

MINUTE OF THE MANAGEMENT COMMITTEE MEETING OF LOREBURN HOUSING ASSOCIATION HELD ON TUESDAY 28 JANUARY 2025 at 17:30 p.m. (virtual)

Present: Alan Sandey (Convener)
Jane Connechen (Vice Convener)
Peter Nelson (Secretary)
Russell Baird
Paul Buchanan
Lynsey Brydson
Katie Hryschko
Cameron Kirkpatrick
Neil Madden
Mark Wilkinson
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 no apologies received	
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	
2.2.	Declaration of interest from Stuart Turnbull for Item 10 was NOTED	
2.3.	Declaration of interests from Jane Connechen and Alan Sandey for Items 17 and 18 were NOTED	
3.	APPROVAL OF PREVIOUS MINUTE	
3.1.	The Minute of the Management Committee meeting of 26 November 2024 on the proposal of Jane Connechen and seconded by Peter Nelson was APPROVED	
4.	MATTERS ARISING	
4.1.	There were no matters arising from the Minutes of 26 November 2024	

	Minute Action Log	
4.2.	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.	DGC have launched their Local Housing Strategy survey so the Convener urged Management Committee members to take the time to respond to this survey. The Head of Governance and Assurance will circulate the link to the survey to all Management Committee members.	RW
6.2.	Management Committee members NOTED the update	
7.	CHIEF EXECUTIVE'S VERBAL UPDATE	
	<ul style="list-style-type: none"> The Chief Executive is delighted that the Garrick has now been fully handed over. The Factoring Service Review should be completed by March and a report come back to the Management Committee board There are also Later Living events happening at the end of this month and a paper presented to May's Management Committee meeting The Tenant Scrutiny Group are about to survey those tenants who have had new bathrooms and kitchens fitted and a report will be brought back to April's Management Committee meeting Items 15 and 16 Funding – the Chief Executive and the Director of Operations met with legal advisors today to look through documentation Storm Eowyn – a decision was made for all staff to stay at home on Friday. This created a backlog of repairs but staff did contact tenants on Thursday about their repairs being cancelled. In terms of damage – there have been no major damage to roofs. A complaint has been received about repairing fencing but these are not a priority for us at this time 	
7.1.	Management Committee members NOTED the update and asked the Chief Executive to pass thanks on to staff	
8.	NOTIFIABLE EVENTS	
8.1.	The Head of Governance and Assurance stated that there were no new Notifiable Events since the last Management Committee meeting	
For Discussion		

