

**LINTHOUSE HOUSING ASSOCIATION LIMITED**  
**MANAGEMENT COMMITTEE MEETING**  
**Approved Minute** of a meeting held at  
1 Cressy Street, Glasgow and Via Teams  
On **Tuesday 28 May 2024** at **6.00pm**

**PRESENT**

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

**IN ATTENDANCE**

Irene McFarlane, IM (Chief Executive Officer - CEO)  
Bryan McMahon, BM (Director of Property Services); (via Teams)  
Alison Greig, AG (Corporate Services Manager)  
Michelle Fegan, MF (Corporate Services Officer) – Minute  
Fettes McDonald, FMD (FMD Financial Services)  
Daveed Barcelo, DB (Hoos Development)  
Emma Shaw, ES (Corporate Services Admin)

<b>1.</b>	<b>APOLOGIES</b>	
1.1	PP opened the meeting and thanked everyone for attending.	
1.2	Apologies from David McGeoch; Graham Gillespie and Collette Ness.	
<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 advised Committee that the Notifiable Event relating to the lease of a property to CCG was still open but likely to be closed soon.	
<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 30 April 2024	
<b>5.</b>	<b>ITEM 5 - MATTERS ARISING, ACTION POINT REGISTER</b>	
5.1	Committee reviewed the Action Point Register noting the following; <ul style="list-style-type: none"> <li>• 10 – Due to level of business for discussion at this meeting it was instead going to be reviewed at the Policy Working Group on 11 June and then brought to Committee for approval.</li> <li>• 14 – Complete as now included in reports.</li> <li>• 19 – was discussed at CEO appraisal and now only need to arrange dates in diary.</li> </ul>	

<ul style="list-style-type: none"> <li>• 28 – Complete. AG confirmed she had analysed the spread and it was a very good representation of the stock.</li> </ul> <p>5.2 Committee <b>NOTED</b> the Action Point Register.</p>	
<p><b>6. ITEM 6 - QUARTERLY MANAGEMENT ACCOUNTS TO 31 MARCH 2024</b></p> <p>6.1 FMD presented the quarter four accounts providing the Committee with an update on the information that had been presented to the Audit and Assurance Subcommittee (AASC). Noting that the largest variance was a result of the lower planned maintenance costs which had been carried forward into the 24/25 budget and that the a discussion had taken place with the auditors who confirmed that the repairs to the acquisitions can be capitalised into the balance sheet instead of going into the day-today cost.</p> <p>6.2 FMD also confirmed that cash wise the Association was on target, the covenants were fine and while there will be some changes to the final accounts there is nothing that will cause major concern.</p> <p>6.3 MR asked about note 3.2 on balance sheet and if this is the cost of the acquisitions as opposed to the number. FMD confirmed it was cost which was lower than had been budgeted.</p> <p>6.4 MF advised Committee that it was the AASC recommendation to approve the accounts.</p> <p>6.5 Committee <b>APPROVED</b> the Quarterly Management Accounts to 31 March 2024.</p>	
<p><b>7. ITEM 7 – 5 YEAR PROJECTIONS</b></p> <p>7.1 FMD provided the Committee with an overview of the 5 year projection submission for the Scottish Housing Regulator (SHR). FMD confirmed the submission was based on scenario 2 budget as the grant for phase 4 was still to be finalised and there is no new build inclusion due to the information not being available at the moment.</p> <p>7.2 FMD also confirmed that the submission assumed 28 grant funded acquisitions in year 1 and most component replacements taking place in the first 2 years. FMD drew Committee attention to the assumption of an average surplus over the 5 years and that the cash figures and loan covenant compliance will be fine.</p> <p>7.3 No questions were submitted. Committee <b>APPROVED</b> submission of the 5 Year Projections.</p>	
<p><b>8. ITEM 8 - Loan Return</b></p> <p>8.1 FMD presented the Loan Return which would also be submitted to SHR, noting that the main points were summarised in the report.</p>	

