

**MINUTE OF THE MANAGEMENT COMMITTEE MEETING OF
LOREBURN HOUSING ASSOCIATION HELD ON TUESDAY 26
NOVEMBER 2024 at 17:30 p.m.
(virtual)**



Present: Alan Sandey (Convener)
Jane Connechen (Vice Convener)
Peter Nelson (Secretary)
Russell Baird
Paul Buchanan
Lynsey Brydson
Katie Hryschko
Mark Wilkinson
Stuart Turnbull

Kirsteen McGinn (Chief Executive)
Elkie Astley (Director of Corporate Services)
Fiona Campbell (Director of Operations)
Tony McInnes (Director of Finance)
Rebecca Wilson (Head of Governance & Assurance)

Kim Thomas/Rebecca Wilson (Minute Taker)

Item	Minute	Action
1.	APOLOGIES	
1.1.	Apologies were received from Cameron Kirkpatrick and Neil Madden	
2.	DECLARATION OF INTEREST	
2.1.	Declaration of interests from Paul Buchanan as Chair of the Audit and Risk Sub-Committee, Kirsteen McGinn and Tony McInnes as board members of D&G Homes were NOTED.	
3.	APPROVAL OF PREVIOUS MINUTE	
3.1.	The Minute of the Management Committee meeting of 7 August 2024 on the proposal of Peter Nelson and seconded by Russell Baird was APPROVED.	
4.	MATTERS ARISING	
4.1.	There were no matters arising from the Minutes of 7 August 2024	
	Minute Action Log	
4.2.	Management Committee members NOTED the Minute Action Log	

<p>5.</p> <p>5.1.</p> <p>5.2.</p>	<p>MINUTES FOR NOTING</p> <p>Health & Safety Executive Group 21 August 2024</p> <p>Management Committee members NOTED the Health & Safety Executive Group Minute of 21 August 2024</p> <p>Draft Audit and Risk Sub-Committee Minute of 5 November 2024</p> <p>Management Committee members NOTED the Draft Audit and Risk Committee Minute of 5 November 2024</p>	
<p>6.</p> <p>6.1.</p> <p>6.2.</p> <p>6.3.</p> <p>6.4.</p> <p>6.5.</p>	<p>CONVENER'S VERBAL UPDATE</p> <p>Council budget cuts – on behalf of the Convener, LET produced the letter that has been circulated to all Management Committee members and any feedback and response should be given by the end of this week. Management Committee members also agreed that Dumfries and Galloway Council should see Loreburn as a strategic partner.</p> <p>Board appraisals – these have now been completed.</p> <p>Built Environment Award - congratulations from the Management Committee should be extended to Briony Beattie who was awarded BE Change Maker at the BE-EST – Accelerate to Zero Award Ceremony</p> <p>New Management Committee members – we have now interviewed two new potential Management Committee members and a report will be brought to Members for consideration.</p> <p>Management Committee members NOTED the update</p>	

9.	<p>Q2 PERFORMANCE</p> <p>The Head of Governance and Assurance drew Members attention to the report and highlighted the key variances from target in Q2:</p> <ul style="list-style-type: none"> • Performing above target – 12 (27%) • On track – 16 (36%) • Below target – 10 (22%) • Not measurable – 4 (95) <p>Below target:</p> <ul style="list-style-type: none"> • <i>Percentage of stage 2 complaints responded to within timescales</i> • <i>Customers satisfied with the outcome of their complaint</i> • <i>Non-emergency repair times</i> – it was noted the policy is being reviewed to take account of complex repairs following the ARC validation audit • <i>Percentage of all properties sustained for more than a year</i> – noted the majority of those that were not sustained were allocated via Section 5s • <i>Adverse events record complete within timescale</i> <p>Above Target:</p> <ul style="list-style-type: none"> • <i>Percentage of senior staff turnover in the reporting year</i> – there were no senior leavers in Q2 • <i>Percentage of total staff turnover in reporting year</i> • <i>Percentage of tenants with aids and adaptations carried out in Q2 who are satisfied/percentage of tenants with planned works carried out who are satisfied</i> • <i>Percentage of complaints responded to within timescales (stage 1)</i> • <i>Average number of hours for an emergency repair</i> 	
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	<p>Complaint reasons:</p> <ul style="list-style-type: none">• Grounds maintenance is an area of concern highlighted by tenants, it is expected that there are a higher volume of complaints in summer months and expect this to decrease in coming months	
9.1.	<p>Management Committee members would like to see a comparison/trend with the previous Quarter in the table 2.1.</p> <p>ACTION – trend analysis to be included in SPI appendix</p>	RW
9.2.	<p>Management Committee members DISCUSSED and NOTED the Q2 Strategic Performance Indicators</p>	
<p><i>Katie Hrychko joined the meeting at this point</i></p>		
<p><i>For Approval</i></p>		

