LINTHOUSE HOUSING ASSOCIATION LIMITED
MANAGEMENT COMMITTEE MEETING
Minutes of a meeting held at
1 Cressy Street, Glasgow and Via Teams
On **Tuesday, 26th May 2026,** at **6.00 pm**

PRESENT
Frank Murphy, FM
Collette Ness, CN
Kelly Brown, KB
Heike Bley, HB
Lyle Mitchell, LM
Susan Brown, SB – in part
Barbara Wark, BW
Pat Arthurs, PA

IN ATTENDANCE
Irene McFarlane, IM (Chief Executive Officer)
Alison Greig, AG (Corporate Services Manager)
Andrea Walker, AW (Director of Housing & Community Empowerment)
Elaine McDermott, EM (Housing Manager) in part
Gail Paterson, GP (Housing & Community Empowerment Officer) in part
Bryan McMahon, BM (Director of Property Services)

Emma Shaw, ES (Corporate Services Assistant - Minute Taker)
Fettes McDonald, FMD (FMD Ltd) in part
Lauren Little, LL (TC Young) in part
Steven Cunningham, SC (Alexander Sloan – TC Group) – in part via Teams

Observer: Chris McCartan, CM

1. APOLOGIES 1.1 FM welcomed everyone and introduced the meeting observer, CM. FM asked that all present introduce themselves to the observer. 1.2 Apologies were received from Ayla-Marie O'Ryan.	
2. DECLARATIONS OF INTEREST 2.1 None.	
3. DECLARATIONS OF ETHICAL BEHAVIOUR & NOTIFIABLE EVENTS 3.1 FM advised members of two notifiable events in progress. [redacted] 3.2 FM requested that staff leave the meeting to hear from Lauren regarding the alleged breach and the next steps. All staff present, except GP, who would record a minute, left the meeting at 18.06. Staff rejoined, and LL and GP left the meeting at 18.20.	

4. UNAPPROVED MINUTES OF PREVIOUS BUSINESS PLANNING MEETING HELD 31 MARCH 2026

4.1 The minute was **APPROVED** by CN and KB.

5. UNAPPROVED MINUTES OF PREVIOUS MEETING HELD 28 APRIL 2026

5.1 The minute was **APPROVED** by HB and LM.

6. UNAPPROVED MINUTES OF SSC MEETING HELD 19 MAY 2026

6.1 FM explained that options were presented at the SSC meeting in response to the departure of the Director of Property Services (DPS) in June. FM highlighted that the option SSC agreed to recommend to the Committee for approval was to split the DPS role between the existing Asset Manager and Technical Services Manager, with salary upgrades to reflect this, rather than recruiting externally. FM opened for discussion and questions.

6.2 FM asked if there were any objections. None were received.

6.3 The Committee unanimously **APPROVED** the solution presented to address the exit of the DPS within the Property Services Team, and **NOTED** the remainder of the SSC draft minute.

7. MATTERS ARISING, ACTION POINT REGISTER

7.1 99 – This item was moved to the June meeting to provide the Committee with an update.
111 – IM reminded members that this item has a target date of 24/11/26 to provide the Committee with an update.

AW joined the meeting at 18.27.

115 – IM noted that this, along with action point 118, would be addressed in the CEO Report.
117 – AG confirmed that this had been progressed, although the training may need to be rescheduled.

8. ARC PRESENTATION & APPROVAL

8.1 FM handed over to AG, BM and EM to present the key ARC data. AG provided an outline of what the ARC process is and why it is presented annually. She reminded members that the ARC must be approved by the Committee and submitted to the Regulator by 31st May.

SC from AxS joined the meeting at 18.30.

