

LINTHOUSE HOUSING ASSOCIATION LIMITED
MANAGEMENT COMMITTEE MEETING
Approved Minutes of a meeting held at
1 Cressy Street, Glasgow and Via Teams
On **Tuesday, 29 April 2025**, at **6.00 pm**

PRESENT

Paul Phin, PP (Chair)
Mary Ray, MR
Heike Bley, HB
Graham Gillespie, GG (via Teams)
Frank Murphy, FM
Collette Ness, CN
Ayla-Marie O’Ryan, AO

IN ATTENDANCE

Irene McFarlane, IM (CEO)
Bryan McMahon, BM (Director of Property Services)
Andrea Walker, AW (Director of Housing and Community Empowerment)
Colin Jones, CJ, (ICT Manager) (via Teams and in part)
Michelle Fegan, MF (Corporate Services Officer)

Observer: Kelly Brown, KB

<p>1. APOLOGIES</p> <p>1.1 Apologies were received for Susan Brown, and it was noted that FO remained on a leave of absence.</p> <p>1.2 PP welcomed everyone and introduced KB as tonight's observer.</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 25 MARCH 2025</p> <p>4.1 MR noted that the date at the top of the minute should state March, not February, and that at 9.6, her issue was with the number of projects awarded to CCG, which could be better reflected in the minute. Also, CN raised a point about the quality of the window finishes, which resulted in an action for BM.</p> <p>BM confirmed that he had followed up on CN's point following the meeting and, while there was no set time for the contractor to go back to mastic the outside of the windows he assured that the job is completed before the Property Services Team, Clerk of Works and architect sign off on the job and payment is authorised. AW also reiterated this by adding that she</p>	

<p>has been aware of occasions where stonework had to be completed before the outside mastic could be finished on the windows.</p> <p>PP raised concerns about the time it took to finish the work and the lack of communication with tenants. It was agreed that tenants would be lettered to confirm the process for completing window fitting and finishing works to avoid any adverse publicity in future.</p> <p>4.2 HB proposed the minutes as accurate, seconded by CN.</p> <p>4.3 Committee APPROVED the minutes of 25 March 2025.</p>	
<p>5. UNAPPROVED MINUTES OF THE STAFFING SUBCOMMITTEE HELD ON 18 APRIL 2025.</p> <p>5.1 Committee NOTED the minutes of the Staffing Subcommittee held on 18 April 2025.</p>	
<p>6. MATTERS ARISING AND ACTION POINT REGISTER</p> <p>6.1 The Committee moved on to the Action Point Register and received updates on the following:</p> <p>Item 29: Committee confirmed this could be closed as it was now included in the Housing report.</p> <p>Item 61: AW confirmed that three surgeries had been held at the multi-storey flats, with the last being the best attended. This led to a broader discussion of activities for older tenants across the entire housing stock. The committee agreed to close the action.</p> <p>6.2 Committee NOTED the Action Point Register</p>	
<p>7. WEBSITE UPGRADE</p> <p>7.1 CJ presented the report advising the Committee that the cost was already part of the budget for 2025/26; however, as it is a capitalised cost over £10,000, Committee approval was required to proceed. CJ highlighted the benefits of upgrading the website and showed the Committee another association's website that uses the same platform and tenant portal.</p> <p>7.2 FM expressed his delight with the other website and sees it as an excellent improvement for tenant engagement to move in this direction.</p> <p>7.3 PP asked if the new site was mobile compatible, hosted by a different company, and if the cybersecurity had been confirmed on the new hosts. CJ confirmed the new site would be mobile-compatible and automatically scale to suit our customers' devices. CJ also confirmed that updating the website would require moving to a new host and that the new site would be hosted on a secure https:// platform and provide end-to-end encryption. CJ advised that part of the move would include bringing online payments onto the site, which is being discussed with Allpay.</p>	

