected 6 out of 550 properties connected to the system. The customers that we are aware of who are experiencing intermittent problems, have been visited and heating vouchers were provided in those circumstances.

5.1.7 It was reported that the average cost for the heating system is £49.75 per month and RCH receive very few complaints about the system. The Board suggested that the average cost to use the system should not be publicised in isolation and should include comparisons with national energy providers. Assurance was given that a communications piece was published on our website, however, we will review this to ensure the information is up to date.

5.1.8 The Board discussed whether charges for District Heating include salary costs for related posts and confirmation was given that this is not included in the recharge amount.

5.1.9 The Board commented that the number of tenants who have taken part in the consultation is relatively high in comparison to others in the sector which is a positive result. It was further noted that the report confirms compliance with the SFHA affordability test as the results demonstrate that the policy target of rents being less than 30% is met.

#### **The Board:**

- **Noted the various consultation activities in respect of the proposed rent and service charge increases.**
- **Approved the proposed annual increase of 4.8%, which will apply to; rents, garages, covered parking, ground sites and allotments.**
- **Approved the increases in respect of other services which are charged at a level that recovers the cost of delivery. These services include wardens, heating charges, multi-story caretakers, tenement service provision and factoring fees.**

## **5.2 Governance Matters (Confidential Item)**

5.2.1 This report was presented and Board was directed specifically to the approvals for General Membership applications and also the revised policies.

5.2.2 With regards to the policies, the Board was advised that both the Code of Conduct for Board Members and the Entitlements, Payments and Benefits Policy are entirely aligned to the most updated SFHA model documents.

## **5.3 District Heating Policy**

5.3.1 The Board was advised that this Policy has been developed following liaison with Ofgem to ensure that it aligns with their requirements. It was further advised that it has been developed with a view to ensuring RCH's approach to District Heating is clear and transparent. Confirmation was given that this Policy has been reviewed and scrutinised by the SLOC.

5.3.2 The Board requested for more information to be provided regarding the heat agreements in place with the customers and confirmation was given that this will be shared with Board members.

5.3.3 The Board also sought assurance regarding the 31 days stipulated within the policy whereby RCH require to notify customers of price increases and confirmation was given that this will be adhered to.

### **The Board:**

- **Approved the draft Service Standards and Heat Network Pricing Policy**

[Post meeting note – following the meeting, the Board was advised that management revisited the 31 day notice period referred to within the Policy and advised that this would be amended to 28 days to align to our rent increases notification process.]

## **6.1 Factoring Tribunal Matters (Confidential Item)**

6.1.1 The Board was provided with a report regarding recent upheld Factoring Tribunal matters and an update was given with regards to the actions being taken to mitigate similar future escalations.

## **6.2 CEO Update (Confidential Item)**

6.2.1 This report was considered and the Board was advised that RCH Group has recently received confirmation that it has retained its IIYP Platinum status which is achieved by only 3% of all applicants.

## **6.3 Culture Review Update (Confidential Item)**

The Board agreed that this matter would be deferred to a future meeting.

## **7.1 Board Member Terms (Confidential Item)**

7.1.1 The Board considered Office Bearer remuneration.