

**MINUTE OF THE FOUR HUNDRED AND FORTIETH  
MANAGEMENT COMMITTEE MEETING OF LANARKSHIRE  
HOUSING ASSOCIATION LIMITED HELD IN THE  
ASSOCIATIONS OFFICE AT 191 BRANDON STREET,  
MOTHERWELL, ON TUESDAY 23 APRIL 2024 AT 7PM**

<b>Present:</b>	Fiona Tonner Liam Donnachie Barry Farrell Allan Forsythe Martin Ritchie Shaun Alexander Linzi Brunton Gordon Anderson	Chairperson
<b>Attending:</b>	Simon McManus Ann Marie Collins Gavin Young Alan Semple	Chief Executive Corporate Services Director Property Services Director Finance Manager

**1. APOLOGIES**

Apologies were intimated on behalf of Catriona Blyth and Linda Smith.

**2. DECLARATION OF INTERESTS**

None recorded.

**3. MINUTES**

- a) The Minute of the Fourth Hundred and Thirty Ninth Management Committee Meeting held on 27 February 2024 was moved as a true record by Allan Forsythe and seconded by Liam Donnachie.
- b) The Minute of the Human Resources & Equality Sub Committee Meeting held on 27 February 2024 was moved as a true record by Shaun Alexander and seconded by Liam Donnachie.

**Business Arising**

The Chief Executive confirmed that the recruitment process for the Housing Services Director vacancy had concluded, with the successful candidate commencing employment on 7 May 2024.

Thereafter, all agreed actions and recommendations were adopted.

- c) The Minute of the Corporate Governance & Finance Sub Committee Meeting held on 02 April 2024 was moved as a true record by Liam Donnachie and seconded by Allan Forsythe.

**Business Arising**

No issues were raised and all agreed actions and recommendations were adopted.

- d) The Minute of the Housing Services Sub Committee Meeting held on 02 April 2024 was moved as a true record by Barry Farrell and seconded by Allan Forsythe.

**Business Arising**

No issues were raised and all agreed actions and recommendations were adopted.

**4. CASH FLOW BUDGET STATEMENT – MARCH 2024**

Committee were referred to the Cash Flow Budget Statement and Appendix issued with the agenda papers and the Finance Manager highlighted the key factors:

- Overall cash position reported a decrease resulting in an adverse variance when compared with budget expectations.
- Rental income collection was in line with budget, with Retail income collection outperforming the expected budget.
- Sale of the Association's share of a shared ownership property had completed, with a second property sale in the pipeline as well, however, had not settled prior to the year-end
- Interest receivable was 47% higher than the annual budget due to investment in fixed short-term bonds.
- Employee costs were reporting an underspend which was largely in line with expectations.
- Expenditure in Property Costs produced an underspend due to underspent cyclical maintenance costs, with the gas servicing programme commencing in the financial year but no billing paid by 31 March 2024.
- Supplies & Services showed an underspend for the year. As with previous items of expenditure, some of the variance was due to timing issues.
- Mortgage repayments showed an overspend as expected due to an increase in interest rates. The early repayment of the Bank of Scotland loan facilities did, however, reduce the forecasted interest payable in the year.

The Finance Manager then invited any questions and, thereafter, a short discussion took place on the budget presented.

**5. CORPORATE BENCHMARKING – 31 MARCH 2024**

The Chief Executive advised that the Benchmark Report provided a record of specific key performance indicators and, thereafter, a summary of the following categories were given:

Housing

- Average relet times had reduced to 11 days.
- Average time to complete medical adaptations had increased since the last report.
- 97% of New Tenancies were sustained in the year.
- Allocations were up, however, the percentage of tenancy offers refused remained high.
- Arrears figures had increased on last year's performance due to a timing issue with the year-end falling on the Easter Bank holiday. This would be kept under review.

Maintenance & Property Services

- Figures shown were in line with usual activity and historical levels of performance.

Finance

- Committees' attention was drawn to Loan Covenant 3 – Debt Service Liability and were advised that this item would be discussed in more detail under Agenda Item 'Any Other Competent Business' – RBS Amendment of Agreement in relation to the covenants.
- All other benchmark performances were on track and consistent with previous reports.

**6. WATLING STREET, MOTHERWELL**

**Court of Session Proceedings**

The Property Services Director referred to the confidential report issued with the agenda papers and then proceeded to update Committee on the considerations and recommendations as outlined within the report and advised that closing written submissions from both parties were available to read in the Resource Section of Decision Time. Thereafter, Committee approved the recommendations as contained within the report.

Further update to next meeting.

PSD

**7. COMPLAINTS**

**a) Monitoring Leaflet**

Committee were referred to the Complaints Monitoring Leaflet providing information detailing the number and types of complaints received during the quarterly period 1 January 2024 to 31 March 2024. Committee noted that the Association undertakes an analysis of the data in order to identify any service failures and use these as an opportunity to achieve performance improvements.

**b) Complaint Tracker**

Committee noted the Complaint Tracker detailing the current complaints where an action plan had been created.

**8. ANNUAL RETURN ON THE CHARTER (ARC)**

The Chief Executive confirmed that senior staff had been issued with the paperwork and guidance to facilitate the completion of the ARC for 2023/24. He further advised that once the data input process had been completed internally by all senior staff members, an internal validation process would commence in order to validate information and ensure data accuracy.

Committee noted that a General Purposes Sub Committee meeting would be required to be convened to approve the Annual Return on the Charter to the Scottish Housing Regulator by the deadline date of 31 May 2024. It was anticipated that this meeting would take place during week commencing 27 May 2024.

