

**Harbour Lettings
Minutes of Special Meeting
Held on Microsoft Teams
Tuesday 23 June 2026 at 5pm**

In attendance:

Vendula Tomasova (Chair)	Chris Stone
Zoe Curry (Vice Chair)	Iain MacPhail
Heather Kiteley	Kevin Anderson
Gordon Cameron	Campbell Whyte

Present:

Mike Gibson, Director of Group Strategic Finance & Assets
Mark Hastie, Harbour Lettings Manager
Sara Oliver, Governance Administrator (note taker)

1. Apologies & Welcome

1.1 No apologies. Chair thanked & welcomed All to meeting.

2. Letting Agent Services

2.1 A discussion was held regarding the proposed new letting services.

The Harbour Lettings Manager asked for feedback and queries on the proposed paper to establish if, in principle, there was potential in the proposal to move forward to the next stage which would be feasibility studies.

The Harbour Lettings Manager also asked if there was any further clarity or information required before the final proposal at the next meeting. All agreed to move forward.

2.2 Questions Asked

The following queries were raised regarding the business case:

1. Can you explain the principles for arrears management as this will not be a guaranteed income?

The preferred service we are looking to provide is a full management service and a rent guarantee is not included in this; other potential services are noted in the paper however yield a lower return.

2. Would the management fee still be charged if the property was void?

Yes, there has been a shift in the industry and agents are now charging the management fee while the property is empty. There is also a new tenancy cost (£240) charged for advertising and collection of the rent and deposit.

If there was a long-term void for major works, it would still be appropriate to charge the fee as Harbour Lettings would be facilitating contractors.

3. Clarification required that for potential income it would be 8.5% of rental income received but this would not discount any void periods in the presumptions.

Clarification will be provided

4. The paper states there will be no increase in resources – will this be reviewed?

Discussions are ongoing with the IT and Finance Managers to confirm feasibility and requirements for the use of MRI account management and database systems for the initial setup period. Depending on compatibility with MRI, scale and growth we may need to seek alternatives in the future.

5. In terms of rental income, how does this work and would Harbour Lettings be financially impacted if a tenant doesn't pay the rent in relation to tribunal costs?

It was confirmed this cost would be charged back to the Landlord and would be laid out in the terms of business

6. If a tenant doesn't pay the rent for 5 months would Harbour Lettings follow the arrears process and then bill missed rent back to the landlord?

Yes, Harbour Lettings would still charge the landlord any fees due, if the tenant hadn't paid the rent for that period, we would serve notice and send to a debt collection agency. There would then be a fee to the landlord for our expenses. This is the minority; Harbour Lettings has about 1% of tenants in arrears and this is the norm.

7. Would rent be charged at the market rate?

Yes, rent would be charged at the open market rate.

8. Should a minimum number of properties per landlord be set to mitigate the void period and rent issues?

This service is more directed at the Landlords that only have a small number of properties. However, they can be more demanding than those with a larger portfolio who wouldn't need this service.

9. Should we charge different prices based on portfolio size?

It was advised that this is something we can investigate.

10. How are we going to market this service?

We have already had contact from another housing association regarding their Mid-Market Rent stock which is something that we would like to progress with. In relation to private landlords, we would market on Citylets as well as networking events such as Scottish Associations of Landlords or Association of Residential Letting Agents. We will work with the Communications team to look at marketing options.

It should be noted Harbour Lettings don't own the asset; we are only interested in the landlord ability to pay our fee and make sure that we are covering our costs. The financial burden will be on the landlord for works and professional fees should they be required. If the landlord doesn't pay, we remove the service, ending the contract and ensure that our invoicing is up to date.

It was confirmed there is a budget for this.

In relation to the Group and Harbour Lettings – we have a brand identity and hope to be seen as trusted landlord.

11. Will there be a minimum property condition we would expect before taking on the letting agent services?

Within the private residential tenancy there is a Repairing Standard, the minimum level it needs to be before letting. We would also do a walk around of all the landlords' properties before taking them on and avoid any that would cause damage to the brand.

12. We need to set parameters and indicators to show that it is a success or not. At what stage would we stop if it's not working? What is the exit strategy and what would be the potential loss? This should be included in the feasibility report.

Measures to include would be **all** tenants not paying rent, landlord not allowing the safety checks, staff resourcing and, are agreed targets being met.

13. How do we measure the time attributed to Letting Agent services?

The following should be considered an hourly chargeable rate to start, staff recording hours used per landlord and analysis of charges to ensure they are appropriate and balanced.

14. Regarding the stock we take on from the landlord – will we look at a minimum EPC level?

Legislation has been pushed back to 2027. All let properties to be to be a C. We could offer a service to help the landlords to bring it up to the correct level. EPC doesn't always match the quality of the product.

15. How will we facilitate multiple quotes if asked by Landlord?

Three quotes required for work one of which would be Harbour Multi Trades. This could lead to additional work for Harbour Multi Trades without getting the job. This would need to be monitored.

Harbour Lettings would promote Harbour Multi Trades and ask them to provide a quote initially – however if three quotes are necessary, we would ask Harbour Multi Trades to source these; they would then get the commission.

We will also promote the 24/7/365 cover for repairs.

2.3 Additional Feedback for Consideration

Areas to be included in the feasibility study such as legal and governance advice regarding the operating model. Is there anything we have missed?

Advice on the accounting requirements for client accounts – linked to this also consideration for what skills are required, do we need additional training?

Specifically, regarding system requirements and separating the monies once it comes into the bank, the Finance Manager and IT Manager, would be best to situated to streamline this.

We would also need to consider if the team answering the phones have the suitable knowledge or does the Harbour Lettings team take this on instead?

This will all be included in the feasibility study.

There may be implications with the Scottish Housing Regulator regarding additional finances.

We will be getting legal advice from our solicitors to see what affects this would have on Harbour as a Group

It was advised this should be minimal as the bank accounts will be separate.

As the RSL is the parent, it is necessary to ensure that the activities within the group don't contradict this.

The Harbour Lettings Manager will provide a power point presentation to provide all the relevant information, and this will be circulated before the next board meeting.

3. Note – Date of Next Meeting

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

The meeting closed at 5.50pm

Outstanding Actions		
Item	Action	Management Note
2.3	MH - Slide presentation to be created and issued before the next meeting.	