

**LINTHOUSE HOUSING ASSOCIATION LIMITED**  
**MANAGEMENT COMMITTEE MEETING**  
**Approved Minute** of a meeting held at  
1 Cressy Street, Glasgow and Via Teams  
On **Tuesday 12 December 2023** at **6.00pm**

**PRESENT**

David McGeoch, DM  
Mary Ray, MR  
Paul Phin, PP  
William Pritchard, WP  
Susan Brown, SB  
Heike Bley, HB  
Alec Leishman, AL (Teams)  
Graham Gillespie (Teams)  
Funmi Fajemiseye, FF (Teams)

**IN ATTENDANCE**

Irene McFarlane, IM (Chief Executive Officer - CEO) (Teams)  
Bryan McMahon, BM (Director of Property Services)  
Daveed Barcello, DB (HOOS Development)  
Andrea Walker, AW (Director of Housing and Community Empowerment)  
Alison Greig, AG (Corporate Services Manager)  
Fettes McDonald, FMD (FMD Financial Services)  
Emma Shaw, ES (Corporate Services Admin Assistant) - Minute

<b>1.</b>	<b>APOLOGIES</b>	
1.1	DM opened the meeting and thanked everyone attending in person and online; he referred to the volume of papers and stated that for volunteers this would have been daunting, and added that it would be preferable in future to hold an additional meeting rather than have a heavy agenda.	
1.2	Apologies from Collette Ness and Carrie McCafferty.	
<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 24<sup>TH</sup> OCTOBER 2023</b>	
4.1	DM asked members if they had had adequate time to read over the minute and invited questions.	
4.2	No questions were raised. Committee <b>APPROVED</b> the minute of the previous meeting.	

<p><b>5. UNAPPROVED MINUTE OF SSC MEETING HELD 31<sup>ST</sup> OCTOBER 2023</b></p> <p>5.1 DM invited MR to update members. MR outlined the key items from the SSC minute which included detail on recent staffing changes within the wider role side of the Housing Team, Property and Corporate (Finance) Teams.</p> <p>5.2 Members <b>NOTED</b> the draft SSC minute.</p>	
<p><b>6. UNAPPROVED MINUTE OF AASC MEETING HELD 14<sup>th</sup> NOVEMBER 2023</b></p> <p>6.1 DM invited GG to comment. GG outlined his main concerns which related to the slippage in dates for completion of actions relating to previous audits, and the findings of the GDPR/FOI audit which highlighted several weaknesses in LHA's compliance. He advised members that AASC have instructed a re-audit by TIAA Ltd to take place before the end of the financial year to provide assurance to Committee that the areas identified have been significantly improved.</p> <p>6.2 Members <b>NOTED</b> the draft AASC minute.</p>	
<p><b>7. MATTERS ARISING &amp; ACTION POINT REGISTER</b></p> <p>7.1 GG referred to actions where the due by date had passed and asked if revised dates needed to be agreed. Committee agreed items 1.2 and 5.3 to be removed as these have been completed.</p> <p>7.2 GG asked if there was any update on item 10.2 referring to the potential conflict of interest with AL being Chair at the time of this action. IM confirmed no progress had been made as Renfrewshire Council officials had not shown any interest in LHA having a presence in the area at this time. DM suggested removing this action for the time being until further discussions take place.</p>	
<p><b>8. DEVELOPMENT AND GRANT FUNDING OPPORTUNITIES – PRESENTATION</b></p> <p>8.1 BM and DB provided a presentation for members outlining phases 4-7 of the Window and Sandstone works including timeframes and funding potential, and overview of current status with the potential Hardgate Road development.</p> <p>8.2 BM sought approval for LHA to take part, in principle, in a joint planning application led by ██████████ for the potential ██████████ development. Committee <b>APPROVED</b> the request to submit a joint planning permission application with ██████████.</p> <p>This item is confidential as it is commercially sensitive, and publication would harm commercial interests.</p>	
<p><b>9. QUARTERLY MANAGEMENT ACCOUNTS TO 30 SEPTEMBER 2023</b></p>	

