

**MINUTE OF THE MEETING OF LOREBURN HOUSING ASSOCIATION LIMITED HELD ON TUESDAY 26 JULY 2016 AT 6.30PM IN HUNTINGDON, 27 MOFFAT ROAD, DUMFRIES.**

**Present:** John McNaught (Convener)  
 Brian Pattinson (Vice-Convener)  
 Iain Fergusson  
 Jim Hogg  
 John Ross  
 Lynda Cameron  
 Maureen Farrell  
 Mike Jones  
 Peter Ward  
 Robin Wishart  
 Ronald Jardine  
 Russell Brown

**Attending:** Lorraine Usher (Chief Executive)  
 Pete Paton (Asset Manager)  
 Lindsay Lauder (Head of Organisational Development & H R)  
 Sue Thiele (Interim Finance Consultant)  
 Donna McCulloch (Regional Housing Manager – West)  
 Joanne Gordon (Customer Engagement Manager)  
 Lorna Shaw (Research Resource) – items 1 to 3 only  
 Ann Gordon (Assistant to the Chief Executive)\*  
 \*minute

	<b>Action</b>
<p><b>1</b>     <b><u>Apologies</u></b>            Derek Rodgers (Secretary)</p>	
<p><b>2</b>     <b><u>Declarations of Interest</u></b>            Office bearers, Ms Farrell, Mr Jones and Mr Fergusson – Directors of Loreburn’s subsidiary company Dumfries and Galloway Homes.</p>	
<p><b>3</b>     <b><u>Customer Satisfaction Survey Feedback</u></b>            The Convener welcomed Lorna Shaw from Research Resource to give feedback on the recent customer satisfaction survey. Ms Shaw took Members through a presentation on the results of the survey which was completed by over 700 customers.</p>	
<p><b>4</b>     <b><u>Signing of Previous Minute</u></b>            On the proposition of Ms Farrell, seconded by Mr Ross the minute of the meeting held on 28 June 2016 was unanimously approved.</p>	
<p><b>5</b>     <b><u>Minutes for Noting</u></b>  <b><i>Health and Safety (5 July 2016)</i></b>            Members noted the minutes of the Health and Safety Sub-committee held on Tuesday 5 July 2016.</p>	

6	<p><b><u>Matters Arising</u></b>  <b><i>Management Committee (28 June 2016)</i></b>  Two items were discussed.</p> <p><b><i>Health and Safety (5 July 2016)</i></b>  Ms Cameron noted that she was not present at the meeting.</p>	
7	<p><b><u>Convener's Report</u></b>  The Convener gave a verbal report.</p>	
8	<p><b><u>Chief Executive's Report</u></b>  The Chief Executive gave a verbal report.</p>	
9	<p><b><u>Executive Management Team Report</u></b>  The Chief Executive spoke to the report.</p> <p>Members:</p> <ul style="list-style-type: none"> <li>• <b>APPROVED</b> the proposed approach to Strategic Performance Management and reporting.</li> <li>• <b>APPROVED</b> to the general consent disposal of two properties.</li> <li>• <b>NOTED</b> the remainder of the report.</li> </ul>	
10	<p><b><u>Development Funding Progress Report</u></b>  The Chief Executive took Members through the report.</p> <p>Members:</p> <ul style="list-style-type: none"> <li>• <b>APPROVED</b> the proposal regarding covenants and loans.</li> <li>• <b>NOTED</b> the position on the roads adoptions.</li> <li>• <b>APPROVED</b> the Executive Management Team begin preparing a proposal for tender options.</li> <li>• <b>NOTED</b> the remainder of the report.</li> </ul>	
11	<p><b><u>Development Programme (SHIP)</u></b>  The Asset Manager spoke to the report.</p> <p>Members:</p> <ul style="list-style-type: none"> <li>• <b>APPROVED</b> the Strategic Housing Investment Plan submission.</li> <li>• <b>NOTED</b> the remainder of the report.</li> </ul>	
12	<p><b><u>Bad Debts Report – Quarter 1</u></b>  The Regional Housing Manager (West) took members through report.</p> <p>Members:</p> <ul style="list-style-type: none"> <li>• <b>APPROVED</b> the write-off of bad debts</li> <li>• <b>APPROVED</b> the transfer of refunds to Sundry Income.</li> <li>• <b>NOTED</b> the report.</li> </ul>	
13	<p><b><u>Procurement and Value for Money Strategy</u></b>  The Chief Executive noted this was the first of several strategies due to be brought to Members.</p> <p>Members:</p> <ul style="list-style-type: none"> <li>• <b>APPROVED</b> the Procurement and Value for Money Strategy.</li> <li>• <b>NOTED</b> the remainder of the report.</li> </ul>	

