

LINTHOUSE HOUSING ASSOCIATION LIMITED
MANAGEMENT COMMITTEE MEETING
Approved Minutes of a meeting held at
1 Cressy Street, Glasgow and Via Teams
On **Tuesday, 27 May 2025**, at **6.00 pm**

PRESENT

Paul Phin, PP (Chair)
Mary Ray, MR
Heike Bley, HB
Frank Murphy, FM
Collette Ness, CN
Kelly Brown, KB (Co-optee)

IN ATTENDANCE

Irene McFarlane, IM (CEO)
Bryan McMahon, BM (Director of Property Services)
Elaine McDermott, EM (Housing Manager)
Alison Greig, AG (Corporate Services Manager)
Fettes McDonald, FMD
Emma Shaw, ES (Corporate Services Admin Asst – Minute Taker)

Observers: Carrie McGowan, CM; Charlene Bauld, CB

<p>1. APOLOGIES</p> <p>1.1 PP welcomed everyone and introduced the meeting observers, CM and CB. PP asked that everyone present introduce themselves to the observers.</p> <p>1.2 Apologies were received from Susan Brown, Graham Gillespie and Ayla-Marie O’Ryan.</p>	
<p>2. DECLARATIONS OF INTEREST</p> <p>2.1 There were no declarations of interest expressed by the members attending.</p>	
<p>3. DECLARATIONS OF ETHICAL BEHAVIOUR & NOTIFIABLE EVENTS</p> <p>3.1 All those present confirmed they were unaware of ethical behaviour breaches, and LHA had no new notifiable events.</p> <p>3.2 IM confirmed that there were no open notifiable events.</p>	
<p>4. UNAPPROVED MINUTES OF THE PREVIOUS MEETING HELD ON 29 APRIL 2025</p> <p>4.1 MR noted that in 8.2, there was a wording error that should say rent payments and not arrears. No further amendments were made.</p> <p>4.2 CN proposed the minutes as accurate, seconded by FM.</p> <p>4.3 Committee APPROVED the minutes of 29 April 2025.</p>	

5.	MATTERS ARISING AND ACTION POINT REGISTER	
5.1	EM gave a brief overview of the ongoing action point and mentioned that Assistant Housing Officers had been carrying out inspections, where it transpired that some dog owners did not have the required pet permission documentation. All areas outwith LHA's remit have been reported to the council through MyGlasgow App. The housing team will continue to monitor those issues within LHA's responsibility.	
6.	ARC 24-25 PRESENTATION	
6.1	PP handed over to AG, BM and EM to provide an overview of the ARC results. AG provided an outline for the observers on what the ARC is and why it is presented annually. AG reminded members that the ARC should be approved by the Committee and submitted to the Regulator by 31 st May.	
6.2	AG presented the results for staff absenteeism/turnover, the tenant satisfaction stats and complaints. She referred to the staff absenteeism figures and explained that while they were slightly higher for 24/25, this was due to a few staff members who had been on long-term sick leave. She then outlined the tenant satisfaction results based on the work Research Resource carried out on behalf of LHA before moving on to the complaints detail. PP asked AG to explain the difference between Stage 1 and Stage 2 complaints. AG explained that Stage 1 complaints were generally those that could be resolved quickly, while Stage 2 complaints are more complex, including, for example, where the person who made the complaint is not satisfied with LHA's response and further investigation is necessary.	
6.3	BM then presented the Property Services Team key indicators, including figures for repair satisfaction, numbers and time to complete emergency and non-emergency repairs, and void management. BM explained that the PST carry out satisfaction surveys internally following any repairs that have been carried out, and therefore would use the internal figures for the ARC. MR referred to emergency repairs and asked if there was a significant factor contributing to the higher number. BM answered that the reporting within Homemaster is more in line with ARC reporting criteria, whereas in the previous year, they were different. BM went on to outline the gas and SHQS results for the year and provided the observers with an overview of what SHQS is.	
6.4	EM then took over and presented the key Housing Team indicators. She began with information on lets and refusals. A brief discussion followed, and EM advised that an analysis of refusals will be carried out to determine common reasons for refusal. EM continued with details on void rent loss, tenancy sustainment and anti-social behaviour. HB asked if void loss figures included acquisitions that haven't been let, but EM answered that they were excluded from this indicator. Rent arrears figures improved significantly from the previous year, which was reflective of the more accurate reporting via Homemaster.	

