

**MINUTE OF THE FOUR HUNDRED AND FORTY FIFTH  
MANAGEMENT COMMITTEE MEETING OF LANARKSHIRE  
HOUSING ASSOCIATION LIMITED HELD IN THE  
ASSOCIATION'S OFFICE AT 191 BRANDON STREET  
MOTHERWELL, ON TUESDAY 28 JANUARY 2025 AT 6PM**

<b>Present:</b>	Liam Donnachie Barry Farrell Fiona Tonner Allan Forsythe Catriona Blyth Martin Ritchie Gordon Anderson Linzi Brunton	Chairperson
<b>Attending:</b>	Henry Coyle Liz White Mark Quigley Alan Semple Deborah Stapleton	Chief Executive Housing Services Director Property Services Director Finance Manager Corporate Services Manager

Liam Donnachie welcomed Henry Coyle, Chief Executive to his first Management Committee meeting.

**1. APOLOGIES**

None recorded.

**2. DECLARATION OF INTERESTS**

No business arising.

**3. MINUTES**

- a) The Minute of the Four Hundred and Forty Fourth Management Committee Meeting held on 26 November 2024 was moved as a true record by Catriona Blyth and seconded by Gordon Anderson.
- b) The Minute of the Audit & Assurance Sub Committee Meeting held on 26 November 2024 was moved as a true record by Fiona Tonner and seconded by Allan Forsythe.

**Business Arising**

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

#### **4. CASH FLOW BUDGET STATEMENT – DECEMBER 2024**

Committee was referred to the Cash Flow Budget Statement and **Appendix 1** issued with the agenda papers and the Finance Manager gave a brief overview of the key factors:

- Overall cash position reported a decrease at end of December 2024, an adverse variance when compared to budget expectations.
- Rental income collection was slightly more than budgeted and higher than anticipated by 1.11%. It was estimated that total rental income for the year would be largely in line with budget.
- There had been one area of non-budgeted income within the year as the sale of the Association's share of two shared ownership properties were completed.
- Employee Costs was reporting an underspend at the end of December and this was likely to continue during the year due to short periods of vacancy and flexible retirals. However, there were currently discussions around departmental restructuring which would utilise some of this underspend.
- Property Costs had also produced an underspend for the financial year to date. This was a budget phasing variance, largely due to a second round of gas servicing being due to commerce and billed for in the final quarter.
- Supplies and Services was showing an overspend mainly due to large value invoices for the Watling Street legal case accounted for in 2023/24, not being received until the new financial year, causing the adverse variance and subsequently causing an underspend in cash flow the previous year.
- Mortgage repayments showed as being underspent. However, this was due to the timing of the payments and there were no concerns at this time. The recent reduction in the Bank of England Base Rate should create a slight underspend in this area for 2024/25.
- In Capital, there are two major repair programmes due to be competed in the current year and both are progressing well. No grant funding was anticipated for the year in relation to major repairs and there was no expectation that any loans will be drawn down in the year, nor that any loans would be repaid early.

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

#### **5. CORPORATE BENCHMARKING – 31 December 2024**

Committee noted that the Benchmark Report provided a record of specific key performance indicators and, thereafter, a summary of the following categories were given:

Housing

- Performance was strong

- Number of Re-lets were higher than last year's figures
- Current tenant arrears showed a slight increase from the previous month
- Arrears cases resulting in 2 evictions

**Maintenance & Property Services**

- Figures and performance remained consistent

**Finance**

- All other benchmarks such as Finance ratios and Loan Covenants were complied with.

A discussion then took place on the current format and figures presented for the benchmarking report and it was agreed that it would be reviewed for the next meeting scheduled for February.

FM

**6. WATLING STREET, MOTHERWELL**

**Court of Session Proceedings**

The Chief Executive 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.

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

**7. COMPLAINTS**

**a) Complaints Monitoring Leaflet**

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

The Chief Executive then proceeded to update Committee on the previously reported Stage 2 Complaint in relation to a leak in a property and confirmed that the Complainant had taken their complaint to the Scottish Public Services Ombudsman (SPSO). However, after reviewing the complaint evidence in relation to this, the SPSO had decided not to investigate the complaint any further as it was their view that we had taken the Complainant's concerns seriously, investigated and clearly explained our position.

Committee noted this outcome.

**b) Complaint Tracker**

Committee noted there were no current complaints where an action plan had been created.

**8. POLICY REVIEW**

**a) Annual Policy Review 2025**

Committee was advised that the above document detailing all the Association's policies due for review in 2025 had been issued for information purposes.

