

MINUTE OF THE MANAGEMENT COMMITTEE MEETING OF LOREBURN HOUSING ASSOCIATION HELD ON TUESDAY 26 AUGUST 2025 at 17:30 p.m. (virtual)

Present: Alan Sandey (Convener)
Russell Baird
Paul Buchanan
Lynsey Brydson
Harry Drennan
Alan Gardiner
Katie Hryschko
Bill Main
Stuart Turnbull
Mark Wilkinson

Allison Devine, Alexander Sloan

Kirsteen McGinn (Chief Executive)
Elkie Astley (Director of Corporate Services)
Tony McInnes (Director of Finance)
Rebecca Wilson (Head of Governance & Assurance)

Kim Thomas (Minute Taker)

Item	Minute	Action
1.	APOLOGIES	
1.1.	There were apologies received from Neil Madden, Jane Connechen and Fiona Campbell	
2.	DECLARATION OF INTEREST	
2.1.	Declaration of interests from Paul Buchanan as Chair of the Audit and Risk Sub-Committee, Kirsteen McGinn and Tony McInnes as board members of D&G Homes were NOTED	
3.	APPROVAL OF PREVIOUS MINUTE	
3.1.	The Minute of the Management Committee meeting of 24 June 2025 on the proposal of Russell Baird and seconded by Alan Gardiner was APPROVED	
4.	MATTERS ARISING	
4.1.	There were no matters arising from the Minutes of 24 June 2025	
	Minute Action Log	
4.2.	28/11/24 – Item 19.1. – ongoing monitoring of heat pump installations – an update to be provided for the next Management Committee meeting	FC

4.3.	Management Committee members NOTED the Minute Action Log	
5.	MINUTES FOR NOTING	
5.1.	There were no Minutes for Noting	
6.	CONVENER'S VERBAL UPDATE	
6.1.	The Convener had a positive meeting with DGC's Strategic Housing and Regeneration Investment Team Leader.	
7.	CHIEF EXECUTIVE'S VERBAL UPDATE	
	Staff consultations are now complete; we had only one suggestion about a potential change which is positive which we will bring back to you with a business plan going forward Volunteers for Dumfries Shine – starts beginning September We have gained Lottery funding	
<i>Allison Devine joined the meeting at this point</i> <i>Staff left the meeting at this point</i>		
11.	YEAR END AUDITED ACCOUNTS	
	Allison Devine presented the Draft Statutory Accounts, Appendix 1, and the Letter of Representation, Appendix 2. The opinion of the auditors on the financial statements: <ul style="list-style-type: none"> • Give a true and fair view of the state of the Association's affairs and surplus for the year to 31 March 2025; • They have been prepared in accordance with UK Generally Accepted Accounting Practice; and • Have been prepared in accordance with the requirements of the Co-operative and Community Benefit Societies Act 2014, the Housing (Scotland) Act 2010 and the Determination of Accounting Requirements 2019 • The year has seen a significant improvement on last financial year with the total comprehensive income of the Association increasing • The Accounts have been reviewed and scrutinised by the Audit and Risk Sub-Committee • Once approved the Accounts will be presented to the shareholding membership at the AGM on 2 September 2025 	
11.1.	Management Committee members: APPROVED the Draft Statutory Accounts to 31 March 2025 together with the Letter of Representation; and	
11.2.	APPROVED the use of the Annual Accounts for the purposes of regulatory returns with submission to follow only once the Accounts are signed	
<i>Allison Devine left the meeting at this point</i> <i>Staff rejoined the meeting at this point</i>		
8.	NOTIFIABLE EVENTS	
	The Head of Governance and Assurance stated that there were no new Notifiable Events.	

8.1.	Management Committee members NOTED that there were no new Notifiable Events	
For Discussion		
9.	<p>QUARTER 1 PERFORMANCE</p> <p>The Head of Governance and Assurance presented the Q1 Strategic Performance Indicators (Appendix 1) and the Key Milestone update (Appendix 2):</p> <ul style="list-style-type: none"> • Performance has been good in Q1 with 11 SPIs performing above target, 13 listed as on track and 3 are below target • SHR introduced adjustments and additions to the Annual Return on the Charter (ARC) which includes indicators on damp and mould, and we are currently working on ensuring the organisation is compliant with these new indicators. Currently the average number of days to close damp and mould cases is 38 days <p>Key Variances Below Target:</p> <ul style="list-style-type: none"> • <i>Percentage of tenants who are satisfied with the quality of their home</i> – during Q1 there was no new tenant visits completed, and performance remains at 100% • <i>Percentage of tenants with repairs carried out in the last Quarter who were satisfied</i> – target is 96%, although performance was 91% satisfaction rate. In Q1 there were 2,111 repairs appointments, 1,921 satisfied and 190 tenants who were not satisfied • <i>Percentage of repairs carried out the last Quarter completed right first time</i> – current performance in Q1 is 70% which is stronger performance than with the previous definition after recalculation, however this is now sitting at 97.4% which is higher than previous figure. This indicator is complex, but an ongoing audit is carried out each month. Manual input is required. <p>Key Variances Above Target:</p> <ul style="list-style-type: none"> • <i>Percentage of complaints responded to within target timescales and Percentage of complaints upheld</i> – 100% were responded to • <i>Percentage of tenants with planned works carried out in this Quarter who are satisfied and Percentage of tenants with aids and adaptations completed in this Quarter who are satisfied</i> – both 100%. There were 16 aids and adaptations completed within Q1 • <i>The average number of days to relet void properties</i> – performance of 16 days is under the Scottish average of 56.7 days • <i>The average number of days for a non-emergency repair</i> – 15 days, target is 20 days 	

