

**MINUTE OF THE MANAGEMENT COMMITTEE MEETING OF  
LOREBURN HOUSING ASSOCIATION HELD ON TUESDAY 30  
JANUARY 2024 AT 17:30 p.m.  
(virtual)**

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

Gavin Leask, SHR  
Dean Reynolds, SHR

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
A.1.	The Convener welcomed Mr Leask and Mr Reynolds from the Scottish Housing Regulator.	
A.2.	The Convener also updated Management Committee members on the decision of Mr Clarke to step down from the Management Committee.	
<b>1.</b>	<b>APOLOGIES</b>	
1.1.	Apologies were received from Ms Brydson, Ms Gill, and Mr Wilkinson.	
<b>2.</b>	<b>DECLARATION OF INTEREST</b>	
2.1.	Declaration of interests from Ms Connechen as Chair of the People and Culture Committee, from Mr Buchanan as Chair of the Audit and Compliance Committee, from Mr Sandey and Ms McGinn as board members of D&G Homes and Mr Turnbull, as a tenant member, to Item 11. Rent Consultation were NOTED.	
<b>3.</b>	<b>APPROVAL OF PREVIOUS MINUTE</b>	
3.1.	The Minute of the Management Committee meeting of 28 November 2023 on the proposal of Mr Nelson and seconded by Ms Connechen was APPROVED.	

<p><b>4.</b></p> <p>4.1.</p>	<p><b>MATTERS ARISING AND MINUTE ACTION LOG</b></p> <p>There were no matters arising.</p> <p>Management Committee members NOTED the Minute Action Log.</p>	
<p><b>5.</b></p> <p>5.1.</p>	<p><b>DRAFT MINUTES FOR NOTING</b></p> <p>There were no draft Minutes for noting.</p>	
<p><b>6.</b></p> <p>6.1.</p>	<p><b>CONVENER'S VERBAL UPDATE</b></p> <p>The Convener, along with other Management Committee members, attended Loreburn's new Later Living development at Scott's Way, Castle Douglas who were all very impressed with the new facility. Mr Brown has also spoken to some tenants of Scott's Way who praised LHA for their new homes.</p> <p>Mr Brown attended a workshop event at The Bridge, Dumfries entitled D&amp;G Housing Need and Assessment along with other RSLs, social workers and local health board. As an RSL, we need more co-operation going forward.</p> <p>The Convener also had a catch-up with the Chief Executive on current events within the organisation.</p> <p>Management Committee members NOTED the verbal update from the Convener.</p>	
<p><b>7.</b></p>	<p><b>CHIEF EXECUTIVE'S VERBAL UPDATE</b></p> <p>The Chief Executive welcomed Mr McInnes, Director of Finance, to what will be his first Management Committee meeting and gave Management Committee members a brief update on:</p> <ul style="list-style-type: none"> <li>The Garrick – there will be a consultation event tomorrow with 40 organisations, 63 people, attending and hope that this will be a useful meeting. An update will be brought back to Management Committee in March. There may be a potential delay at this site, but we are meeting the Design Team early next week to try and resolve;</li> </ul>	

7.1.	<ul style="list-style-type: none"> <li>• Retrofit – we are addressing the issues regarding the kit building systems. On site and project will be completed by the end of March;</li> <li>• Innovation Funding bid – we are looking at putting together a pilot of installing to 6-8 flats new Air-Source Heat Pumps (ASHP) which will help greatly for tenants experiencing fuel poverty. We will ensure that technology and guarantees work;</li> <li>• Strategy Day 13 February 2024 – Heads of Service will attend in the afternoon, and they will present reports at future Management Committee meetings;</li> <li>• Financial planning event – to be arranged for April/May where Management Committee members can carry out a deeper dive into financial planning for the future;</li> <li>• People and Culture – future leaders programme is in place, and we are looking at two other projects in connection with succession planning. Health and Wellbeing Survey for staff has just been completed;</li> <li>• Sustaining communities – staff are in contact with tenants and are dealing with lots of different issues, e.g. one example is that we helped a tenant recover £1800 back payment in Housing Benefit. Staff will continue to support tenants in any way they can; and</li> <li>• Housing Excellence Plan – this has not been progressed due to other pressures within the organisation, but we now have staff from the Corporate Services department who have volunteered to proceed with this.</li> </ul> <p>Management Committee members NOTED the verbal update from the Chief Executive.</p>	
8.	<p><b>NOTIFIABLE EVENTS</b></p> <p>8.1. The Head of Governance and Assurance informed Management Committee members that since the last meeting there has been one Notifiable Event relating to the lift which was taken out of service at J.M. Barrie House. The lift is now fully operational, and the Notifiable Event is closed. There are no further events to report at this time.</p>	
<b>For Discussion</b>		

