

MINUTES OF MEETING NO.695
QUEENS CROSS HOUSING ASSOCIATION BOARD OF MANAGEMENT
HELD ON 20 JANUARY 2025 AT 6.00 P.M ONLINE VIA TEAMS

Andrew Burns, John Dunn, Chibuzo Ehieze, Ian Elrick, Margaret Glass, 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), Donalda Hogg (Depute Director), Neil Manley (Director of Finance & Corporate Support), Alison McKay (Governance Advisor) – Minutes.

ACTION

1.0 Welcome and Apologies

1.1 Andrew welcomed everyone to the meeting. Apologies were noted from Sadie Gordon. Her comments will be considered as part of the discussion.

2.0 Declarations of Interest

2.1 There were no declarations.

3.0 2025/2026 Rent Increase for approval

3.1 The purpose of this special meeting was to review the feedback from the rent consultation and consider the recommendation to approve the rent increase for tenancies, service charges & leases. This report was presented by Elizabeth Hood, Depute Director.

3.2 Elizabeth thanked members for attending this special meeting which was convened to meet the deadline to submit the rent increase data to Glasgow City Council by Friday 24 January 2025 to ensure that housing benefit can be processed in time for the rent increase on 1 April 2025.

3.3 Elizabeth delivered a presentation on the rent consultation feedback for 2025/2026.

The board noted

- Every tenant received a postal survey which was also available online via the website, QR code, text messages and social media promotion.
- Five neighbourhood planning sessions were held in each neighbourhood.
- Text messages were sent at regular intervals when spikes in survey returns were noted after each text reminder.
- In total 1296 (30%) responses were received which is excellent and our highest return to date, up from 10% responses in 2022 and 21% responses in 2023.
- 1060 (82%) of tenants agreed that rents should be kept as low as possible.
- 664 (51%) of tenants consider their rent is value for money
- Tenants told us their top 3 priorities are safe neighborhoods, environment and investment.

The Glasgow and West of Scotland Forum (GWSF) annually collates the proposed rent increases of all its landlord members, this showed the average rent increase across all GWSF members is 4.05%.

The next steps are to develop neighbourhood plans from the data identified during the consultation process and from the 5 sessions held across all neighbourhoods.

3.4 Elizabeth invited any questions or comments from the Board.

Comments received from Sadie Gordon prior to the meeting were noted.

3.5 After a vote the Board unanimously **approved** a rent increase of 3.1% and a 10% rent increase for lock ups.

4.0 AOB

4.1 There was no other business

17.0 Date and Time of Next Meeting

The meeting concluded at **6.40pm**

The next meeting is scheduled to take place on Tuesday 28 January 2025 at 6.00pm.

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

Chair: **Date:**