

**MINUTE OF THE MEETING OF LOREBURN HOUSING ASSOCIATION LIMITED  
HELD ON TUESDAY 25 APRIL 2017 AT 6.30PM IN HUNTINGDON, 27 MOFFAT  
ROAD, DUMFRIES.**

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

**Attending:** Lorraine Usher (Chief Executive)  
Alison Anderson (Director of Finance and Corporate Services)  
Amanda Yellowley (Director of Operations)  
Joanne Gordon (Customer Engagement Manager)  
Freya Lees (North Star)  
Ann Gordon (Assistant to the Chief Executive)\*  
\*minute

Due to time constraints the Convener took the agenda out of order.

**8 Shared Ownership Report**

The Chief Executive introduced Freya Lees of North Star who was commissioned to produce a report on Loreburn's shared ownership. The Chief Executive distributed copies of the draft report to Members and Ms Lees then gave a presentation on the reports findings.

***Ms Lees left the meeting.***

**1 Apologies**

None

**2 Declarations of Interest**

Office bearers, Mr Fergusson, Mr Jones and Ms Farrell – Directors of Loreburns subsidiary company Dumfries and Galloway Homes.

**3 Signing of Previous Minute**

On the proposition of Mr Brown, seconded by Mr Jones the minute of the meeting held on 28 March 2017 was unanimously **APPROVED**.

**4**     **Matters Arising**

Two matters arising from the minute were discussed.

**5**     **Minute for Noting and Matters Arising**  
***Dumfries and Galloway Homes (28.03.17)***

Members:

- **NOTED** the minute

**6**     **Convener's Report**

The Convener gave a verbal report. The Convener, along with other Members and staff attended the S1 Jobs Awards in Glasgow and he was delighted to inform Members that Loreburn won the Charity Employer of the Year category.

**7**     **Chief Executive's Report**

The Chief Executive gave a verbal report.

**9**     **Customer Engagement Strategy**

The Customer Engagement Manager noted that the strategy replaces the "tenant and service user involvement strategy". The new strategy reflects Loreburn' vision and how it would like to engage with customers as well as reflecting the role customers play in driving forward business improvements.

Members

- **APPROVED** the Customer Engagement Strategy.
- **NOTED** the report.

**10**    **Management Accounts – Quarter 4**

The Director of Finance and Corporate Services issued a draft copy of the quarter 4 management accounts to members

Members

- **Noted** the draft management accounts for quarter 4 pending final version to be presented in May.

**11**    **Register Sign offs**

Members

- **APPROVED** the Convener sign the following registers: Hospitality and Donations; Fraud; Benefits Received; Disposal under General Consent and Use of Seal registers.
- **APPROVED** the Convener and Chief Executive sign the Health and Safety policy statement.

**18**    **Conference Reports**

***Mid-market Rent Conference (27.03.17)***

Mr Wishart tabled a report on the recent conference.

**12 Housing Hub**

The Chief Executive spoke to report.

- **APPROVED** the housing hub project progress to feasibility stage.
- **NOTED** the report.

**13 Choice Based Letting**

The Chief Executive made a presentation on choice based letting noting that customers can choose where they wish to live and the type of home they wish to live in rather than just being allocated a property.

***At 8.30pm Members AGREED to suspend standing orders.***

**14 Declassification of the Scottish housing sector**

Members

- **NOTED** the report.

**15 Performance Report – Quarter 4**

Members

- **NOTED** the report.

**16 Complaints Report – Quarter 4**

Members

- **NOTED** the report.

**17 Welfare Reform Update**

Members

- **NOTED** the report.

**19 Conference/Workshop Dates**

Members

- **NOTED** the updated conference and workshop dates.

**20 Risk Plan**

Members

- **NOTED** the 5 key risks on the report.

**21 Minute Action Plan**

Members

- **NOTED** the updated minute action plan.

**22 Any Other Business**

There was not other business.

**Dates of Next Meetings:**

Tuesday 9 May 2017, 6.30pm      Audit and Compliance

Tuesday 30 May 2017, 6.30pm      Management Committee

***The meeting finished at 8.43pm***