<p>9.</p>	<p><b>QUARTER 3 PERFORMANCE</b></p> <p>The Director of Corporate Services presented Management Committee members with the Q3 performance figures for the period 1 October to 31 December 2023, with key highlights:</p> <ul style="list-style-type: none"> <li>• Overall, organisational performance is in a good position, from LHA's 32 Statutory Performance indicators 77% are on track and above target;</li> <li>• Below target: <ul style="list-style-type: none"> <li>○ Tenancy sustainment – for Q3 - 83% (target 92%). It is worth noting that we have good S5 homelessness sustainment levels – Nov/Oct 11 out of 11 and in November 8 out of 9;</li> <li>○ SHQS – for Q3 – 93% (target 98%), however we are still performing well in comparison to our peer group;</li> <li>○ Complaints - 42 complaints were received in Q3 with a rise in stage 2 complaints, but this is explained by the new implementation of the complaints' escalation process. There were only three stage 2 complaints that were dealt with immediately;</li> <li>○ The key theme of complaints is Repairs; however, tenants are not complaining about quality and our repairs standards have been very high. Estate management complaints has resulted in additional training for Neighbourhood Officers.</li> </ul> </li> <li>• Above target: <ul style="list-style-type: none"> <li>○ Relet times – in Q3 it took 9 days to relet our void properties against a target of 15. Peer Group average is 27.5 days, and the full Scottish average is 45 days to relet;</li> <li>○ Tenants satisfied with the quality of their home – Q3 – 100% (target 98%). The Scottish average is 86%;</li> <li>○ IHR – performing well with both emergency and non-emergency repair times above target. There were 3,029 booked in during Q3 and all appointments were kept.</li> </ul> </li> </ul>	
<p>9.1.</p>	<p>Management Committee members DISCUSSED and NOTED the Q3 Performance and key milestone update and asked that THANKS be passed on to staff.</p>	

<p><b>10.</b></p> <p>10.1.</p>	<p><b>FINANCE POSITION UPDATE</b></p> <p>The Finance Director updated Management Committee members on key financial matters with comments and updates on the current financial position:</p> <ul style="list-style-type: none"> <li>• LET met with SHR and updated them on our 5-year financial projections, we are now waiting on feedback from them;</li> <li>• Cash flow is robust;</li> <li>• Met with the Finance team – well-run department with some very experienced and talented people;</li> <li>• Budget is complete, subject to approval on the rent increase;</li> <li>• Management accounts will be presented at February’s Strategy Day;</li> <li>• There will be more detailed analysis in a couple of weeks’ time.</li> </ul> <p>Management Committee members DISCUSSED and NOTED the financial position update.</p>	
<p><b><i>For Approval</i></b></p>		
<p><b>11.</b></p>	<p><b>RENT INCREASE CONSULTATION</b></p> <p>The Director of Finance took Management Committee members through the report with recommendations on two percentage increase in rents options for 2024/25, following the rent consultation exercise:</p> <ul style="list-style-type: none"> <li>• The results from the consultation show that tenants want LHA to invest in a variety of priorities with kitchens, bathrooms, windows, doors coming out on top;</li> </ul> <p>Management Committee members comments:</p> <ul style="list-style-type: none"> <li>• Introducing a rent increase is never easy combined with the economic climate. It was surprising to see the responses we had from tenants – they want to see investment in their homes. This is a challenging and tough decision to make;</li> <li>• Staff were also surprised that some tenants voted for the higher rent rise, the majority from self-funded tenants. LHA are planning to invest double what we would in tenants’ homes;</li> </ul>	

