

**MINUTE OF THE FOUR HUNDRED AND THIRTY EIGHTH
MANAGEMENT COMMITTEE MEETING OF LANARKSHIRE
HOUSING ASSOCIATION LIMITED HELD IN THE
ASSOCIATION'S OFFICE AT 191 BRANDON STREET
MOTHERWELL, ON TUESDAY 23 JANUARY 2024 AT 6PM**

Present: Fiona Tonner Chairperson
 Catriona Blyth
 Liam Donnachie
 Barry Farrell
 Allan Forsythe
 Martin Ritchie
 Shaun Alexander Virtual Attendance
 Gordon Anderson

Attending: Simon McManus Chief Executive
 Gavin Young Property Services Director
 Alan Semple Finance Manager
 Deborah Stapleton Administration Officer

Fiona Tonner welcomed Laura McMillan from Brodies Solicitor's to the meeting who was attending by Zoom and gave a warm welcome to Gordon Anderson who was attending his first Management Committee meeting.

1. APOLOGIES

An apology was intimated on behalf of Linda Smith and leave of absence was recorded for Sharon Craig-McLeary.

2. DECLARATION OF INTERESTS

No business arising.

3. WATLING STREET, MOTHERWELL

Court of Session Proceedings

The Property Services Director referred to the confidential report and appendix issued with the agenda papers and then proceeded to update Committee on the considerations and recommendations as outlined within the report.

He then handed over to Laura McMillan from Brodies Solicitors who proceeded to provide a detailed synopsis regarding the current position in relation to the court case. Afterwards, Laura invited any questions and a discussion ensued.

Committee then approved the recommendations as detailed within the report.

PSD

Fiona Tonner expressed thanks to Laura McMillan for providing information and advice to the governing body members.

As the business of the agenda item had concluded at this point, Laura McMillan left the meeting.

4. MINUTES

- a) The Minute of the Fourth Hundred and Thirty Seventh Management Committee Meeting held on 28 November 2023 was moved as a true record by Liam Donnachie and seconded by Catriona Blyth.
- b) The Minute of the Audit & Assurance Sub Committee Meeting held on 28 November 2023 was moved as a true record by Martin Ritchie and seconded by Catriona Blyth.

Business Arising

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

5. CASH FLOW BUDGET STATEMENT – DECEMBER 2023

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 at end of December 2023, resulting in an adverse variance when compared with budget expectations.
- Rental income collection was slightly more than budgeted, however, it is anticipated that total rental income for the year would largely be in line with budget.
- There had been one item of non-budgeted income within the year, as the sale of the Association's share of a shared ownership property had completed.
- Interest receivable was higher than the budget due to there being attractive interest rates available in the year and the option to invest in fixed short-term bonds.
- Employee costs were reporting an overspend at the end of December. There is currently a full staffing compliment and the difference was mainly due to the phasing of the budget with a significant one-off deficit payment being made to the pension fund in April.
- Expenditure in Property Costs produced an underspend, however, cyclical maintenance costs were expected to catch up with the budgeted profile by the year end.

- Mortgage repayments showed an overspend, however, this was expected to be more in line with budget after the second quarterly cycle was complete.

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

6. CORPORATE BENCHMARKING – 31 December 2023

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 by the relevant department:

Housing

- Average relet figures were strong
- Medical adaptations showed an average of 28 for completion
- Arrears figures had increased due to the period end and payments not being processed until January, it was expected that these figures would reduce and this would be kept under review.

Maintenance & Property Services

- Emergency response figures showed deterioration and this was due to failings by the Out of Hours Call Centre taking too long to pass repairs onto the Contractor. This issue has been addressed with the Call centre. A discussion then took place on the Out of Hours Service.

Finance

- Committees' attention was drawn to Loan Covenant 3 – Debt Service Liability and were advised that there may be a possible breach of covenant with lenders due to the window replacement contract having higher costs. However, talks had already taken place with the lenders and due to the circumstances, they had agreed to waive the requirement this year if required. All other benchmarks were on track and consistent with previous reports.

7. COMPLAINTS

a) Complaints Monitoring Leaflet

Committee were referred to the Complaints Monitoring Leaflet providing statistical information detailing the number and types of complaints received during the quarterly period 1 October 2023 to 31 December 2023. 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 there were no current complaints where an action plan had been created.

8. ANNUAL GENERAL MEETING – 25 JUNE 2024

The Chief Executive confirmed that after liaising with the Chairperson, the proposed date for this year's Annual General Meeting was Tuesday 25 June 2024. After consideration, Committee agreed that the meeting be held at 6pm on 25 June 2024 within the Association's office.

9. POLICY REVIEW

a) Annual Policy Review 2024

Committee were advised that the above document detailing all the Association's policies had been issued for information only purposes.

b) Policy Review

The Chief Executive advised that there had been a minor change to the Equality Policy regarding enhancing participation to gain better understanding and allow changing needs in our communities to be met. An extract was attached.

Thereafter, Committee approved the Policy Review Schedule and Policies as presented.

10. ANNUAL ASSURANCE COMPLIANCE

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

He particularly highlighted that the Cyber Essentials accreditation was currently being progressed and required a level of co-ordination and liaison with the Association's IT Consultant, Lugo and it was hoped that this exercise would be completed the end of the financial year.

Significant progress had also been made in clearing outstanding internal audit recommendations and a fully updated audit recommendation tracker had been presented to the January Audit & Assurance Sub Committee. The most significant weakness identified by internal audit was in relation to GDPR and a review of our policy and procedures was taking place to ensure that the Association comply with the legislation fully and move towards a best practice model.

With the recruitment of 2 further members to the Management Committee, this brings the current complement to 11 members with 2 vacancies remaining. The current composition had reduced the risk of meetings not being able to achieve a quorum and would provide enhance stability.

Succession planning and development of committee members skills and abilities would continue once the new committee members had settled in.

11. ANALYSIS OF CUSTOMER FEEDBACK – CHARTER PERFORMANCE REPORT 2023/23

The Chief Executive referred Committee to the above report and proceeded to go through the analysis of customer feedback for the Charter Performance Report 2022/23. A discussion then took place on the feedback format, which had been in use for several years and it was suggested that this should be reviewed to ascertain whether there was a more effective method for customers to respond and give their feedback whilst also making greater use of digitalisation etc.

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12. SCOTTISH GOVERNMENT CONSULTATIONS

The Property Services Director referred Committee to the report and appendices issued with the agenda papers which advised on the Scottish Government's current consultations on proposals for a Heat in Buildings Bill and a Scottish Housing Net Zero Standard in Scotland. A discussion then took place on both these items and afterwards Committee noted the contents of the report.

It was also agreed that a list of the Association's properties would be issued to all Committee Members for their information.

CSD

13. MEMBERSHIP & COMMITTEE ISSUES

Committee Training

No business arising.

14. CORRESPONDENCE

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

15. 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 issued with the agenda papers detailing the current monitoring status of the main health & safety responsibilities.

16. ANY OTHER COMPETENT BUSINESS

No business arising.

17. DATES OF NEXT MEETINGS

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

Corporate Governance & Finance Sub Committee	06.02.24	-	5.00pm
Housing Services Sub Committee	06.02.24	-	6.00pm
Human Resources & Equality Sub Committee	27.02.24	-	5.00pm
Management Committee	27.02.24	-	6.00pm

18. VOTE OF THANKS

The meeting closed at 7.10pm with a Vote of Thanks to the chair.

Chairperson Signature: _____ Date: _____