

**MINUTE OF THE FOUR HUNDRED AND TWENTY EIGHTH
MANAGEMENT COMMITTEE MEETING OF LANARKSHIRE
HOUSING ASSOCIATION LIMITED HELD IN THE
ASSOCIATION'S OFFICE AT 191 BRANDON STREET
MOTHERWELL, ON TUESDAY 27 SEPTEMBER 2022 AT 6PM**

Present: Charles Millar (Chairperson)
Fiona Tonner
Catriona Blyth
Liam Donnachie
Barry Farrell
Martin Ritchie
Allan Forsythe

Attending: Simon McManus (Chief Executive)
Ann Marie Collins (Corporate Services Director)
Gavin Young (Property Services Director)
Craig Russell (Housing Services Director)

Charles Millar welcomed Julie Ann Cloherty from SHARE, observing the meeting as part of the Performance Appraisal process.

1. APOLOGIES

An apology was intimated on behalf of John Glenny, John lockhart, Sharon Craig-McLeary and Shaun Alexander.

2. DECLARATION OF INTERESTS

None recorded.

3. MINUTES

- a) The Minute of the Fourth Hundred and Twenty Seventh Management Committee Meeting held on 21 June 2022 was moved as a true record by Catriona Blyth and seconded by Martin Ritchie.
- b) The Minute of the Human Resources & Equality Sub Committee Meeting held on 21 June 2022 was moved as a true record by Fiona Tonner and seconded by Catriona Blyth.

Business Arising

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

- c) The Minute of the Special Management Committee Meeting held on 28 June 2022 was moved as a true record by Liam Donnachie and seconded by Barry Farrell.

Business Arising

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

- d) The Minute of the Corporate Governance & Finance Sub Committee Meeting held on 6 September 2022 was moved as a true record by Barry Farrell and seconded by Catriona Blyth.

Business Arising

The Chief Executive referred Committee to Page 2, Agenda Item 4 of the minute 'Loan Portfolio' and confirmed that the Loan Portfolio Return for 2021/22 had been submitted to the Scottish Housing Regulator by the deadline date.

Thereafter, all agreed actions and recommendations were adopted.

- e) Minute of the Housing Services Sub Committee Meeting held on 6 September 2022 was moved as a true record by Fiona Tonner and seconded by Barry Farrell

Business Arising

The Chief Executive reported that the Association had been unsuccessful in the funding bid submitted to the SFHA Fuel Poverty Fund for a grant of £68K to assist tenants. Feedback on the application has been requested.

Thereafter, all agreed actions and recommendations were adopted.

4. CASH FLOW BUDGET STATEMENT – AUGUST 2022

Committee were referred to the Cash Flow Budget Statement and Appendix issued with the agenda papers and the Chief Executive highlighted the following:

- overall cash position reported a decrease in cash at the end of August 2022 which was more than budget expectations.
- new financial year commenced against strong inflationary pressures which were providing difficult trading conditions. The modest rent increase of 2% was applied in April, however, cost price inflation for the Association's management and maintenance costs have been more than this increase and the level of price inflation was expected to be experienced for the remainder of the financial year.

- rental income showed a shortfall against the budgeted figure reinforcing the view that tenants will be negatively impacted by the cost-of-living crisis and that rent collection rates are going to be stressed.
- employee costs reported an underspend attributed to the vacancy of a Finance Manager where a full year's salary had been provided for within the budget. The post was currently being re-advertised and it was hoped that the post would be recruited within Quarter 3 of this financial year.

5. CORPORATE BENCHMARKING – 31 AUGUST 2022

The Chief Executive reported that the Benchmark Report provided a record of specific key performance indicators and had been expanded to include new indicators which had been highlighted in red. Thereafter, a brief summary of the following categories were given:

Housing

- relet times had shown a slight increase and it was advised that Housing Services would work closely with the Property Services Team regrading this.
- Anti-Social Behaviour Cases were above benchmark target.
- Average Time to Complete Medical Adaptations figures would be available for the next meeting.
- New Tenancies sustained had fallen slightly.
- Void Rent loss figures reflected void relets.
- Tenancy refused figures were a cause for concern and would be closely monitored.
- Arrears were aligned with benchmark performance, however, would be kept under constant review.

Maintenance & Property Services

- Response times on Emergency Repairs showed slight improvement and both Routine and Urgent Repairs had remained the same. The Percentage of Repairs Carried Out Right First Time was performing slightly above benchmark target. It was also advised that Total Maintenance Expenditure would see substantial changes throughout the year.

Martin Ritchie asked for clarification on the Void Progress figures and the Housing Services Director proceeded to go over these in more detail. Afterwards, it was agreed that last year's performance and National Averages should be included within the Benchmark Report for a greater comparison.

Finance

- The Chief Executive confirmed that all other benchmarks such as Finance were on track and consistent with previous reports.

CE

6. WATLING STREET, MOTHERWELL

Court of Session Proceedings

The Chief Executive 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.

Thereafter, Committee approved the recommendations as detailed within the report.

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 April 2022 to 30 June 2022. 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. POLICY REVIEW

Committee noted and approved the Policy Review Schedules and Reports.

Code of Conduct 2022

The Chief Executive advised that as the consultation period had now expired the above policy was being submitted for approval. Thereafter, Committee adopted the document as presented.

9. ANNUAL PERFORMANCE REPORT 2021-2022

The Chief Executive referred to the above report and proceeded to highlight key performance areas for each department. Brief discussions also took place on the following:

- financial controls
- rent collection
- arrears
- cumulative cash balance
- relets
- property services
- staff absence

It was also confirmed that the Association's overall business performance for the period 2021-2022 had been categorised as 'Good', as strong financial performance in many areas had negated the impact of cost over-runs in the maintenance programme. Despite the ongoing challenges of COVID-19 and lockdown restrictions most operational benchmarks had been successfully achieved.

