

MINUTES

LSHA BOARD 24.02.25



Name:	Lochalsh and Skye Housing Association
Date:	Monday, 24 February 2025
Time:	2:00 pm to 4:30 pm (GMT)
Location:	Default Location, Morrison House, Bayfield, Portree
Board Members:	Mr Ian Young (Chair), Mrs Joanne Boulton, Mr David Clapham, Mr Gareth Morgan, Mr Robert Muir, Mr Robin Nairn, Mrs Audrey Sinclair, Ms Liz Williams, Mr Iain Lewis
Attendees:	Fanchea Kelly, Graeme Coull, Jennifer MacInnes, James Swinnerton, Trudi Tokarczyk, Jessica Clarke, Maureen Taylor
Guests/Notes:	Lorna Shaw

1. OPENING MEETING

1.1 Welcome and Apologies

2. STAFF BRIEFING - STOCK PROFILE - Maureen Taylor

2.1 Staff Presentation

HSM provided a presentation giving information about the different types of stock we have, the locations and how the allocation process works.

She also provided information on the length of voids and reasons why these can be lengthy. She gave an update on the new properties in Glenelg which are due to be allocated soon.

Members had a chance to ask questions and in response HSM advised that there has been good feedback on local lettings plan for Raasay. There will be an update on the policy due to elderly needs and lack of Home Care on the island. Elgol Community have also enquired about a local lettings plan, and are looking at availability of land.



CSA to send HSM's presentation to Board members.

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Due Date: 27 Feb 2025

Owner: Jennifer MacInnes

3. DECLARATIONS OF INTEREST

3.1 Declarations of Interest

There were no new declarations of interest noted.

Joanne Boulton, as a tenant has a financial interest in rent setting so will not take part in voting on this.

4. MINUTES OF PREVIOUS MEETING

4.1 Minutes of LSHA Board Meeting 16.12.2024



The minutes were approved.

The minutes were approved.

Decision Date: 24 Feb 2025
Mover: Mr Robin Nairn
Seconder: Mr Robert Muir
Outcome: Approved

4.2 Minutes of AFR Sub-Committee Meeting 10.02.2025



Approved.

Approved.

Decision Date: 24 Feb 2025
Mover: Mrs Audrey Sinclair
Seconder: Mr Ian Young
Outcome: Approved

Robin Nairn, Chair of the AFR Sub-Committee provided a brief summary of key points discussed at the AFR Sub-committee meeting.

He advised members that there will be a separate group set up to work on the pension review and invited members to join.

4.3 Private - Minutes from PS LSHA Board 16.12.2024



The minutes were approved.

The minutes were approved.

Decision Date: 24 Feb 2025
Mover: Mr David Clapham
Seconder: Mr Robin Nairn
Outcome: Approved



CSAjmi to remove highlight which was left on in error.

CSAjmi to remove highlight which was left on in error.

Due Date: 27 Feb 2025
Owner: Jennifer MacInnes

5. DECISION TRACKER

5.1 Decision Tracker

Members noted the decision tracker.

5.2 Private - Decision Tracker from PS LSHA Board 16.12.2024

This was discussed privately.

6. OTHER MATTERS ARISING

6.1 Matters Arising



Robert Muir was nominated to join the AFR and accepted.

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Decision Date: 24 Feb 2025
Mover: Mrs Audrey Sinclair
Seconder: Mr Ian Young
Outcome: Approved

7. STRATEGIC DISCUSSION & DECISIONS

7.1 Tenant Satisfaction Survey Results

Lorna Shaw joined the meeting at 2.30pm. She provided a presentation of results from tenant satisfaction surveys carried out in the end of 2024. 352 tenants spoken were consulted by telephone and were a good representative spread.

Overall, tenant satisfaction is lower than last year and is mainly sitting at or slightly below the national average.

Some tenants felt that decisions were already made before feedback was requested and heating systems and damp and mould were raised as issues why tenants were dissatisfied.

Tenants felt there could be more done in the neighbourhoods, with grounds maintenance, communal maintenance and antisocial behaviour. Dog fouling / dog mess were raised as issues. Members discussed ensuring tenants are aware of our responsibilities and our limitations as well as ensuring tenants know their responsibilities to keep gardens and neighbourhoods nice.

Rent increases were reasons that tenants felt they did not have value for money. The proportion of our tenants paying full rent with no benefits was 55%, which is higher than the national average and may contribute to the result.

