

<b>Report To:</b>	Management Committee Meeting
<b>Agenda Item:</b>	5.1 Minute of Management Committee Meeting of 27 May 2026 held at Golden Jubilee Hotel and on MS Teams
<b>Prepared By:</b>	Joyce Orr, Director
<b>Date Issued:</b>	10 June 2026
<b>Meeting Date</b>	17 June 2026 at 6.15pm – Pineview HA Office and MS Teams

## 1. Sederunt

P = In Person, T = On MS Teams

<b>Present Due:</b> Morven Baigent (MB) Richard Bolton (RB) Linda Devlin (LD) Frazer Lord (FL) – joined @7pm Daniel Martyn (DM) Kenny McGinty (KM) Kirsty O’Neil (KO) Lyndsey Robinson (LR) Anna Welsh (AW)	P P P T  P T P P P	<b>Apologies Received:</b> Helena McNulty (HM) Laura Nahar (LN)  <b>Absent:</b>  <b>Leave of Absence:</b>  <b>Observers:</b> Customer Forum Reps: Mary Hope Angie Temple	<b>In Attendance Due:</b> Karen Byrne, HSM (KB) Isobel Ferguson, SFC SO (IF) Ben Keenan, HSO (BK) Iain Nicholl, FMD (IN) Joyce Orr, Director (JO)  <b>Staff Apologies:</b>  <b>External Speakers:</b> Linda Ewart – Item 4.1	T P P P P     T
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Meeting started 6.15pm.

All papers issued in advance of meeting unless detailed in minute.

LR advised that she was Chairing the meeting and welcomed everyone to the meeting.

Committee considered and approved leave of absence request from Laura Nahar.

## 2. Declaration of Interest

Reminder of confidentiality and collective responsibility.

Reminder for committee and staff to declare any interest as appropriate.

> **No declarations made.**

## 3. Decisions/Approvals Report – this report

Committee noted the decisions/approvals report issued on 26/05/2026 as an aid for Chair to ensure all decisions required are considered and made.

### 4.1 Regulatory Compliance Self-Assessment Review 2026

The Chair passed to LE and JO to present the Item. LE explained the background to the work she had undertaken, which was especially helpful for the customer forum representatives to aid understanding of the context. LE explained that the Association regularly undertook a periodic review, and that there was no cause for concern that had led to the review. Committee received the feedback report from LE in advance, and LE supported this with a PowerPoint presentation on the outcomes. LE explained that the review focused on the methodology Pineview adopted for its approach to compliance and assurance, rather than examining the evidence in detail itself. Discussion surrounded the evidence work that staff do and the assurance status that committee need to decide. Committee considered the comments on Decision Time and discussed compliance and assurance as a partnership between staff and committee, with both needing to be involved. Discussed that staff have responsibility to achieve and advise committee on compliance, giving the evidence sources to support this, and to be held to account for any non-compliance, while Committee need to determine if they are assured with the evidence given by staff for compliance. Discussed how to have the evidence

**Lead**

**Due By**

<p>bank highlight the involvement of both. Considered option of adding another column to the template for staff to declare their view (Yes/No) on compliance or otherwise, and then the committee column for committee to determine and advise if they are assured.</p> <p>LE advised that the Pineview position is to have a deep dive of the self-assessment every 3 years, however, Linda advised that this is not really required as Pineview do a thorough review annually – committee will keep this under review and determine position as near the next three year of 2029.</p> <p>LE suggested that Pineview continue its ongoing review work and continue to review the volume of reporting, with more succinct reporting where possible, without losing detail that committee need to know.</p> <p>The Chair asked JO to present the remainder of the report for decision required. JO advised on decision required.</p> <p>Committee confirmed all matters noted and no additional queries to raise.</p> <p><b>Decisions Made:</b></p> <ul style="list-style-type: none"> <li>✓ Approved the self-assessment evidence document work undertaken at the 20/03/2026 strategy day, and staff follow on work, and the subsequent tracked changes documents for audit file.</li> <li>✓ Approved implementation of the recommendation that Committee determine the assurance status of each standard – following consideration of evidence and staff compliance opinion. 2026 compliance assurance status to be determined at the 17/06/2026 CoM meeting and the 2026 self-assessment evidence documents finalised for audit and publishing.</li> </ul> <p>The Chair thanked LE for her work for Pineview. LE left the meeting 6.40pm.</p>	<p>JO</p> <p>JO</p>	<p>31/05/26</p> <p>30/06/26</p>
<p><b>4.2 ARC Return for 2025/26</b></p>	<p><b>Lead</b></p>	<p><b>Due By</b></p>
<p>The Chair advised no Decision Time comments and passed to KB to present. KB advised on the ARC work undertaken and the that the outcome of the internal audit of the return where the highest rating of Strong assurance had been given, alongside good practice highlights. KB presented the ARC return outcomes and explained the benchmarking with previous years results. KB highlighted areas where there was planned improvements, such as void times. JO highlighted, for committee and customer forum assurance, that the partnership work between staff, tenants and external agencies was bearing fruit as arrears were less at the year end, without the need for any debt evictions during the year. Committee discussed the need to balance improvements in areas of work without resulting in a deterioration in other areas, for example, they did not want to see the focus on reducing void time resulting in an increase in arrears if this was more damaging to the business of the Association. KB advised that this is carefully considered when determining work priorities. BK advised that improvements could be made in a number of areas, such as void times, with little additional work required, with improved work planning by team members likely to make the biggest difference. Committee confirmed all matters noted and no additional queries to raise.</p> <p><b>Decisions Made:</b></p> <ul style="list-style-type: none"> <li>✓ Approved submission of ARC and Stock Return to SHR.</li> </ul>	<p>JO</p>	<p>31/05/26</p>
<p><b>5. Minutes of Previous Meeting(s) / Matters Arising</b></p>	<p><b>Lead</b></p>	<p><b>Due By</b></p>
<p><b>5.1 Minute of the Management Committee Meeting of 22/04/2026</b></p> <p>Committee confirmed approval of minute, with no changes required and no matters arising outwith agenda.</p> <p><b>Proposer: KO Seconder: MB Chair of meeting to sign minute: LR</b></p>		

