

**LINTHOUSE HOUSING ASSOCIATION LIMITED
MANAGEMENT COMMITTEE MEETING
Minute of a meeting held via Zoom on
Tuesday 07 September 2021 at 6.00pm.**

PRESENT

Alec Leishman, AL
Gordon Laurie, GL
Sheila McGeoch, SM
David McGeoch, DM
Frank Murphy, FM
Susan Brown, SB
Collette Ness, CN

IN ATTENDANCE

Irene C. McFarlane, IM (Chief Executive Officer)
Gail Sherriff, GS (Depute CEO)
Yvonne Rooney, YR (Head of Business Support)
Andrea Walker, AW (Head of Customer Services)
Derek Rainey, DR (Asset Manager)
Craig Douglas, CD (Technical Services Manager)
Alison Greig, AGr (Business Support Manager)
Fettes McDonald, FMD (FMD Financial Consultants)

OBSERVERS

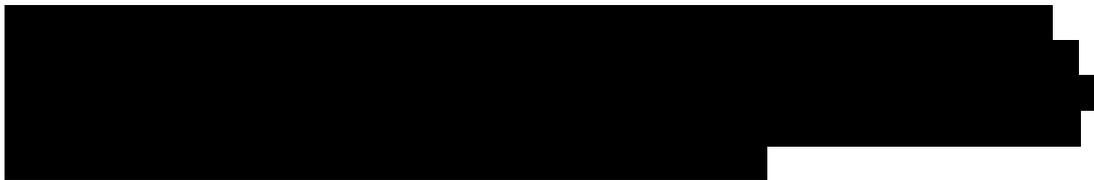
Nicola Stewart, NS
Heike Bley, HB

1. APOLOGIES

1.1 AL welcomed everyone to the meeting and noted observers NS and HB taking part with a view to becoming members of the committee at next week's AGM. AL welcomed NS and HB. AL noted that it might be a struggle to keep up the first few meetings and asked if there was a jargon buster that could be provided. AGr confirmed that a jargon buster and other information was part of the members handbook which would be provided at new committee member induction.

1.2 AL also reminded attendees that as a result of zoom we are getting an insight into people's lives and homes not previously permitted, and members should be sensitive to what is seen during the meeting

1.3 AL noted that apologies had been received from a couple of members as a result of not being able to access the papers in the original format and that going paperless will not be a smooth transition; he added that staff can assist with this by keeping an eye on the length of papers. Apologies were noted for AG, MR, JM, and MAS.

1.4 

1.5 

1.6 

1.7 AL also noted that GL will be stepping down at the next AGM and will not be opting for re-election, making this his last meeting with LHA committee. AL

thanked GL for his contribution to LHA and wished him all the best. GL thanked everyone on the committee for their support and friendship over the years.

1.8 AL proposed a vote of thanks for TM and GL.

1.9



The items above contain personal information and would be a breach of Data Protection legislation if revealed.

2. DECLARATIONS OF INTEREST

2.1 All those present at the meeting confirmed that there were no declarations of interest.

3. DECLARATIONS OF ETHICAL BEHAVIOUR & NOTIFIABLE EVENTS

3.1 All those present at the meeting confirmed that there were no breaches of ethical behaviour that they were aware of.

IM advised that there was one notifiable event relating to [REDACTED] which was an open and closed notification. *This item contains personal information and would be a breach of Data Protection legislation if revealed.*

4. MINUTE OF PREVIOUS MEETINGS ON 03 August 2021.

4.1 AL thanked AG for chairing the meeting in his absence.

4.2 DR noted that at paragraph 11.8, while the number of properties is correct, the name should be Elder House and not Elder Grove.

4.3 Subject to the change noted by DR, the minute was proposed by SM and seconded by FM

5. MINUTE OF AUDIT AND ASSURANCE SUBCOMMITTEE MEETING 17 August 2021

5.1 AL invited GL to provide the committee with a summary of the meeting. GL advised that the sub-committee had reviewed the annual accounts and quarterly management accounts that were being considered at tonight's meeting and that AASC were recommending both for approval.

