MINUTE OF THE MANAGEMENT COMMITTEE MEETING OF LOREBURN HOUSING ASSOCIATION HELD ON TUESDAY 26 MAY 2026 at 17:30 p.m. (virtual)

Present: Alan Sandey (Convener)
Paul Buchanan
Harry Drennan
Alan Gardiner
Katie Hryschko
Neil Madden (Secretary)

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. 1.1	**APOLOGIES** There were apologies received from Russell Baird, Lynsey Brydson, Harris Javid, Bill Main, Mark Wilkinson and Fiona Campbell	
2. 2.1	**DECLARATION OF INTEREST** Declaration of interests from Paul Buchanan as Chair of the Audit and Risk Sub-Committee, Katie Hryschko as Chair of the People and Culture Sub-Committee, Neil Madden, Kirsteen McGinn and Tony McInnes as board members of D&G Ltd and from Alan Sandey for Item 24D were NOTED	
3. 3.1	**APPROVAL OF PREVIOUS MINUTE** The Minute of the Management Committee meeting of 31 March 2026 on the proposal of Harry Drennan and seconded by Neil Madden was APPROVED	
4. 4.1 4.2	**MATTERS ARISING** There were no matters arising from the Minutes of 31 March 2026 **Minute Action Log** Management Committee members NOTED the Minute Action Log	
5. 5.1	**DRAFT MINUTES FOR NOTING** **Audit and Risk Sub Committee 5 May 2026** Management Committee NOTED the draft Minutes of the Audit and Risk Sub Committee of 5 May 2026	
6.	**CONVENER'S VERBAL UPDATE**	

6.1	The Convener, on behalf of the Management Committee, wanted to thank Stuart Turnbull for all his input and who has since resigned – it was great to have a customer member on the Committee Along with the Head of Governance and Assurance, we are trying to recruit new members. Management Committee members NOTED the update	
7. 7.1	**CHIEF EXECUTIVE'S VERBAL UPDATE** The Chief Executive informed Management Committee members: • We have received some positive stories from tenants • Following the Scottish Parliament election the newly elected MSPs continue to support affordable housing • We are still awaiting news of the Scottish Government's Warm Homes funding • We are arranging meetings with potential funders to bridge the gap following the ECO4 grant scheme stopping • The team are settling into their roles following the change following the restructure • Meeting with management team tomorrow • Staff Day is on 3 June and there is an open invite to any Management Committee members who may wish to come along Management Committee members NOTED the update	
8.	**NOTIFIABLE EVENTS – Confidential**	
For Discussion		
9.	**QUARTER 4 YEAR END PERFORMANCE** The full details of the Q4 Year End SPIs are outlined in Appendix 1. During Q4 performance has been strong as can be seen at table 2.1 of the report: Key Variances – below target: • *Number of actions arising from adverse event reports completed within the timescale* – staff have been reminded to ensure timescales set are both appropriate and achievable • *Number of Management Committee training sessions arranged and offer to members* – the focus this year has been on business improvement and the promotion of flexible training resources • *Percentage of complaints responded to within target timescales* – one complaint dealt with at Stage 2 which was over the timescale but overall timescales have remained strong throughout the year	

	Key Variances – above target: • *Percentage of complaints responded to within target timescales* – performance has been excellent with average response times being lower than previous years • *Percentage of tenants with planned works carried out in Q4 who are satisfied and percentage of tenants with aids and adaptations completed who are satisfied* – strong performance in both SPIs with tenants providing numerous compliments • *Average number of days to relet void properties* – 16.1 days (an improvement of over 20 days from Q4 2024/25) • *Average number of days for a non-emergency repair and average number of hours for an emergency repair* – 97% while non-emergency repairs improved by 3.7 days within Q4 • *Percentage of staff turnover and senior staff turnover* - following the restructure both SPIs have remained stable, however due to senior leavers that SPI is below target Complaints: • During Q4 there were 34 complaints and timescales for a response was 5 days at Stage 1 and 20.5 days at Stage 2 • Communication and tenancy management were the key reasons for complaints during Q4.	
9.1	Management Committee members DISCUSSED and NOTED the Q4 Strategic Performance Indicators and the content Key Milestone Update	
10.	**Confidential Item**	
For Approval		
11.	**ARC SUBMISSION** The Head of Governance and Assurance advised Management Committee of the outcome of the 2025/26 ARC. ARC indicators with a variance of 5% are included in the report and have been discussed by the Executive Team. The ARC is at Appendix 1 to the report. Key Variances – Negative (see 2 in the report): • *19 – Average time taken to complete adaptations* – there were 26 wet rooms which had been on the waiting list for a period of time which has inflated the numbers slightly. However, the organisation's performance exceeds peer group average Key Variances – Positive (see 3 in the report): • *8 – Average hours to complete emergency repairs* • *9 – Average hours to complete non-emergency repairs* • *10 – Percentage of reactive repairs completed within the reporting year*	