<p><b>5.4 Decision Tracker Report</b>  The Chair advised no Decision Time comments and passed to JO.  Committee noted items either complete, not due yet or part of this meeting. BK updated on equalities:  ➤ Equalities data collection reset of tenants likely to be May 2026.  Committee confirmed all matters noted and no additional queries to raise.</p>	BK	31/05/26
FL joined meeting via Teams @ 7pm.		
<b>6. Reports Requiring Decision/Approval/Discussion</b>		
<p><b>6.1 Management Accounts to 31/03/2026</b>  The Chair highlighted Decision Time comments and passed to IN to present. Committee considered the outcomes for Q4, including noting areas of over and underspend and noting the comments on Decision Time clarifying outturn for the year 01/04/2025 to 31/03/2026 and future review work on repairs spend analysis and benchmarking following SHR report on sector due Nov 2026. Noted surplus for the year is £46.8k less than budgeted. Noted greatest concern continues in Estate and Reactive repairs spend where costs have escalated materially above those budgeted. Committee discussed impact of labour and material cost increased throughout the sector and beyond. Committee noted that some of the overspend was also due to spend decisions being made after budget set, for example, committee decision to bring forward close lighting spend to secure lower cost. There was also increased cost spend to cover skip hire with GCC recycling centres being closed frequently; costs to cover ECT absences; unbudgeted drainage, roof and reactive costs from property inspections. Committee discussed the option of adding some contingency costs into future budgets to give some leeway for unexpected spend and discussed the possible benefits of this while recognising the concerns that the contingency could be just seen as available spend. JO suggested that repair spend be an area that committee consider for 2027 internal audit.  IN advised interest receivable less than budget but this due to budget being set before Virgin Money loans repaid and therefore overambitious. IN confirmed no cashflow or liquidity issues, which is closely monitored. On ratios and benchmarking, IN advised main areas to highlight are reactive and maintenance spend as already discussed, and that arrears remain high comparatively but continue to improve. IN advised that financial covenants are all met and no cause for concern.  Committee confirmed all matters noted and no additional queries to raise.  <u>Decisions Made:</u>  ✓ Approved management accounts for Q4, and website to be updated.  ✓ Approved retention of reporting variance at £3.5k for 2026/27 reporting.</p>	IF FMD	30/06/26
<p><b>6.2 Treasury Management Report to 31/03/2026, annual review and SHR Loan Portfolio Return</b>  The Chair advised no Decision Time comments and passed to IN to present. IN presented report and Committee noted cash and loan position at 31/03/26, with no forecast liquidity issues and no loan covenant concerns. Committee noted inflation published at 2.8% this week but with predictions to rise again. IN advised there were no treasury management or policy compliance issues to report, with policy being reviewed under agenda item 7.  Committee noted proposal that TM report be simplified moving forward. IN advised on Loan Portfolio return for SHR.  Committee confirmed all matters noted and no additional queries to raise.</p>		