5.2 GL noted that the important aspect of the meeting was the private discussion with the auditor who advised that there had not been any issues with the preparation of the accounts this year and that he had been pleased with the quality and timeliness in which information was provided. The auditors are more than happy with the internal controls the Association has in place and are effectively giving a clean audit.

5.3 AL invited other members to ask questions on the minute. None were submitted.

6. MATTERS ARISING AND ACTION POINT REGISTER

- 6.1 AL raised the issue of timing for the Rechargeable Repair Policy and given that now in September whether this should be changed. YR advised that the policy was complete and was due to go to the PWG in August but unfortunately that meeting had been cancelled and still to be rearranged. AL noted this and advised that any urgent policies could come to straight to MC for consideration if unable to arrange a PWG. As the policy is not urgent the deadline date is to be changed to Dec 2021 and taken to next PWG.
- 6.2 Information on the Farm Revival Group to be changed to Spring 2022.
- 6.3 GS advised committee that the Development Officer had followed up with CCG and the £1000 community benefit contribution had been received and this item can be removed from the APR.

7. ANNUAL ASSURANCE STATEMENT

- 7.1 YR presented the report to committee and apologised for the omission of the report from the original issue of the papers.
- 7.2 The committee were informed that AASC had reviewed the statement at their meetings of 18 May and 17 August 2021 and had approved recommendation of the draft statement to the management committee as the Association has been assessed as having no areas of non-compliance. In addition to this the activities of the organisation have been assessed against the four high level outcomes.
- 7.3 YR advised that SHR have asked for a statement on equalities and human rights to be included in the statement and that SHR is expected to publish guidance on how RSLs collect equalities, but this has not yet been received. It is not yet clear what SHR are looking to be collected in these categories, but LHA has everything in place to go when the guidance is available.
- 7.4 YR advised that AASC had reviewed a draft statement at the August meeting however since then GWSF and SFHA have provided a suggested paragraph for RSLs to use, and this has been updated into the statement being considered tonight.
- 7.5 AL opened for questions and comments. GL informed committee that he had spent time in the office with YR testing the links on the As-Crip as an additional audit to ensure the documents were there.
- SM noted that any guidance on human rights in housing impinges on human rights in Scotland and it would be beneficial for the committee to be aware of the bigger picture. SM asked if there was a book available on the basics of human rights that could be procured for members and help them ensure compliance. AGr and AL to investigate whether such a book is available for members
- 7.6 Committee **APPROVED** the amended paragraph and the signing of the Assurance Statement by the Chair.

8. REVIEW OF STATUTORY ACCOUNTS

- 8.1 FMD presented the report, advising committee that all detail of the accounts were discussed at AASC in August with the auditor and any changes identified as needing to be made all related to the narrative and no changes were required for the actual accounts.
- 8.2 FMD advised that the bottom line is that there is a surplus before the pension adjustment is applied which places the accounts into a deficit however this is not unexpected.
- 8.3 AL noted the word deficit and asked FMD why this should not be a cause of alarm for the Association. FMD advised that it is not concerning as prior to the pension adjustment being applied there is a significant surplus and that each year the Pensions Trust makes assumptions about the life expectancy of the people in the scheme, inflation etc. and the changes to these assumptions are the reason for the loss but this is an accountancy adjustment and does not change anything for the pension deficit payment until the next valuation is complete.
- AL asked if this was the reason it was not mentioned specifically in the management letter. FMD confirmed it was and that an explanation is provided in the auditor's report that it is not a cash impact on the Association
- 8.4 Committee **APPROVED** the Statutory Accounts for 2020/21.
- 8.5 FMD then moved onto to the Response to Management Letter. Committee **APPROVED** Response to Management Letter.
- 8.6 FMD then drew attention to the Letter of Representation. Committee **APPROVED** Letter of Representation.

