

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

**PRESENT**

Paul Phin, PP (Chair)  
Mary Ray, MR  
William Pritchard, WP  
Heike Bley, HB  
Funmi Fajemiseye, FF  
Susan Brown, SB  
Graham Gillespie, GG (via Teams)  
Barbara Wark, BW (Co-optee)

**IN ATTENDANCE**

Irene McFarlane, IM (Chief Executive Officer - CEO)  
Bryan McMahon, BM (Director of Property Services)  
Andrea Walker, AW (Director of Housing and Community Empowerment)  
Fettes McDonald, FMD (FMD Financial Services)  
Colin Jones, CJ (ICT Manager) (in part and by Teams)  
Alison Greig, AG (Corporate Services Manager) (in part)  
Michelle Fegan, MF (Corporate Services Officer) - Minute

<b>1.</b>	<b>APOLOGIES</b>	
1.1	PP opened the meeting and thanked everyone for his nomination to committee chair. PP also thanked staff for the work they do and asked the committee, in preparation for the upcoming conversations, to think about what it is the Association does for the community, what they as a member would like it to do, what could be reduced and what is needed for the area as a whole.	
1.2	Apologies from David McGeoch.	
1.3	PP noted that as FMD would not be joining the meeting until later and would therefore move onto the other items of business until he arrives.	
<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	PP noted that there was one Notifiable Event which would be covered at agenda item 10.	
<b>4.</b>	<b>ITEM 4 - UNAPPROVED MINUTE OF PREVIOUS MEETINGS HELD 26 MARCH 2024</b>	

4.1	Committee <b>APPROVED</b> the minute of meeting held 26 March 2024	
<b>5. ITEM 5 - MATTERS ARISING, ACTION POINT REGISTER</b>		
5.1	<p>Committee reviewed the Action Point Register noting the following;</p> <ul style="list-style-type: none"> <li>• 10 – to be rescheduled to May 2024 as will be considered at the May or June meeting</li> <li>• 11 – to be closed as final budgets presented tonight</li> <li>• 12 – to be rescheduled to October 2024, to allow time for grant outcome and investigation for policy.</li> <li>• 13 – to be closed as considered at March meeting</li> <li>• 19 – CEO Appraisal has been organised and will discuss regular discussions at that time.</li> <li>• 20 – complete</li> <li>• 21 - complete</li> </ul>	
5.2	Committee <b>NOTED</b> the Action Point Register.	
<b>6. ITEM 9 - Q4 CUSTOMER SATISFACTION</b>		
6.1	<p>AG presented the report highlighting four areas which have shown the greatest improvement; LHA's contribution to management of the neighbourhood', 'Opportunities for participation in decision making', 'Rent being value for money', and 'Quality of home'. AG also noted improvement in the repairs satisfaction and that this will continue to be monitored.</p>	
6.2	<p>MR noted the positive stats and was pleased to see the improvement being made, although would like to know where the sample survey was focusing to ensure it is representative of the stock and not focused on one area. AG confirmed that information on sample spread could be provided for next meeting.</p>	Action
6.3	<p>PP asked if it would be possible to compare the figures with 22/24 along with detail on what action has been taken to achieve the improvements. IM advised that the biggest dissatisfaction with the tenants has always been the windows and as this project progresses satisfaction will improve. AG also confirmed that where there are expressions of dissatisfaction, staff will follow up on this if the tenant has agreed to LHA contacting them.</p>	
6.4	<p>PP then enquired if there would be an opportunity to bring the satisfaction surveys in-house with the introduction of Homemaster. AG confirmed that it could possibly be done however the use of a contractor provides the benefit of independence and skilled analysis, there may also be guidance from the Regulator on how the satisfaction surveys are to be carried out. MR noted that a third party may find it easier to build a rapport with the tenant through face to face interviews that may be lost through automation.</p>	
6.3	Committee <b>NOTED</b> the Q4 Customer Satisfaction Report.	

6.4	AG took the opportunity to advise Committee that she will be contacting them soon to arrange dates for Committee Conversations.	
<b>7.</b>	<b>ITEM 10 – HOUSING MANAGEMENT &amp; COMMUNITY EMPOWERMENT REPORT</b>	Action
7.1	AW presented the report focusing on the first item of the Council request for homeless lets, highlight the percentage being requested and the considerations that have led to the recommendation.	
7.2	The committee discussed how increasing the Section 5 referrals would impact the general waiting list and the views they had on this.	
7.3	PP expressed an interest in knowing how long tenancies had lasted and the route the tenant had come through. AW confirmed that tenancy sustainment is reported through the ARC however it focuses on the first 12 months. AW advised could look at adding category lets to KPI's	
7.4	After some further discussion committee <b>AGREED</b> to commit to 50% section 5 lets with working towards 67%.	
FMD joined 18:30		
7.5	AW moved onto the lease audits which had flagged a lease to CCG which had not been brought to Committee. AW apologised for the oversight, confirmed that there had been no issues with the lease so far and was seeking retrospective approval for it. AW confirmed a new procedure had been put in place to avoid this happening again.	
7.6	Committee retrospectively <b>APPROVED</b> for the lease of 7 Kennedar Drive 0/2, to GCC LTD for the period 20th April 2022 until 4th August 2023	
7.7	AW invited questions on the remainder of the report. MR asked about the refusals and noted that the reasons given may not be shared by the staff offering the property. It was also explained that 69 refusals does not equate to the number of properties it may be 69 refusals on one property.	
7.8	PP asked if it would be possible to have a copy of the application form to identify if the questions being asked match against reasons for refusals. AW explained that some of these will be section 5 referrals who will not have completed our application.	
7.3	Committee <b>NOTED</b> the remainder of the report.	
AG left meeting at 18:58. CJ joined at 18:59		
<b>8.</b>	<b>ITEM 11 - PROPERTY SERVICES REPORT</b>	
8.1	BM presented the report and invited questions before moving onto the decisions.	