<p>7.4 Committee APPROVED the proposal to upgrade the website.</p> <p>7.5 Following the approval, PP raised a question about the use of .com in the website address and felt it would be more appropriate for the address to be .org to recognise LHA's status as a charity. Discussion followed, which questioned whether such a change was value for money and whether it would be necessary, as very few people are aware of what the end part of a web address refers to. It was agreed that while this was an interesting point, the cost of the change would not benefit our tenants.</p> <p>CJ left the meeting at 18:36</p>	
<p>8. CUSTOMER SATISFACTION RESULTS</p> <p>8.1 AG provided the Committee with an overview of the report, noting the results reported were for the whole year and highlighted the sections that showed the most significant improvements, including the dissatisfaction results, which had also reduced.</p> <p>8.2 MR thought the results were excellent and noted the question on areas for further help, which showed that help with rent payments was on the low side for responses. HB wondered if this reflected people receiving Housing Benefit, as rent increases would not affect them. IM advised that LHA had a lower-than-average number of tenants receiving full Housing Benefit than other housing associations, with approximately 50% paying their rent without assistance</p> <p>8.3 PP expressed thanks to all the staff for the hard work that is reflected in the results.</p> <p>8.4 Committee NOTED the satisfaction results.</p>	
<p>9. HCET REPORT</p> <p>9.1 AW provided an overview of the report, highlighting the HSCP partnership and the funding opportunities that are arising from that.</p> <p>9.2 Committee NOTED the report and APPROVED the Q4 Write Offs.</p>	
<p>10. PROPERTY SERVICES REPORT</p> <p>10.1 BM presented the report to the Committee, noting that the only decision required was the homologation of the insurance contracts.</p> <p>10.2 PP asked about the progress of the sandstone repairs and window replacement. BM confirmed that both sections were scheduled to conclude on target.</p> <p>10.3 Committee NOTED the report and homologated the appointment of Avid and Chubb on a 3-year insurance policy and the cost savings involved.</p>	

<p>11. POLICIES FOR APPROVAL</p> <p>11.1 AG presented the report, confirming that the policies listed had been reviewed at the recent Staffing Subcommittee (SSC) and that the recommendation from SSC was for the approval of the policies.</p> <p>11.2 Committee APPROVED the following policies:</p> <ol style="list-style-type: none"> 1. Attendance & Management Policy. 2. Relationships at Work Policy. 3. Disciplinary Policy. 4. Staff Induction Policy. 5. Neonatal Care Leave Policy. 	
<p>12. DRAFT AGENDA FOR BUSINESS PLANNING DAY</p> <p>12.1 IM provided the Committee with an overview of the plans for the upcoming Business Planning Day and invited the Committee to submit suggestions for the agenda. No other suggestions were submitted.</p>	
<p>11. AOCB</p> <ol style="list-style-type: none"> 1. HB raised an issue regarding the proposed bin hubs and removing the bin shelters and fencing from the back courts. HB advised that she wished to object to any plans for removing the bin shelters/fences as there are numerous issues in the area, including persistent dog fouling, and the fencing provides some protection. AW advised that there had not been a proposal at any point on what would happen to the back courts once the bin hubs are in place, and hopes are that any changes will benefit the tenants/residents. AW took note of the issues HB raised with dog fouling and will have the Housing Officer follow up. IM and PP reminded the Committee that even as owners, they can raise issues through the normal process and do not have to wait until a Committee meeting. 2. LHA 50th Anniversary AW confirmed that the schedule of events had been agreed and will be circulated to the Committee. MF confirmed that new corporate signage was moving forward, with the building signs installed the previous week. MF advised that there will unlikely be further updates now that the schedule is in place. AW advised that she had circulated the list of events for the 50th anniversary to the Committee. 3. MF advised AO and KB that there will be subcommittee meetings in May and June, and she would like to invite them to attend both, so that they have the necessary information for September when subcommittee membership is assigned. 4. PP submitted apologies for the June meeting and asked CN to chair it in his absence. 	

Meeting closed at 19:28
Chair – Paul Phin