MINUTES

LSHA BOARD 24.03.2025

Name:	Lochalsh and Skye Housing Association
Date:	Monday, 24 March 2025
Time:	2:00 pm to 3:40 pm (GMT)
Location:	Default Location, Morrison House, Bayfield, Portree
Board Members:	Mr Ian Young (Chair), Mrs Audrey Sinclair, Mr Gareth Morgan, Mr Iain Lewis, Ms Liz Williams, Mr Robert Muir, Mr Robin Nairn
Attendees:	Fanchea Kelly, Graeme Coull, Nicola Kemp, Trudi Tokarczyk, George Mackie, Ben Thomas
Apologies:	Mr David Clapham, Mrs Joanne Boulton

1. OPENING MEETING

1.1 Welcome and Apologies

All members supported the Chair in thanking the DoFCS for all his work, and going above and beyond in their efforts, for the Association.

2. BOARD BRIEFING

2.1 Asset Management Plan

The IPSM presented an update on the Asset Management Plan to Members. This focuses on affordable warmth, and incorporates supporting data from the Tenant Satisfaction Survey and Rent Consultation. In addition we are evaluating service data to determine its effectiveness for annual or bi-annual implementation.

Members were pleased to see the positive move forwards on air source installations with the May to June timeframe, and also reported feedback from tenants, with one having specifically mentioned the noticeable improvement in their bathroom heating.

3. DECLARATIONS OF INTEREST

3.1 Declarations of Interest

No further Declarations of Interest were noted.

4. MINUTES OF PREVIOUS MEETING

4.1 Minutes of LSHA Board Meeting 24.02.2025

Members made clear that the Tenant Satisfaction Survey was tri-annual, and also requested that the finish time be recorded on minutes in future.

The minutes were approved.

The minutes were approved.

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

CSA to record finish time of meetings.

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Due Date:	24 Mar 2025
Owners:	Jennifer MacInnes, Nicola Kemp

4.2 Minutes of AFR Sub-Committee Meeting 10.03.2025

Robin Nairn, Chair of the AFR Sub-Committee, gave a brief summary of the key points from the meeting, and noted that the paper on Spence and Partners would be presented at the 28 April Board meeting by IFD and CEMC.

The minutes were approved.

The minutes were approved.

Decision Date:	24 Mar 2025
Mover:	Mr Robert Muir
Seconder:	Mr Ian Young
Outcome:	Approved

4.3 PRIVATE - Minutes from PS LSHA Board 24.02.2024

The minutes were approved.

The minutes were approved.

Decision Date:	24 Mar 2025
Mover:	Mrs Audrey Sinclair
Seconder:	Mr Robin Nairn
Outcome:	Approved

5. DECISION TRACKER

5.1 Decision Tracker - LSHA Board 24.02.2025

Members noted the Decision Tracker, and observed that as there are bigger actions, they are taking longer to complete.

5.2 PRIVATE - Decision Tracker from PS LSHA Board 24.02.2025

This item was discussed confidentially.

6. OTHER MATTERS ARISING

6.1 Matters Arising

No other matters arising.

7. STRATEGIC DISCUSSION & DECISIONS

7.1 Asset Management Plan

IPSM reported on some key areas of the asset management plan, including an update on Varragill House, and door entry systems.

The works are progressing well at Varragill House, and due to complete within 4 weeks, with scaffolding removal estimated at a further 2 weeks, with a definitive list of additional works to be issued and priced by the contractor, before the internal works are completed by our in-house team,

The door entry systems at both Lisigarry and Dun Alainn have required attention, and we are currently investigating the possibility of an unpowered system.

In light of the works at Varragill House, members queried if factoring of other properties and flats which included owner/occupiers was under review. DoFCS confirmed that this was in progress, and the Association solicitors were involved as required.

Members asked for clarification on the number of minor fails on the stock condition surveys which needed repairs to move them to compliance, and accessing difficult properties. IPSM confirmed not many properties with minor fails, and as we don't hold keys to properties, any where we were refused access would ultimately require forced access.

Members **considered** the report and **noted** that the more detailed programme will be completed by May.

Provide an update on factoring in properties and flats.

Provide an update on factoring in properties and flats.

Due Date: 28 Apr 2025
Owners: Ben Thomas, Fanchea Kelly

IPSM left the meeting at 2.35pm

7.2 Business Plan 2025-2026 inc. Financial Plan

CEMC reported that the direction of the Strategy had not changed, so the Strategic Themes are the same and that she wants to create operational objectives by SMT separate to the broader strategic objectives, so that there is an internal Delivery Plan alongside the Business Plan.

DoFCS reported that the IFD will now start to test the Financial Plan for resilience, and has already identified that the NI changes had not been correctly calculated, and a salary upgrade on a role has now been implemented, resulting in an update to the plan. The budget shows a £50,000 surplus, which is likely to mean this could be a break even budget given, eg possible impact of potential changes in interest rates.