Fettes McDonald joined the meeting at 18.51.		
6.5	IM concluded the presentation by highlighting the key positive outcomes for the year. Members acknowledged the hard work by the staff team to achieve the positive results and asked that their thanks be passed on to everyone.	
6.6	Committee unanimously APPROVED the ARC 24/25 for submission to the Regulator.	
7.	DRAFT COMMUNICATIONS STRATEGY	
7.1	AG advised members present that a brief overview of the Strategy had been presented at the Business Planning day, and she now welcomed any comments or questions on the full strategy and Communications Plan at Appendix 1. PP opened for questions or feedback. He added that the Strategy was comprehensive and he was pleased to see that tenants were regarded as internal customers alongside the staff and Committee. No other comments were received.	
7.2	Committee APPROVED the Communications Strategy.	
8.	DECREE FOR EVICTION	
8.1	EM provided an overview of the report. She explained that despite several attempts by the Housing Officer to engage the tenant and address the arrears, there had been no contact from them. EM sought legal advice from TC Young to grant the Decree for Eviction. IM asked if the tenant had the right to recall the case back to court. EM responded that they would, and IM outlined how an eviction process works and the support available to tenants for those present.	
8.2	Committee APPROVED the Decree for Eviction.	
9.	PROPERTY SERVICES REPORT	
9.1	BM presented the report and asked the committee to note the acquisition programme update. Committee NOTED the update.	
9.2	BM was seeking approval for a new Damp and Mould policy. MR and PP suggested that TC Young review the policy from a legal perspective. BM acknowledged the request and will arrange a review. PP proposed adopting the interim version with the caveat that TC Young carry out a review. BM stated that the policy can be revisited at the June committee meeting.	BM
9.3	BM explained the current position with the [REDACTED] of Cressy Street, which is owned by [REDACTED] and valued at [REDACTED]. LHA would like to purchase the property, and BM requested approval to negotiate terms on behalf of LHA, under the independent valuation sum.	

9.4	Committee APPROVED the DPS to negotiate the purchase of [REDACTED]. This item is confidential as it is commercially sensitive, and publication would harm commercial interests.	
10.	HOMEMASTER: DAMP AND MOULD MODULE	
10.1	BM presented the report on behalf of the ICT Manager. He explained that this additional Homemaster module would enable LHA to record and report effectively on damp and mould cases. There would be no additional cost to the Association if implemented now; however, if added at a later stage, a cost would be incurred. BM explained that it would add two more years to the existing contract at no additional charge.	
10.2	Committee APPROVED .	
11.	UNITY BANK LETTER OF VARIATION	
11.1	IM presented the report and outlined the error in the earlier Letter of Variation, which should have been defined as a ratio of net borrowings to cost of properties.	
11.2	IM referred members to the updated Letter of Variation, specifically:	
1.	The Chairman, noting that a quorum was present, declared the meeting open.	
2.	The Chairman reported that the purpose of the meeting was to conclude negotiations with Unity Trust Bank plc ("Unity") regarding the provision of facilities.	
3.	Each of the directors declared the nature and extent of their respective interests in the proposed transactions or arrangements to be dealt with by these minutes in accordance with section 177 Companies Act 2006.	
4.	It was noted that pursuant to section 172(1) of the Companies Act 2006 each director of the Company must act in a way he considers, in good faith, would be most likely to promote the success of the Company for the benefit of its members as a whole and in doing so have regard (amongst other matters to):	
4.1.	the likely consequences of any decision in the long term;	
4.2.	the interests of the Company's employees;	
4.3.	the need to foster the Company's business relationship with suppliers, customers and others;	
4.4.	the impact of the Company's operations on the community and the environment;	
4.5.	the desirability of the Company maintaining a reputation for high standards of business conduct; and	
4.6.	the need to act fairly as between members of the Company	
	(and the directors' obligations as outlined in this minute 4 being referred to as "the Section 172 Matters").	

