

MINUTE OF THE MANAGEMENT COMMITTEE MEETING OF LOREBURN HOUSING ASSOCIATION HELD ON TUESDAY 27 JANUARY 2026 at 17:30 p.m. (virtual)

Present: Alan Sandey (Convener)
 Russell Baird
 Paul Buchanan
 Harry Drennan
 Alan Gardiner
 Katie Hryschko
 Harris Javid
 Neil Madden
 Bill Main
 Stuart Turnbull

Kirsteen McGinn (Chief Executive)
 Elkie Astley (Director of Corporate Services)
 Fiona Campbell (Director of Operations)
 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 Lynsey Brydson and Mark Wilkinson	
2.	DECLARATION OF INTEREST	
2.1.	Declaration of interests from Paul Buchanan as Chair of the Audit and Risk Sub-Committee, Katie Hryschko as Chair of the People and Culture Committee, Neil Madden, Kirsteen McGinn and Tony McInnes as board members of D&G Homes and Stuart Turnbull for Item 10 Rent Setting Consultation Update were NOTED	
3.	APPROVAL OF PREVIOUS MINUTE	
3.1.	The Minute of the Management Committee meeting of 25 November 2025 on the proposal of Paul Buchanan and seconded by Bill Main was APPROVED	
4.	MATTERS ARISING	
4.1.	There were no matters arising from the Minutes of 25 November 2025	
	Minute Action Log	
4.2.	Management Committee members NOTED the Minute Action Log	

<p>5.</p> <p>5.1.</p>	<p>DRAFT MINUTES FOR NOTING</p> <p>Draft Health and Safety Executive Group Minutes</p> <p>Management Committee NOTED the draft Minutes of the Health and Safety Executive Group of 20 November 2025</p>	
<p>6.</p> <p>6.1.</p>	<p>CONVENER'S VERBAL UPDATE</p> <p>The Convener recently met with Chief Executive and praised the work of the Executive Team. This will lead into our Strategy Day in February.</p> <p>There is a meeting arranged shortly with Strategic Housing and Regeneration Investment Team Leader with Dumfries and Galloway Council.</p> <p>Management Committee members NOTED the Convener's verbal update</p>	
<p>7.</p> <p>7.1.</p>	<p>CHIEF EXECUTIVE'S VERBAL UPDATE</p> <p>Dumfries and Galloway Council have recently launched a campaign to encourage people to make their home in this area, particularly aimed at attracting key workers and young families. This could have an impact on LHA regarding possible demand for housing.</p> <p>Dumfries and Galloway Council has also widened the geographical scope of the Town Centre Living Fund.</p> <p>On a wider context the UK Government and Scottish Government's Local Growth Fund will continue to focus on fuel poverty. They have also launched "Warm Homes Plan" which will replace the Energy Company Obligation 4 (ECO4) from December 2026</p> <p>The Scottish Government have issued new regulations relating to Awaab's Law regarding damp and mould. Management Committee members can be assured that LHA already have robust procedures and policies in place to deal with damp and mould cases.</p> <p>The UK and Scottish Government have also announced an £18m investment in broadband for Dumfries and Galloway which may result in an increased demand in LHA's rural properties.</p> <p>Management Committee members NOTED the Chief Executive's verbal update</p>	
<p>8.</p>	<p>NOTIFIABLE EVENTS – <i>this item is confidential</i></p>	
<p><i>For Discussion</i></p>		
<p>9.</p>	<p>QUARTER 3 PERFORMANCE</p>	

