

## LORETTO HOUSING ASSOCIATION MINUTE OF BOARD MEETING

**Held on Monday 5 February 2024 at 2pm  
at Wheatley House, Glasgow**

**Directors Present:** Eric Gibson (Chair), Lesley Bloomer, Jackie Brock, Gregor Dunlay, Alex McKay, Pauline Gilmore, Andrew Little, Guy Kerkvliet, Hussain Kayani.

**In Attendance:** Laura Pluck, Group Director of Communities; Laura Henderson, Managing Director; Sarah Stocks, Finance Manager; Pauline Donald, Governance Business Partner.

**and in part:** Lorna McCubbin – Head of Asset Investment and Compliance (item 5)  
Elspeth Lang – Head of Development (item 9)  
Stephen Wright – Director of Governance (item 14)

Prior to the formal business of the meeting, the Board welcomed members from the Group Scrutiny Panel to discuss the thematic review of repairs communication. The Board welcomed the work undertaken and thanked the members for providing an overview of the key findings from the report and supporting action plan. The Board were advised that the thematic group will monitor progress against the action plan in June 2024. The Scrutiny Panel Members commended the cooperation received, the information provided and the access to staff at all levels which had helped inform the review.

### **1. Apologies for Absence**

Apologies for absence were received from Jonny Green, Head of Housing.

The meeting was confirmed as quorate.

### **2. Declarations of Interest**

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

### **3. Minute of the previous meeting held on 20 November 2023, action list and matters arising.**

The Board reviewed the minutes of the previous meeting and noted the action list. No other matters arising were noted.

**Decided: The Board approved the minutes of the previous meeting held on 20 November 2023.**

#### **4. Chair and Managing Director update**

The Chair welcomed and introduced new Board Members: Andrew Little, Guy Kerkvliet and Hussain Kayani to their first meeting of the Board.

The Chair also advised of the resignation of Archie Morrison and Suzanne Lavelle and extended the thanks of the Wheatley Group and the Board for the service and commitment that they had provided throughout their tenure.

The Chair provided an update on matters considered by the Wheatley Group Board including the recent strategic asset management workshop. The Board noted that we are working to further refine our data and understanding of our assets, issues of energy efficiency and sustainability.

The Managing Director provided a short presentation on Loretto service charge range and bulk uplifts including related comparisons. The Board noted our competitive rates.

#### **5. Repairs update**

The Board received an update on the progress with repairs service enhancements, ongoing customer engagement to inform future service enhancements and an update on the Repairs budget forecast for 2023/24.

The Board received assurance that good progress had been made in improving the repairs service in the focus areas identified in the March 2023 report to the Board. The feedback received on the 'Book It, Track It, Rate It' programme, as reported by the Scrutiny Panel Members, was reiterated as having had a positive impact on the level of customer service and increased customer satisfaction.

The Board was advised that Loretto-wide performance-specific information should be available from April 2024; the Board considered that this was of importance for ongoing assurance.

In the discussion, it was agreed that further information on our progress, the timeline to completion, and the breakdown of our overdue complex repairs including the percentage of overdue repairs which impacted our timelines would be provided to the Board. Additionally, it was agreed to confirm our KPIs for complex repairs with progress reporting of the same in future reports. It was agreed that information on the outstanding complex repairs would be circulated to the Board in advance of the next meeting.

#### **Decision: The Board:**

- 1) Noted the progress with repairs and service enhancements.**
- 2) Noted ongoing customer engagement to inform future service enhancements.**
- 3) Noted the revised repairs budget forecast for 2023/24.**

## **6. Customer satisfaction results (presentation)**

The Board received a presentation on the outcomes of our first full customer satisfaction survey for four years. The Board was advised that the interview profile confirmed that the respondents were broadly representative by geography, property size and property type.

The Board noted the significant improvements we have achieved since the pulse survey results reported to the Board in November 2022; and that the agreed actions at that time had now resulted in a positive impact on satisfaction rates. Assurance was provided to the Board that we will continue to use customer feedback and insight as well as the repairs improvement plan to strengthen satisfaction with repairs.

The Board commended the improvements reported and expressed their thanks to all staff across all of our services for their exceptional achievements.

## **7. Rent and service charges 2024/25**

The Board received a report on the feedback from our consultation on the 2024/25 rent, service and other charges increase.

The Board noted that the consultation had maintained the relatively high response rate from the previous year with qualitative feedback particularly supporting an appetite for investment and improvement to existing homes. It was also confirmed that, when set within the context of the cumulative increase over 2021, 2022 and 2023, being nearly 12% below inflation, the proposed increase of 7.5% maintains us at the lower end of our comparator group.