Members thanked CEMC and DoFCS for producing the plan, and noted the CPI +1.5% salary award agreed by EVH for the next two years. They also noted that the Scottish Government is moving away from grants for Heat Pumps.

In answer to a member's query, DoFCS advised that he would update the financial plan into the format required by SHR by the first week of April, with the cut-off date being the end of May, and CEMC confirmed that all elements including the risk strategy would be in place by the end of May.

Members approved the Business and Financial Plan.

Members approved the Business and Financial Plan.

Decision Date: 24 Mar 2025
Mover: Mr Robin Nairn
Seconder: Mrs Audrey Sinclair
Outcome: Approved

A member noted the perception that all funding for Heat Pumps was coming from the Scottish Government, and that tenants could be dismissive of the costs to LSHA for these installations, and suggested some PR could be done on this. Investment in repairs and development should be included as well as the rent increase and how that money is used, as well as context to show how many properties are let to local people to counteract criticism of our letting policy.

CEMC and team to look at increased PR, including press releases.

Improve PR of LSHA.

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Due Date: 25 May 2025
Owner: Fanchea Kelly

8. FOR APPROVAL

8.1 Digital Action Plan

CEMC reported on the Digital Action Plan, noting that the Association is assessed as being digitally active, rather than digitally mature. In addressing this, LSHA is looking to make better use of Homemaster (Blazor) in conjunction with reviewing other systems which are available on the market. We are also due to update and renew the website.

In response to a members question, CEMC gave an example of improving digital inclusion for tenants with partners, through using/signposting to supported classes offered by the library. Members were supportive of the progress and agreed it was important to progress.

Members **noted** the report.

8.2 Board Appraisal Policy and Appendices

A member raised 3 queries in the Policy - two typos (7.1 and 9.2), and reference to the Committee, rather than the Board in section 11.1

Members also queried who would be the mentors mentioned in section 12, and whether the appraisal system for the Board was being amended. The GCM advised mentors could be internal - from within the Board - or external, and that the appraisal system would remain as is for the moment, given it was just introduced last year, with the Board having the option to update next year if necessary.

8.3 Board Training and Development Policy

The Board approved the Training and Development Policy.

8.4 PRIVATE - Bank Mandate Changes

This item was discussed confidentially.

8.5 PRIVATE - Bad Debts to be Written Off Rent

This item was discussed confidentially.

8.6 PRIVATE - Bad Debts Write Off Non-Rent

This item was discussed confidentially.

9. FOR NOTING

9.1 Chief Executive's Report

CEMC reported that the EVH salary award for the following 2 years was CPI+1.5%, with a cap, so would be confirmed around October 2025. A Development Officer is currently being recruited, and the Management Accounts are available on BoardPro. SHR is reviewing all Engagement Plans, so, as the review is unlikely to be completed by the end of March, we may be re-issued with the status "non-compliant".

Kate Forbes is confirmed to attend the Glenelg launch on 2 May, and we are awaiting confirmation from the Scottish Government on whether the Housing Minister will attend. Feasibility on the development of further sites in Glenelg may be presented at the 28 April Board Meeting, depending on progress of discussions with the landowner.

The Handyperson service tender has now been issued, with a return date of the end of April, and a start date of 1 June. In response to a members question, CEMC advised that we will receive funding to cover April and May until the contract award is confirmed.

Members also praised the road completed at Dunvegan which will enable the new school and new housing to developed.

A lively discussion was held around how to proceed with SHR and concerns over how the "non-compliant" status and having some interim senior members of staff will affect funding applications. CEMC will pass these concerns on at the next review.

A member noted how positive the Glenelg development was, in particular finishing ahead of time.

Members **noted** the report.

9.2 Annual Assurance Statement Guidance

GCM reported that SHR has written to all housing associations looking for specific assurance on tenant and resident safety. LSHA may need to develop a Damp and Mould Policy.

Members **noted** the contents of the letter from the Scottish Housing Regulator.

9.3 Board Meeting Programme

GCM reported the updates to the programme, those being Risk Awareness in April, and Risk Appetite in June. GCM and CEMC are currently looking at possible venues for the Board Strategy Away Day.

10. MISCELLANEOUS CORRESPONDENCE

10.1 Miscellaneous Correspondence

Scottish Federation of Housing Associations' Conference - 10-11 June. Kirsty Wark confirmed as speaker. Members should contact GCM if they would like to attend.

11. A.O.C.B.

11.1 A.O.C.B.

Members are all reminded to confirm if they will attend in person or online, or are sending apologies to GCM prior to each meeting.

12. MEETING CLOSE

12.1 Close the meeting

Next meeting: No date for the next meeting has been set.

Signature: Ian H. Young **Date:** 28/4/25