5.	There was produced to the meeting the following documents (together “the Documents”):	
5.1	a letter of variation from Unity amending the terms on which Unity proposed to grant the terms of the loan of £3,000,000 to the Company	
6	Accordingly, having carefully considered each of the Documents and the Section 172 Matters, IT WAS RESOLVED that:	
6.1.	the terms of each of the Documents be and are hereby approved and that any director or, in the case any document requiring execution as a deed, any two directors or any one director and the company secretary or any one director in the presence of a witness be and are hereby authorised to sign or execute engrossments of each of the Documents on behalf of the Company with such amendments, modifications, variations and alterations as any of the directors may consider necessary or desirable in the interests of the Company and to exchange and/or complete the same with Unity; and	
6.2.	any director or, in the case of any document requiring execution as a deed, any two directors or any one director and the company secretary or any one director in the presence of a witness be and is hereby authorised to sign or execute and deliver any notice, certificate or other document required to be signed or delivered on behalf of the Company pursuant to any of the Documents and to agree amendments, modifications, variations and alterations to any of the Documents.	
11.3	Committee APPROVED the Letter of Variation and delegated authority to IM and BM to sign the document on behalf of the Committee.	
12.	DRAFT TIMELINE FOR ANNUAL ACCOUNTS 24/25 AND ENGAGEMENT LETTER	
12.1	FMD presented the report and confirmed it had already been scrutinised at the Audit and Assurance Sub-committee on 13 May 2025. FMD mentioned that AAB were present at the AASC meeting. FMD and the AASC members were satisfied with the timeline for the audit. He added that the Auditor’s change of name was now concluded and referred members to the Terms of Engagement Letter that required to be signed by the Committee.	
12.2	Committee NOTED the report.	
13.	SHR LOAN RETURN	
13.1	FMD provided an overview of the Loan Return and stated that he had no concerns to report.	
13.2	The Committee APPROVED submission of the Loan Return to SHR.	
14.	FIVE-YEAR PROJECTIONS TO SHR	
14.1	FMD explained that this report had also been reviewed at the Audit and Assurance Sub-committee. The report outlined the main assumptions for the next five years: planned maintenance with a revenue of £■m over five years, reactive maintenance costs of ■■■■, and component replacement costs of ■■■■. FMD explained that these projections are for the first five years of the thirty-year projections. FMD said he had no	

<p>concerns with the projections or with loan covenant compliance. FMD opened for questions. No questions were submitted.</p> <p>14.2 The Committee APPROVED the five-year loan portfolio for submission to SHR.</p> <p>This item is confidential as it is commercially sensitive, and publication would harm commercial interests.</p>	
<p>15. LONG-TERM PROJECTIONS</p> <p>15.1 FMD provided a brief overview of the long-term projections and reiterated that the Audit and Assurance Sub-committee had been presented with the report previously. FMD opened for questions. No questions were submitted.</p> <p>15.2 The Committee APPROVED the long-term projections.</p>	
<p>16. QUARTERLY MANAGEMENT ACCOUNTS TO 31 MARCH 2025</p> <p>16.1 FMD presented the report and highlighted that whilst the budget for the year predicted a deficit of £■■■■, there was a surplus of just under £■■■■k. He went on to highlight other key variances for members and advised that he had no concerns with the figures, cash flow or loan covenant compliance.</p> <p>16.2 The Committee APPROVED the quarterly Management Accounts.</p> <p>This item is confidential as it is commercially sensitive, and publication would harm commercial interests.</p>	
<p>17. AOCB</p> <p>17.1 Membership Application – Committee APPROVED the membership application for ■■■■, ■■■■, ■■■■.</p> <p>This item contains personal information and has been redacted in compliance with GDPR legislation</p> <p>17.2 Civic Reception – ES provided members with information on the Civic Reception taking place to celebrate LHA's 50th Anniversary. She asked the Committee to discuss and agree a donation to be given to the Lord Provost's Children's Charity.</p> <p>Committee APPROVED a donation of £500 to the Children's Charity. ES also asked for approval for staff to go home after the event finished. The Committee APPROVED this request.</p>	

Meeting closed at 19:42
Chair – Paul Phin