8.2 AG outlined the results for staff absenteeism and turnover and explained why the turnover figure appeared to show a significant change compared to the previous year. This was due to having only 1 leaver in 24/25, compared to 6 in the current reporting year, most of whom left for positive reasons, including promotions. AG went on to outline the tenant satisfaction results

for the year, based on the surveys carried out by Research Resource on behalf of LHA, and finished with the full-year complaints data. FM asked if anything stood out regarding tenant dissatisfaction with the overall service. AG recalled the period when the bins hubs were installed, which reflected negatively on tenant satisfaction during that period, despite the hubs being the Council's responsibility and not LHAs'. IM noted that LHA figures are well above the national average in most indicators. PA asked how the surveys are carried out and how many people take part. AG replied that the surveys are conducted face-to-face, averaging 70 per quarter over a 3-year period, and that tenants can be asked questions over and above those in the ARC. 8.3 BM presented the results relating to indicators under the responsibility of the Property Services Team. He referred to the repairs satisfaction figure and explained that whilst Research Resource also ask this question, the PST carry out real-time follow-up, resulting in a more accurate figure. He went on to outline the results for emergency and non-emergency repairs as well as void management. The time to complete emergency and non-emergency repairs declined slightly but remains above the national average. BM went on to outline that all gas and electric safety checks due were completed and outlined the SHQS results for the year. SB left the meeting at 18.43. 8.4 EM began by outlining the results for houses let in the year for general and supported accommodation. She referred to the percentage of lets that went to section 5 referrals; EM explained that the [redacted] up to [redacted] of referrals to section 5. IM commented that the Committee can decide in the future whether this number is reasonable, but reminded members of the current housing crisis, which will affect this. A short discussion followed, with IM and AW providing further explanation on how the allocations policy and acquisitions programme help redress the balance. EM went on to outline the average time taken to re-let properties and the value and percentage of rental income lost due to voids. The percentage of new tenancies sustained in the year dropped slightly, there were no evictions, and the number of anti-social behaviour cases resolved improved from the previous year. EM concluded by outlining the rental figures, including the value and percentage of rent received, as well as the reduced level of gross rent arrears. SB rejoined, and FMD joined the meeting at 18.46. 8.5 IM provided a summary of the positive outcomes achieved during the year and opened for questions. None were submitted, and IM suggested that, because the meeting was running late, any questions should be submitted to AG. 8.6 Committee unanimously **APPROVED** the ARC 25/26 for submission to the Regulator.	

9. AUDIT PLAN 9.1 SC from the new auditors, TC Alexander Sloan, presented the audit plan for the year ended 31 March 2026. He provided an overview of the audit's main focus and referred members to pages 5-13 of the report for detailed information. SC opened for questions. None were submitted. 9.2 The Committee **APPROVED** the Audit Plan for 25/26. SC left the meeting at 19.04.	
10. CEO REPORT 10.1 IM presented the report and invited the Committee to consider which of the five strategic options set out in her report should be the focus of LHA's Business Plan. She outlined each option in detail for members, including potential growth, income, and investment opportunities. CN said she favoured option two and stressed she would not support growth within Glasgow city centre. SB concurred and added that it was important to maintain status as a Community Based Housing Association. CN added that she would not support any form of merger either. Following further discussion, the Committee agreed that option two would best support the Association's future strategic direction. IM referred members to the seven key business objectives (KBOs) outlined in her report and explained the process for achieving these operationally across each LHA team. IM later referred members to the appendices of her report, the BP Delivery Plans, which outlined the actual tasks staff will undertake to achieve the KBOs throughout 26/27. 10.2 Committee unanimously **APPROVED** strategic option two to be the basis of the 26/27 Business Plan. FM suggested provisional approval of the outlined KBOs, subject to any amendments based on any questions or comments from members to IM before the end of June. All members **AGREED**. The full and final Business Plan will be presented at the June meeting for approval. 10.3 IM updated members on discussions with neighbouring housing associations regarding opportunities for collaborative working. It was reported that the associations were considering jointly appointing a consultant at a cost of [redacted] per association to review their respective business plans, identify areas of commonality, and explore opportunities to work together. A general discussion followed, with examples of potential and past joint projects cited, and it was generally agreed that any future projects must benefit LHA and its tenants. CN and KB said they would not support any merger, and SB expressed her concerns. IM suggested deferring a decision on this matter to the June meeting to allow time for members to give it full consideration, given the positive and negative reasons raised. Members **AGREED**.	Action