	<p>Complaints:</p> <ul style="list-style-type: none"> • During Q1 there were 66 complaints received; 63 stage 1 complaints and 3 stage 2 complaints. The average response times were very strong at 3.5 days and 14.7 days respectively • The main issue in Q1 was Grounds Maintenance or Estate Management performance • There was an increase in Planned Maintenance complaints due to ongoing investment works. • Satisfaction rates and response times are improving • The Scottish Government will publish the Energy Efficiency Standard next month which could potentially change banding for EPCs and will include fuel poverty as part of calculation 	
9.1.	Management Committee DISCUSSED and NOTED the Quarter 1 Strategic Performance Indicators and the Key Milestone Update	
For Approval		
10.	QUARTER 1 MANAGEMENT ACCOUNTS	
	<p>The Director of Finance presented the financial performance for Quarter 1 of 2025/26:</p> <ul style="list-style-type: none"> • The organisation is financially operating well • Work has been undertaken to raise awareness of value for money across all areas of the business • Spend against budget is tracking well and staff are bringing forward ideas to reduce spend and improve efficiency • Income and Expenditure: <ul style="list-style-type: none"> ○ Showing steady improvement (see summary report at Appendix 1) ○ Rent receivable continues to do well against budget with management costs showing signs of reduction in Q1 ○ To ensure all homes are being kept to a high standard we are carrying out work to clarify the scale of investment spend required. 	
10.1.	Management Committee:	
10.2.	APPROVED the Quarterly Accounts to 30 June 2025; and NOTED the Financial Summary Report	
12.	AUDIT TENDER – This Item is Confidential	
13.	STANDING ORDERS REVIEW	
	<p>The Head of Governance and Assurance presented the outcome of the Standing Orders Review and Standing Orders as at Appendix 1:</p> <ul style="list-style-type: none"> • The proposed amendments are shown as tracked changes in Appendix 1 • Management Committee members will note additional clarity and scope regarding the approval of development projects within the Schedule of Delegation. 	

	<ul style="list-style-type: none"> An additional level of authority included with the Schedule of Delegation relating to responsibilities of the Management Team has been added 	
13.1.	Management Committee members APPROVED the Standing Orders	
14.	FINANCIAL REGULATIONS REVIEW	
	The Director of Finance presented proposed changes to the Financial Regulations as outlined in Appendix 1.	
14.1.	Management Committee members APPROVED the non-material updates to the Financial Regulations	
15.	REGISTERS COMPLIANCE	
	The Head of Governance and Assurance confirmed with Management Committee members that Rules 62 to 67 have been followed.	
16.1.	Management Committee members NOTED the report.	
16.	MEETING SCHEDULE	
	The Head of Governance and Assurance presented the meeting schedule for the Management Committee and Sub-Committee meetings as set out within the Rules and the Standing Orders (Appendix 1)	
16.1.	Management Committee members DISCUSSED and APPROVED the Meeting Schedule with the added two dates of In-Person meetings	RW
For Noting		
17.	BUSINESS IMPROVEMENT	
17.1.	Management Committee members NOTED the Business Improvement update	
18.	ANNUAL RAUD, DEFALCATIONS AND IRREGULARITIES (FDI)	
18.1.	Management Committee members NOTED the Fraud Register for 2024/25	
19.	CORPORATE RISK REGISTER	
19.1.	Management Committee members NOTED the key risks	
20.	INVESTMENT	
20.1.	Management Committee members NOTED the position of the 2025/26 Planned Investment Programme at the end of July 2025	
21.	IHR	

21.1.	Management Committee members NOTED the IHR Monthly Operational Report for July 2025	
22.	HOUSING	
22.1.	Management Committee members NOTED the Housing Operational Report	
22A.	SUMMARY REPORTS	
22A.1	Management Committee members were asked to look at the format and content of both the IHR and Housing Summary reports and feedback any comments so that reports can be prepared for the next Management Committee meeting	All
For Discussion		
23.	TENANT VOICE	
23.1.	The Tenant Scrutiny Group have now finished their analysis, and a report will come back to the next Management Committee	
24.	ANY OTHER COMPETENT BUSINESS	
	AGM: the Chief Executive informed Management Committee members that this year's AGM will be held in Moffat	
25.	DATE OF NEXT MEETING	
	Tuesday 2 September 2025 17:30 – AGM (Moffat)	