



**LORETTO HOUSING ASSOCIATION
MINUTE OF BOARD MEETING**

Date: 29 September 2022
Time: 2pm
Venue: Wheatley House, 25 Cochrane Street Glasgow

Chairperson: Eric Gibson

Present: Archie Morrison, Alex McKay, and Suzanne Lavelle

In Attendance: Hazel Young, Group Director of Housing and Property
Stephen Wright, Deputy Group Company Secretary
Laura Henderson, Managing Director
Chris Walker, Head of Housing
Sarah Stocks, Finance Manager

1. Apologies for Absence

Apologies for absence were received from Pauline Gilmore, Lesley Bloomer, Allan McGinness and Jennifer Williamson.

The Chair declared that a quorum was present.

2. Declarations of Interest

The Board noted the standing declarations. No new declarations were made.

3. Minutes of Board Meeting held on August 2022 and matters arising

Decided: The Board approved the minute of the meeting held on August 2022.

4. Appointment of new board members

5. Here For You Fund

The Board was provided with an outline of the expected impact the cost-of-living crisis will have on our tenants and within our communities and the current support in place to help our hardest hit tenants already impacted by issues including poverty, low income, effects of the pandemic and welfare benefit reforms. This includes access to our Group £6million Here For You fund.

The Board discussed how the support was delivered and the range of ways in which the fund was publicised including through our internet site, social media accounts, posters and pro-active contact through our housing officers and wraparound services.

Decided: The Board note the revised approach to supporting tenants and households throughout the cost-of-living crisis including the £6m Here For You Fund.

6. Allocations policy

The Board received an update the Board on the outcome of our Group Housing Information Advice and Letting Policy Framework consultation.

The Board welcomed the approach to allocations and discussed the requirement to ensure that this process remains accessible for those who may not have internet access. The Board was informed that our housing teams had access to mobile technology and would be able to provide support to customers.

The Board also discussed the number of our properties that are available at any one time, which was estimated at 10-15 per week across approximately 30,000 applicants. It was explained that the allocations system operates on the basis of interested parties noting their interest in a particular property. The Board discussed the annual requirement for applicants to re-register on our system (for which they are given a number of advanced notifications) to ensure that this remains up to date.

Decided: The Board

- 1) Noted the work undertaken during the formal consultation and levels of customer engagement;**
- 2) Noted the new Group Housing Information Advice and Letting Policy Framework and approve the Loretto Housing Information Advice and Letting Policy.**

7. MyHousing (presentation/demo)

The Board considered the presentation following the review of our housing application system, MyHousing and welcomed the demonstration of the application.

The Board considered and welcomed the addition of the welfare benefits calculator that was on the MyHousing portal and asked that we consider whether this can be added to our general website.

Decided: The Board noted the presentation.

8. Development mid-year review

The Board was provided with an overview of the group new build programme performance and also considered our future programme. The Board considered the progress with our development programme noting the 30 new homes completed in 21/22 and the further 75 new homes completed during the current financial year (to mid September). The Board was pleased with progress of the 122 units currently on site across 5 development sites.

The Board discussed the materials supply and delivery issues affecting development and the global reasons for this, including the conflict in Ukraine and Brexit. The Board also discussed our use of fixed price design and build contracts, which helps to achieve price certainty.

The Board also requested an update summary of our Duke Street development to be provided at a future meeting.

Decided: The Board noted the contents of the report.

9. Sustainability update (presentation)

The Board received a presentation on sustainability and approach to achieving net zero by 2045. The Board considered the presentation and discussed the ambitious approach outlined in the strategy, noting the breadth this covered, from fleet, to biodiversity and housing construction.

Decided: The Board noted the presentation.

10. Digital housing services

The Board were provided with an overview of the methods through which our principal housing services will be delivered in our new operating model and an update on the next steps in improving our digital services and how we will engage customers on these.

The Board scrutinised the report and discussed the approach to developing our online offering, including any customer-facing mobile applications. It was explained that we engage in customer focus groups before committing to develop any new apps to ensure these will be well used.

The Board also discussed our communication channels including the interaction between online repairs communication and the Customer First Centre.

Decided: The Board

- 1) noted the contents of this report; and**
- 2) noted the changes to strategy measures, which will be incorporated in the strategy updates later this year**

11. AOCB

No other business

I certify that the above minute has been approved as a true and accurate reflection of the proceedings.

Signed _____