9.	<p>Q3 PERFORMANCE</p> <p>The Head of Governance presented the Quarter 3 performance figures for 1 October to 31 December 2024:</p> <ul style="list-style-type: none"> • Full details of the Q3 SPIs are outlined in Appendix 1 and the progress of the key milestones at Appendix 2 • A new column was added to show quarterly trend • Performing above target – 27.3% • On track – 36.6% • Below target – 25% • Targets met are development targets relating to the number of houses built to Passivhaus standard and the number of units completed within the contract period which were met after the completion of the Woodlands project • SPIs not measurable which do not have targets attached to them or have not been completed yet: <ul style="list-style-type: none"> ○ Total number of damp and mould contacts raised ○ Current rent arrears due to tenants receiving HB or UC ○ Number of tenants in receipt of UC who are in arrears • Below Target: <ul style="list-style-type: none"> ○ <i>Percentage of stage 2 complaints responded to within timescales</i> – these were complex issues which required a longer investigation period ○ <i>Percentage of total staff turnover in reporting year</i> – 9 members of staff left in Q3 ○ <i>Percentage of properties sustained for more than a year (S5)</i> – performance was 14% below target e.g. out of 9 S5 tenancies only 7 were sustained as the other 2 were the result of death of the tenant ○ <i>Adverse events record complete within timescale and number of actions arising from adverse event reports completed within the timescale</i> – there were 90 events with 85 completed on time ○ <i>Average number of days to relet void properties</i> – on external advice figures have been recalculated which has resulted in 38 days in Q3 which is a 23 day variance to the target set • Above target: <ul style="list-style-type: none"> ○ <i>Percentage of staff satisfied with Loreburn as an employer</i> – 56 surveys (50.5%) were completed out of a possible 111 respondents. 100% of the 56 respondents were satisfied with Loreburn as an employer ○ <i>Percentage of tenants with aids and adaptations carried out in Q3 who are satisfied/percentage of tenants with</i> 	
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	<p><i>planned works carried out who are satisfied – 100% satisfaction was achieved for both SPIs</i></p> <ul style="list-style-type: none"> ○ <i>Percentage of senior staff turnover in the reporting year - no senior leavers in Q3</i> ○ <i>Percentage of tenants with repairs carried out in Q3 who were satisfied – 99% (peer group average is 81.5%)</i> ○ <i>Average number of hours for an emergency repair – 1.54 hours for Q3 (national average is 4.2 hours)</i> ○ <i>Percentage of repairs carried out in Q3 completed right first time – 99% or 1361 repairs being completed right first time</i> ○ <i>Percentage of complaints responded to within timescales (stage 1) – all stage 1 complaints were completed on time</i> <ul style="list-style-type: none"> ● Complaints: <ul style="list-style-type: none"> ○ There was a reduction in the number of complaints received ○ IHR was the key theme for complaints due to appointments being cancelled or changed. Extra processes have been put in place for schedulers so as to ensure these complaints are kept to a minimum ○ There were no damp and mould complaints made in Q3 which highlights the good work carried out by the Asset team in managing the issue and ensuring tenant expectations are managed ● Operational Plans – these are progressing well and remain on target across all directorates <p>Management Committee members discussion:</p> <ul style="list-style-type: none"> ● Staff turnover – this is 8% for Q3 (target 17%) and above target. The Director of Corporate Services reassured Management Committee members that the turnover figure is well in comparison to previous years. There is a slight increase in Q3 but from the numbers 50% of leavers was for positive reasons. The generated savings have been incorporated into the draft budget ● At 2.5.5. <i>the average number of days to relet void properties</i> – Q3 it was 38 days which has resulted in a 23 day variance to the target set. ● Staff Survey – 111 potential respondents and a total of 56 were completed making a return of 50.5%. The Director of Corporate Services assured Management Committee members that this is quite a high response rate ● 2.5.3. <i>percentage of properties sustained more than a year (S5)</i> – the Head of Governance and Assurance explained that although the figure of 14% for Q3 was below target, there are a number of variables often outwith the organisation's control 	
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9.1.	Management Committee members DISCUSSED and NOTED the Q3 Strategic Performance Indicators and the content of the Key Milestone Update	
<i>Stuart Turnbull left the meeting at this point</i>		
For Approval		
10.	<p>RENT INCREASE CONSULTATION</p> <p>The Director of Finance took Management Committee members through the report with recommendations on two percentage increase in rents options for 2025/26, following the rent consultation exercise:</p> <ul style="list-style-type: none"> • Business Plan Assumptions: <ul style="list-style-type: none"> ○ Rent increase at 2.75% or 3.5% ○ Bank of England base rate is 4.75% ○ CPI at 1.7% ○ RPI at 2.70% ○ CPIH at 2.60% • Inflationary and Interest pressures: <ul style="list-style-type: none"> ○ Although inflation is starting to fall, we are continuing to experience sustained price pressures on all activities ○ Interest rates are starting to fall slowly which will have a positive impact on our variable rate loans • Table 2-7 in the report highlights the two scenarios for rent rises of 2.75% and 3.5% • Tenant Consultation results – in total 278 responses were received which is 11% of our total tenant base. • Using the SFHA affordability tool we ran the two scenarios to provide insight into the impact for different family compositions/incomes. For both proposed rent rises single people, single parents and couples are at the highest financial risk • Table 8 shows the impact of both scenarios on average weekly rents • Council tax for 2025/26 will likely increase in line with inflation • Tenants on UC/HB: <ul style="list-style-type: none"> ○ 35% of tenants are self-funders and the remaining 65% are on full or partial benefits ○ DWP implemented a rise in benefit levels of 10.1% in April 2024 and in line with September's CPI will rise by 1.70% in April 2025 <p>Management Committee members discussion:</p> <ul style="list-style-type: none"> • The increase in Employer's NI is significant. The tenant consultation was undertaken prior to the notification of an increase in NI • The organisation has been carrying budget deficits 	

