

MINUTES

LSHA BOARD MEETING



Name:	Lochalsh and Skye Housing Association
Date:	Monday, 16 October 2023
Time:	2:00 pm to 3:55 pm (BST)
Location:	Default Location, Morrison House, Bayfield, Portree
Board Members:	Mr Ian Young (Chair), Mrs Audrey Sinclair, Mr David Clapham, Mr Gareth Morgan, Mr John Watson, Ms Liz Williams, Mr Robin Nairn, Mr Rory Brown
Attendees:	Graeme Coull, Jennifer MacInnes, Neil Clapperton, Lowri Richards, Alex MacLeod
Apologies:	Mr Donald Fergusson, Mr Iain Lewis, Ms Emma Johnston, Mr Robert Muir
Notes:	Lowri Richards and Alex MacLeod joined the meeting for item 7.1 - Tenancy Sustainment only.

1. Opening Meeting

1.1 Welcome and Apologies

2. Declarations of Interest

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Mr Robin Nairn declared an interest in the Raasay site acquisition and left the room at item 6.2 while this was discussed.

3. Minutes of Previous Meeting

3.1 Minutes of Board Meeting Held on 18 September 2023

LSHA Board Meeting 18 Sept 2023, the minutes were confirmed as presented.



Decision

The Board considered the minutes of the previous meeting and agreed they were a true record.

Decision Date: 16 Oct 2023
Mover: Mr John Watson
Seconder: Mr Robin Nairn
Outcome: Approved

4. Progress Report from previous Minutes

4.1 Board Meeting 18.09.23



Decision

No changes.

Decision Date: 16 Oct 2023
Mover: Mr John Watson
Seconder: Mr Robin Nairn

5. Other Matters Arising

5.1 Other Matters Arising

In response to a Member's question the CE advised that the item marked in progress, "the dates to be listed alongside polices that are outstanding or upcoming for review" has not been completed as he has not yet had a chance to meet with all managers.

6. Strategic & Decision Reports

6.1 SHR : Annual Assurance Statement

Members discussed the Annual Assurance Statement and a member gave some background for those not involved in the Governance Working Group and explained the reasons why Linda Ewart's Report was not yet available.

Members agreed that a more conservative estimate of timescales was required to ensure we meet target compliance on time and we should aim to completed and embedded all actions by the next Annual Assurance Statement in October 2024.

Some members suggested that they would prefer a stronger statement of assurance from Management. CE confirmed that the Board's judgement on assurance was what the SHR was looking for, but agreed to ask Linda Ewart for advice in relation to the sign off process.

Members agreed that more work is required on the wording of the Assurance Statement, and referred this to the Governance Review Working Group. The Working Group will need to meet again this week, with a further Board meeting to be held next week to sign off on the completed Annual Assurance Statement.

CE requested that any issues are emailed to him to be complied and dealt with at the Governance Working Group meeting.



The Governance Working Group require to meet again with Linda Ewa...

The Governance Working Group require to meet again with Linda Ewart this week to discuss her Report and agree statements. The Board will then meet again to sign off the Annual Assurance Statement the following week.

Due Date: 27 Oct 2023
Owner: Neil Clapperton

6.2 Raasay Site Acquisition

Mr Robin Nairn declared an interest in the Raasay site acquisition and left the meeting while this item was discussed.

Members asked about the Local Lettings Plan (LLP) and demand for housing, the CE advised that there are currently 37 people on the Housing List for Raasay and an estimate of 10 static caravans

on the island housing key workers. The Distillery and Raasay House are both looking to expand their operations so the list is expected to grow.

CE advised that he will be attending a local lettings community consultation on Raasay and will revert to the Board with the proposed LLP for their consideration, and a report on demand.



Decision

Members approved the land acquisition in this instance.

Decision Date: 16 Oct 2023
Mover: Mrs Audrey Sinclair
Seconder: Mr David Clapham
Outcome: Approved



CE to Report to Board on Raasay Local Lettings Policy

CE to Report to Board on Raasay Local Lettings Policy

Due Date: 17 Nov 2023
Owner: Neil Clapperton

7. Oversight Reports

7.1 Annual Briefing on Tenancy Sustainment

The Board were provided with training on Tenancy Sustainment. Alex (Tenant Advisor) provided insight through various case studies into ways him and Lowri (Tenant Engagement and Support Manager) engage with tenants and provide support to enable them to manage their tenancies.

In response to members questions TA advised that although he may have around 10% of tenants on his workload at any given time, he does not see this as a particularly bad thing. Some benefit applications can take up to 6 months for decisions and it's good that tenants are engaging to get the advice, guidance and support they require. He advised that the financial gain for both landlord and tenants is reported in the Annual Report which is due to be issued to tenants this month.