<p>8.2 Committee <b>APPROVED</b></p> <ul style="list-style-type: none"> <li>the contract extension for 12 months for Lattos Roofing works starting on 1st May 2024.</li> <li>the appointment from Scotland XL Framework for the services of Reigart to carry out the demolition of the existing Davislea building and clear the site of all contaminated environmental materials under the terms of SXL framework agreement</li> <li>the uplift of Mast fees</li> </ul> <p>8.3 PP asked about the inclusion of amalgamation of bedsits and shops in the SDFP submission. BM confirmed that is included every year in case the opportunity ever arises for the Association to do something with these properties.</p> <p>8.4 The Committee <b>NOTED</b> the remainder of the report.</p>	
<p><b>9. ITEM 8 – CCTV Update Report</b></p> <p>9.1 CJ presented the report and gave an overview of the costs.</p> <p>9.2 CN noted that it is a difficult decision to make as the cameras act as a deterrent even if they are not working but cannot continue to justify the expense of the current set-up.</p> <p>9.3 HB asked if the cameras have ever been useful. CJ confirmed that they are made available for Police Scotland when requested but they do not cover all our stock and therefore do not benefit all residents.</p> <p>9.4 PP asked about the quality of the cameras. CJ confirmed they are 2KHD cameras with two-way audio and comparing them with what we have now is like comparing VHS to HD streaming. BM also informed committee that the cameras being proposed were domestic cameras similar to what someone would install at a private residence.</p> <p>9.5 After some further discussion Committee <b>AGREED</b> that further information on installation costs would be brought back to May 2024 meeting to allow for decision.</p> <p>CJ left meeting at 19:17</p>	Action
<p><b>10. ITEM 6 – 30 YEAR PROJECTIONS - PRESENTATION</b></p> <p>10.1 FMD provided the Committee with a presentation of two scenarios for the 30 year projections based on the outcome of the Scottish Housing Net Zero Housing Funding (SHNZHF) and the impact this would have on cash flow figures. The Committee were also provided with an overview of the projected budget with a comparison on potential borrowing against expected cash in the bank.</p> <p>10.2 CN if the funding application is successful would there still be a requirement to increase rents each year. FMD advised that there will still be a need for a rent increase as grant funding will not cover the full cost of the investment being made but the outcome of the funding application</p>	

<p>will have an impact on the level of the increase requires. IM also advised that any investment in the properties will be charged back to those receiving the benefit and not spread across all properties.</p> <p>10.3 GG asked about the timescale of the application outcome. FMD advised a decision was expected in March which was then pushed back to April, however as yet have not heard anything</p> <p>10.4 Committee <b>NOTED</b> the 30 year projections.</p>	
<p><b>11. ITEM 7 – FINAL BUDGET</b></p> <p>11.1 FMD presented the Committee with two budgets which were based on the outcome of SHNZHF either being successful or unsuccessful and invited the Committee to ask questions. No questions were submitted.</p> <p>11.2 Committee <b>APPROVED</b> the final budget noting it will be based on the outcome of SHNZHF which will be updated at a future meeting.</p>	
<p><b>AOCB</b></p> <ol style="list-style-type: none"> <li>1. MF raised the issue of membership of the Audit and Assurance Subcommittee. MF advised that as PP was now Chair he could no longer serve on AASC and with the retirement of AL the quorum for the meetings was going to be hard to reach. FF agreed that she would join AASC, with DM also being appointed to AASC if available for the meetings and that BW would join SSC.</li>   <li>2. FF thanked the Committee for their donation to the Glasgow Safety Awareness group and passed round their recent newsletter. FF advised of the upcoming open day and hoped members would be able to attend.</li> </ol>	
<p><b>Dates of next meetings:</b></p> <ul style="list-style-type: none"> <li>• <b>Audit &amp; Assurance Sub-committee</b> – Wednesday 22 May 2024 at 6pm</li> <li>• <b>Management Committee meeting</b> – Tuesday 28 May 2024 at 6pm</li> <li>• <b>Staffing Sub-committee</b> – Tuesday 18 June 2024 at 6pm</li> <li>• <b>Policy Working Group</b> – Tuesday 11 June 2024 at 6pm</li> </ul>	

**Meeting closed at 19:48pm.  
Chair – Paul Phin**