

Letter to All Shareholding Members 9th August, 2022

Dear *Shareholding Member*,

I hope you are all well, I am writing to update you on a few matters ahead of our Annual General Meeting (AGM).

As you are aware the role of the management committee is to lead and direct the work of the association, promote and uphold Loreburn's values, set and monitor standards for service delivery and performance, control Loreburn's business, ensure compliance with regulatory standards and uphold LHA's Code of Conduct and promote good governance.

We are accountable to the Scottish Housing Regulator and must ensure that we uphold the reputation of Loreburn Housing Association and oversee service delivery to customers and service users.

Since I've been in post as the Convenor, the management committee have made a real positive contribution to the strategic aims of the business to ensure that we provide GREAT places for our customers to live. We are driving forward key improvements around net zero carbon and retrofit, working with our customers to provide value for money, a responsive repairs service and to ensure the communities that our customers live in are safe and well served. Our strategic objectives drive forward GREAT Homes, GREAT communities, GREAT services and GREAT people.

As members of the management committee we must, at all times, act with integrity, professionalism and uphold the Code of Conduct for committee members, rules of the association and lead and demonstrate the organisation's values, culture, aims and objectives.

tel: **01387 321300**
email: **Customerservice@loreburn.org.uk**
web: **www.loreburn.org.uk**

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This includes a requirement to commission an independent investigation where we receive notice of potential breaches of the Code of Conduct by committee members. I wanted to let you know that, unfortunately, we have had to commission such investigations within the last 12 months, and an independent consultant found that serious breaches of the Code of Conduct had arisen. However, due to a number of resignations from the committee, we did not require to take any formal action in respect of such findings. Counter complaints were also received during the course of such investigations, which were also independently investigated and not found to require any formal action.

I am pleased to advise that no weaknesses in our current governance arrangements were identified. That being said, as a learning organisation we are taking ongoing steps to strengthen further our governance arrangements and that includes the role of the management committee.

However, in the spirit of openness and transparency, I am saddened to have to advise you that the management committee are aware that there is a particular group of individuals who are attempting to de-stabilise the committee and potentially disrupt our forthcoming AGM.

This has prompted the need for this letter. We have received complaints from existing customers about the unwelcome presence of members of this group on our developments where misinformation is being shared, resulting in us instructing legal letters to be issued on Loreburn's behalf, in order to address this.

I want to offer you the assurance, as the Convener, that we take these matters very seriously and that the management committee continue to serve Loreburn, its customers and service users and are doing all we reasonably can to prevent any further disruption. If you have been contacted by this group and are concerned about this please do let me know and the committee will do what it can to support you.

I would also like to ask for your support in our aim to re-establish stability to the Management Committee, in order that we can focus on what is important, serving our customers and delivering great services.

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As you know our forthcoming AGM is fast approaching and if any of you are interested in joining our committee and you feel you have the right skill set, experience and want to help contribute to the strategic direction of the organisation by helping me and our existing committee members to lead an innovative and forward thinking organisation and will importantly adhere to our code of conduct then I welcome your application.

I am happy to answer any questions you have and can be contacted at RussellB@loreburn.org.uk and I can make arrangements to contact you thereafter.

Kind regards,



Russell Brown
Convener

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