9. MANAGEMENT ACCOUNTS TO 30 JUNE 2021

- 9.1 FMD presented the quarterly accounts to the committee advising that the accounts had been discussed at AASC who were satisfied with the content and happy to recommend approval to committee.
- 9.2 FMD noted that there was a surplus in the first quarter instead of the deficit that was expected and that this is due to lower maintenance costs, staff costs, office costs etc. It was also noted that the balance sheet spend is a little behind but that DPS will crack on and spend within the timescale. All other aspects including cash and loan covenants are fine and there are no concerns this stage.
- 9.3 Management Committee **APPROVED** the Quarterly Accounts to 30 June 2021.

FMD left 19:05pm

10. ANNUAL GOVERNANCE REPORT

- 10.1 AGr presented the report reminding committee that this report is always due for consideration before the AGM and that most of the report is for noting, although there are some items for approval

- 10.2 AGr highlighted that Rule 62, regarding the keeping of minutes has been adhered to although we have been unable to have approved minutes signed off by the chairs due to covid restrictions however this will be rectified using DocuSign and that AASC minutes will be prioritised for GL's impending departure. The Association is compliant with all other rules and happy to share various registers for members if they wish to audit them.
- 10.3 AGr informed the committee that two nominations for committee membership were confirmed for the AGM with hope for a third. It was noted that we currently have 11 members, not the 12 stated in the report as TM had resigned with effect from 16.8.21, and so there will be 8 vacancies available at the AGM, as MR, DM and FM will be stepping down but can stand for re-election on the night. AGr advised that following the AGM it is expected that there will still be 2 vacancies and LHA will be actively recruiting a member with a finance background.
- 10.4 AGr moved onto the updates from the SFHA Model Governance Guidance and highlighted the updates that required committee approval.
- 10.4.1 The model descriptors are contained within LHA Standing Orders however it would be useful to have a summary extract to provide to potential members – Committee **APPROVED** the creation of a summary extract to provide to potential members.
- 10.4.2 Committee **APPROVED** changes to the Code of Conduct. AL reminded members that signing of the Code of Conducts is mandatory for serving on the Committee.
- 10.4.3 AGr advised that the Entitlement, Payments and Benefits policy has been delayed due to the Policy Working Group being postponed and the aim is to bring the policy to the October meeting. MC **APPROVED** the changes to Entitlements, Payments and Benefits in principle while the policy is considered by the PWG.
- 10.4.4 AGr asked the members due to step down at the AGM if they would be standing for re-election; DM and FM, both present, confirmed they would. AL advised that MR had indicated to him she too would be standing for re-election.
- 10.5 GL noted that the Committee had heard about the Associations compliance for rules 62-62 however rule 68 requires assurance from the Secretary. GL asked IM if, as Company Secretary, she was satisfied with the procedures in place. IM confirmed that she was satisfied that LHA were compliant with the rules.

11. CEO Report

11.1


This item contains personal information and would be a breach of Data Protection legislation if revealed.

11.2 Committee were advised that a theatre company has approached the three local RSLs for a contribution to put on a Christmas panto for local schools. Govan HA and Elderpark HA have both agreed to contribute £2.5k for the production and the committee are being asked if they wish to contribute the same.

AL noted that this was a very high contribution to make. IM agreed with this and advised it will use up a significant amount of the Community Engagement Officers budget and that the Resident Panel is keen for the Association to start hosting/contributing to in person community events as soon as possible.

AW advised that if St Constantine's and Pirie Park are included it would work out £3 per child to attend plus the company is also looking to give tickets to other community members.

11.3 AL noted that while he usually liked to go through donations quickly, given the hefty amount being asked for he would like to invite comments from the committee.

11.4 GL thought that given the circumstances of the past year a face-to-face event for kids would be a good thing. CN agreed with GL's comments

11.5 AL asked if there would be an expectation that this would be an ongoing contribution. IM advised that, while this is the second year we have been asked to contribute, it will be clear that next year the Association will be looking to fund/host more local events that are directed at LHA tenants. AL expressed an opinion that it was good to contribute to the event this year but that it should not be a precedent or agreement to future commitments.

