

MINUTE OF THE MANAGEMENT COMMITTEE MEETING OF LOREBURN HOUSING ASSOCIATION HELD ON TUESDAY 25 JANUARY 2022 AT 17:30 (VIRTUAL MEETING)

Present: Russell Brown (Convener)
Michael Clarke
Jane Connechen
Alison Coupe
Laura Grieve
Peter Nelson
Katie Russell
Robert Sneddon
Peter Ward

Elkie Astley (Interim Director of Corporate Services)
Gary Alison (Director of Finance & Corporate Services)
Sue Irving (Director of Housing Services)
Kirsty Paul (Interim Director of Finance)
Graham Robertson (Head of Development)
Rebecca Wilson (Head of Governance & Assurance)

Kim Thomas (Minute Taker)

Item	Minute	Action
The Convener reminded the tenant member that at Item 12 Rent Setting he would have to step out of the meeting at this point but would be asked to rejoin the meeting once the Management Committee had time to consider the report and make their decision.		
1.	APOLOGIES	
1.1	Apologies were received from Lorraine Usher (Chief Executive), Robin Wishart (Vice Convener) and Moira Charters (Head of Service Improvement).	
2.	DECLARATIONS OF INTEREST	
2.1	Mr Nelson and Mr Ward as Members of DG Homes Board were noted.	
3.	APPROVAL OF PREVIOUS MINUTES	
3.1	The Minute of the Management Committee Meeting held on 14 th December 2021, on the proposition of Alison Coupe and seconded by Peter Nelson, was APPROVED.	
3.2	The Minute of the Management Committee Meeting held on 2 nd November 2021, on the proposition of Robert Sneddon and seconded by Peter Nelson, was APPROVED.	

3.3	The Minute of the Special Management Committee Meeting held on 5 th October 2021, on the proposition of Jane Connechan and seconded by Alison Coupe, was APPROVED.	
4.	MINUTES FOR NOTING	
4.1	Members NOTED the Minutes of Dumfries & Galloway Homes Board Meeting of 21 st December 2021.	
5.	MINUTE ACTION LOG	
5.1	Members NOTED the Minute Action Log.	
6.	MATTERS ARISING	
6.1	Members NOTED that there were no matters arising from the Minutes of 5 October 2021, 2 November 2021, and 14 December 2021.	
7.	CONVENER'S VERBAL UPDATE	
7.1	Since last meeting on 14 December 2021, the Convener has had his regular One to One meeting with the Chief Executive.	
7.2	The Convener informed the members that he had received a notification of resignation from Heather Campbell. He thanked her for her contribution to the Management Committee and wished her all the best for the future.	
8.	CEO VERBAL UPDATE	
8.1	There was no verbal update from the Chief Executive.	
9.	NOTIFIABLE EVENTS	
9.1	There were two Notifiable Events reported to the Scottish Housing Regulator (SHR): <ul style="list-style-type: none"> • Resignation of John Dowson. • Resignation of Heather Campbell 	
9.2	Members NOTED that Campbell McCaig had stepped down from the Management Committee for personal reasons and that this was not a Notifiable Event.	
Items for Discussion		
10.	Q3 PERFORMANCE REPORT	
10.1	Members NOTED due to illness Ms Charters has submitted her apologies as she is unable to make the meeting.	
10.2	A live performance presentation had been planned and will be carried forward to a future meeting of the Management Committee. However, if Members have any questions on the Q3	

<p>10.3</p>	<p>Performance to direct these to Head of G&A or Head of Data and Digital in advance of the presentation.</p> <p>Members NOTED that at Appendix 2:</p> <ul style="list-style-type: none"> • <i>Days Lost to Staff Sickness (per employee)</i> should read 3% and that we are on track to meet target despite there being two long-term absences. • <i>Customers Satisfied with the Outcome of their Complaints</i> – members expressed concern that for Q3 the outcome was below target is 92%. However, it was explained very few surveys had been received which had impacted on the figures and is not representative of the complaints we have received. Staff challenge is to get feedback and the Head of Data & Digital is carrying out a “deep dive” into complaints to gain a better understanding of issues. This will form part of the Presentation to members. It was noted that 26 out of 46 complaints are due to repairs, some customers reporting the same repair without action which leads to poor communication. However, this has been addressed with a training plan for the schedulers. 	
<p>10.4</p>	<p>It was AGREED that the Head of Governance & Assurance would include some governance indicators for the Performance report going forward, e.g., board meeting participation, annual reviews etc.</p>	
<p>10.5</p>	<p>Management Committee NOTED the Q3 Strategic Performance and the key milestone updates.</p>	
<p>Items for Approval</p>		
<p>The Head of Development joined the meeting at this point</p>		
<p>11.</p> <p>11.1</p> <p>11.2</p> <p>11.3</p> <p>11.4</p> <p>11.5</p>	<p>Q3 DEVELOPMENT REPORT</p> <p>The Head of Development took Management Committee through his report and highlighted some key points:</p> <ul style="list-style-type: none"> • Lincluden Church – tenants moved in January 2022. • Longmeadow – 7 units handed over in January 2022. • Langholm - Planning consent for first phase of housing approved on 15th December 2021. • Station Road – staff were hoping to be further ahead with this project; however Scottish Government are carrying out a technical assessment prior to any award of funding. Any delays will affect the overall HAG subsidy spend for this financial year. • The Garrick – there are further delays due to groundworks resulting in the new completion date as 5 July 2022. Staff are keeping the project moving, and continue to attend 	