<p>8.2 PP asked what IGF Lead and ISDA stood for. FMD confirmed that IGF was Inter Group Finance and ISDA was Fixed Rate Borrowing neither of which LHA has.</p> <p>8.3 IM raised point relating to Item 7 and asked if the projections would have to be resubmitted if the grant is not successful. FMD advised that it will not have to be resubmitted as it is a once a year submission based on what is known at that time.</p> <p>8.4 The Committee <b>APPROVED</b> the Loan Return</p>	
<p><b>9. ITEM 9 – BUSINESS PLAN</b></p> <p>9.1 IM presented the report to the Committee noting the group effort of staff to pull the information together and invited questions from the Committee.</p> <p>9.2 MR raised the following points</p> <ol style="list-style-type: none"> <li>1. The two charts on page 16 and 38 should be consistent as while they seem the same they are not actually reporting the same information. IM explained that comparison can only be with the previous year rent due to when SHR report the national figures. After some discussion it was agreed that the chart on page 38 should be removed.</li> <li>2. Page 39 – the different units of measurement are confusing. It would be better to use the same units or if it is per year to state that it is per year over the 30 year plan.</li> <li>3. Page 41 – The chart is difficult to read and would be better for the colours to be changed.</li> <li>4. Page 55 – the information highlights positive trends but the colour choice puts it in red which is usually associated with a negative trend. Change the colour.</li> </ol> <p>9.3 MR also suggested checking the tense used in the narrative, particularly page 36, as a lot of it is using future tense when we are in fact doing the work so would be better to say we are continuing to rather than we will. It is better to highlight what we are doing rather than making it sound like an ambition.</p> <p>9.4 MR asked if LHA had a tenant engagement plan. IM confirmed that the Engagement Plan was in draft and that AW was working on finalising it along with the help of the Tenants Information Service (TIS) and the Resident’s Panel. It is likely the plan will be reviewed annually similar to the Business Plan to ensure we are getting delivery right.</p> <p>9.5 MR also noted that the section on page 36 relating to staff appraisals should be about continuing to monitor the process rather than it being something new. PP agreed with this noting that the approach taken should be to build on the good work being done.</p> <p>9.6 HB asked for clarification on the second last paragraph of 32 and how a 1 bed flat can have under occupancy. EM explained that it is not a 1 bed flat, it is a 1 bedroom under occupancy which is a tenant under occupying by 1 bedroom i.e. the property has 2 bedrooms but only one is used and</p>	Action

<p>therefore subject to the underoccupancy tax. It might be possible to look at the wording in this paragraph.</p> <p>9.7 MR asked if Universal Credit was fully rolled out and whether the technical arrears were correct. EM advised it is not fully rolled out and they are in the managed migration phase of the roll out. EM also confirmed that the technical arrears were correct and they were likely to be more accurate than previous years due to how Homemaster is calculating.</p> <p>9.8 MR then asked about the SWOT analysis on page 30 and whether recruitment was still a challenge. IM confirmed it was and that it was sector wide. IM also advised that SFHA and GWSF were attempting to put measures in place to try to resolve the issue and it is likely that LHA will look at modern apprentice opportunities that can be offered.</p> <p>9.9 PP asked about objective 4 and advised he didn't quite understand what it meant. IM advised that it was brought out from the historical reputation of the Association and our continued aim to improve our culture and how LHA is perceived.</p> <p>9.10 PP highlighted that the core underpinning objective of it all should be moved to the top of the objectives as the 7 other objectives are borne out of this and therefore it should be front and centre.</p> <p>9.11 Subject to the changes suggested the Committee <b>APPROVED</b> the Business Plan.</p> <p>FMD left meeting at 18:53</p>	
<p><b>10. ITEM 10 – 2023/24 Annual Return to Charter (ARC) - PRESENTATION</b></p> <p>10.1 AG began the presentation of the ARC, explaining what the ARC was and how the presentation will take place. AG also confirmed that the presentation could be shared with the Committee if they wished to review it following the meeting.</p> <p>10.2 AG presented the figures that were completed by the Corporate Services Team and explained to the Committee how the Staff Absenteeism and Turnover are calculated. AG also explained that while overall turnover was low LHA had a number of staff reduce their hours in the year which has an impact on turnover.</p> <p>10.3 BM then presented the Property Services Team figures for repairs, noting the increase in emergency repairs and confirmed that the team will monitor the trend on this closely. MR asked whether the emergency repairs were internal or external to the property. BM advised that it is a mix and not one element can be pinpointed and it may be more likely down to how the team categorises repairs i.e. no hot water is actually a 24 hour repair but LHA classes it as an emergency.</p> <p>10.4 PP asked whether the stats on the types of repair would be available for further analysis and BM confirmed that they were.</p>	