**b) Policy Review**

Committee was advised that there had been a minor change to the Equality Policy in relation to Marriage & Civil Partnership Status and an extract was available in the Resources Section of Decision Time.

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

A discussion then took place on how Committee would like to receive Policies in the future as well as an overview of Policies in general, particularly in relation to the timescale of when policies are reviewed. Committee was advised that this would be considered in more detail.

CE/PRM

**9. ANNUAL ASSURANCE COMPLIANCE**

The Finance Manager referred Committee to the summary report on assurance compliance and Committee noted its contents.

He particularly highlighted that the OSCR annual accounts return was completed prior to the 31 December 2024 deadline.

He confirmed following the retirement of the former Chief Executive (CE), a successful recruitment process was completed and the successful candidate Henry Coyle, joined the Association in January 2025 as LHA's new CE. Henry has extensive experience and knowledge of the RSL sector and will become a key force in leading the Association. As a result of this, the Notifiable Event created by the former CE's retirement has now been resolved.

Committee was advised that due to the changes at executive level, a full review of the assurance improvement process will be undertaken. There will be a re-establishment of the risk management working group and, following a tender exercise to appoint the Internal Auditors, there will be an in-depth review of outstanding internal audit recommendations and the audit plan going forward.

Committee noted this position.

**10. ANNUAL RENT REVIEW CONSULTATION**

The Housing Services Director referred Committee to the confidential report and **Appendix 1** issued with the agenda papers on the tenant feedback received from the Rent Increase Consultation Exercise.

Thereafter, Committee agreed to the recommendations contained within the report.

**11. ANALYSIS OF CUSTOMER FEEDBACK – CHARTER PERFORMANCE REPORT 2023/24**

The Chief Executive referred Committee to the above report and Committee noted the analysis provided on the customer feedback for the Charter Performance Report 2023/24.

**12. PROPERTY SERVICES REVIEW**

The Property Services Director referred Committee to the Confidential report and **Appendices** issued with the agenda papers and after detailed discussion and consideration, Committee agreed to the recommendations contained within the report.

PSD

**Linzi Brunton left the Meeting at 7.10pm**

**13. SCOTTISH HOUSING REGULATOR**

**a) Notifiable Event**

Committee noted the correspondence issued with the agenda papers from the Scottish Housing Regulator confirming that the Notifiable Event created by the former Chief Executive's retirement was now closed off as the new CE Henry Coyle had commenced his employment on 13 January 2025.

**b) Outcome of Consultation on ARC**

Committee acknowledged that the Scottish Housing Regulator had published the outcome of their Consultation on the Annual Return on the Charter.

**c) ARC Enquiry : Stock Condition Survey**

The Property Services Director referred Committee to the report issued with the agenda papers and reported that on 6 January 2025, the Scottish Housing Regulator notified the Association that they are undertaking stock risk assessments utilising information taken from landlords' ARC and Annual Assurance Statements. The Regulator asked LHA to clarify the percentage of homes assessed for SHQS compliance in the last 5 years and details of the Association's plans for future stock condition surveys.

The Association had responded to the Regulator clarifying the extent of LHA's historic stock condition surveys and outlined a provisional plan for future surveys. He then went over the details of the plan and subsequently sought Committee's approval for the following recommendations:

- Committee was asked to consider the proposed changes to advance and increase the percentage coverage of our next stock condition survey.
- Committee was also asked to provide provisional agreement that Energy Performance Certificates form part of any large stock condition survey. Subject to assurances being sought that any 2025 data is not made redundant by revisions to Energy Performance of Building Regulations (EPBR) in 2026.

After consideration, Committee agreed to the above recommendations.

**14. MEMBERSHIP & COMMITTEE ISSUES**

No business arising.

**15. CORRESPONDENCE**

Committee confirmed that they had received all recent correspondence uploaded to Decision Time.

**16. 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 for the Office.

**17. ANY OTHER COMPETENT BUSINESS**

**Red Weather Warning – Office closure Friday 24 January 2025**

The Chief Executive confirmed that the office was closed on the above date due to Storm Eowyn and Staff had worked from home, including making telephone calls to vulnerable tenants, and working through the incoming storm repairs.

He then thanked both Committee and Staff for the welcome he had received since joining the Association.

**18. DATES OF NEXT MEETINGS**

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

Corporate Governance & Finance Sub Committee	04.02.25	-	5.00pm
Housing Services Sub Committee	04.02.25	-	6.00pm
Human Resources & Equality Sub Committee	25.02.25	-	5.00pm
Management Committee	25.02.25	-	6.00pm

**19. VOTE OF THANKS**

The meeting closed at 7.35pm with a Vote of Thanks to the chair.

**ACTION BY**

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

|