Heike asked whether any of the local businesses were asked to contribute also, or if it was just the RSLs. IM was unsure and agreed to double check with the company when completing the donation.

11.6 Management Committee **APPROVED** a donation of £2,500.00 to the Halo Arts Theatre Company

11.7 IM then moved on to inform the committee of an issue she had uncovered while completing other work for the Staffing Sub-Committee. The issue relates to staff pensions and a human error when completing a form which has resulted in LHA paying an additional 0.45% in contribution costs since July 2019. IM advised the committee that the issue will be difficult to fix, and a full report will be put to the SSC meeting on 14 September if all information is available on time.

11.8 IM asked the Committee for delegated authority to resolve the identified issue as soon as possible. Committee **APPROVED** delegated authority to IM to liaise with SHAPS and take steps to resolve issue.

12. DEVELOPMENT REPORT

12.1 GS presented the report to the committee advising that while it is all for noting there were updates for the committee's attention

12.2 [REDACTED] *This item is confidential as it is commercially sensitive, and publication would harm commercial interests.*

12.3 3.1 – NRS programme meeting – DR, GS and the Development Officer attended the meeting and while the benchmark has increased, it is the view of GWSF members, it does not go far enough to take account of ever-increasing tender prices. GS advised that this is something that will be monitored, particularly in relation to any future, grant funded projects.

- 12.4 GS passed to CD to present Clerk of Works report. CD invited questions on the report. GL asked about DPS and how this is managing to avoid the widely publicised impact of the supply chain. CD advised that CCG were very good at moving supplies between sites to keep builds on track. There was one issue relating to concrete lintels but this was a result of the factory being closed as opposed to anything caused by Brexit and driver shortages. CD made the committee aware that while supplies had not had an impact on the site yet, it does not mean it couldn't happen in the future.
- 12.5 GL asked about the security breaches on the DPS site. CD advised that it was teenagers coming in and playing on the site and not related to attempted thefts. Initially it was a mobile guard on duty however due to the frequency of the breaches a guard has been put onsite from close to midnight.
- 12.6 DM asked what 'Spantherm' was. CD explained that it is the layer of concrete base that is placed on top of the foundation.
- 12.7 CN wished to raise an issue about the emergency repairs phone number. AL advised this will be discussed under AOCB as not related to this report.
- 12.8 GS returned to GLs question about the impact of supply chains and advised that while there had not been an impact on DPS we were experiencing issues caused by supply chain disruption on other contracts.
- 12.9 Committee **NOTED** the report.

13. ASSET MANAGEMENT REPORT

- 13.1 GS presented the first section of the report advising that Phase 3 cost plan had been completed and in line with the Procurement Policy, this phase of works should be procured assuming the Restricted Procedure and advertised on PCS. As outlined in the report, GS recommended a 60/40 Quality/Price element. Committee **APPROVED** the procurement route and Q/P ratio.
- 13.2 GS advised that 2.4 – 3.1 were for noting. SM asked about 2.7 and where were the two properties that required urgent repair. CD advised that one was at Burghead Place and both repairs were due to damage caused by water ingress from torch on felt, the repairs were not a result of falling stone. GS noted that it would have been more prudent to list these matters as urgent repairs opposed to emergency.
- 13.3 GL asked about the phase 5 satisfaction survey and that the response was very mixed with a high level of dissatisfaction on quality standards. GS commented she too was disappointed with the results; however, advised that the survey had been issued quite some time after the contract had been completed (delays due to Covid and need to address more business critical matters) and also that she felt it may also be due to the type of some of the housing e.g. whilst new kitchens are an improvement, including in the Victorian stock, the fact remains that many of the kitchens are galley kitchens and not spacious, which there is little the Association can do about unless full blown CTIs are carried out to the properties. GS added that AMT are following up on the responses and addressing issues that are within our control.

13.4 DR presented item 3.2 advising that there have been some performance issues with the landscape maintenance contractor which we are working with the contractor to resolve as soon as possible, including discussions and walkabouts outwith the usual performance monitoring meetings.