10.4 IM referred to the next item in her report, where she had been asked to provide a more detailed report on why it is good practice to periodically engage an independent to carry out the Committee's annual reviews. She referred members to the list of individuals in her report, noting that it was not exhaustive, and highlighted Appendix 3, which provided more information on the pros and cons of occasionally having appraisals carried out independently. FM proposed revisiting this matter over the next 2-3 months and recording an action in the APR. All present **AGREED**. 10.5 The Committee **NOTED** all other points in the CEO report.	Action
11. Q4 KPI REPORT 11.1 AG presented the report and highlighted that, due to being behind schedule, it was noted within the report that the KPIs could be presented at the June meeting. FM highlighted that the report was only for noting and that, if members had any questions, they should contact AG before the June meeting. 11.2 The Committee **NOTED** the Q4 KPI Report.	
12. DECREE REPORT 12.1 EM presented the report and confirmed that the team had exhausted all options to try to recover the debt. EM opened for questions; none were submitted. 12.2 The Committee **APPROVED** the Decree for Eviction.	
13. PROPERTY SERVICES REPORT 13.1 BM presented the report and provided members with an update on the Davislea procurement, referring members to his report for further detail on the issues that had emerged. He explained that the association sought to address a few inconsistencies in the returned tenders through two rounds of clarification questions and, following this, received pushback from one contractor. On the advice of Scotland Excel, it was agreed that the current exercise be set aside and a new mini-competition launched with revised tender documents to avoid ambiguity. FM asked if the scoring exercise involving the Committee would need to be repeated, but BM confirmed that it would not be necessary and that a staff panel of three would review tenders. He added that the outcome of this new exercise would be reported at the June meeting. 13.2 BM went on to provide members with an update on SHNZH funding and advised that LHA had submitted a third application for funding to complete [redacted]. The outcome of the application is expected circa August. SB & EM left the meeting at 19.43.	

13.3 The Committee **NOTED** all content within the report.	
14. LOAN UPDATE & APPROVAL [redacted]ter into [redacted]	

7 [redacted]

[redacted]

[redacted] [redacted]

[redacted] [redacted]

[redacted] [redacted]

[redacted] [redacted]

[redacted] [redacted]

[redacted] [redacted]

[redacted]

[redacted]

[redacted] [redacted]

[redacted] [redacted]

[redacted] [redacted]

14.2 Management Committee **APPROVED** all loan documentation.

15.	**Q4 ACCOUNTS**	
15.1	FMD referred members to the cover report and note pages within the spreadsheets for further details on figures and highlighted the key variances from the Income and Expenditure statement. Higher rental income and lower void costs resulted in a positive variance of [redacted]. Staffing costs were [redacted] under budget, while audit and consultancy costs were [redacted] over budget. Service charge costs were [redacted] over budget; however, maintenance and estate costs were [redacted] below budget, resulting in savings. Net interest costs were [redacted] below budget, and various other balances were less than [redacted]. As a result of all of these, there would be an overall favourable variance to date of [redacted]. FMD then referred to the Balance Sheet, noting that capital expenditure remained below budget and cash balances were healthy. Gross rent arrears at March stood at [redacted], compared with [redacted] in December. After allowing for the bad debt provision, actual arrears reduced to [redacted]. FMD confirmed there were no issues regarding ratios or loan covenant compliance.	
15.2	The Committee **APPROVED** the Q4 Accounts.	
16.	**SHR LOAN RETURN REPORT**	
16.1	FMD presented the report and advised that the Regulator required all loan information annually. He noted that approximately [redacted] of the Association's housing stock had not been charged as security against loan debt. The Association currently has two funders, [redacted], with total loan debt standing at [redacted] as at 31 March 2026. It was reported that 100% of the debt is held on a variable rate basis, with Unity Trust Bank loans carrying margins of Base Rate plus [redacted] on two facilities and [redacted] on a [redacted] facility, while [redacted] debt carried a margin of [redacted]. The loan portfolio is scheduled to be fully repaid by [redacted]. It was confirmed that there were no covenant compliance issues and that no concerns were raised regarding any aspect of the association's loan portfolio return.	
16.2	The Committee **APPROVED** the Loan Return for submission to SHR.	
17.	**AOCB**	
17.1	At 20.00, the Committee **AGREED** to suspend the Standing Orders to allow the remaining agenda items to be covered.	
17.2	FM asked the observer if he would like to become a Co-optee for the Committee, and he agreed, and the Committee **APPROVED**.	
17.3	Membership of the Audit and Assurance Sub-committee was discussed. BW and PA agreed to join that Sub-committee. The appointment of a Chair will be made in advance of the August meeting.	

Meeting closed at 20.02.
Chair – Frank Murphy