11.6	<p>meetings, to bring handover as quickly as possible and will continue to report back progress. Members expressed concern that yet again there is a delay with this Project.</p> <p>Management Committee APPROVED the changes to the Development Programme</p>	
<p>The Head of Development left the meeting at this point.</p> <p>Mr Sneddon declared an interest in Item 12 Rent Setting 2022/23 and left the meeting at this point.</p>		
12.	RENT SETTING 2022/23	
12.1	<p>The Interim Director of Finance took members through her Presentation on key points following consultation:</p>	
12.2	<p><i>General Needs & Supported:</i> 14.5% response rate to consultation, 85.5% of customers not giving feedback. Of those who did respond 91% found rents to be affordable even after the minimum 1.75% increase was applied.</p>	
12.3	<p><i>Shared Owners:</i> 134 consulted, only 21 responded. 80% said their rent would be affordable with the 0.5% increase.</p> <p><i>Rent Affordability</i> – Members acknowledged that it was going to be tough for customers over the next coming months. The Income Support Team have been proactive with those tenants struggling with their rent or have any concerns. A Rent Affordability Study was carried out by LHA a few years ago which resulted in a rent freeze for a couple of years. The SFHA Rent Affordability Model was difficult to categorise LHA’s customers into this. However, staff will be carrying out full a Rent Review with the aim of restructuring rents to be much simpler.</p>	
12.4	<p><i>Improved heating systems</i> – Members were reassured that the least efficient properties (perhaps with night store heating) will be looked at within the Stock Condition Survey and will be at the front of the programme. Heating/ESSH2 and finding a solution will form part of the Strategy Day.</p>	
12.5	<p><i>Communication</i> – the rent consultation was carried out initially by letter or email and followed up by telephone calls, alongside the use of social media and through the website. Staff will consider setting up a specific group for the consultation in future as well.</p>	
12.6	<p>Members were reassured to see the positive comments made about LHA’s service that customers receive.</p>	
12.7	<p>Management Committee APPROVED a rent increase of 2.0% for general needs, supported living and later living properties for</p>	

	2022/23; and a rent increase of 0.5% for sharing owners for 2022/23	
The Convener explained that Item 13 Reward and Remuneration Budget 2022/23 would be taken at the end of the meeting. Mr Sneddon rejoined the meeting at this point.		
14.	SHAREHOLDER APPLICATION	
14.1	Members discussed a shareholder application. Following discussions, Members agreed that they would not support this application. There was a discussion about allowing time to consider the governance report, the Code of Conduct and various other policies. It was confirmed it is not possible to suspend applications and they will need to continue to be considered based on the existing policy at this time.	
14.2	Management Committee AGREED to refuse the shareholder application and to convey the outcome to the applicant within 7 days of the refusal with the reason.	
Items for Noting		
15.	RISK REGISTER	
15.1	Management Committee NOTED the key risks identified	
16.	Retrofit Project Update (verbal) – this item is confidential	
16.1	The Director of Property and Development took members through his Presentation and key points.	
16.2	Management Committee NOTED the verbal update.	
Members Agreed to Suspend Standing orders Robert Sneddon left the meeting at this point.		
17.	ANY OTHER COMPETENT BUSINESS	
17.1	Appointment of New Secretary: due to the resignation of John Dowson, this has resulted in the Secretary post being vacant and we now need to fill this. Members were reminded that Michael Clarke, as a co-optee, is not able to vote on this matter.	
17.2	Members considered appointing a secretary on a 3-month basis in the short term from a member of LHA staff.	
17.3	Management Committee AGREED Rebecca Wilson will fill the post of Company Secretary for a maximum period of 3 months; and Members will discuss the position of Company Secretary at the Strategy Day under Urgent Items Only meeting.	

17.4	Audit and Compliance Sub-Committee membership: Peter Ward previously expressed an interest on serving on this Committee and would like to remain as a member.	
17.5	On the proposition of Jane Connechan and seconded by Peter Nelson, Peter Ward to serve on the Audit and Compliance Sub-Committee, was APPROVED.	
Gary Alison, Rebecca Wilson, and Sue Irving left the meeting at this point		
Item for Approval		
13.	REWARD AND REMUNERATION BUDGET 2022/23 <i>(Except Interim Director of Finance and Interim Director of Corporate Services all staff left the meeting at this point).</i>	
13.1	The Interim Director of Finance presented her report and informed members of the work that has been carried out on various proposals, cost of living etc.	
13.2	<i>Rewarding individual performance</i> – staff are measured through performance KPIs and objectives. There are 5 Objectives – 2 are core relative to the job, 2 are corporate measures and 1 customer service.	
13.3	Staff have been rewarded by this R&R model for 12 months and it is kept under review. After consideration of the points made, Members discussed and agreed the proposal. Any further information will be monitored at People and Culture Sub-Committee to discuss and keep under review. <i>Interim Director of Finance and Interim Director of Corporate Services left the meeting at this point.</i>	
13.4	Management Committee APPROVED the recommendation.	
18.	DATE OF NEXT MEETING	
	Tuesday 29 March 2022 17:30 p.m. (virtual)	All