

**LINTHOUSE HOUSING ASSOCIATION LIMITED  
MANAGEMENT COMMITTEE MEETING  
Approved Minute** of a meeting held at  
1 Cressy Street, Glasgow and via Zoom on  
**Tuesday 14 February 2023 at 6.00pm**

**PRESENT**

David McGeoch, DM  
Sheila McGeoch, SM  
Collette Ness, CN  
Mary Ray, MR  
Susan Brown, SB  
Frank Murphy, FM  
Heike Bley, HB  
Graham Gillespie, GG (via Zoom)

**CO-OPTTEES**

Paul Phin, PP  
William Pritchard, WP  
Catherine Rush, CR  
Fummi Fajemiseye, FF (via Zoom)

**IN ATTENDANCE**

Irene C. McFarlane, IM (Chief Executive Officer - CEO) (via Zoom) joined meeting at 18:05  
Bryan McMahon, BM (Director of Property Services – DPS)  
Andrea Walker, AW (Director of Housing and Community Empowerment - HCET)  
Alison Greig, AG (Corporate Services Manager (CSM))  
Michelle Fegan, MF (Corporate Services Officer & Minute Taker)

<p><b>1. APOLOGIES</b></p> <p>1.1 Apologies received from Alec Leishman, Marc-Andre Schmitz and Carrie McCafferty.</p> <p>1.2 DM advised the members in attendance that he would be standing in as Chair in ALs absence.</p>
<p><b>2. DECLARATIONS OF INTEREST</b></p> <p>2.1 FF declared an interest in the donation request listed under AOCB and confirmed she would leave the meeting for the discussion and vote.</p>
<p><b>3. DECLARATIONS OF ETHICAL BEHAVIOUR &amp; NOTIFIABLE EVENTS</b></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 were no notifiable events since the previous meeting.</p>
<p><b>4. MINUTE OF PREVIOUS MEETING ON 06 DECEMBER 2022</b></p> <p>4.1 No changes to the minute were requested. CN proposed the minute as accurate and this was seconded by SB.</p> <p>4.2 Committee <b>APPROVED</b> the Minute of 06 December 2022.</p>
<p><b>5. UNAPPROVED MINUTE OF AASC MEETING HELD 22 NOVEMBER 2022</b></p>

5.1	DM moved onto the unapproved minute of the Audit and Assurance Subcommittee and invited GG to add anything to the minute. GG confirmed there was nothing to add and no questions were submitted from the other members.
5.2	Management Committee <b>NOTED</b> the Unapproved Minute of AASC meeting held 22 November 2022.
<b>6. UNAPPROVED MINUTE OF SSC MEETING HELD 29 NOVEMBER 2022</b>	
6.1	DM invited MR to provide any additional comments on the minutes. MR confirmed that there was nothing to add which had not already been raised and discussed at last Management Committee meeting. No questions were submitted by the other members in attendance.
6.2	Management Committee <b>NOTED</b> the Unapproved Minute of SSC meeting held 29 November 2022.
<b>7. MATTERS ARISING, ACTION POINT REGISTER</b>	
<b>7.1 ACTION POINT REGISTER</b>	
7.1.1	IM advised the committee that item 8.1.9 had been carried forward to the next Policy Working Group.
7.1.2	No other comments or matters were raised.
7.1.3	Committee <b>NOTED</b> the Action Point Register.
<b>8. RENT CONSULTATION 23/24 - OUTCOME &amp; DECISION</b>	
8.1	AW presented the report on the recent rent consultation advising the committee that the average rents on page three are based on estimated increase and that this information will be updated once actuals are known. AW advised that the response to the consultation had been particularly low this year and going forward the Association will have to think about the best way to engage with tenants, although the responses that were received did not provide any surprises.
8.2	DM invited comments from the committee. SM provided feedback on the structure of the consultation document and it was agreed that she would sit down with AW to discuss how future consultations could be more accessible and suited to the understanding of the tenants.
8.3	CN noted that the table on average rents was confusing and did not reflect what she paid as a tenant therefore it may be better to break this down by building type rather than just apartment. IM explained that this was the average rents across the entire Linthouse stock and that tenement rents are lower than the national average which skews the table. IM advised that with the level of investment taking place in the tenements will not be covered by the rent returns and that she is currently carrying out an exercise with AW to look at rent levels, CTI investment and efficiency investment and bring a report to a future committee meeting on options available in this area.
8.4	No further comments or questions were submitted.

