

**MINUTE OF THE MANAGEMENT COMMITTEE MEETING OF LOREBURN  
HOUSING ASSOCIATION HELD ON TUESDAY 28 NOVEMBER 2023 AT 17:30  
p.m. (virtual)**

**Present:** Russell Brown (Convener)  
Jane Connechen (Vice-Convener)  
Peter Nelson (Secretary)  
Lynsey Brydson  
Paul Buchanan  
Alan Sandey  
Stuart Turnbull  
Mark Wilkinson

Gavin Johnstone (Director of Property and Development)  
Elkie Astley (Director of Corporate Services)  
Neil Thorneycroft (Interim Director of Finance)  
Rebecca Wilson (Head of Governance & Assurance)

Kim Thomas (Minute Taker)

Item	Minute	Action
<b>1.</b>	<b>APOLOGIES</b>	
1.1.	Apologies were received from Mr Clark, Ms Gill and Ms McGinn (Chief Executive).	
<b>2.</b>	<b>DECLARATION OF INTEREST</b>	
2.1.	Declaration of interests from Ms Connechen as Chair of the People and Culture Committee, Mr Buchanan as Chair of the Audit and Compliance Committee and Mr Sandey and Mr Johnstone, as Board members of D&G Homes were NOTED.	
<b>3.</b>	<b>APPROVAL OF PREVIOUS MINUTE</b>	
3.1.	The Minute of the Management Committee Strategic Away Day date on the heading should be changed to read 24 October 2023 and not 28 October 2023.	RW
3.2.	The Minute of the Management Committee Strategic Away Day meeting of 24 October 2023 on the proposal of Mr Nelson and seconded by Ms Connechen was APPROVED.	
<b>4.</b>	<b>MATTERS ARISING AND MINUTE ACTION LOG</b>	
4.1.	There were no matters arising.	
4.2.	Management Committee members NOTED the Minute Action Log.	

<p><b>5.</b></p> <p>5.1.</p> <p>5.2.</p> <p>5.3.</p>	<p><b>DRAFT MINUTES FOR NOTING</b></p> <p><b>Audit and Compliance Committee meeting of 7 November 2023</b></p> <p>Management Committee members NOTED the draft Minute of the Audit and Compliance Committee meeting of 7 November 2023.</p> <p><b>Health and Safety Executive Group meeting of 13 November 2023</b></p> <p>Management Committee members NOTED the draft Minute of the Health and Safety Executive Group meeting of 13 November 2023.</p> <p><b>People and Culture Committee meeting of 21 November 2023</b></p> <p>Management Committee members NOTED the draft Minute of the People and Culture Committee meeting of 21 November 2023.</p>	
<p><b>6.</b></p> <p>6.1.</p> <p>6.2.</p> <p>6.3.</p>	<p><b>CONVENER'S VERBAL UPDATE</b></p> <p>The Convener had opted to attend the hybrid Strategic Housing Forum meeting recently but unfortunately due to a technical fault only a few members managed to attend.</p> <p>The Convener had a catch-up meeting the Chief Executive last week.</p> <p>Management Committee members NOTED the verbal update from the Convener.</p>	
<p><b>7.</b></p> <p>7.1.</p>	<p><b>CHIEF EXECUTIVE'S UPDATE</b></p> <p>Management Committee members NOTED the update from the Chief Executive.</p>	
<p><b>8.</b></p> <p>8.1.</p>	<p><b>NOTIFIABLE EVENTS</b></p> <p>The Head of Governance and Assurance informed Management Committee member that there were no new Notifiable Events since the last Management Committee meeting.</p>	
<p><b>For Discussion</b></p>		

