

**Harbour Lettings
Minutes of Board Meeting
held on Tuesday 12 May 2026
108 Constitution Street at 6pm**

Present:

Vendula Tomasova (chair) Chris Stone
Zoe Curry Iain MacPhail
Heather Kiteley
Gordon Cameron

In attendance:

Mike Gibson, Interim Finance Director
Alison Petretti, Governance Administrator (notetaker)
Sara Oliver, Governance Administrator (observer)

Heather welcomed Sara Oliver who has joined the Governance and Compliance team as Governance Administrator.

1. Apologies & Welcome

1.1 Kevin Anderson, Campbell Whyte & Mark Hastie.

2. Declaration of Interest

2.1 None

3. Minutes of Meeting Tuesday 17 February 2026

3.1 Proposed by Heather Kiteley and seconded by Chris Stone.

3.2 Matters Arising and Outstanding actions

3.2.1 **Item 3.2.1:** Mark will continue to seek interest from tenants in joining the Board.

**MH -
ongoing**

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

a). Board Bulletin #47

Vendula noted the Joint Board Away Day was well organised and that it was great to see the range of Harbour properties.

b). Monthly Business Reports

The Board **noted** the reports.

5. Review – Performance Against Business Plan – Harbour Lettings Manager

5.1 An update was given, please see below:

- **Reactive Repairs** – There has been a decrease in customer satisfaction around repairs. This is due to repairs taking longer than expected and also not receiving customer feedback when the repair has been completed. Unfortunately, the system is not currently able to provide the required information. We are currently looking at an alternative where the operatives can get immediate customer feedback.
- **Rental Income** – Improvements have been made and we can see a more positive trend.
- **Arrears** – Increase in arrears is due to cost of living. Mark has been working with Mike on debt collections and how we can secure payments. Going forward, we will intervene earlier with customers to try and prevent the build-up of arrears. We also work with the Tenancy Sustainment Team to assist with welfare and debt advice.
- **Voids** – Still ongoing issues, but there has been improvement. Voids have reduced from 67 days to 35 days. We are seeing an improvement on how voids are handled. Due to the restructure, we now have a dedicated voids team within Harbour Multi-Trades and will see further improvements.
- **Cyclical Repairs** – Kitchens and Bathrooms are due for an upgrade in the next few years as stock approaching 15 years old. This has been budgeted for.

5.2 Mike reported a strong financial year, with results exceeding forecast. The organisation retains healthy reserves after a £100k gift aid contribution to Harbour Homes. The gap in the forecast was due to not spending the cyclical maintenance budget before the year end. We are working with the areas of the business concerned (Assets, Housing Maintenance etc) to prioritise the cyclical maintenance work.

5.3 Discussion took place around the new system and the improvement to the reporting system. The Board were advised the Tenant Portal would be available to customers this calendar year.

5.4 The Board **reviewed** the report.

6. Approve – Business Case for Lettings Services

6.1 A standalone meeting will be arranged for June or July.

7. Approve – Write Offs – Interim Director of Finance

7.1 The rent arrears write off **£8,928.56** is required as the debt is non collectable and the customer is no longer in the country.

7.2 The Board were advised there were no further arrears over £5k and the team will be actively reviewing to ensure arrears don't escalate.

7.3 The Board **approved** the report.

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

- 8.1
- Standalone meeting to consider a Business Case for Letting Services before the next scheduled Board meeting in August.
 - Year-End financial outturn
 - Write off former tenant arrears

9. Any Other Business

9.1 None

10. Note – Dates of Next Meeting

Board Meeting – Tuesday 4 August at 6pm at 108 Constitution Street

The meeting closed at 6.50pm

Outstanding Actions		
Item	Action	Management Note
3.2.1	Mark to continue investigation tenant members – ongoing.	