8.5	Management Committee <b>AGREED</b> to a 5% rent increase for the financial year 2023/24.
9.	<p data-bbox="295 235 518 280"><b>Debt Write-offs</b></p> <p data-bbox="199 302 1418 459">9.1 AW presented the report advising that in addition to the request for Debt Write Offs the committee were also being asked to consider options to change the Allocations Policy based on the number of acquisitions LHA are currently undertaking.</p> <p data-bbox="199 481 1418 672">9.2 AW confirmed that while the Association continues to pursue former tenant debts the request for write-offs tonight represents the debts that have been pursued as far as they possibly can, and we now have no option but to write them off. For the current tenant debts these are a result of bankruptcies and sequestration and there is little chance in recovering the sums owed.</p> <p data-bbox="199 694 1418 772">9.3 AW confirmed that she is currently drafting a Write Off Policy which will be brought to a future Policy Working Group.</p> <p data-bbox="199 795 1418 952">9.4 AW then moved onto the Allocations Policy and current acquisitions advising that some owners may be choosing to sell and remain as a tenant on the condition that they are able to move to a property that is more suited to their needs. To do this would require an amendment to the current Allocations Policy.</p> <p data-bbox="199 974 1418 1232">9.5 DM opened for discussion and a number of the members present expressed concern that such a change would result in sellers 'jumping the queue' ahead of people who have been on the waiting list for lengthy periods of time and based on this would not want to change the policy. DM expressed an opinion that allowing such a change would result in gains for the Association as it would encourage people to sell therefore increase our stock and rental income which ultimately benefits the tenants.</p> <p data-bbox="295 1254 1418 1467">GG noted that currently talking about eight properties so the best option may be to leave the policy as it is and revisit the option to amend at a later date i.e. when considering acquisitions of 40 or 50. BM advised that would be unlikely to do that as acquisitions would come in in drips and drabs rather than bulk sales and would not be able to set an arbitrary figure on when to bring discussion back to the committee.</p> <p data-bbox="199 1489 1418 1680">9.6 MR asked if acquiring from a landlord and taking on their tenant would we also be taking on their rent level. IM confirmed that all properties purchased would be put on the LHA rent levels and while consideration is being given to reviewing the rents of the tenements once the works have been completed this will be a decision brought to the committee at a future date.</p> <p data-bbox="199 1702 1418 1780">9.7 After some further discussion on the report DM brought it back to the decisions required.</p> <p data-bbox="199 1803 1418 1881">9.8 Management Committee <b>APPROVED</b> the write offs of former and current tenant debts.</p> <p data-bbox="199 1904 1418 2063">9.9 Due to the opposing views in the discussion the decision to amend the Allocations Policy was put to a vote. Five members voted for option 1 and seven members voted for option 2. Committee <b>APPROVED</b> Option 2 - Advise the owners that their application for a transfer will be assessed in accordance with</p>

our Allocation Policy based on their housing need, competing with other LHA transfer applicants, but with no guarantee of being allocated the next available property of their choice. by majority vote.

## **10. Q1-Q3 PERFORMANCE MANAGEMENT**

10.1 AG presented the report advising that in the future will be looking to introduce a trend analysis as part of the report. DM invited questions.

10.2 FM asked about the EICR figures and whether this is going to be resolved with the new contractor. BM agreed that the current figures are not ideal but that they are moving in the right direction and the team have a number of options available to them to list properties as exempt and looking to bring in a backup contractor as additional resource on this KPI.

GG noted that EICRs are a topical issue and asked if the current figure is purely due to a lack of contractors. BM confirmed that there is a lack of contractors as a whole in this area and this has had an impact at LHA however in addition to this the new contractor has failed to meet the targets that have been set. Meetings have taken place with the contractor to discuss the issue and we should see this picking up before the year end and definitely before the submission of the ARC. GG asked whether there is an option to force entry. BM confirmed there was, although this has not been done yet as forcing entry requires to provide staff resource and also additional factors such as the tenant needing to have credit in their meter. It is indicated in the letters when no access has occurred but it will be taken as a team decision whether entry should be forced.

BM confirmed that a regular report on EICR figures will be added to his Property Services Updates.

10.3 GG also noted that the figures reported on Stage 1 complaints have dropped quite significantly in the last quarter. AG confirmed that we are aware of improvements that are needed in the area of complaints and plans are in place to carry out refresher training for staff. MF noted that in the last year a new category was introduced which may be impacting staff understanding on how to record certain items, a deep dive of the complaints spreadsheet will be carried out and clarification provided to staff on any issues that arise. GG requested that a Complaints Report is added to each committee meeting to allow the issue to be monitored.

10.4 Committee **NOTED** the Q1-Q3 Performance Report.

## **11. PROCUREMENT & TENDER REPORT**

11.1 BM presented the report to committee noting there were a couple of items for decision and the remainder for noting.

11.2 BM confirmed that the tenders received to replace the heating system at Elder House had come in at significantly more than had been expected and budgeted for. BM is asking the committee to not award the tender while the Property Services Team investigates alternatives to how this property is heated.

11.3 SM asked whether solar panels had been considered for the property. BM advised that as it is a listed building there are limitations on what can be done but all suitable alternatives will be looked into.

- 11.4 Committee **AGREED** not to award tender for the Elder house heating system and **APPROVED** investigation into alternative heating options for the property.
- 11.5 BM moved onto the Scotland Excel Framework and asked committee to approve LHA becoming a member as membership would enable best value for money in the tender process among other benefits.
- 11.6 Committee **APPROVED** becoming a member of Scotland Excel Framework.
- 11.7 DM invited questions on the items for noting. No questions were submitted.
- 11.8 Committee **NOTED** the remainder of the report.