13.5 3.3 - DR advised that we are continuing to experience a delay getting the painting contract onsite due to not having anywhere for the Contractor to locate their welfare/storage containers. Permission had been sought to use Davislea site; however, this is dragging on and are currently looking at potentially using the office yard once all windows are cleared out re Phase 2. DR added that if this proved to be a viable option, this would enable the contractor to work towards a site start in October.

13.4 3.4 – DR noted that the Gas Servicing and Repairs contract is coming to the end of year 4 and that he has discussed a potential uplift for year 5 with the contractor. DR advised that the Contractor has proposed [REDACTED] *This item is confidential as it is commercially sensitive, and publication would harm commercial interests.*

DR added he had discussed this with the Quantity Surveyor who had assisted with the initial procurement documents and who was of the opinion this was a fair and reasonable request. Committee **APPROVED** the uplift and further 1 year extension for the Gas Servicing and Repairs contract.

13.5 3.4 – Gas Repairs Audit. DR proposed carrying out a new procurement exercise via quick quotes. Committee **APPROVED** the use of Quick Quotes for Gas Repairs Audit Tender.

13.6 3.6 – Adaptations. DR advised that £50k had been allocated for adaptations and we currently have eight referrals which would cost over the £50k allocation. DR advised that NRS have been approached and approved further funding which will take the allocation to £57k. This will cover all the work that has been instructed and the current referrals. If other referrals are received, further discussions/requests will be submitted to NRS for further, additional funding.

13.7 12 – Procurement exercise – DR provided the following updates on several procurement tenders

- The drainage contract has been advertised on PCS as a Quick Quote
- The gutter cleaning contract has been advertised on PCS with 23 notes of interest received so far. The deadline for the contract is 06 October 2021.
- Laundry Equipment contract - JLA, the company to be awarded the contract as a direct award via the PFH framework is currently scoping the works in order to identify the final cost, which will be presented to committee at the next meeting.
- Financial Services tender scores are attached at appendix 1 and we are seeking to appoint FMD, who came out on top in scoring.

13.8 GL noted his surprise to find an update on the procurement of finance in the Asset Report and thought it would have been better suited in the CEO report or a separate report. IM advised that a lot of the work had been done by GS and DR due to IM being tied up elsewhere and full plans for monitoring, training, and reporting of procurement are being drafted for AASC consideration.

13.9 Committee **APPROVED** appointment of FMD Financial Services as financial consultant to LHA.

- 13.20 DR continued with updates seeking approval for the following
- Legionella testing contract to be completed via Quick Quotes – Committee **APPROVED.**
 - Attic Fans – due to costs of contract it is being recommended that this is procured via PCS as a Restricted Procedure assuming a 40/60 quality/price score – Committee **APPROVED.**

14. CUSTOMER SERVICES TEAM – DRUMOYNE PRIMARY LOCAL LETTING PLAN

- 14.1 AW presented the report advising the committee for the lettings of Drumoyne Primary (DP) the team have looked at the current waiting list along with the transfer demand and it is clear there is a high demand in both areas for a property at DP.
- 14.2 The committee's attention was directed to the options provided on page 6 which included, allocating properties in line with current plan which would mean 10 properties applied to the transfer list, 20 to the waiting list, 17 to section 5 referrals and 2 to other categories. However, it was the view of the team that if this plan was used for DP letting it would create high dissatisfaction amongst our current tenants.
- 14.3 An alternative option is 100% of the properties for DP are allocated to current tenants, with the resultant voids being equally allocated to section 5 referrals and the waiting list. This option would achieve high satisfaction with our current tenants but would cause complaints from the general waiting list and be an unpopular decision with key stakeholders.
- 14.4 AW advised that CST are looking for the committee to agree a specific letting plan for DP (option 3) where by 80% (39) of properties are applied to the transfer list, 10% to the general waiting list and 10% to section 5 referrals. This option would achieve a high satisfaction for LHA tenants and should prioritise wheelchair access properties to the GCC homeless team.
- 14.5 AL opened to questions from the committee. DM felt that option 3 had been well thought out and appeared to almost satisfy all parties involved, making this the more workable option.
- 14.6 CN expressed that while option 3 is ok her preference is for option 2 as the Association's focus should be current tenants.
- 14.7 SB was uncertain about giving preferential wheelchair properties to homeless as their conditions may be primarily linked to drug use and there would be others within our community who could benefit from these properties. AW advised that an audit had been carried out on both the transfer and general waiting list for wheelchair and that frank discussions had taken place with the homeless team on the referrals we would receive for these properties. It is worth noting that the homeless team also deal with elderly people in hospital who cannot go home due to the property no longer being suitable.
- 14.8 AL noted the frank and open conversations taking place with stakeholders and asked if it was safe to say that the team are working with an eye to estate management and lifestyle balance to ensure a balanced community. He asked on what basis LHA were able to refuse any referrals from Section 5. AW advised