              11.1 11.2	• *There has been a marked improvement in all IHR reporting requirements* • *20 – Percentage of court actions initiated which resulted in eviction* – the organisation has been more successful in pursing these than in previous years • *26 – Average length of time to re-let properties in the last year* – we are now reporting similar numbers to previous years whilst the correct technical guidance is also being followed • *C8.4.3 – total self-contained stock failing SHQS* – investment work has been successful in reducing the number of properties failing SHQS New Indicators are at 4 in the report and relate to long term voids and damp and mould Management Committee members: DISCUSSED and APPROVED the ARC Return 2025/26 for submission to the Scottish Housing Regulator; and Asked that thanks be passed to the In-House Repairs team	
12. 12.1 12.2	**QUARTER 4 MANAGEMENT ACCOUNTS** The Director of Finance presented Management Committee members with a draft Quarter 4 Management Accounts for 2025/26: • Information was collated on 1 May 2026 and provides the most up to date information available at the date of writing • The budget for 2026/27 has been approved and various projects, procurement exercise and steps are underway to deliver the upgrade programme Management Committee members: APPROVED the Quarterly 4 Management Accounts to 31 March 2026 in draft form; and NOTED the Financial Summary report	
13. 13.1	**FIVE YEAR FINANCIAL PLAN AND STOCK RETURN** The Director of Finance presented Management Committee members with the Five-Year Financial Plan at Appendix 1 and the Stock Return to 31 March 2026 at Appendix 2 for submission to the Scottish Housing Regulator. The Director of Finance and the Head of Governance and Assurance have had robust discussions on how we streamline this process Management Committee members APPROVED the Five-Year Financial Plan and the Stock Return for the year to 31 March 2026 for submission to the Scottish Housing Regulator	
Confidential		
14.	**ENTITLEMENTS PAYMENTS AND BENEFITS**	

     14.1 14.2	The Head of Governance presented Management Committee members with the Staff Register of Interests at Appendix 1 and the Management Committee Register of Interests at Appendix 2 Management Committee members: APPROVED the Staff Register of Interests; and APPROVED the Management Committee Register of Interests	
15. 15.1 15.2	**GOVERNING BODY ROLE PROFILES AND DISCLOSURE UPDATE** The Head of Governance and Assurance presented Management Committee members with the updated role profiles for governing body members, Convener, Vice Convener and Secretary and also asked for nominations for the appointment of a Vice Convener: Role of Office Bearers: • Roles of the Convener and Secretary were filled following the AGM but the role of the Vice Convener remains vacant • It is considered good practice to have a Vice Convener in place • In line with Rule 59.1, the office bearers (except for the Secretary who can be a member of staff) must be Elected Committee members or Elected Committee members appointed to fill casual vacancies • Appointed or co-opted members cannot fulfil the role of office bearers Management Committee members: APPROVED the updated role profiles for Governing Body Members, Convener, Vice Convener and Secretary; and AGREED to discuss and ask for volunteers at the next Management Committee meeting for the role of Vice Convener	
16.	**Confidential Item**	
17A	**HR POLICY UPDATE** The Head of Governance and Assurance presented management Committee members with the following policies that have been reviewed for approval. The full policies can be found at Appendices 1-3: • Toil Policy (v3) – this has been updated to clarify the use of notional bases as part of the organisation's Hub, Home and Roam agile working model • Performance Management Policy (v4) – minor amendments have been made to aid clarity	

Loreburn Housing Association

	• Flexible Working (Statutory) Policy (v4) – this has been updated to ensure full compliance with the Employment Rights Act and clarity regarding processes etc.	
17A.1	Management Committee members APPROVED the Toil Policy (v3); the Performance Management Policy (v4) and the Flexible Working (Statutory) Policy (v4)	
17B	**MEMBERSHIP POLICY REVIEW** The Head of Governance and Assurance presented the Membership Policy at Appendix 1: • The proposed amendments (as instated in 2023 and carried forward in the current draft) are set out at 3. in the report • The draft policy makes it clear that we want to ensure that we have a strong and active membership base that is focused on ensuring we deliver the best possible outcomes for our tenants and their communities • The proposals in the current review align with the requirements of the Model Rules and the Regulatory Framework and the principles adopted in 2023 were approved by our legal advisors	
17B.1	Management Committee members APPROVED the Membership Policy for a further three years (without amendment)	
For Noting		
18.	**CORPORATE RISK REGISTER** The Head of Governance and Assurance presented Management Committee members with a summary report of all corporate risks with a score of 16 or above and detailing any significant changes and movements from inherent to residual risk is at Appendix 1.	
18.1	Management Committee members NOTED the key risks	
19.	**INVESTMENT**	
19.1	Management Committee members NOTED the monthly operational report for Investment	
20.	**IHR** Management Committee members noticed that voids performance had slipped but this was due to a few particularly bad voids with complex work requirements. We are reviewing procedures to get more streamlined in future	
20.1	Management Committee members NOTED the monthly operational report for In-House Repairs	
21.	**HOUSING**	

21.1	Management Committee members NOTED the monthly operational report for Housing	
22.	**CONFERENCE AND SEMINAR ACTIONS** Management Committee members NOTED the Conference and Seminar Programme for 2026	
22.2		
For Discussion		
23.	**TENANT VOICE** The Tenant Satisfaction Survey will be launched next month and staff will be carrying out more face to face interviews this time. We are getting lots of positive stories	
23.1	Management Committee members NOTED that there was nothing at this stage to take to the Tenant Scrutiny Panel	
24.	**ANY OTHER COMPETENT BUSINESS**	
24B	**Shareholder Application and Management Committee Recruitment** The Head of Governance and Assurance presented a Shareholder Application for consideration by the Management Committee. The candidate: • met with the Neil Madden, Secretary and Katie Hryschko as Chair of the People and Culture Sub Committee and has submitted a membership application • the Shareholder Application is at Appendix 1 • her CV is at Appendix 2 Under Rule 37.1 appointments must be for a specified term of office and has previously been agreed that a three-year appointment would be most suitable. Management Committee members CONSIDERED and APPROVED: • the Shareholder Application; and • the appointment of Ms Lough to the Management Committee for a specified term of three years **AGM** – this will be held on Tuesday 1 September 2026 in Castle Douglas	
25.	**DATE OF NEXT MEETING** Tuesday 30 June 2026	All