The Board acknowledged that the Wheatley Group as a whole, as well as the Wheatley Foundation will continue to advise and help our customers and communities as required.

### **Decided: The Board:**

- 1) Considered the feedback received through the consultation process with tenants on our 2024/25 rent, service and other charges increase.**
- 2) Approved a 7.5% rent, service charges and other charges (including garages and lock-ups) for 2024/25 for all tenants effective from 01 April and 28 March 2024 for ex-Cube properties.**

## **8. Financial projections 2024/25**

The Board considered a detailed report setting out the updated financial projections for investment in our assets and services over the five years to 31 March 2029. The Board was advised that the projected 2024/25 figures form the basis of our annual budget for 2024/25 which will be presented to the Board in March for approval.

### **Decision: The Board:**

- 1) Approved the updated projections for investment in assets and services over the five years to 31 March 2029.**

**2) Agreed the projected 2024/25 figures form the basis of next year's annual budget which will be presented to the Board for final approval in March.**

**9. [redacted]**

## **10. Five-year Capital Investment Plan**

The Board received a report on our updated five-year Capital Asset Investment Plan for the period 2024-2029.

The Board noted that the core Investment programme will deliver £13.75m of planned improvements in our property portfolio over the next five years. A further £3.88m will be spent on investment and capitalised repairs within void properties and on medical adaptations.

The Board was assured of the continued focus on delivering improvements that have the greatest value for tenants and communities, whilst ensuring compliance requirements are met; with over 70% of the core programme directed towards known customer priority investment; and shaped by our Stronger Voices programme.

**Decision: The Board approved the 5-year Asset Investment Programme 2023-2029.**

## **11. Neighbourhood approach (presentation)**

The Board received a presentation on our progress to develop a neighbourhood planning approach as agreed by the Board at the Strategy workshop in May 2023.

The Board received assurance that the approach will be a customer-led, open and transparent collaboration with strategic partners and will be representative of our customer base. The approach will be piloted in one area; namely Balloch (West Dunbartonshire) and will be delivered over a three-year period.

The Board noted that a progress report will be presented to the Board at the May Strategy workshop.

**Decision: The Board noted the update provided.**

## **12. Finance Report**

The Board received an overview of the management accounts for the period to 31 December 2023 and the Q3 forecast for 2023/24.

An overview of the key variances to the budget for the above areas was outlined to the Board.

The Board highlighted the increased spend on revenue repairs and maintenance relating to the higher than budgeted spend across responsive repairs; linked to higher demand for repairs with a 4.7% (year to date) increase in job numbers. The Board noted that the forecast underlying surplus is £649k higher than the budgeted full-year surplus and reflects operational efficiencies, the re-profiling of

the investment programme which in turn provides capacity for an additional £513k provision for repairs.

**Decision: The Board noted the Finance Report for the period ended 31 December 2023 and the Q3 forecast.**

### **13. Performance Report**

The Board received an update on performance delivery against targets and strategic projects for 2023/24 to the end of Quarter 3.

The Board were encouraged by the strong performance against our targets for 2023/24 in several key areas together with the assurance that areas for further improvement remain a key focus, ie average time to complete non-emergency repairs.

**The Board noted the contents of the performance report.**

### **14. Governance update**

The Board received an update on several governance-related matters including the outcome of our annual Board appraisal process; our updated succession plan; the Group Code of Conduct; the Governing Body Member Expenses and Allowances Policy; the Board Member CPD Programme; and the Board Agenda Planner 2024.

The Board was reminded of the date of the forthcoming CPD Programme for Non-Executive Directors (28 February 2024) which is open to both new Board Members and as a refresher opportunity for current Board Members.

Board Members also noted the extension of our in-house learning portal to our Board Members which will include online training on the key CPD programme areas for 2024.

The Board was also asked to note the date of the Loretto Stock Tour which will take place before the next Board meeting on 18 March 2024. The visit will be reflective of the range of stock we have across Loretto.

**Decision: The Board**

- 1) Noted the outcome of our appraisal process.**
- 2) Approved the 2023-2026 Succession Plan.**
- 3) Noted the Group Code of Conduct and policies as approved by the Group Board.**
- 4) Noted the CPD 2024 programme and 3-year rolling programme.**
- 5) Noted the 2024 annual agenda planner.**

### **15. AOCB**

No other business was raised.

**Signed:** ..... **Date:** .....  
(Chair)