Members noted they were not surprised by the results due to changes in the association over the last 2 years and acknowledged that improvements should be made as we focus on repairs. CEMC would like to see more visibility of staff on estates and reporting of issues when discovered.

In relation to rent increases there is a need to provide more context to tenants as to the reasons it is required.

Members asked if the results could be drilled down further and Lorna confirmed she would provide information on results by neighbourhood.

Members thanked Lorna for a very interesting and valuable report.

Lorna left the meeting at 3.10pm



CEMC to discuss with SMT the need for staff presence to be seen i...

CEMC to discuss with SMT the need for staff presence to be seen in neighbourhoods.

Due Date: 21 Mar 2025
Owner: Fanchea Kelly

7.2 Rent Increase Consultation Results

TESM provided a report on the Rent Increase Consultation Results. There were 101 returns, with a 58% / 42% split against the proposed rent increase.

Tenants mentioned that wages were not increasing at the same level and there were also comments that they would like more energy efficient measures to be made to properties. Members noted that the rent costs affect single occupancy tenants most and would like consideration to be given to restructuring the rent setting to ensure affordability for all.

Members **considered** the results of the consultation, to make an **informed decision** on the 2025-26 rent increase.

7.3 PRIVATE - Budget and Financial Plan Update

This item was discussed privately.

8. FOR APPROVAL

8.1 Q3 Performance Reporting

DoFCS presented Q3 Performance Report. Commentary included explanation of how missed targets in Q1 had impacted indicators for the remainder of the year even though in subsequent quarters we have met and even exceeded our targets.

Members queried an apparent discrepancy between the reported 19.3 days avg to re-let properties vs the 0.2% loss of rent due to empty properties. DoFCS explained this is due to major repairs not being included as void time.

Members **considered** and **noted** the report.

8.2 Board Meeting Programme

GCM presented the Board Meeting Programme, providing a single document detailing all meeting and training commitments for the Members. CE drew attention to the Board Planning Away Day.

Members asked for the Programme to be available separately to the Board Papers.

Members **noted** the addition of the Board Meeting Programme to board papers.



Issue Board Meeting Planner separately to members by email.

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Due Date: 28 Feb 2025

Owner: Jennifer MacInnes

8.3 Governance Improvement Plan Update

CE and GCM summarised their meeting with SHR earlier in the month, advising the items requested to review the status of the Engagement Plan.

Members queried why the proposed 7 outstanding tasks could not be reduced to the 4 amber ones, removing the 3 green tasks. GCM advised the green tasks were still outstanding to monitor progress and demonstrate embedding of the processes.

Members asked for CE and GCM to maintain a leading approach at the next meeting with SHR, promoting the plan being in place.

Members **noted** the updates in the Governance Improvement Plan.

Members **noted** that the GCM will gather the required evidence and provide this to the Regulator.



Members approved that the Governance Improvement Plan be reduced to seven outstanding tasks.

Members **approved** that the Governance Improvement Plan be reduced to seven outstanding tasks.

Decision Date: 24 Feb 2025
Mover: Mr Robin Nairn
Second: Mrs Audrey Sinclair
Outcome: Approved

8.4 SHR Consultation Outcome on the ARC

GCM presented the update on the SHR ARC, advising of the removal, addition and amending of indicators. GCM advised that LSHA SMT may continue to monitor internally some of the indicators removed by the SHR.

Members **noted** the report.

9. FOR NOTING

9.1 PRIVATE - Chief Executive's Report

This item was discussed privately.

9.2 PRIVATE - Q3 Development Report

This item was discussed privately.

9.3 PRIVATE - EVH Salary Award Ballot

This item was discussed privately.

10. MISCELLANEOUS CORRESPONDENCE

10.1 Miscellaneous Correspondence

CE advised Members of the EVH Annual Conference date - 16-18 May 2025

GCM advised 2025 is the 50th Anniversary of SFHA, and will ensure Members are advised of events as they are published.

11. A.O.C.B.

11.1 A.O.C.B.

Members asked to contribute to the flowers sent to CE



Advise of amount spent on flowers to allow Board to contribute

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Due Date: 24 Mar 2025
Owner: Fanchea Kelly

CEMC advised that CE would be in the office for a KIT day on 25 February 2025

12. MEETING CLOSE

12.1 Close the meeting

Next meeting: LSHA Board - 24 Mar 2025, 2:00 pm

Signature: Van H. Yerry Date: 24/3/25