<p><b>Decisions Made:</b></p> <ul style="list-style-type: none"> <li>✓ Approved continued delegation to Director and FMD to action decisions and implement operational matters including investments.</li> <li>✓ Approved Loan Portfolio return for submission to SHR.</li> <li>✓ Approved proposal to continue to simplify treasury management report moving forward.</li> </ul> <p>The Chair thanked IN for his work for Pineview. IN left the meeting 7.15pm.</p>	<p>-</p> <p>JO JO/FMD</p>	<p>30/06/26</p>
<p><b>6.3 Risk Management Quarterly Review</b></p> <p>The Chair highlighted Decision Time comments and passed to JO to present. JO advised on review and involvement of both internal and external auditors. JO advised on suggested from staff regarding <u>Risk 75 Cyber Security</u> with a proposal to increase the post mitigation likelihood scoring, due to increased threat level, resulting in an increase in overall score from 9 to 12, and therefore remaining within the Significant category.</p> <p>Committee discussed Decision Time comments regarding risks 77, 28 and 30 and recent news reporting talks about possible increases in both inflation and the BoE Base Rate owing to the energy shock from the Iran conflict. Therefore, risks feel higher than they did last quarter. Committee discussed that from the Management Accounts they are already seeing evidence of increased costs and should therefore reconsider scoring, while accepting that there might be little that can do to mitigate risks further.</p> <p>Committee noted risks scoring 10 or more and noted damp risk matter and update on SFHA webinar event of 27/05/2026 attended by staff team. Committee confirmed all matters noted and no additional queries to raise.</p> <p><b>Decisions Made:</b></p> <ul style="list-style-type: none"> <li>✓ Approved proposed risk scoring change for Risk 75.</li> <li>✓ Requested that staff reconsider scoring of risks 77 interest rate uncertainty; 28 inflation uncertainty; and 30 overspend on budget; and bring outcome back to 17/06/2026 CoM for committee consideration and decision on any risk level heightening.</li> <li>✓ Risk register update to be on hold until 17/06/2026 risk review matters concluded.</li> </ul>	<p>JO JO</p> <p>JO</p>	<p>30/06/26 17/06/26 30/06/26</p>
<p><b>6.4 Business Planning General Report - Joyce</b></p> <p>The Chair advised no Decision Time comments and passed to JO to present.</p> <p>6.4.1 PI Outcomes and Targets - JO advised on PI outcomes to 31/03/2026 and proposed targets for 2026/27. Committee noted outcomes and discussed the three proposed tightening of target relating to rent arrears and asked staff if this was feasible given economic environments of tenants. KB and BK advised on staff discussions and view that the targets could be met with the tight procedures now in place and achieving outcomes. JO advised that while the target was tight and much lower than the position that Pineview has been in the last 5 years, the target was nearer to peer norms, and the team were keen to achieve a more equitable benchmark outcome.</p> <p>Committee noted the update on monthly outcomes alternative performance reporting and it being anticipated that the outcomes for the end of April and May will be uploaded in June or July 2026 and then updated monthly.</p> <p><b>Decisions Made:</b></p> <ul style="list-style-type: none"> <li>✓ Approved PI targets for 2026/27, with quarterly outcome reporting.</li> <li>✓ Business Plan to be updated.</li> </ul>	<p>SMT JO</p>	<p>Ongoing 30/06/26</p>

