

**LINTHOUSE HOUSING ASSOCIATION LIMITED
MANAGEMENT COMMITTEE MEETING**
Unapproved Minute of a meeting held at 1 Cressy Street, Glasgow
and via Zoom on
Tuesday 24 May 2022 at 6.00pm.

PRESENT

Alec Leishman, AL (Chair)
David McGeoch, DM
Sheila McGeoch, SM
Frank Murphy, FM
Mary Ray, MR
Alison Guthrie, AG
Susan Brown, SB

IN ATTENDANCE

Irene C. McFarlane, IM (Chief Executive Officer)
Bryan McMahon, BM (Director of Property Services)
Derek Rainey, DR (Asset Manager)
Andrea Walker, AW (Director of Housing and
Community Empowerment)
Alison Greig, AGr (Corporate Services Manager)
Fettes McDonald, FMD, (FMD Financial Services)
Daveed Barcelo, DB, (HOOS Development
Consultant)
Michelle Fegan, MF (Corporate Services Officer),
minute taker

<p>1. APOLOGIES</p> <p>1.1 AL welcomed everyone to the meeting and thanked DM for standing in as Chair during his Leave of Absence.</p> <p>1.2 AL also announced the sad passing of former committee member Kathy Rosenthal.</p> <p>1.3 Apologies were received from CN, HB, GG and MAS who was experiencing technical issues trying to join via Zoom.</p>
<p>2. DECLARATIONS OF INTEREST</p> <p>2.1 AL raised a declaration of interest as he had recently been appointed as a Councillor for Renfrewshire Council.</p> <p>2.2 No other declarations of interest were raised.</p>
<p>3. DECLARATIONS OF ETHICAL BEHAVIOUR & NOTIFIABLE EVENTS</p> <p>3.1 All those present at the meeting confirmed that there were no breaches of ethical behaviour that they were aware of.</p> <p>3.2 IM confirmed that there was one notifiable event which will be covered as part of the Item 11. CEO Report.</p>
<p>4. MINUTES of MEETING HELD ON 29 March 2022</p> <p>4.1 MR proposed as accurate, Seconded by SB.</p> <p>4.2 Committee APPROVED Minute of 29 March 2022</p>

5.	MINUTES OF SINGLE-ISSUE MEETING ON 03 MAY 2022
5.1	<p>MR raised a point about her query at the end of the meeting and notifying potential buyers about upcoming work. MR asked for it to be noted that her point was more about LHA seeking legal advice on the steps to be taken to issue letter to buyers about upcoming works to ensure they are aware of the work and if possible potential cost.</p> <p>IM advised that LHA is not contractually obliged to carry out repairs on owner occupier properties, but it could be possible that a programme of works is added to the website.</p> <p>After some further discussion it was AGREED that LHA would seek legal advice on what information should be provided to potential buyers on planned works at time of sale.</p>
5.2	MR proposed the minute as accurate, and SB seconded
5.3	Committee APPROVED minute of 03 May 2022
FMD joined meeting at 18:23	
6.	STAFFING SUBCOMMITTEE MINUTES FOR MEETING HELD 19 APRIL 2022
6.1	AL invited MR to highlight any areas of interest to the Committee. MR advised \ there was nothing to highlight as minute is an accurate description of what was discussed.
6.2	The Committee NOTED the SSC minute for 19 April 2022
7.	MATTERS ARISING AND ACTION POINT REGISTER
7.1	Committee commented on the new look APR and the inclusion of the revised due by date. No questions were raised.
7.2	The Committee NOTED the Action Point Register
8.	QUARTERLY MANAGEMENT ACCOUNTS TO 31 MARCH 2022
8.1	FMD presented the report to Committee advising that it had been considered by AASC at their meeting of 17 May 2022 who were happy with the figures presented and no issues to highlight.
8.2	AL invited questions from the Committee. None were submitted
8.3	The Committee APPROVED the Management Accounts to 31 March 2022
9.	5 YEAR PROJECTIONS
9.1	<p>FMD presented 5 year projections to the committee advising that following the single-issue meeting on 03 May 2022 LHA will be progressing with the Gold option on phase 4-7 of the Stonework repairs and at the moment the projections are based on the assumptions of no temporary funding being in place and no new build developments being undertaken. There are no issues with loan covenants and rental income is assumed on a year on year basis.</p>

9.2 FMD confirmed that if approved tonight the projections would be submitted immediately and SHR may then look to have a chat about investment and funding.

9.3 AL invited questions from the members. None were submitted.

9.4 The committee **APPROVED** submission of the 5 year projections.

10. LOAN PORTFOLIO

10.1 FMD presented the report advising it is necessary to submit this each year and that while it is not the clearest report the main points to be aware of are covered in item 3.

10.5 The committee **APPROVED** the Loan Portfolio for submission

FMD left meeting at 18:35

11. CEO UPDATE REPORT

11.1 IM presented the report. Committee were advised that the Notifiable Event relates to the liquidation of L&D who are our medical adaptations contractor. This is an open and shut NE as the regulator is keeping a note of contractors ceasing to operate.

11.2 The report includes a proposal to submit the new development at Cromdale Square for a number of design awards and the committee are being asked whether to submit to all four and whether to share the costs with the Architect, Grant Murray.

SM asked whether it was necessary to submit to all four as the culture of award ceremonies and the cost of tables isn't exactly in line with the ethos of a charity and preference would be just to go for the Saltire award. IM advised that submission for an award does not come with an obligation to buy a whole table and we would be able to send a couple of delegates if needed.

AL asked whether the architect needed LHA to be part of the submission. IM thought they would likely need LHA permission as the client.

11.3 After some further discussion it was **AGREED in PRINCIPLE** to submit to all four but not book full tables and to seek DBs view when he joins the meeting.