14	<p><b><u>Management Accounts – Quarter 1</u></b> Deferred to the next meeting.</p>	
15	<p><b><u>Organisational Development Update</u></b> <b><i>Modern Apprenticeships</i></b> The Head of Organisational Development and H R took Members through the report.</p> <p><b><i>Customer Service Training</i></b> Customer Service Training will be provided to all staff.</p> <p>Members:</p> <ul style="list-style-type: none"> <li>• <b>NOTED</b> the report.</li> </ul>	
16	<p><b><u>Complaints Report – Quarter 1</u></b> The Customer Engagement Manager noted that since the restructure the customer engagement team take have taken on the role of ensuring complaints are responded to.</p> <p>Members:</p> <ul style="list-style-type: none"> <li>• <b>NOTED</b> the report.</li> </ul>	
17	<p><b><u>Asset Management Report</u></b> The Asset Manager spoke to the report.</p> <p>Members:</p> <ul style="list-style-type: none"> <li>• <b>AUTHORISED</b> the Asset Manager to let the following contracts subject to satisfactory checks and full homologations at a future meeting:</li> <li>• stock condition survey</li> <li>• heating works (west)</li> <li>• communal cleaning contract</li> <li>• electrical installation condition reports, smoke and CO detector replacements</li> <li>• cyclical decoration.</li> <li>• <b>APPROVED</b> an extension of the grounds maintenance contract to 31 March 2017.</li> <li>• <b>APPROVED</b> the Development Manager to progress schemes to the next stage including acquisition of land or letting of contracts (including appointment of consultants) subject to the satisfactory outcome of the financial appraisals which will are to be reviewed by the Executive Management Team with a report to a future Management Committee meeting.</li> <li>• <b>NOTED</b> the remainder of the report.</li> </ul>	
18	<p><b><u>Minute Action Plan</u></b> The Chief Executive noted areas which are now complete and will be updated on the next version of the plan.</p> <p>Members:</p> <ul style="list-style-type: none"> <li>• <b>REVIEWED</b> and <b>NOTED</b> the action plan.</li> </ul>	
19	<p><b><u>Training and Development Update</u></b> Members:</p>	

- **NOTED** the update.

**20**     **Welfare Reform Update**

The Regional Housing Manager (West) updated Members on welfare reform.

Members:

- **NOTED** the report.

**21**     **Any Other Business**

***Annual General Meeting – Election of Members***

As per the Rules one third (or the nearest whole number to this) of elected members must stand down at each AGM. As Loreburn have 10 members this means 3 members must stand down at the AGM on 6 September.

Members:

- **AGREED** that Mr Ross, Mr McNaught and Ms Cameron would stand down at the AGM with Mr McNaught and Ms Cameron putting themselves forward for re-election.
- **NOTED** that the membership list is now closed until after the AGM.

***J M Barrie House Celebration***

The sheltered housing complex is celebrating 30 years on Friday 5 August.

***Allocation of Property (formerly Section 7 consent)***

A property has been offered to the brother of a partner of a staff member's. The staff member has declared this interest and has had no involvement in the allocation of the property.

Members:

- **APPROVED** the allocation.

**Dates of Future Meetings**

Audit and Compliance – Wednesday 10 August 2016, 6.30pm

Annual General Meeting – Tuesday 6 September 2016, 7.00pm

Management Committee – Tuesday 6 September 2016, 8.00pm

Dumfries and Galloway Homes – Tuesday 27 September 2016, 5.00pm

Management Committee – Tuesday 27 September 2016, 6.30pm

***The meeting closed at 8.30pm***

*Confidential items relating to personal information or commercial transactions are omitted from the public minute.*