

**LINTHOUSE HOUSING ASSOCIATION LIMITED**  
**MANAGEMENT COMMITTEE MEETING**  
**Approved Minute** of a meeting held at  
1 Cressy Street, Glasgow and Via Teams  
On **Tuesday 30 January 2024** at **6.00pm**

**PRESENT**

David McGeoch, DM (Chair)  
Mary Ray, MR  
Paul Phin, PP  
William Pritchard, WP  
Susan Brown, SB  
Heike Bley, HB  
Alec Leishman, AL

**IN ATTENDANCE**

Irene McFarlane, IM (Chief Executive Officer - CEO) (Teams)  
Bryan McMahon, BM (Director of Property Services)  
Alison Greig, AG (Corporate Services Manager)  
Emma Shaw, ES (Corporate Services Admin Assistant)  
Michelle Fegan, MF (Corporate Services Officer) - Minute

**OBSERVER**

Barbara Wark, BW

<b>1.</b>	<b>APOLOGIES</b>	
1.1	DM opened the meeting and thanked everyone attending in person.	
1.2	Apologies from Graham Gillespie and Funmi Fajemiseye.	
1.3	DM introduced BW who was observing tonight's meeting with an interest in joining the committee.	
<b>2.</b>	<b>DECLARATIONS OF INTEREST</b>	
2.1	There were no declarations of interest expressed from the members attending.	
<b>3.</b>	<b>DECLARATIONS OF ETHICAL BEHAVIOUR &amp; NOTIFIABLE EVENTS</b>	
3.1	All those present at the meeting confirmed that there were no breaches of ethical behaviour of which they were aware.	
3.2	IM confirmed that there had been no notifiable events since the previous committee meeting.	
<b>4.</b>	<b>UNAPPROVED MINUTE OF PREVIOUS MEETING HELD 12 DECEMBER 2023</b>	
4.1	DM asked members if they had had adequate time to read over the minute and invited comments.	
4.2	No comments were submitted. Committee <b>APPROVED</b> the minute of the previous meeting.	
<b>5.</b>	<b>MATTERS ARISING &amp; ACTION POINT REGISTER</b>	

5.1	AL asked for an update on item 8.19 Standing Orders, and wanted to make sure the current plan was on track for them coming to the Policy Working Group (PWG) as it was now significantly overdue. AG confirmed that the review of the policy was still on track and the SOs would be presented to the first PWG of 2024, the date of which was to be agreed at tonight's meeting (see Agenda item 7).	
5.2	Committee <b>NOTED</b> the Action Point Register	
<b>6. RENT CONSULTATION REPORT</b>		Action
6.1	EM presented the report noting that the response rate had been good this year and were seeking approval for an increase of 6%.	
6.2	PP thanked everyone who was involved in putting the consultation together and noted that clearly explaining the reasoning behind the increase seems to have helped with the response.	
6.3	AL concurred with PPs comments and noted that historically the response rates for rent consultations had been low and wondered whether the increased engagement with tenants had a positive impact on the responses. EM agreed that the engagement had been positive and it allowed the responses to be more robust.	
6.4	HB asked how many paid their rent versus how many received housing benefit. MR was also curious about how the response rate compared with 2023. EM advised she did not have these figures to hand and would circulate them to the Committee once she had them.	
6.5	EM confirmed where comments highlighted tenants were struggling with costs, their details were referred to the wider role team to identify support.	
6.6	Committee <b>NOTED</b> the report and <b>APPROVED</b> a rent increase of 6% for 2024/25.	
<b>7. CHANGE TO POLICY UPDATES PROPOSAL</b>		Action
7.1	AG presented the report and gave a brief overview of the changes that were being proposed and why. This included delegating authority to the Executive Team to approve changes to existing policies when these are minor i.e. grammatical changes or changes to review dates. Any new policies, or those requiring legislative or regulatory updates would still go to the PWG for scrutiny in advance of MC for formal approval.	
7.2	AG advised that following the issuing of the papers she had noted a clash with one of the proposed PWG meeting dates and committee training. AG therefore proposed changing the 20 February to 05 March. AL also noted the 10 September was the night before the proposed AGM and it would be better to have this in a separate week. AG agreed and proposed a meeting in October. MC will be advised of date in due course.	