11.4 Committee also **AGREED** that any submission should be in partnership with the architect

11.5 IM highlighted section 2.2 which listed a number of staffing changes since the last SSC required to provide resource to AMT and HCE. IM also informed committee that current turnover of staff appears to be a problem across the sector as people evaluate life choices and priorities. FM concurred with this noting the number of vacancies advertised on Scottish Housing News this morning alone.

11.6 IM updated the committee on a number of meetings being arranged including the official opening of Cromdale Square on 11 August, arranging meetings with NRS

and the 3 RSLs regarding regeneration of area and BM setting up visit to Govanhill to further progress tenement strategy work.

AL asked committee members to make themselves available for the Cromdale Square opening.

MR asked whether it would be possible to meet with the Head of NRS prior to the meeting as it would be better to have him view the Linthouse area and have this at the forefront of his mind at future meetings. IM agreed with this and will add it into arrangements.

11.7 AGr took over presenting the Corporate Services Team update section of the report.

AL invited questions. MR asked what EIR stood for staff confirmed this is Environmental Information Requests

11.8 The Committee **NOTED** the report.

12. ARC PRESENTATION

12.1 AGr introduced the report, providing a quick overview of the process as well as staff turnover and absences.

12.2 IM then took over and covered the Customer Satisfaction Indicators noting that many of these will be impacted by Covid restrictions although won't know to what extent until the national averages are published in October and suspect that a number of averages will drop as a result.

12.3 AW advised Committee that Housing Staff are beginning to increase presence in area with more estate walkabouts and reporting problems via the MyGlasgow app and she is increasing engagement with the new neighbour coordinator for the Southside however the main response is to suggest start up of a volunteer group for which Glasgow City Council (GCC) will support with provision of equipment.

AL noted that following Covid there may be some confusion of what is GCC responsibility and what is LHA and should look at our comms to highlight this.

12.4 BM took over presenting providing the Committee with an overview of the yearly figures and the external factors which have impacted some of the increases in completion times. BM advised committee that where the figures are as expected these will continue to be monitored to identify trends.

12.5 BM highlighted the repairs satisfaction and the fact that this is low. BM advised committee that he will be working on a plan to bring monitoring of repairs satisfaction back in house, while still meeting the regulatory requirements for external customer satisfaction survey, to increase the number of people surveyed on repairs and ensure questions are more focused on the last repair and not being confused with the overall condition of the property.

12.6 Committee discussed the ESSH and SQHS requirements and how the new standards will be difficult to meet for pre-1919 tenements when brought in.

DB joined meeting at 19:36

- 12.7 AW presented the Tenancy Management & Lettings Figures, providing an overview of many of the results and highlighting that the big issue continues to be voids, however LHA's new approach to tenancy sustainment is aiming to tackle this and we are part of a GEL funding bid to bring in support staff to help tenants maintain tenancies.
- 12.8 AW noted that the change in the team structure is helping to meet targets across all indicators, however former tenant arrears will always be difficult to recover if unable to locate the debtor and is not classed as a priority debt. MR asked if we are made aware of arrears history if tenant transfers from another LHA. AW confirmed we are provided with a tenant reference and if there are current arrears on the account the application is suspended until those are cleared, although unable to apply same process to section 5 referrals.
- 12.9 AGr then provided an overview of the factored owners figures and IM summed up the presentation covering the key areas for improvement and highlights.
- 12.10 AL invited questions from the committee. FM noted the hard work done by staff on preparing the ARC and the presentation.
- 12.11 Committee **APPROVED** the ARC for submission

13. ASSET MANAGEMENT UPDATE REPORT

13.1 DR ran through the report advising that most of the updates are for noting but wanted to highlight an issue with the Multi Storey Flats (MSF) emergency lighting.

13.2

This item is confidential as it is commercially sensitive, and publication would harm commercial interests

13.3 AL invited comments from the committee. DM asked about getting LHA banner on the scaffolding to advertise the investment we are putting into stock. BM confirmed AMT will follow up on getting this actioned.

13.4 DB provided the committee with an update on the progress of Cromdale Square, confirming that the railing replacement work had now been costed and work will begin on this. NRS has confirmed in principle that funding will be available for this additional cost. Although due to the condition of the railings it was impossible to salvage and they have instead been responsibly recycled.

13.5 DB confirmed that the project is now 97-98% complete with many of the properties just waiting on landscaping and roads to be finished before the first handovers on 31 May and these will continue up to 26 July. Building Control certificates have also been chased up and should be getting the first of these on 25 May.

13.6 DB confirmed that a recent visit to the site from NRS had went well with feedback on the quality of the development being very positive.

13.7 AL invited members questions from members. None were submitted.

13.8 Committee NOTED the report

14. AOCB

14.1 AL returned to the earlier point of submitting the new development for awards and asked DB for his opinion. DB noted that it would be worth entering them all as there is no commitment to take a table if you do.

DB left meeting at 2:04

AL suspended standing orders at 20:04

14.2 MR asked about possibility of visiting Cromdale Square prior to the official launch. BM and CD will arrange visits for committee members.

14.3 AL thanked everyone for attending the meeting and staff for preparing and presenting reports.

14.5 Committee **NOTED** the update report.

DATES OF NEXT MEETINGS:

- **Staffing Sub-committee** – Tuesday 21 June 2022 at 6pm
- **Policy Working Group** – Tuesday 30 August 2022 at 6pm
- **Management Committee meeting** – Tuesday June 2022 at 6pm
- **Audit & Assurance Sub-committee** – Tuesday 16 August 2022 at 6pm

Meeting closed at 20:08

Alec Leishman
CHAIRPERSON