

**Harbour Lettings
Minutes of Board Meeting
held on Tuesday 17 February 2026 at 5pm
via Teams**

Present:

Zoe Curry (chair)
Heather Kiteley
Gordon Cameron
Chris Stone

In attendance:

Mike Gibson, Interim Finance Director
Mark Hastie, Harbour Lettings Manager
Alison Petretti, Business Support Officer (notetaker)

Heather welcomed and introduced Mike Gibson to the Board.

1. Apologies

1.2 Vendula Tomasova, Kevin Anderson, Iain MacPhail and Campbell Whyte

2. Declaration of Interest

2.1 None

3. Minutes of Meeting Tuesday 18 November 2025

3.1 Proposed by Heather Kiteley and seconded by Zoe Curry.

3.2 Matters Arising and Outstanding actions

3.2.1 **Tenant Members for the Board** – Mark reported that he would contact the tenants who expressed an interest some time ago. Zoe advised that she would be willing to have a discussion with them to outline the responsibilities and expectations of a tenant member.

4. Noting of Matters Approved or Papers Issued between Meetings – Group CEO

The Board **noted** the Board bulletin #42, Staff member allocation paper and various monthly reports.

5. Review – Monthly Business Report – Harbour Lettings Manager

5.1 An update was given, please see below:

- **Rent Collection** – This is sitting at 100%
- **Arrears** - these have increased slightly. We have customers on payment plans and where required have referred customers to Tenancy Support.

- **Voids** – January void days averaged at 27, against our target of 15. This was primarily due to one property that took significantly longer than expected to let.
- **Repairs** – Figures have decreased since November. It was acknowledged that there has been an issue with repair jobs not being closed off in the system, resulting in inaccurate reporting. The Harbour Lettings Manager is attending weekly repairs meetings to understand and help with the issue. This is a priority to be resolved across the group.
- **Customer Satisfaction Survey for 2025** – This will be sent to customers in the coming weeks.
- **Harbour Lettings Assistant Role** – Recruitment will take place ASAP

5.2 The Board **reviewed** the report.

6. **Approve – Business Plan 2025-2028 – Harbour Lettings Manager**

- 6.1 Discussion took place regarding the high rental costs for housing in Edinburgh. While Harbour Lettings rents remain lower than those in the private sector, we require review to ensure we remain affordable while increasing rents appropriately.
- 6.2 Harbour Lettings are exploring the introduction of Letting Agent Services (full management services) to the private sector to generate additional income. A paper will be presented to the Board by the end of March.
- 6.3 In response to a question “regarding concerns over the level of margin being made and how this can be increased?”
- 6.4 Discussion took place on how to increase our margin. The points below were suggested.
 - Consider the income cap and review the affordability
 - Consider rating our stock to increase income (identify specific development)
 - Review Rent Setting Policy on a development-by-development basis
 - Be more commercial

6.5 The Board **approved** the plan.

7. **Approve – Budget 2026/2027 – Harbour Lettings Manager**

- 7.1 The budget is looking positive with the operating surplus £69k more than the current forecast. The budget expects to have a comprehensive income of £36k after paying £42k gift aid to Harbour Homes.
- 7.2 The Board **approved** the budget.

8. Agree - Items to bring to the attention of the Harbour Homes Board (verbal) – Chair

8.1 None

9. Any Other Business

9.1 None

10. Note – Dates of Next Meeting

Board Meeting – Tuesday 12 May at 6pm at 108 Constitution Street

The meeting closed at 6.45pm