10.2.	<ul style="list-style-type: none"> The perception that Loreburn's rents are above average to the Scottish average and some of the organisation's peer group - investment needs to be considered on the condition of our stock and our commitment to improving energy efficiency It was suggested, going forward for next year, the organisation should present one option to tenants when carrying out the tenant consultation process. <p>Management Committee members NOTED the two scenarios for the proposed rent increase in 2025/26 and APPROVED and AGREED on a 3.5% rent rise.</p>	
11.	<p>DEVELOPMENT PROGRAMME</p> <p>The Chief Executive provided an update on the current Development programme and changes from the last report in November 2024:</p> <ul style="list-style-type: none"> The Garrick: <ul style="list-style-type: none"> Handover of blocks 2,3,4, and 5 took place w/c 25 November 2024 Block 1 was due to be handed over on 6 January 2025 but has been delayed until 14 January Woodlands, Lochmaben – project complete and handed over on 27 August 2024 Sale of Rosebank Farm – the HAG has now been returned to the Scottish Government Standing Orders have been changed on delegated authority <p>11.1. Management Committee members NOTED the on-site new build programme</p>	
12.	This Item is Confidential	
13.	This Item is confidential	
14.	<p>INSURANCE POLICY REVIEW</p> <p>The Director of Finance provided an overview of insurance arrangements and that the Internal Insurance Policy V6 requires no change V5.</p> <ul style="list-style-type: none"> 4.1.10 of the Insurance Policy document on cyber-attack – the Director of Finance is confident that we have enough cover for this A huge amount of work has been undertaken and a new IT Strategy will be brought back to Board 	

14.1.	Management Committee members APPROVED the Insurance Policy	
15.	PROPOSED FUNDING BID – BORDERLANDS	
	The Chief Executive presented two options as being viable funding from this Fund.	
15.1.	Management Committee members APPROVED EOI for the Borderlands fund.	
16.	CLYDE NET ZERO FUNDING	
	The Chief Executive presented Management Committee members on the proposal to work with Clyde Net Zero Ltd and City Energy Network Ltd in securing funding for energy efficiency works: <ul style="list-style-type: none"> • £3m pilot project has been secured with the possibility of acquiring an additional £22m in funding • The funding is available for the duration of the ECO4 • Resource levels would need to be increased with the Investment and Sustainability team • An initial desk top exercise has been carried out on our housing stock and identified over 1k properties that could qualify for funding for energy efficiency works • Retrofit assessments and pre and post EPCs we pay for only • A Project Board would be set up and Management Committee members can volunteer 	
16.1.	Management Committee members APPROVED the pursuit of funding via Clyde Net Zero and City Energy Network	
<i>Russell Baird left the meeting at this point</i>		
17.	MEMBERSHIP APPLICATIONS	
	The Head of Governance and Assurance asked Management Committee members to consider the shareholder applications received.	
17.1.	Management Committee members CONSIDERED and APPROVED the shareholder applications	
18.	GM MEMBER RECRUITMENT	
	The Head of Governance and Assurance drew attention to the report recommending Management Committee members to consider appointing Harry Drennan and Alan Gardiner for a specified term of three years: <ul style="list-style-type: none"> • The Convener and Neil Madden met virtually with the candidates 	

	<ul style="list-style-type: none"> They both bring the desired skills and experience in project planning and project management, procurement and construction/maintenance 	
18.1.	Management Committee members CONSIDERED and APPROVED the recommendation to appoint Harry Drennan and Alan Gardiner for a specified term of three years	
For Noting		
19.	CORPORATE RISK REGISTER	
19.1.	Management Committee members NOTED the key risks	
For Discussion		
20.	HOUSING OPERATIONAL UPDATE	
	<p>The Director of Operations presented Housing Services Operational Update dated January 2025 at Appendix 1:</p> <ul style="list-style-type: none"> Housing Services provide front line services covering all elements of Housing Management through General Needs, Later Living and Supported Housing covering: <ul style="list-style-type: none"> General Housing Management ASB Incomes Sustaining Communities and Later Living services Teams are performing well in void property management, void rent loss, arrears management, tenancy sustainment and dealing with ASB 67% of all lets so far this year have gone to Section 5 applicants 	
20.1.	Management Committee members: NOTED the operational performance for the Housing Services team; and	
20.2.	Management Committee members to feedback on what they think is important to be included in the report	
21.	TENANT VOICE	
21.1.	Rent Consultation – staff will follow-up on any responses we have received	
22.	ANY OTHER COMPETENT BUSINESS	
22.1.	There was no other competent business	
23.	DATE OF NEXT MEETING	
23.1.	Management Committee Strategic Session Tuesday 18 February 2025 at Dudgeon House 10:30 to 17:30	All