

**NOTE: This Minute is DRAFT until it is approved at the next available meeting.**



**MINUTE OF THE MANAGEMENT COMMITTEE MEETING OF LOREBURN HOUSING ASSOCIATION HELD ON TUESDAY 28<sup>TH</sup> JANUARY 2020 AT 17:30 IN HUNTINGDON, 27 MOFFAT ROAD, DUMFRIES.**

**Present:** Russell Brown (Convener)  
Peter Ward (Vice Convener)  
Mike Jones (Secretary)  
Alison Coupe (Management Committee)  
Derek Rodgers (Management Committee)  
John Bury (Management Committee)  
Patricia Caldwell (Management Committee)

Lorraine Usher (Chief Executive)  
Gary Alison (Director of Finance)  
Lindsay Lauder (Director of Property & Development)  
Sue Irving (Director of Housing Services)  
Graham Robertson (Head of Development)  
Elkie Astley (Head of People & Culture)  
Rebecca Wilson (Head of Governance & Assurance)\*

\*Minute Taker

Item	Minute	Action
<b>1.</b>	<b>APOLOGIES</b>	
1.1	Jane Connechen, Rachel Reekie.	
<b>2.</b>	<b>DECLARATIONS OF INTEREST</b>	
2.1	Mr Ward, Mr Jones, Mr Rodgers and Ms Usher's previously declared interests as members of DG Homes Board were noted.	
<b>13.</b>	<b>RENT SETTING CONSULTATION</b>	
13.1	The Director of Housing Services advised Members that the rent consultation closed on 20 <sup>th</sup> January. As detailed within the report tenants were consulted on a proposed rent increase of 3% and sharing owners at 2%. The Director of Housing Services advised that there was a good response rate at 27% with 56% advising that the proposed increase was about right. 64% of self-funders thought it was too high however when	

	asked to consider value for money (VFM) 75% of respondents believed that the rents are VFM.	
13.2	The Director of Housing Services noted that the Appendix details feedback from the customer much with clear themes. These issues are being followed up with customers via the Income Team.	
13.3	The Director of Finance advised that an increase of 3% would allow for more investment in stock to be carried out. The Chief Executive advised that tenants should also be advised of the savings that have been made internally. <b>ACTION</b> - Director of Finance to bring a report to Members outlining internal savings.	GA
13.4	Members APPROVED a rental increase of 3% for 2020/21.	
13.5	Members APPROVED a rental increase of 2% for 2020/21 for the shared ownership occupancy charge.	
17.	<b>Reward &amp; Remuneration (This item is confidential)</b>	
9.	<b>QUARTER 3 PERFORMANCE REVIEW</b>	
9.1	The Director of Housing Services advised that the report included greater details than normal including additional figures to provide greater context. It was noted that there was an improvement in number of green indicators however there were still a number of indicators that were below target.	
9.2	The Director of Housing Services advised that whilst there has been considerable improvement on Health & Safety actions this is still below target. An app-based system is being developed which will allow actions to be tracked.	
9.3	Tenancy Sustainment remains below target. Members were advised that the Housing Team will adopt a more proactive approach to identify potential vulnerable tenancies at the beginning of a tenancy and to establish a relationship in the first weeks of the tenancy.	
9.4	Complaints continue to be an issue. A new Policy and Procedure is being drafted which will address cultural & ownership issues. The Director of Property & Investment advised that a Complaints Champion has been seconded to the team and is looking at trends and tackling culture issues and establishing huddles. It was noted that the number of complaints relating to grounds maintenance has decreased since the new contract and contract management is in place.	
9.5	The IHR Implementation Plan is continuing to run alongside sessions with staff to address operational issues with a task	

	and finish group. Jim Rooney has provided information regarding the higher value of materials and number of repairs and advised that the current service is acting as a hybrid service tackling repairs as well as component replacements. Whilst this has increased costs this is delivering a better service to customers.	
9.6	The Director of Housing Services noted that the percentage of referrals under section 5 were below target and advised that this is largely out of Loreburn's control however the Housing Team will continue to work with the council.	
9.7	The Director of Property and Investment advised that there has been slippage in the void process. Members were advised that the volume of work has increased and that key agreements around ownership of the voids process and communication methods have been addressed as well as involving technical staff at the pre-void stage. This process has gone live with an interim review scheduled at the end of February and a full review at the end of March. Members discussed the process of pre-termination inspection and agreed that technical staff attending alongside housing staff would help identify and address issues at an earlier stage as well as assist in the upskilling of housing staff.	
9.8	Members discussed the volume of complaints and the rate of upheld/partially upheld complaints at 67%. The Director of Housing Services advised that the Executive Assistant had been redeployed as an additional resource to tackle ownership and communication which has been a huge help. The Chief Executive provided some further context around complaints noting that there has been over 9000 repairs carried out to date and only 80 complaints have been received. Ms Coupe advised that this was useful information and allows Members to consider the statistical significance.	
9.10	Members DISCUSSED the Strategic Performance Indicators, Key Milestone Data and Complaints Analysis for quarter three.	
<b>3.</b>	<b>APPROVAL OF PREVIOUS MINUTES</b>	
3.1	The Minute of the Management Committee Meeting held on 26 <sup>th</sup> November 2019, on the proposition of Mr Ward and seconded by Mr Jones, was approved.	
<b>4.</b>	<b>MINUTES FOR NOTING</b>	
4.1	The Minute of the Health & Safety Executive Group Meeting held on 18 <sup>th</sup> November 2019 was NOTED.	
4.2	The Minute of the Audit & Compliance Sub-Committee Meeting held on the 20 <sup>th</sup> November 2019 was NOTED.	