9.1  9.2	FMD provided a summary of the key items within the quarterly management accounts and invited members to ask questions. No questions were submitted.  MC <b>APPROVED</b> the quarterly accounts.	
10.	<b>TREASURY REPORT</b>  10.1 FMD outlined the key detail within the annual Treasury Management Report which included an update on the status of existing loans, potential future borrowing requirements, and the detail of stock secured against loans. He invited questions.  10.2 No questions were raised and members <b>NOTED</b> the report.	
11.	<b>DRAFT ANNUAL BUDGET 24/25</b>  11.1 FMD presented the key points of his report mentioning the [REDACTED] [REDACTED] [REDACTED] FMD continued saying he had no concerns on the financial position at this point. The final budget will be presented to the March Committee meeting. DM opened for questions.  This item is confidential as it is commercially sensitive, and publication would harm commercial interests.  11.2 MR asked IM and BM if it was known when to expect a response from NRS regarding the funding for acquisitions. IM responded that Linthouse [REDACTED] left which has been invested in additional stock of two tenement flats and one larger unit. IM further explained that 10 units have been submitted for funding for Ukrainians however, it is unknown if these will fit with Glasgow's strategy at this moment in time. BM confirmed LHA is expected to hear the outcome of funding requests by July 2024. IM reminded members that whilst there is no guarantee LHA will get further funding, IM was pleased to report that, as far as she was aware, LHA had secured the highest number of acquisitions for a community controlled housing association in Glasgow.  This item is confidential as it is commercially sensitive, and publication would harm commercial interests.  11.3 No objections were made and the draft budget 24/25 was <b>APPROVED</b> .	Action
12.	<b>BUSINESS PLAN 2023/24 AND RELEVANT FINANCIAL PROJECTIONS REPORT</b>	

<p>12.1 IM outlined Appendices 3-5, the Summary Delivery Plans 23/24 of the report with a brief summary of the key points. IM referred to the potential acquisition opportunity in [REDACTED] area for a mortgage to rent unit, and sought Committee approval to progress. There were no objections and proposal <b>APPROVED</b>.</p> <p>This item is confidential as it is commercially sensitive, and publication would harm commercial interests.</p> <p>BM assisted by outlining all other items IM required approval for within the delivery plans. Committee <b>APPROVED</b> pursuit of [REDACTED] with the Education Department to enhance the Davislea development.</p> <p>This item is confidential as it is commercially sensitive, and publication would harm commercial interests.</p> <p><b>APPROVED</b> front funding up to an additional £1 million in acquisitions should GCC award additional funding from January 24-March 24, with the draw down of the grants as quickly as possible in 24/25. IM added by advising members LHA had today hit the target of 4 buy-back units in Barnwell Terrace.</p> <p><b>APPROVED</b> opportunity to explore acquisitions through the Scottish Government's Ukrainian Fund for displaced Ukrainians in G51, G52 and Renfrewshire areas.</p> <p>12.2 IM asked for confirmation that Committee were happy to authorise the other Business Plan detail presented in the report as these would form the basis of discussions when she and FMD meet with the Regulator in January 2024. DM confirmed Committee <b>APPROVAL</b>.</p> <p>12.3 All other content of the CEO/FMD Business Plan report were <b>NOTED</b>.</p>	
<p><b>13. RENT REVIEW 2024/25</b></p> <p>13.1 AW highlighted the key points of her report and outlined for Committee why it was necessary to propose the consultation be based on a 6% rent increase. This was essential due to the income required to maintain the stock investment, and was broadly in line with other RSLs. AW added that work will be progressed next year on a review of the Rent Setting Policy and Service Charges.</p> <p>13.2 Following some discussion, Committee <b>APPROVED</b> consultation on a 6% rent increase in early January 2024. The outcome of the consultation will be reported to the January 24 Committee meeting.</p>	<p>Action</p> <p>Action</p>
<p><b>14. STRATEGIC RISK REGISTER</b></p> <p>14.1 IM outlined the work that had been undertaken to overhaul the Risk Registers (strategic and operational), and the process for presenting the same to the AASC at its quarterly meetings. She added that the current</p>	