<p>11.1.</p> <p>11.2.</p>	<ul style="list-style-type: none"> <li>• Sector Rent Level Comparisons – LHA had a big rise in 2022/23 but adding the two years together LHA are not far from other RSLs projections. However, we seem to be more expensive on the bigger/family homes and those are the families who would be struggling more;</li> <li>• LHA’s performance is really good and if we went for Option 1, we may not be able to maintain this level;</li> <li>• We need to keep cash reserves up or we will be taking a step backwards. LHA are still seeing cost increases which impacts our ability to provide services;</li> <li>• The rate of inflation is lower than expected but we need to be realistic, we are not seeing price reductions;</li> <li>• There will be Communications with tenants and staff are responding to tenants’ comments. We agreed to double our investment budget and tenants need to be reassured that we are delivering our promises.</li> </ul> <p>Management Committee members DISCUSSED the report;</p> <p>Management Committee members APPROVED Option 2 of 7.5% as the rent increase for 2024/25.</p>	
<b>For Approval</b>		
<p>12.</p> <p>12.1.</p>	<p><b>CORPORATE PLAN</b></p> <p>The Director of Corporate Services presented Management Committee members with the finalised Corporate Plan which includes a Mission Statement for consideration. The Corporate Plan’s aims:</p> <ul style="list-style-type: none"> <li>• helps to strengthen our ambitions over the next 5 years;</li> <li>• priority is with existing stock</li> <li>• make homes more energy efficient</li> <li>• sustainable new development plan</li> <li>• remain financially strong; and</li> <li>• will remain agile to take account of any future risks</li> </ul> <p>Management Committee members APPROVED the Corporate Plan for 2024-2029.</p>	
<p>13.</p>	<p><b>SHAREHOLDER APPLICATION – this item is confidential</b></p>	

<p><b>14.</b></p> <p>14.1.</p>	<p><b>DEVELOPMENT PROGRAMME</b></p> <p>The Chief Executive took Management Committee members through the current Development programme update and projects up to 18 January 2024:</p> <p>Management Committee members APPROVED the on-site new build programme update until 18 January 2024.</p>	
<p><b>15.</b></p>	<p><b>DEVELOPMENT DELIVERY MODEL – this item is confidential</b></p>	
<p><b>16.</b></p> <p>16.1.</p>	<p><b>HOMES 4D&amp;G</b></p> <p>The Chief Executive took Management Committee members through the report:</p> <ul style="list-style-type: none"> <li>• Background – LHA were members of the Common Housing Register and the partners at the time did not operate a Choice Based system and LHA agreed to implement its own CBL system independent of the other RSLs in the region. In the interim, Wheatley South introduced their own CBL system and all local RSLs are a member except LHA;</li> <li>• The Chief Executive went through the potential benefits to joining Homes 4D&amp;G system and the disadvantages.</li> </ul> <p>Management Committee members DISCUSSED the two options presented and AGREED to Option 2 for LHA to continue to operate its own independent letting system.</p>	
<p><b>17.A.</b></p>	<p><b>SHARING OWNER TRANCHE UPS – this item is confidential</b></p>	
<p><b>17.B.</b></p>	<p><b>SHARING OWNER TRANCHE UPS - this item is confidential</b></p>	

<p><b>18.</b></p> <p>18.1.</p>	<p><b>D&amp;G HOMES DIRECTOR APPOINTMENT</b></p> <p>The Chief Executive updated Management Committee members that following the tendered resignation of Mr Johnston, this report is asking for approval to appoint a new Executive Director, Mr McInnes, Director of Finance to ensure the D&amp;G Homes board continues to achieve the requirements of the Group's Standing Orders.</p> <p>Management Committee members APPROVED the appointment of Mr McInnes, Director of Finance as an Executive Director of D&amp;G Homes.</p>	
<b>Confidential Item</b>		
<p><b>19.</b></p>	<p><b>EXECUTIVE TEAM UPDATE – this item is confidential</b></p>	
<b>For Noting</b>		
<p><b>20.</b></p> <p>20.1.</p>	<p><b>CORPORATE RISK REGISTER</b></p> <p>Management Committee members NOTED the key risks identified.</p>	
<p><b>21.</b></p>	<p><b>OFFICE BEARERS' APPROVAL – ALLOCATION TO CONNECTED PERSON – this item is confidential</b></p>	
<b>For Discussion</b>		
<p><b>22.</b></p> <p>22.1.</p>	<p><b>TENANT VOICE</b></p> <p>Rent consultation decision.</p>	
<p><b>23.</b></p>	<p><b>ANY OTHER COMPETENT BUSINESS</b></p> <p><b>Sub-Committee Membership</b></p>	



23.1.	Management Committee members APPROVED the appointment of Ms Gill to the People and Culture Sub-Committee.	
<b>24.</b>	<b>DATE OF NEXT MEETING</b>	
24.1.	Strategic Away Day – Tuesday 13 February 2024 10:00 a.m. at Crichton Central.	All
24.2.	Mr Leask, SHR informed the management Committee members that they would feedback on observations from this meeting.	