<p>10.5</p> <p>10.6</p> <p>DB joined meeting at 19:18</p> <p>10.7</p> <p>10.8</p> <p>10.9</p>	<p>MR asked whether weekends were counted in the average day figures. BM confirmed that as per the regulator guidance weekends and national public holidays are excluded. PP noted that the stat was a tremendous achievement and that the team should be proud of the work done by them. PP asked if the stats could be included in the Newsletter. AG advised that the ARC return forms the basis of our Landlord Report which is published on the website and summarised in the Winter Newsletter.</p> <p>BM confirmed that he will be carrying out a further analysis on the Right First Time stat before the final submission due to Capita and Homemaster calculating them in different ways. This led to some discussion on the Right First Time Repair and the confusion in understanding it.</p> <p>EM then took over presenting the Housing Team figures highlighting that the main reason for refusals of lets appears to be the size of the property, and advised that the Team will be meeting the Glasgow City Council Homeless Team to discuss this issue.</p> <p>PP asked about the property abandonment figure and how an abandonment is identified. EM confirmed that abandonments are mostly identified through the build up of rent arrears. MR then queried how sustainment can be 100% when properties are being abandoned. EM explained how the category of sustainment is only focused on a certain period and these abandonments will fall outwith the criteria for calculating sustainment.</p> <p>Committee <b>APPROVED</b> the ARC for submission to the Regulator.</p>	
<p>11.1</p> <p>11.2</p>	<p><b>11. ITEM 11 – DP/FOI INTERNAL AUDIT FOLLOW UP REPORT</b></p> <p>AG provided the Committee with an update on the report, confirming that all recommendations had been implemented and that AASC had reviewed the report at the meeting of 22 May 2024.</p> <p>Committee <b>NOTED</b> the DP/FOI Follow Up Report.</p>	
<p>12.1</p> <p>12.2</p>	<p><b>12. ITEM 12 – WRITE OFF REPORT</b></p> <p>EM presented the report and invited questions from the Committee. None were submitted.</p> <p>Committee <b>APPROVED</b> the write off for former tenant arrears and bad debt balances as listed in the report.</p>	
<p>13.1</p>	<p><b>13. ITEM 13 – PROPERTY SERVICES UPDATE REPORT</b></p> <p>BM presented the report noting that the decision required was the approval for direct appointment of the structural engineer, Clyde Design.</p>	

<p>BM explained he was keen for it to be done this way rather than through procurement as he is not looking to enter a full time contract. Instead it will be on a 'as and when required' basis.</p> <p>13.2 Committee <b>APPROVED</b> appointment of Clyde Design and <b>NOTED</b> the remainder of the report.</p>	
<p><b>14. ITEM 14 – DAVISLEA UPDATE</b></p> <p>14.1 DB presented an update on the project to the Committee highlighting what was included in the feasibility study that had just been completed. DB confirmed that he is waiting on the hard copy of the feasibility study from the printer and will circulate this once available.</p> <p>14.2 SB asked whether 2-Apts were necessary in the development if we are struggling to let what we already have. IM thinks the current problem is specific to the tenements and this is will be resolved with the new development. DB noted that wheelchair accessible properties will be 3-Apt based on the assumption of a carer requiring space however the mix of the properties can be tweaked if needed.</p> <p>14.3 MR asked whether the next step will be to go to NRS. DB confirmed the study will be shared with them however the agreement is still to be finalised.</p> <p>14.4 MR asked about the other part of the land that was due to become available. DB confirmed he is chasing up a decision on this and that it is currently going through their disposal process.</p> <p>14.5 Committee <b>NOTED</b> the Davislea update.</p> <p>BM left meeting due to technical issue at 19:52.</p>	
<p><b>AOCB</b></p> <p>1. PP reminded members to share their contact details with him and advised the Committee of his intention to create a presentation video for the AGM and asked for them to contribute towards this.</p>	
<p><b>Dates of next meetings:</b></p> <ul style="list-style-type: none"> <li>• <b>Audit &amp; Assurance Sub-committee</b> – Wednesday 13 August 2024 at 6pm</li> <li>• <b>Management Committee meeting</b> – Tuesday 25 June 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 20:00pm.**  
**Chair – Paul Phin**