## 12. PROPERTY SERVICES UPDATE

- 12.1 BM presented the report highlighting that CCG has reported an increase in costs for the timber framed windows and have asked whether the Association is able to make a contribution towards these increased costs. BM confirmed that while we are able to refuse on the terms of the contract, in the spirit of partnership working and maintaining the relationship with CCG for future projects he is recommending a contribution towards the increase in costs and is seeking approval to be able to negotiate up to 30% towards costs. This item is confidential as it is commercially sensitive, and publication would harm commercial interests
- 12.2 Committee **APPROVED** delegated authority for BM to negotiate a contribution towards CCG cost uplifts.
- 12.3 BM moved onto the contract extensions for four repairs and maintenance contracts who are due to expire in 23/24 advising that he is seeking a one year extension to these contracts.
- 12.4 DM opened for questions. CN asked about suitability of extending contracts particularly for landscaping and not sure we are getting the service we pay for. BM acknowledged that while there had been failings on the contractors side, there are also things that could have been done better inhouse by LHA to manage this contract and now that the new team structure is in place he is keen to see the impact it has. In addition to this there is no guarantee we will get a better service from another contractor and it is likely to cost more in the current economy.
- 12.5 Committee **APPROVED** one year contract extensions for
- Reactive Maintenance - MP Group
  - Reactive Maintenance – TIMETRA
  - Estate & Garden Maintenance – John O’Conner
  - Asbestos Testing – Environtec
- 12.6 BM then moved onto an update for acquisitions, noting that a lot of the information had been covered in an earlier discussion on the Allocations Policy and that the only point he wanted to make the committee aware of was that Glasgow City Council have agreed to fund a feasibility study into LHA purchasing a commercial unit and turning it into two wheelchair accessible flats. BM will keep the committee updated on the progress of this study.

- 12.7 BM advised that the only other point to highlight in the report was that GCC had agreed to contribute towards some of the consultation costs for the five proposed pilot projects.
- 12.8 DM opened for questions. MR asked about gas boilers and whether the government targets on phasing these out were achievable. BM confirmed that at the moment there were no alternatives to gas central heating so unlikely to meet the target dates.
- 12.9 Committee **NOTED** the Property Services Update.

### **13. CORPORATE SERVICES EVENTS PLANNING**

- 13.1 AG advised the committee that the Corporate Services Team were in the process of planning three events for the year and while the staff away day and Christmas lunch were for noting at this point, a decision is required for closing the office on 05 April 2023 for the Staff and Committee Business Planning Day.
- 13.2 Committee **APPROVED** office closure on 05 April 2023 for Business Planning Day.

### **15. AOCB**

#### **15.1 DONATION REQUEST**

FF left meeting at 19:46

15.1.1 AG presented the donation request advising that Safety Awareness Glasgow are requesting a donation for an event they are holding in May 2023 to celebrate 'UN World Day for Culture and Diversity'. AG confirmed that the other local RSLs had made a contribution to the event.

15.1.2 SM asked what the other RSLs had donated. AG confirmed that one had donated £500 and unaware of the amount of the second.

15.1.3 After a brief discussion on the amount, Committee **APPROVED** a donation of £500 to Safety Awareness Glasgow.

#### **15.2 APPROVAL OF ADDITIONS TO CURRENT CONTRACTORS LIST**

15.2.1 BM referred the committee to the information that had been circulated by email prior to the meeting and had been touched on in an earlier discussion on EICRs. BM is seeking approval to add BELAC Group and that Union Technical Services to the authorised contractors list. BELAC Group would be to assist and mitigate against any unforeseen events that would impact our ability to deliver services to our customers and Union Technical is a provider of energy efficiency measures and can bring additional funding to projects.

15.2.2 Committee **APPROVED** the additions to the authorised contractors list.

#### **15.3 COMMITTEE EMAIL ADDRESS**

15.3.1 MF noted a point raised at the October committee meeting where it was agreed that all committee members would be given Linthouse HA email address for receiving papers and other committee information. MF confirmed that the emails had now been created and will be getting in touch with members to arrange handover of login details and provide any training required.

**15.4 INTERNATIONAL WOMANS DAY**

15.4.1 BP noted that International Woman's Day was on 08 March and that Govan Reminiscence Group were coordinating wreath and flower laying at the Mary Barbour statue. Their aim is to have everyone attend at 11am on the day for this.

**DATES OF NEXT MEETINGS:**

- **Audit & Assurance Sub-committee** – Tuesday 16 May 2023 at 6pm
- **Staff Sub-Committee meeting** – Tuesday 18 April 2023 at 6pm
- **Policy Working Group** – Tuesday 06 June 2023 at 6pm
- **Management Committee meeting** – Tuesday 23 May 2023 at 6pm

Meeting closed 19:53pm.

**David McGeoch**  
**CHAIRPERSON**