<p>9.</p>	<p><b>QUARTER 2 PERFORMANCE</b></p> <p>The Director of Corporate Services updated Management Committee members on the Q2 performance figures for the period 1 July to 30 September 2023 and shared a PowerPoint Presentation:</p> <ul style="list-style-type: none"> <li>• LHA have 35 statutory indicators in total and for Quarter 2 (Q2) our performance of 66% is on track or above target;</li> <li>• For those that we have not achieved or are below target – SHQS – the position has not changed since Q1 and the number of properties meeting the standard is 93% (target 98%), however, we are still performing well, and LHA are outperforming our comparative RSLs;</li> <li>• Tenancy sustainment – we are now 9% below our target of 83%. The reasons being: <ul style="list-style-type: none"> <li>• moving house increase in size of household;</li> <li>• moving in with family due to cost of living;</li> <li>• medical need; and</li> <li>• anti-social behaviour (ASB). In Q2 we had 3 cases linked to S5 homeless.</li> </ul> </li> <li>• Complaints – for stage 1 we responded to within timescale is 88%, which is an improvement from Q1 (71%). We are still below our target of 95%. From the 28 complaints received, the largest key area was grounds maintenance linked to grass cutting. Going forward there must be clearer communication to contractors prior to work starting next year. We do not differentiate on who makes the complaints around grass cutting but we could drill down into the detail going forward. Reactive repairs received 6 complaints, 1 was due to the quality of repairs undertaken, others were timescales, or contractor issues;</li> <li>• Key variances above target – for relet times we are performing well at 11 days (target 15);</li> <li>• Tenant satisfaction with the quality of their homes is 100% (target 98%) and the Scottish Average is 86%;</li> <li>• Average number of hours for an emergency repair for Q2 is 1.91 hours (target 3 hours).</li> <li>• Management Committee agreed that this was an excellent performance by the IHR, and the level of complaints is really low. Congratulations should go to the team;</li> <li>• Performance on SHQS is outstanding but we do always fall below target, should we look again at what target should be? Target may not be met but some are out with our control.</li> </ul> <p>Management Committee DISCUSSED and NOTED the Q2 Strategic Performance Indicators and the Key Milestone Update</p>	
-----------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--

For Approval		
<p><b>10.</b></p>	<p><b>DEVELOPMENT PROGRAMME</b></p> <p>The Director of Property and Development gave Management Committee members an update on the new build programme and an update on the current status of LHA's housing assets with regards to RAAC:</p> <ul style="list-style-type: none"> <li>- Started back on site with The Garrick;</li> <li>- Langholm – back on site;</li> <li>- Woodlands, Lochmaben – this project to deliver 6 unit to Passivhaus standards is now complete; and</li> <li>- Following the request from the SHR for RLSs to report on RAAC we can give Management Committee members assurance that we have carried out a desk top exercise and will be looking at 169 properties to conduct further investigation.</li> </ul> <p>Management Committee:</p> <p>10.1. NOTED the on-site New Build programme update; and</p> <p>10.2. NOTED the information provided with regards to Reinforced Autoclaved Aerated Concrete (RAAC).</p>	
<p><b>11.</b></p>	<p><b>CORPORATE PLAN</b></p> <p>The Director of Corporate Services presented Management Committee members with the Corporate Plan for consideration:</p> <ul style="list-style-type: none"> <li>• Following on from the discussions at the Strategy Day, the agreed 4 strategic ambitions have now been developed into our Corporate Plan;</li> <li>• One theme is that we will remain financially strong against the current economic environment;</li> <li>• Following discussion on <i>Strategic Ambition 2 – Focusing on what matters most to our tenants</i> - it was AGREED to reword and take out “small patches” but remain agile and flexible;</li> <li>• Values – the vision to create great places to live – all the values are operational and does not show the intention from LHA. Management Committee members would prefer to see where we position ourselves in the next 5 years. We need to see the aspirations for the organisation and make the document more dynamic.</li> </ul>	
<p>11.1.</p>	<p>Management Committee members AGREED that the Director of Corporate Services would arrange a Working Group to gather feedback and finalise the Corporate Plan.</p>	<p>EA</p>