4.3	The Minute of the People & Culture Sub-Committee Meeting held on the 26 <sup>th</sup> November 2019 was NOTED.	
<b>5.</b>	<b>MATTERS ARISING</b>	
5.1	The Chief Executive noted that in relation to 10.2 the comments have been incorporated into the ICT Strategy.	
<b>6.</b>	<b>CONVENER'S VERBAL UPDATE</b>	
6.1	The Convener advised Members that the opening at College Mains on the 17 <sup>th</sup> December had been a success and noted that there had been positive news stories from new tenants. The Convener thanked colleagues who attended the opening as well as the Christmas event held in the afternoon.	
6.2	The Convener advised that he had undertaken a 1-2-1 with the Chief Executive in January and had taken part in the Annual Assurance Statement Visit with the Scottish Housing Regulator on 16 <sup>th</sup> January.	
<b>7.</b>	<b>CHIEF EXECUTIVE'S VERBAL UPDATE</b>	
7.1	The Chief Executive advised that the visit from the Regulator had gone well and Loreburn received some very positive feedback. The Chief Executive thanked Members of the Assurance Working Group and the Head of Governance Assurance and advised that the Regulator proposed to use Loreburn as an example of good practise.	
7.2	The Chief Executive advised that Loreburn welcomed the newest group of modern apprentices and all are reporting positive experiences.	
7.3	Loreburn have been identified as a 1-star organisation in the Times 100 Best Companies list moving from the 'one to watch' category. Loreburn are also now recognised as one of top 50 places to work in Scotland. This marks the achievement of one of the first key milestones of the corporate plan. The Chief Executive extended her thanks and congratulations to the Head of People and Culture and Ms Connechen for all their hard work.	
7.4	The Chief Executive attended the BT Digital transformation programme, visiting the Microsoft headquarters in London to explore alternatives to bespoke housing management products and has contacted a housing in Wales that are already utilising Microsoft Dynamics rather than a housing management product. 3D printing was explored at the BT Innovation Hub as it is anticipated that such technologies, to print parts on site, will be utilised in repairs services soon. Upcoming events will	

	include a visit to Torus Housing, Liverpool, who have completed an urban regeneration scheme as well as a meeting with the Director of Marketing at Everton football Club to explore maximisation of community benefits through procurement.	
<b>8.</b>	<b>NOTIFIABLE EVENTS</b>	
8.1	The Chief Executive advised that there have not been any notifiable events since the last meeting.	
<b>10.</b>	<b>PROJECT APPRAISAL INFORMATION</b>	
10.1	The Director of Finance advised that this report sets out the methods used in Development project appraisals and what the results mean for the business, and for members to discuss how the risk of return on key strategic sites can be mitigated and consideration of changes to financial assumptions.	
10.2	Members NOTED the methods used in Development appraisals and the long-term implications to the business of appraisal results.	
10.3	Members DISCUSSED how the risk of return on key strategic sites can be mitigated and the changes to financial assumptions.	
<b>11.</b>	<b>DEVELOPMENT TENDER REPORT (This Item is confidential)</b>	
<b>12.</b>	<b>ACQUISITION (This Item is confidential)</b>	
<b>14.</b>	<b>FRAMEWORK APPROVAL</b>	
14.1	The Director of Finance advised that approval is being sought for the use of framework providers for the next 12 months as detailed in the report. The Director of Finance advised that work is currently ongoing on the new build framework and a report will be brought for approval at the urgent items in February.	
14.2	Mr Ward queried whether there will be other services required during the year. The Director of Finance advised that there may be other services required and that approval would be sought for the use of other frameworks as services are required.	
14.3	Members APPROVED the use of the procurement consortium/providers for the next 12 months.	
<b>15.</b>	<b>QUARTER 3 MANAGEMENT ACCOUNTS (This Item is confidential)</b>	

15.1	Members APPROVED the Quarter 3 Management Accounts for 2019/20.	
<b>16.</b>	<b>INSURANCE POLICY</b>	
16.1	The Director of Finance advised that approval is being sought for the revised Insurance Policy and noted that there are only minor amendments proposed as highlighted in red within the draft Policy document.	
16.2	Members APPROVED the revised Loreburn Group Insurance Policy (version 2) as included as Appendix 1.	
<b>18.</b>	<b>RISK REGISTER REPORT</b>	
18.1	Members NOTED the key risks identified within the report.	
<b>19.</b>	<b>AE BIOMASS APPRAISAL</b>	
19.1	Members NOTED the Office Bearer's decision to APPROVE the replacement biomass system with a suitable biomass boiler whilst noting the implications of considering an alternative solution.	
<b>20.</b>	<b>SERVICE CHARGE UPDATE</b>	
20.1	Members NOTED current progress and the circulation of a separate service charge paper for approval in February.	
<b>21.</b>	<b>MINUTE ACTION PLAN</b>	
21.1	Members NOTED the Minute Action Plan.	
<b>22.</b>	<b>CONFERENCE &amp; SEMINAR PROGRAMME</b>	
22.1	Members NOTED the Conference & Seminar Programme.	
<b>23.</b>	<b>ANY OTHER BUSINESS</b>	
23.1	Not applicable.	
	<i>Close of Meeting</i>	
	Date of Next Meeting: 12 <sup>th</sup> February 2020 Strategic Away Day, Baptist Church, Dumfries.	