that while it is possible, there are very few reasons we can or do refuse a section 5 referral.

14.9 GL advised that while he understood the point made by CN it is unlikely we would get away with such an approach and option 3 would be the good outcome for all involved. GL asked if wheelchair properties are let early enough would it allow for stage 2 adaptations to be built in. GS advised that this is an option at early stages; however there will come a point in the build when it will be too late to make any structural changes. GS confirmed that Stage 2 works were already part of the specification to reflect they were wheelchair user compatible.

14.10 FM expressed his support for option 3.

14.11 SM referred the members back to their equalities training and that it is not appropriate to make assumptions about the lifestyles of those classed as homeless.

14.12 AL opened the recommendations to voting

- Option 1 – current letting plan received no votes
- Option 2 – 100% of property to transfer list received 1 vote
- Option 3 – 80%/20% split received 5 votes

14.13 Committee **APPROVED** option 3 DP letting plan by majority vote.

14.14 AW advised that for DP letting we require to seek a change to our current underoccupancy policy. LHA allows underoccupancy in 2/3 bed lets however if these tenants were to put in a transfer request, they would immediately receive underoccupancy points. AW advised that the Association is seeking to amend the policy to say that if currently in a 3-bed property and under occupying by one room, points would only be applied if circumstances have changed since tenancy began. Committee **APPROVED** the change to the underoccupancy policy.

15. **AOCB**

15.1 CN raised the issue about the out of hours emergency number which is an 0845 number and costs a fortune to call and depending on your mobile contract may not even let you contact at all.

15.1.2 CD advised that we are aware of the issue and are working with Timetra to resolve this. Timetra are currently looking to switch to a freephone number; however, this will come at a cost. CD confirmed that when raising this with Timetra they had confirmed they have used this number throughout the entirety of their business without issue and as such, LHA will be providing a small contribution to this cost for supplying the new number. CD added that the change will take a few weeks to put in place and tenants will be notified of the change by letter and flyer when it takes place. CD to report back to MC when concluded.

15.1.3 IM advised that any tenants who have been impacted by calling the 0845 number can provide AMT with evidence of the cost of calling the contractor and seek a refund. AL asked if this could be added to the upcoming newsletter. CD advised that the contractor has stated they will pay a portion of the bill but not all of it, therefore need to be careful of how this is worded. GL asked if LHA could pay the rest, Committee **AGREED**.

15.2 Two new applications for membership of LHA were **APPROVED**. *This item contains personal information and would be a breach of Data Protection legislation if revealed.*

15.3 AL advised members that Committee Appraisal Feedback will take place on 19th October, and he will require 10 minutes on the agenda for this.

15.4 AL also noted that it was YR's last committee meeting for LHA and thanked her for her time and support while she has worked here.

DATES OF NEXT MEETINGS:

- **Management Committee meeting** – Tuesday 19 October 2021 at 6pm
- **Audit & Assurance Sub-committee** – Tuesday 30 November 2021 at 6pm
- **Staffing Sub-committee** – Tuesday 14 December 2021 at 6pm
- **Policy Working Group** – TBC

Meeting closed 08.15pm.

Alec Leishman
CHAIRPERSON