Kestrel Lane Housing Association

Minutes of the Board Meeting

Held on 14 May 2026 at the Ferry Street office. Present: the chair, five board members, the chief executive and the company secretary.

1. Repairs backlog

The chief executive reported 312 open repair requests, of which 41 were older than ninety days. Damp and mould cases made up a third of the older requests. The board asked for a weekly figure until the number of old requests falls below ten.

2. Contractor framework

Two of the four framework contractors missed their response targets in every month of the first quarter. The board agreed to issue formal notices and to bring the retender forward by six months. One member asked that tenants sit on the selection panel; this was agreed.

3. Tenant complaint, Block C

The company secretary summarised the complaint about the lift outages in Block C. The association accepts that residents were without a working lift for nineteen days in March. The board approved a goodwill payment to each affected household and an independent review of the maintenance contract.

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4. Finance

Rental income was on budget. Repair spending was eleven percent over budget because of the damp programme. The board noted the variance and asked for a revised forecast at the July meeting.

5. Any other business

None. The meeting closed at 20:40. The next meeting is on 9 July 2026.

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Appendix: action log

A1 Weekly repairs figure to the board - chief executive - from 21 May
A2 Formal notices to two contractors - head of assets - by 31 May
A3 Tenant places on the selection panel - company secretary - by 30 June
A4 Independent review of the Block C lift contract - chair - by 9 July

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