The Chief Executive then asked if any Committee Member had any questions or queries about the Annual Performance Report and as no issues were put forward, Committee approved the document issued with the agenda papers.

10. INTERNAL MANAGEMENT PLAN

Text & Appendices

Committee noted the text and appendices issued with the agenda papers and the Chief Executive confirmed that the documents had been revised and updated as part of the review undertaken annually on the Internal Management Plan.

The Chief Executive enquired as to whether any member had any questions on the plan and as there was none put forward, he recommended Committee approve the documents presented. After consideration, Committee agreed that the Internal Management Plan be updated accordingly.

CE

11. LANDLORD REPORT 2021-22

The Chief Executive referred Committee to the Landlord Report issued by the Scottish Housing Regulator detailing the Association's performance for 2021-22 against the standards and outcomes contained within the Scottish Social Housing Charter.

He further advised that this year's publication of the Charter Performance Report was currently being compiled on how the Association performed as a landlord during 2021-22 and on how performance compared with other social landlords within the Association's peer group.

It was also reported that the publication would be distributed to all stakeholders as well as being published on the Association's website prior to the end of October 2022.

12. AUDIT MANAGEMENT REPORT 2022 - COMMITTEE RESPONSE

Committee were referred to the draft Audit Management Response letter issued with the agenda papers and the Chief Executive gave a brief summary of the recommendation that had been agreed for this current year as well as the IT Security recommendation outstanding in respect of the prior year.

After consideration, Committee approved the draft response letter as presented.

CE

13. ANNUAL ASSURANCE COMPLIANCE

The Chief Executive referred Committee to the summary report on assurance compliance and Committee noted its contents.

14. STRATEGIC REVIEW - TIMETABLE FOR CONSTRUCTION OF PLANS

The Chief Executive outlined that several significant uncertainties had presented themselves over the past few months which would maybe have a material impact on the future business plans of the Association. He continued to highlight some considerations for Committee.

Afterwards, Committee approved the recommendations contained within the report.

15. SCOTTISH GOVERNMENT LEGISLATION – RENT FREEZE

The Housing Services Director referred Committee to the report issued with the agenda papers which gave an overview of the potential impacts of the rent freeze and the actions that would be taken to ensure the future viability of the Association, whilst ensuring to continue to invest in homes and offer high quality housing services to tenants.

Committee noted the contents of the report.

16. NORTH LANARKSHIRE COUNCIL – COMMITTEE REPRESENTATION

Committee acknowledged the correspondence in relation to the above confirming that North Lanarkshire Council would not be appointing an elected member to serve as a co-option on the governing body.

17. MEMBERSHIP & COMMITTEE ISSUES

a) Performance Appraisals

Julie Ann Cloherty from SHARE thanked Committee for allowing her to observe the meeting as part of the appraisal process and advised that it was anticipated that a feedback report and presentation would be provided to the November meeting.

b) Resignation

Correspondence in relation to a resignation from a committee member was noted by the Management Committee. Committee wanted to record their thanks and gratitude to the Member concerned for their years of service and that they would be sorely missed.

CSD

18. MIS DEVELOPMENTS

The Housing Services Director referred Committee to the above report and provided an update on the options explored in relation to the Active-H Management System, along with the implications and indicative costs.

After discussion, Committee agreed to the recommendations detailed within the report.

HSD

19. HOUSING STOCK SUMMARY REPORT

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

20. TENANT CENSUS

The Housing Services Director referred Committee to the report submitted and thereafter, proceeded to give an overview result of the Tenant Census conducted in July/August 2022.

Committee noted the initial findings and the intention to carry out further analysis once the detailed report has been received. Committee also agreed to remit the results of this analysis to the Housing Services Sub Committee for their consideration. It was also agreed that Research Resource be invited along to the next Management Committee meeting to provide a presentation on the Tenant Profiling Survey.

HSD

21. PLANNED MAINTENANCE 2022/23 WINDOW REPLACEMENT CONTRACT

The Chief Executive referred Committee to the above report which provided an assessment of the available options and recommendation on the most appropriate course of action for Committee's consideration regarding the Window Replacement Contract previously reported to the Housing Services Sub Committee.

After discussion, Committee agreed to award the contract as in line with the Association's agreed policy and procedures to CCG (Scotland) Ltd as per their tender submission and the budget for 2022/23 would be amended accordingly.

CE

22. PROPOSED BUY BACK

The above report from the Planning & Research Manager was noted and approved by Committee.

PRM

23. CORRESPONDENCE

Committee confirmed that they had received all recent correspondence from the Scottish Housing Regulator, uploaded to Decision Time.

24. HEALTH AND SAFETY

a) Health & Safety Report

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

b) Task Log

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

25. ANY OTHER COMPETENT BUSINESS

Notifiable Event

The Chief Executive advised that the Notifiable Event registered with the Scottish Housing Regulator on the Pension Provision had now been closed off by The Regulator.

26. DATES OF NEXT MEETINGS

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

Management Committee	25.10.22	-	6.00pm
Corporate Governance & Finance Sub Committee	01.11.22	-	5.00pm
Housing Services Sub Committee	01.11.22	-	6.00pm
Audit & Assurance Sub Committee	22.11.22	-	5.00pm
Management Committee	22.11.22	-	6.00pm

27. VOTE OF THANKS

The meeting closed at 7.40pm with a Vote of Thanks to the chair.

Chairperson Signature: _____ Date: _____