<p>6.4.2 Strategic Goals Delivery Plan (SGDP) to 31/03/2026 and Proposed Target changes – JO advised outcomes for all measures, and target changes, were as given within appendix 6.4.2. Committee noted and discussed the two proposed target changes. Committee noted the outcome from the TSS with small number of tenants wanting self-service, but that there was a generational difference and younger tenants were keen on this. Committee asked if 98% was too high a target for planned works, with KB advising that this should be sufficient to cover no access but that this will be kept under review.</p> <p><b>Decisions Made:</b></p> <ul style="list-style-type: none"> <li>✓ Approved SGDP targets for 2026/27, with quarterly outcome reporting.</li> <li>✓ Business Plan to be updated.</li> </ul> <p>6.4.3 FMD re change of finance agent – JO advised no update as yet. Committee discussed difficulty of recruiting finance people at present. JO will update committee as information becomes available. JO advised that Sections 6.4.4 – 6.4.13 of the report were for noting updates. Committee confirmed all matters noted and no additional queries to raise.</p>	<p>SMT JO</p>	<p>Ongoing 30/06/26</p>
<p><b>6.5 Membership and Committee</b></p> <p>The Chair advised on Decision Time comment and passed to IF to advise on any matters to bring to committee’s attention. IF advised on 2 committee applications for decision following meetings with Chairperson and Director. Chairperson (LD) advised on recommendation for committee membership. Committee noted Share register update and learning and development updates, noting date of next Drumcog training event to be confirmed. Committee confirmed all matters noted and no additional queries to raise.</p> <p><b>Decisions Made:</b></p> <ul style="list-style-type: none"> <li>✓ Approved committee membership applications with follow signing and induction to be arranged.</li> </ul>	<p>IF/JO</p>	<p>31/07/26</p>
<p><b>6.6 2025/26 Tenant Satisfaction Survey Outcome Action Plan</b></p> <p>The Chair advised no Decision Time comments and passed to BK to present. Committee noted apologies for late issue (21/05/26) and for duplication within report and appendix. Committee noted the comprehensive report detailing proposes actions, for the aim of increasing satisfaction from fairly satisfied to very satisfied. BK advised on differences from survey responses and experience dealing with customer day to day. Focus will be on estates management, CAB awareness and encouraging participation. Committee discussed repair comments and JO reminded committee of the high level of satisfaction on repairs and that comments will ordinarily focus on dissatisfaction, and it was important to not over focus on the negativity. Committee referred back to the ARC return and queried if PHA volume of repairs was similar to that in the sector. Staff and committee members working in the sector confirmed that the volume of repairs was within sector norms. BK advised on proposal to merge the Tenant Satisfaction Action Plan with the Tenant and Customer Participation Action Plan moving forward, with quarterly reporting as per reporting schedule. Committee confirmed all matters noted and no additional queries to raise.</p> <p><b>Decisions Made:</b></p> <ul style="list-style-type: none"> <li>✓ Approved planned TSS Action Plan and the proposal to merge the Tenant Satisfaction Action Plan with the Tenant and Customer Participation Action Plan moving forward with scheduled quarterly reporting.</li> </ul>	<p>BK/KB</p>	<p>19/08/26</p>

<p>✓ Further SHN benchmarking will be undertaken to assess how Very Satisfied and Satisfied ratings are distributed across Reactive and Emergency repair, report to CoM Nov 2026.</p>	BK/KB	18/11/26
<p><b>7. Policy Reviews</b></p>	Lead	Due By
<p>The Chair reminded members on the new report format for policy reviews, advising that the Decision Time resource library contains the tracked changes version of policies being considered for review. The Chair noted no Decision Time comments and passed to staff to present and advise on required decisions. JO and IF summarised proposed revisions to existing policies, seeking committee approval for policies to be updated and implemented.</p> <ul style="list-style-type: none"> <li>➤ F.04 Risk Management Policy (JO) – various proposed changes which do not change the intention of the policy but that provide update, clarity, readability and ease of use.</li> <li>➤ F.05 Treasury Management Policy (JO) – minor reference updates. Change proposed regarding internal audit aspect (Section TMP 7).</li> <li>➤ G.04 Disaster Recovery Plan (IF) minor updates to appendices, inclusion of Cyber Incident Response Plan.</li> <li>➤ F.03.1 Financial Regulations (JO) - the policy has not been reviewed but detail is provided to highlight an update omission and to advise that the £ updates will be carried out in June, if approved.</li> </ul>		
<p>Committee noted that H.14 Domestic Abuse Policy (KB/BK) has been delayed until June CoM meeting.</p>	BK/KB	17/06/26
<p>Committee confirmed all matters noted and no additional queries to raise.</p>		
<p><b>Decisions Made:</b></p>		
<ul style="list-style-type: none"> <li>➤ Approved revised and amended policies for implementation by 30/06/2026, with staff advised, policy folder updated, Decision Time resource library updated, and PHA website updated as appropriate.</li> </ul>	SMT	30/06/26
<p><b>8. Items for Update / Noting</b></p>	Lead	Due By
<p>The Chair reminded members that reports in this section are for updating/noting/feedback, and only intended for discussion if committee raise queries, committee request to discuss or if there are necessary staff updates since time of writing report. The Chair advised no Decision Time comments and asked staff if any updates.</p> <p><b>8.1 Rent and Service Charges Review follow up action plan</b>  Committee noted apologies for late issue (21/05/26). Report provides Committee with an update of progress on the Rent Consultation Follow-up Action Plan and highlights actions that have been or continue to be taken. Committee advised matters noted and no queries, staff confirmed no updates.</p> <p><b>8.2 Tenant/Customer Participation Action Plan Update</b>  Committee noted the Tenant/Customer Participation Action Plan is reviewed annually, with this report providing the quarterly update to Committee on progress being made on the 2025/2026 Action Plan. Committee advised matters noted and no queries, staff confirmed no updates.</p>		