12.	<p>RENT SETTING CONSULTATION</p> <p>The Director of Finance presented Management Committee members with two scenarios in relation to proposed rent rises of 2.75% and 3.5%:</p> <p>Business Plan Assumptions:</p> <ul style="list-style-type: none"> • Rent increase at 2.75% or 3.5%. (the agreed rent rise for 2024/25 was 7.25% and was implemented in April 2024) • The Bank of England base rate is 4.75%, at the time of writing this report (last year it was 4.25%) • CPI at 1.7% (last year it was 4.9%) for October it has risen by 2.3% • RPI at 2.70% (last year it was 3.3%) • CPIH at 2.60% (last year it was 4.4%) • Although inflation is starting to fall, we are continuing to experience sustained price pressures on all activities especially in relation to material costs for investment/repairs and planned maintenance • Interest rates are starting to fall slowly • For arrears and void loss assumptions remains the same • The increase in Employer's National Insurance is significant • The average rise in rents in 2024/25 was 4.90% across the sector • The SFHA Rent Affordability Tool has been used to allow a check and comparison with other local RSLs and our biggest vulnerability is for single people • Peer Group Comparison for Rents for 2024/25: Eildon – 7% Berwickshire – 6% Scottish Borders – 6% 	
	<p>Cunninghame – 4.6%</p> <ul style="list-style-type: none"> • We are currently carrying out work to assess the condition of our stock and while our stock is relatively young, in some cases, will soon need significant investment • Table 4 illustrates the age profile of our stock • Table 5 shows the impact of the proposed rent rise on average weekly rents <p>Breakdown of Tenants on Universal Credit/Housing Benefit:</p> <ul style="list-style-type: none"> • 35% of tenants are self-funders • 65% are on full or partial benefits 	

12.1.	<ul style="list-style-type: none"> The DWP implemented a rise in benefit levels of 10.1% in April 2024 and will rise by 1.70% in April 2025 in line with September's CPI level The Cost of Living Crisis assistance is unlikely to be available The Winter Heating payment has been withdrawn at this time Loreburn continue to bid for fund to assist tenants with additional costs. Our funding for sustaining communities will continue for another 9 months <p>Management Committee members discussion:</p> <ul style="list-style-type: none"> Although some members were supportive of the 3.5% increase to future proof the organisation and support the current stock and build reserves, some members pointed out that we implemented a significant increase in rent last year and the cost of living is still having an effect on our tenants. 65% of LHA's tenants would get some form of help, approximately 1,000 tenants would not get any support at all Loreburn's responsibility to tenants is to be commercially sustainable. Loreburn's strategic objectives are to provide good quality housing at an affordable rent. Tenants want more investment in their properties. We also have a backlog in investment currently <p>Management Committee members NOTED the two scenarios and AGREED on 2.75% and 3.5% for the proposed rent increase consultation</p>	
<i>Alan Sandey left the meeting at this point</i>		
<i>Jane Connechen chaired the meeting from this point onward</i>		
For Approval		
10.	DEVELOPMENT PROGRAMME	
10.1.	<p>The Chief Executive presented to Management Committee members an update on the current development programmes:</p> <p>Management Committee members NOTED the update</p>	LET
<i>Stuart Turnbull joined the meeting at this point</i>		

11.	<i>This item is confidential</i>	
13.	Q2 MANAGEMENT ACCOUNTS The Director of Finance provided an update to Management Committee members on the financial performance for 2024/25. 13.1. Management Committee members APPROVED the Q2 Accounts to 30 September 2024	
14.	HEALTH AND SAFETY POLICY STATEMENT The Head of Governance and Assurance presented Management Committee members with the Annual Health and Safety Policy Statement and advised that this had been reviewed by the Health & Safety Co-ordinator and that no changes were proposed at this review. 14.1. Management Committee members APPROVED the signing of the Annual Health and Safety Policy Statement	
15.	SHAREHOLDER APPLICATION – <i>this item is confidential</i>	
16.	<i>This item is confidential</i>	
For Noting		
17.	CORPORATE RISK REGISTER The Head of Governance and Assurance drew Members attention to the report highlighting that the current corporate risk status had changed since the previous report showing that although the number of corporate risks remains at 8 there have been two new risks added and some downgrading of existing risks. 17.1. Management Committee members NOTED the key risks	

<p>18.</p> <p>18.1.</p>	<p>DAMP AND MOULD</p> <p>The Director of Operations drew Members attention to the report and highlighted that options to carry out minor works in house such as cleaning were being explored and noted that trend analysis is ongoing to identify pre-emptive works.</p> <p>Management Committee members discussion:</p> <ul style="list-style-type: none"> • benchmarking will be available going forward now that the SHR are looking to include damp and mould indicators within the ARC <p>Management Committee members NOTED the report.</p>	
<p>19.</p> <p>19.1.</p>	<p>INVESTMENT PROGRAMME</p> <p>The Chief Executive gave Management Committee members a summary of progress being made on the 2024/25 Planned Investment programme and noted works were on target for completion by the year end.</p> <p>Management Committee members discussion:</p> <ul style="list-style-type: none"> • Noted the importance of a fabric first approach and ensuring installations are appropriately specified and maintained • Query raised regarding post installation evaluation of heat pumps and members were advised that monitoring is ongoing and that further information can be shared with members regarding the installation, maintenance and efficiency/benefits • ACTION – Director of Operations to bring back a report regarding the ongoing monitoring of heat pump installs. <p>Management Committee members NOTED the progress made against the Investment Programme</p>	
<p>20.</p>	<p>STAFFING UPDATE - <i>this item is confidential</i></p>	

21.	TENANT VOICE	
21.1.	The Chief Executive advised that the Executive Team are planning a series of “meet the Executive Team” events within communities	
21.2.	The Chief Executive proposed bringing tenant stories to meetings going forward, both of positive and negative experiences to highlight the tenant voice at committee. Consider the use of the ‘most significant change’ technique	
21.3.	Mr Turnbull raised that he would share information regarding social tariff broadband. The Chief Executive noted that such schemes do have significant benefit and that we have been able to install social tariff broadband in some developments	
22.	ANY OTHER COMPETENT BUSINESS	
22.1.	There was no Other Competent Business discussed	
23.	DATE OF NEXT MEETING	
	Tuesday 10 December 2024 17:30 Training and Urgent Items	All