	<p>The Head of Governance and Assurance presented the Q3 Strategic Performance Indicators (Appendix 1):</p> <ul style="list-style-type: none"> • Performance levels have been strong and increased throughout the restructuring period with 14 SPIs performing above target, 18 on track and 1 below target <p>Key Variances Below Target:</p> <ul style="list-style-type: none"> • <i>Number of actions arising from adverse event reports completed within the timescale</i> – a reminder to staff to ensure that timescales set following an adverse event are both appropriate and achievable has been issued <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> – performance continues to be strong with only four complaints running over designated timeframes due to complexities with the cases • <i>Percentage of tenants with planned works carried out in Q3 who are satisfied and percentage of tenants with aids and adaptations completion who are satisfied</i> – this remains strong with a number of compliments received for the retrofit works completed • <i>The average number of days to relet void properties</i> – performance levels have strengthened throughout the year • <i>Average number of days for a non-emergency repair and average number of hours for an emergency repair – emergency repairs saw the best performance YTD with 2.29 hours and the number of repairs completed Right First Time has increased to 99%</i> <p>Q3 Improvement:</p> <ul style="list-style-type: none"> • <i>Percentage of senior staff turnover</i> – 0% • <i>Percentage of tenants satisfied with the quality of their home</i> – strong performance of 100% <p>Complaints:</p> <ul style="list-style-type: none"> • During Q3 there were 30 complaints received. The current timescales for a response are 4.1 days at Stage 1 and 16.2 days at Stage 2. Performance is strong and well above the targets agreed. LHA also received 30 compliments during this period • IHR were the key reasons for complaints and communication reminders have been issued to key contractors as the majority of these complaints did not involve LHA staff 	
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<p>9.1.</p> <p>9.2.</p>	<p>The Chief Executive confirmed that this report is outstanding considering the business improvement that the organisation has been going through.</p> <p>Management Committee: DISCUSSED and NOTED the Quarter 3 Strategic Performance Indicators Update; and ASKED that Thanks be conveyed to all staff</p>	
<p>For Approval</p>		
<p><i>Stuart Turnbull left the meeting at this point</i></p>		
<p>10.</p>	<p>RENT SETTING – this item is confidential</p>	
<p><i>Stuart Turnbull rejoined the meeting at this point</i></p>		
<p>11.</p> <p>11.1.</p>	<p>INSURANCE MANAGEMENT POLICY</p> <p>The Director of Finance provided Management Committee members a copy of the Internal Insurance Policy for review and an update on current purchased insurance policies. There is no change from V6:</p> <ul style="list-style-type: none"> • A review of our purchased insurances policies has also been carried out by both the finance team and our insurance broker, and there are no substantive changes required to our cover • The next meeting with our insurance brokers in February 2026 • There has not been any change in the legal environment concerning Corporate Insurance <p>Management Committee members APPROVED the Insurance Policy at Appendix 1</p>	
<p>12.</p> <p>12.1.</p>	<p>GBM APPRAISAL SUMMARY AND IMPLEMENTATION PLAN</p> <p>The Chief Executive provided Management Committee members with the findings from the annual One-to-One Appraisal for 2025, the proposed Skills Gap and Training Action Plan at Appendix 1, the full Report at Appendix 2 and the Skills Appraisal at Appendix 3</p> <p>Management Committee NOTED, DISCUSSED and APPROVED the Report, the Skills Appraisal and the Proposed Action/Training Plan with suggested changes/amendments to be circulated</p>	
<p>For Noting</p>		
<p>13.</p>	<p>ACTION PLAN – this item is confidential</p>	
<p>14.</p>	<p>BUSINESS IMPROVEMENT UPDATE</p>	

14.1.	<p>The Director of Corporate Services provided Management Committee with an update on the progress of planning for future change management journey and business improvement work.</p> <ul style="list-style-type: none"> • Work to embed our new target operating model is well underway • Key policies are being streamlined • Tenant engagement work will help strengthen how we engage and communicate with tenants • A Tenant Engagement Forum has been set up on the review of our ASB policy and 10 tenants have volunteered to take part in • Data is in the forefront 	
15.	CORPORATE RISK REGISTER	
15.1.	Management Committee members NOTED the key risks	
16.	<p>PROPERTY SERVICES</p> <p>Damp and Mould – Management Committee members noted that there were a high number of structural cases. A more detailed report with ARC indicators can be brought back to Management Committee at a future meeting. RAG rate is in the main report. Awaab’s Law – our policy and procedures reflect what is in this Law and we are confident that we meet these KPIs.</p> <p>There are 93 open cases which are all in hand and being progressed and an update/process will be shared with Management Committee.</p> <p>Process is robust and inspection influenced by work on energy efficiency. It will get to the point on having an annual report and align more closely with investment programme.</p> <p>Management Committee members:</p>	FC
16.1.	NOTED the Property Services Operational Report for December 2025; and	
16.2.	AGREED to a Separate Session, report, presentation and discussion on process on Damp and Mould	
17.	IHR	
17.1.	Management Committee members NOTED the IHR Operational Report for December 2025	
18.	HOUSING	

	Arrears – technical arrears (relying on Benefits, these are paid in arrears) and the non-technical arrears are dropping (see report)	
18.1.	Management Committee members NOTED the Housing Operational Report for November 2025	
19.	CONFERENCE AND SEMINAR	
	The Chief Executive informed Management Committee members that a meeting has been arranged for 3 March 2026 on closer working relationships with Peer Groups in Dumfries and Galloway	
19.1.	Management Committee members NOTED the Conferences/Seminars/Workshops Programme for 2026	
20.	TENANT VOICE	
20.1.	Rent Increase	
21.	ANY OTHER COMPETENT BUSINESS	
22.	DATE OF NEXT MEETING	
	Strategic Day 17 February 2026	All