There was a discussion about other challenging aspects of their work and that much of it can be a slow progress.

Members asked if there are ways the Board could support them in their work. TESM advised that it would be good to change the way budgets work, rather than just providing support in a crisis. She advised that there is a strong argument for investing more in voids to provide higher standards at handover, e.g. including floor coverings. She would also like to explore the potential to reinstate the Furnishings Policy, although it was noted this could be challenging. TA asked the Board to continue supporting staff empowerment and the change in culture.

The Chair thanked them both for their presentation.

7.2 Chief Executive's Report

Members asked about Hamilton House in Kyle. The CE advised that he will provide an update for the next meeting.

In response to members questions, the CE advised that the Tenant Portal has some basic features, but is not yet the platform we would like it to be. He advised that the website is a different issue as the Tenant Portal is connected to the Housing System.

Members congratulated the Handyperson service and thanked all staff for their contribution, with special thanks to Ruairidh, HPM.

Regarding the Away Day, the report has an error in the priorities being compliance, CE will speak with Hugh and ask if this can be amended.

Members noted the rest of the report.



Hamilton House

CE to provide and update on Hamilton House office at the next Board Meeting.

Due Date: 27 Nov 2023
Owner: Neil Clapperton



Away Day Report

CE to ask Hugh Ross to amend the priorities noted in the Away Day Report.

Due Date: 3 Nov 2023
Owner: Neil Clapperton

7.3 Business Plan Timetable

Members noted the contents of the Report.

7.4 Asset Management Outcomes 2022-2023

In response to a Member's question the CE advised that there is no change with EICRs. The electrician has done training, however we are still waiting for him to move back to Skye. There had been no responses to the initial tender for the EICR work, however one contractor had since offered to quote, so LSHA is retendering with a deadline of 29th. CE advised that he is due to report to SHR following today's Board Meeting on progress.

Members asked about why an external QS was instructed as this obviously has cost implications and expected our own staff to be able to do this. CE will find out.

CE advised that there will be 360 properties to be inspected by the end of the financial year, however this doesn't include Change of Tenancies.

Members enquired why the new electrician would not be focusing on EICRs, CE advised that this post was never seen as the solution to the issue as the numbers were too high, and the post holder would concentrate on COT's and reactive repairs.

Members considered the Report.



CE to find out why we are using QS to submit tenders rather than ...

CE to find out why we are using QS to submit tenders rather than our own staff.

Due Date: 17 Nov 2023
Owner: Neil Clapperton

7.5 Asset Management Progress Report Q2 2023

Members asked for more information about how the Asset Management budget is being spent as the day to day spend seems very high with a concern that limited planned maintenance would shift spending to reactive. The Board asked for the report to include spend. A member asked for a map illustrating the location of the cyclical repairs and annual capital improvements. In addition there should be quarterly financial information on repairs and maintenance spend included in future asset management reports. CE advised that he wasn't clear about the strategic need for this information, and would see if our housing system was able to support a graphic representation and allow Property Services to pull this information together.

In relation to Fabric First, more details on priorities are required. CE advised that LSHA is not in a position to plan ahead. Grant funding is not particularly generous or easy to obtain. Property

Services has a lot of data, but not everything we needed for a comprehensive strategy, and the information is spread over a number of sources. Some work has been carried out and he is waiting for the Power Circle Report which should come to the Board next month, however getting to an energy strategy for all our stock was likely to be a long process. He shared some outcomes from pilot projects being run by Hjaltland and Cairn. A member advised that we were lagging behind others in the sector and it is vital to give this priority. CE advised that the cost of retrofit without an alternative means of funding it could mean stopping the Development Programme which would lead to another strategic debate.

Noted.

7.6 Miscellaneous Correspondence

Noted.

8. A.O.C.B.

9. Private Session

9.1 Close the meeting

Next meeting: LSHA Board Meeting - 27 Nov 2023, 2:00 pm

New Actions raised in this meeting

Item	Action Title	Owner
6.1	The Governance Working Group require to meet again with Linda Ewa... Due Date: 27 Oct 2023	Neil Clapperton
6.2	CE to Report to Board on Raasay Local Lettings Policy Due Date: 17 Nov 2023	Neil Clapperton
7.2	Hamilton House Due Date: 27 Nov 2023	Neil Clapperton
7.2	Away Day Report Due Date: 3 Nov 2023	Neil Clapperton
7.4	CE to find out why we are using QS to submit tenders rather than ... Due Date: 17 Nov 2023	Neil Clapperton

Signature: Ian H. Young _____

Date: 29-11-23 _____