<p>Risk Policy requires that it is presented to the Committee a minimum of twice a year for oversight.</p> <p>14.2 DM opened for questions. No questions raised. Members <b>NOTED</b> the SRR update.</p>	
<p><b>15. POLICIES FOR APPROVAL</b></p> <p>15.1 AG advised Committee that all policies being presented for approval had been reviewed at the Policy Working Group meeting held on 17<sup>th</sup> October, with only minor changes being made. She added that the Privacy Policy and FOI-EIR policies had been part of the recommendations within the GDPR/FOI audit. The Treasury Management policy had been updated by FMD.</p> <p>15.2 All policies presented were <b>APPROVED</b> unanimously by Management Committee.</p>	
<p><b>16. Q2 WRITE-OFF REPORT</b></p> <p>16.1 AW outlined the report prepared by the Housing Manager and asked members to approve the former tenant and bad debt write-off values as detailed in the appendices.</p> <p>16.2 GG referred to some of the lower values and asked if it was necessary to request Committee to approve these smaller amounts. AW agreed and added that the revision currently ongoing of the Scheme of Delegate Authority will take this point on board.</p> <p>16.3 MR asked if it would be possible to include 'year to date' detail when presenting future write-off reports. AW agreed this detail could be given; PP referred to the quarterly KPI report (next item on Agenda), provided this detail but AW added it would be easy to incorporate this in future reports.</p> <p>16.4 Committee <b>APPROVE</b> the proposed write-offs.</p>	
<p><b>17. KPI QUARTER 2 REPORT</b></p> <p>17.1 AG outlined the report and highlighted key points. She referred members to Appendix 2 dashboard data highlighting that the trend compared to the 22/23 ARC was positive. She added that whilst there was a dip between Q1-Q2 in some areas, with this being the mid-year point she is hopeful results improve over Q3 and Q4.</p> <p>17.2 GG referred to the figures for overall satisfaction and the repairs within last 12 months indicators and asked if there were any particular reasons for these dips. BM provided some context for members around the issue with the repairs indicator, and the reason the Property Services Team now do their own real time follow-up soon after a repair has been completed which does show higher satisfaction levels.</p>	

<p>AG provided further detail on the follow-up process when a tenant has expressed dissatisfaction across any of the indicators which can only happen if the tenant has agreed LHA can contact them. This makes it more difficult to resolve dissatisfaction in some circumstances. AW added that there is often a correlation to the [addresses/property type of] area the survey company are working in at that time. GG asked if the KPI targets in general continue to be realistic and achievable if they are regularly reported that we are not achieving them.</p> <p>17.3 IM concurred with GG's comments and proposed that the Senior Leadership Team should review target levels after the year end.</p> <p>17.4 MC <b>NOTED</b> the KPI update report.</p>	
<p><b>18. PROPERTY SERVICES REPORT</b></p> <p>18.1 BM pointed out the items that were for noting within his PS report. All <b>NOTED</b>.</p> <p>18.2 BM provided an update on the position with completed and outstanding EICRs. He advised members he was seeking approval to appoint another contractor to assist LHA with addressing the backlog. In response to a question from PP, BM clarified this was as a result of volume of backlog and access issues, and not any particular problem with the current contractor. No objections were made and the request <b>APPROVED</b>. GG commented on the positive change in the number of completed and outstanding EICRs.</p> <p>18.3 BM updated Committee regarding the position with the gutter cleaning contractor, and referred members to the slide outlining the outcome of the recent tender submissions. He recommended approval to appoint Sennit Construction Ltd on a one year plus one year basis as they are a new contractor for LHA. Following a short discussion on the disparity between costs between contractors, Committee <b>APPROVED</b> appointment of Sennit Construction Ltd for the Gutter Cleaning contract.</p> <p>18.4 BM moved on to utilities renewal as an additional item not included in his PS report. He reminded members that staff had been given delegated authority last year to negotiate gas and electricity renewal costs at the appropriate time, and given the renewals become due 31<sup>st</sup> January and 28<sup>th</sup> February, asked for delegated authority to be repeated for this year. There were no objections and Committee <b>APPROVED</b> delegated authority.</p>	
<p><b>AOCB</b></p> <ul style="list-style-type: none"> <li>AG reminded members of the Committee finance training taking place 19<sup>th</sup> December at Elderpark HA, and on the LHA Christmas night out on 22<sup>nd</sup> December; she asked anyone wishing to attend either to contact her as soon as possible.</li> </ul>	

<b>Dates of next meetings:</b>	
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<b>Management Committee</b> – Tuesday 30 <sup>th</sup> January 2024 at 6pm	
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<b>Audit &amp; Assurance Sub-committee</b> – Tuesday 13 <sup>th</sup> February 2024 at 6pm	
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<b>Staffing Sub-committee</b> – Tuesday 12 <sup>th</sup> March 2024 at 6pm	
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<b>Policy Working Group</b> – To be agreed	
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**Meeting closed at 19:57pm.**

**Chair – David McGeoch**