CSD

**9. POLICY REVIEW**

Committee noted and approved the Policy Review Schedules as presented.

**10. ANNUAL DATA BREACH REPORT**

Committee were referred to the report from the Planning & Research Manager (Acting as Data Protection Officer) detailing any breaches received within the year.

Committee noted the report being presented.

**11. ANNUAL ASSURANCE COMPLIANCE**

The Chief Executive referred Committee to the confidential summary report on assurance compliance and confirmed that there had been no identified areas of material non-compliance with the Regulatory Framework since the last report in February 2024. He advised that he had already touched upon all actions reported.

Committee noted the contents of the report.

**12. SCOTTISH HOUSING REGULATOR – NEW REGULATORY FRAMEWORK**

The Chief Executive referred Committee to the report issued with the agenda papers and confirmed as previously reported to Committee, the Scottish Housing Regulator published its new regulatory framework and Statutory Guidance which sets out how social landlords in Scotland would be regulated from 01 April 2024. He then went on to describe the undernoted key changes that have been introduced as part of the new Regulatory Framework:

- A new provision introduced that landlords are required to provide explicit assurance in the Annual Assurance Statement on a specific issue or issues.

- The emphasis on social landlords listening to tenants and service users has been strengthened.
- The Regulator will make it clearer when it considers a landlord's regulatory status to be non-compliant.
- Commitment to a comprehensive review of the ARC, due for consultation later in 2024.

Committee noted the above key changes.

### **13. SCOTTISH HOUSING REGULATOR – ENGAGEMENT PLAN 2024**

Committee acknowledged the Engagement Plan confirming that the Association's Regulatory Status was compliant and a low level of engagement from the Scottish Housing Regulator had been awarded.

### **14. INSURANCE RENEWAL**

The Finance Manager referred committee to the report and appendix issued with the agenda papers highlighting the 7.5% increase in value from last year's renewal quote.

A discussion took place on the reasons factored into the increase and after consideration, Committee approved the renewal terms as detailed, to continue with the insurance cover provided by Zurich Municipal for the next 3 years.

FM

### **15. REVIEW OF CURRENT METHODS OF OBTAINING CUSTOMER FEEDBACK ON CHARTER PERFORMANCE DOCUMENTS**

Committee noted the contents of the above report and agreed to the recommendation that when seeking feedback in the future a variety of traditional and digital methodologies are utilised to promote participation.

### **16. A.G.M – 25 JUNE 2024**

#### **a) Re-election of Committee Members**

A report from the Corporate Services Director in relation to Committee Members due to retire at the forthcoming Annual General Meeting was noted by Committee.

#### **b) Memo: Rules 62-67**

Committee noted the memo issued with the agenda papers regarding all requirements of Rules 62-67 having been complied with.

### **17. HOUSING STOCK SUMMARY REPORT**

Committee noted the quarterly housing summary report containing an analysis of the Association's rented and shared ownership housing stock.

**18. CHIEF EXECUTIVE APPRAISAL**

It was confirmed that the Chairperson had carried out the Chief Executive's appraisal and a copy of the appraisal document had been provided to Committee as good practice.

**19. MEMBERSHIP & COMMITTEE ISSUES**

**a) Annual Committee Program of Works 2024/25**

Committee noted the Annual Program of Works for 2024/25 for their information.

**b) MSP/MP – Office Visit 26 April 2024**

The Chief Executive reported that he had been approached by SFHA to have a meeting with the local MSP and MP for an opportunity to discuss pressure points that are currently affecting the housing sector. He further advised that a meeting had been scheduled to take place on Friday 26 April at the Association's Office.

**c) Resignation**

Correspondence in relation to a resignation from a committee member was noted by Committee.

**d) Committee Training**

The Chief Executive reported that the Annual Committee Appraisal Process had highlighted a requirement for Risk Management training and it was proposed that this would take place prior to the Management Committee Meeting in September. Committee agreed to this request.

**20. CORRESPONDENCE**

Committee confirmed that they had received all recent correspondence from the Scottish Housing Regulator that had been uploaded to the Decision Time portal for their information.

**21. HEALTH AND SAFETY**

**a) Report**

Committee noted the contents of the confidential Health & Safety Report presented.

**b) Task Log**

Committee noted the above document detailing the current monitoring status of the main health & safety responsibilities.

**22. ANY OTHER COMPETENT BUSINESS**

**Azets Audit Services – Letters of Engagement**

The Finance Manager referred Committee to the documents presented and advised that that they outlined the provision of professional services to be conducted by Azets Audit Services for 2024/25 and required approval and signature by Committee.

Committee then delegated authority to the Chairperson to sign the documentation.

**Royal Bank of Scotland (RBS) – Amendment of Agreement**

The Finance Manager referred Committee to the above documents which detailed proposed amendments to the loan interest covenant held with RBS. After consideration, Committee approved these amendments and delegated authority to the Chief Executive to sign the documentation.

**23. DATES OF NEXT MEETINGS**

Committee noted the dates and times of the undernoted meetings: -

Corporate Governance & Finance Sub Committee	04.06.24	-	5.00pm
Housing Services Sub Committee	04.06.24	-	6.00pm
Human Resources & Equality Sub Committee	18.06.24	-	5.00pm
Management Committee	18.06.24	-	6.00pm
Annual General Meeting	25.06.24	-	6.00pm
Special Management Meeting	25.06.24	-	6.30pm

**24. VOTE OF THANKS**

The meeting closed at 7.50pm with a Vote of Thanks to the chair.

Chairperson Signature: \_\_\_\_\_ Date: \_\_\_\_\_