12.	<b>RENT SETTING CONSULTATION – this item is confidential</b>	
13.	<p><b>QUARTER 2 MANAGEMENT ACCOUNTS</b></p> <p>The Interim Director of Finance gave Management Committee members an update on LHA's financial performance for 2023/24 financial year.</p> <p>13.1. Management Committee APPROVED the Q2 Management Accounts to 30 September 2023.</p>	
<b><i>Mr Sandey left the meeting at this point.</i></b>		
14.	<p><b>INSURANCE POLICY REVIEW</b></p> <p>The Interim Director of Finance gave Management Committee members an overview of the proposed amendments to the Insurance Policy:</p> <ul style="list-style-type: none"> <li>• No proposed changes except where it states the owner of the policy as the Head of Finance, but this should be Director of Finance.</li> </ul> <p>14.1. Management Committee members APPROVED the Insurance Policy.</p>	
15.	<p><b>RISK MANAGEMENT POLICY REVIEW</b></p> <p>This item was removed from the Agenda and a report will be presented at a future Management Committee meeting.</p>	
16.	<p><b>HEALTH AND SAFETY STATEMENT</b></p> <p>The Head of Governance and Assurance took Management Committee members through the report:</p> <ul style="list-style-type: none"> <li>• The purpose is for Management Committee members to review and update annually; and</li> <li>• There have been no changes to the Statement since last year.</li> </ul> <p>16.1. Management Committee APPROVED the signing of the Annual Health and Safety Policy Statement.</p>	

<p><b>17.</b></p> <p>17.1.</p>	<p><b>SHR REGULATION IN SCOTLAND – CONSULTATION</b></p> <p>The Head of Governance and Assurance took Management Committee members through the report:</p> <ul style="list-style-type: none"> <li>• This is a national consultation from SHR;</li> <li>• Proposed response is to agree and support all the recommendations in particular to the assurance statement.</li> <li>• The SFHA also submit a response on behalf of landlords and LHA can feedback comments to them for inclusion in their response. The Head of Governance and Assurance to keep Management Committee members up to date on this</li> </ul> <p>Management Committee APPROVED the submission of the national consultation response to the SHR regarding the Regulatory Framework and associated statutory guidance.</p>	
<p><b>18.</b></p>	<p><b>SHAREHOLDER APPLICATION – this item is confidential</b></p>	
<p><b>19.</b></p>	<p><b>DISPOSAL – this item is confidential</b></p>	
<p><b>For Noting</b></p>		
<p><b>20.</b></p> <p>20.1.</p>	<p><b>DAMP AND MOULD UPDATE</b></p> <p>Management Committee members NOTED the report and the amendments to the Policy and Procedure documents.</p>	
<p><b>21.</b></p> <p>21.1.</p>	<p><b>PLANNED INVESTMENT PROGRAMME UPDATE</b></p> <p>Management Committee members NOTED the report.</p>	
<p><b>22.</b></p> <p>22.1.</p>	<p><b>CORPORATE RISK REGISTER</b></p> <p>Management Committee members NOTED the key risks identified.</p>	

<p><b>23.</b></p> <p>23.1.</p> <p>23.2.</p>	<p><b>POLICY FRAMEWORK UPDATE</b></p> <p>Management Committee members:</p> <p>NOTED the policy framework update; and</p> <p>NOTED to contact the Head of Governance and Assurance for any further information on ongoing or upcoming reviews.</p>	
<p><b>For Discussion</b></p>		
<p><b>24.</b></p> <p>24.1.</p>	<p><b>TENANT VOICE</b></p> <p>As agreed, the Rent Consultation will be carried out.</p>	
<p><b>25.</b></p> <p>25.1.</p> <p>25.2.</p>	<p><b>AOCB</b></p> <p><b>Annual Leave Policy</b></p> <p>The Director of Corporate Services presented Management Committee members with a recommendation from the People and Culture Committee to approve the revision to LHA's annual leave policy.</p> <p>Management Committee Members APPROVED the proposal from the People and Culture Committee to the revised Annual Leave Policy.</p> <p><b>Passivhaus Units</b></p> <p>The Director of Property and Development updated Management Committee members on a proposed joint ceremony to display a plaque at the Dalbeattie site and offered an invitation to Management Committee members to meet with the tenants who have moved in. A press release will be issued on why we are building these units to a higher standard and the impact they are having on tenants' lives.</p>	
<p>25.3.</p>	<p><b>EESSH2 Consultation</b></p> <p>The Director of Property and Development updated Management Committee members on the new standard from the Scottish Government which is called Social Housing Net Zero Standard for Scotland. Feedback on the consultation will be welcomed by the Director of Property and Development.</p>	

<b>26.</b>	<b>DATE OF NEXT MEETING</b>  Tuesday 30 January 2024 5:30 p.m. (virtual)	All
------------	--------------------------------------------------------------------------------	-----