7.3	Committee <b>APPROVED</b> the proposals subject to changes to the proposed meeting dates.	
<b>8.</b>	<b>CONTINUOUS MONITORING CONTRACT - 2024-2025</b>	
8.1	AG presented the report advising that the contract for the current tenant satisfaction survey is due for re-tender by 31 <sup>st</sup> March 2024 however, she was seeking approval to extend the current contract for one year with full retendering taking place in quarter three of 2024/25. AG noted the level of quality in the information that is provided by the current contractor and the positive relationship that has been built.	
8.2	BM also noted that the level of the contract is below the required procurement threshold and the Chair and CEO would be able to approve the contract on purposes of speciality.	
8.3	No questions were submitted. Committee <b>APPROVED</b> the extension of the Continuous Monitoring Stats contract for one year with procurement taking place in Q3 of 24/25.	
<b>9.</b>	<b>Q3 WRITE-OFFS</b>	
9.1	EM presented the report and invited questions from the committee.	
9.2	AL asked if the level of write offs for staff were now on the policy limit. EM confirmed they were.	
9.3	MR asked if LHA were still within budget for write-offs. EM confirmed that write offs remained in budget.	
IM joined meeting at 18:26 by Teams.		
9.4	Committee <b>APPROVED</b> write offs for Q3.	
<b>10.</b>	<b>HCET DECREE FOR EVICTION</b>	
10.1	EM noted that all the information required was contained in the report and invited questions.	
10.2	MR asked if the tenant was a single person or if it was a family. EM confirmed they were single and that all information for the homeless casework team and obtaining legal representation had been provided to them however the tenant had not responded.	
10.3	Committee <b>APPROVED</b> enforcement of decree for eviction.	
<b>11.</b>	<b>PROPERTY SERVICES REPORT</b>	
11.1	BM presented the report advising that he would report on each item individually and take questions after each item.	

11.2	BM provided an update on the EICR progress. MR asked if a second contractor had been engaged. BM confirmed that currently there are three contractors working on EICRs; the main contractor and the two reactive repair contractors. He confirmed that discussions are ongoing with other contractors to identify any available resource.	
11.3	SB asked when forced entries would be carried out. BM confirmed that this is an option of last resort and staff are identifying other options for gaining access.	
11.4	BM moved on to the Cyclical Works and the procurement of the painting contract. BM confirmed that following a procurement exercise he was seeking approval to appoint Bell Group on a 3 year contract with option to extend.	
11.5	HB raised an issue regarding the condition of the closes after contractors had attended individual properties. BM confirmed this is not an issue that had been raised before but will pick this up with the team. This led to a wider discussion on close refurbishment and service charges.	Action?
11.6	BM moved onto the renewal of the utilities contracts with AL noting the reduction in cost compared to previous years.	
11.7	BM moved onto the contract extensions, advising that the information was for noting only and that he will bring back the contracts for all reactive repairs, estate management and asbestos to the February meeting.	Action
11.8	PP asked about the contract for John O'Connor as he finds their work very unsatisfactory. BM confirmed there are things that need to be tightened up on the contract and with much of the work moving in-house the contract will have to be explicit. BM confirmed that he was already reviewing the level of work being picked up by the Association due to Council cutbacks and that a review of service charges will be needed.	
11.9	BM raised the matter that the current senior estate caretaker would be retiring in March and he is looking for approval on how to manage the succession planning for this role. MR asked whether the current temporary EC was achieving his targets and able to step into the role. BM confirmed he was.	
11.10	Committee <b>APPROVED</b> appointment of Bell Group, proposal for Estate Caretaker Succession and <b>NOTED</b> the remainder of the report.	
11.11	MR raised a non-related question of the costs of Davislea. BM confirmed costs were being returned to the team this week and would be brought to the next meeting. This led to an in-depth discussion on a number of items not listed for business.	
<b>12. TEAM OPERATIONAL PLANS -23/24 UPDATES</b>		

<p>12.1 AG presented the report providing an overview of the purpose of the operational plans and invited questions.</p> <p>12.2 HB asked about local volunteers and the environmental action group. EM confirmed that the Community Empowerment Officer was working on local projects however there had been little interest from the community. DM felt this was due to the local authority withdrawing funding to cover essentials such as insurance. IM advised that a lot of what was needed had been provided to LHA free of charge and the main reason it could not be taken forward was the lack of interest in volunteering from the community.</p> <p>12.3 No other questions were submitted. The Committee <b>NOTED</b> the updates in the 23-24 operational plans.</p>	
<p><b>AOCB</b></p> <ol style="list-style-type: none"> <li>1. AG raised a new membership application for the Association, confirming that the £1 fee had been paid. Committee <b>APPROVED</b> membership.</li> <li>2. Information on the EVH pay ballot was handed out with members advised to contact AL with their vote and he would complete the submission by the required deadline.</li> <li>3. PP advised committee that he had spent the whole day at LHA meeting staff and chatting about what happens day to day. He advised it was a real eye opener and that everyone's level of commitment in serving the community was impressive.</li> <li>4. AL highlighted his delight with the papers this month. He felt they were very concise and easy to read.</li> <li>5. HB raised an issue with the phone system advising that she had attempted to return a call and could not get through. AG is going to ask CJ to look into the call logs to identify any issues with the system.</li> </ol> <p>Staff left meeting at 19:36 for Committee to discuss a AOCB matter in private.</p>	<p>Action</p> <p>Action</p>
<p><b>Dates of next meetings:</b></p> <p><b>Management Committee</b> – Tuesday 27 February 2024 at 6pm  <b>Audit &amp; Assurance Sub-committee</b> – Tuesday 13 February 2024 at 6pm  <b>Staffing Sub-committee</b> – Tuesday 12 March 2024 at 6pm  <b>Policy Working Group</b> – Tuesday 05 March 204 at 6pm</p>	

**Meeting closed at 19:40pm.**  
**Chair – David McGeoch**