

<b>Report To:</b>	Management Committee Meeting
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<b>Agenda Item 4.2:</b>	Minutes of Pineview Housing Association Ltd Committee Meeting Held in the Association's Office at 5 Rozelle Avenue on 28 January 2020 at 6.00pm
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<b>Prepared By:</b>	Joyce Orr, Director
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<b>Date Prepared:</b>	7 February 2020
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<b>Meeting Date:</b>	25 February 2020 at 6.00pm
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<b>Minutes - Rule 62 - SFHA Charitable Model Rules (Scotland) 2013</b>
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62. Minutes of every general meeting, Committee Meeting and sub-committee meeting must be kept. Those minutes must be presented at the next appropriate meeting and if accepted as a true record, signed by the Chairperson of the meeting at which they are presented. All Minutes signed by the Chairperson of the meeting shall be conclusive evidence that the minutes are a true record of the proceedings at the relevant meeting.

<b>Item Details</b>
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<b>1. Sederunt</b>
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<b>Present:</b> Myra Frater (MF) Dan Martyn (DM) Josephine McGinty (JMc) – Vice Chairperson Winifred McPhail (WM) Jim O'Connor (JO'C) – Treasurer Victoria Phelps (VP) – Chair Anna Welsh (AW)	<b>Apologies:</b> Sharon Kane (SK) David Syme (DS)  <b>Special Leave:</b> Matthew Dillon (MD)  <b>Absent Without Apologies:</b> Jean Black (JB)	<b>In Attendance:</b> Karen Byrne (KB) – Housing Services Manager Joyce Orr (JO) – Director & Secretary Lucy Neilson (LN) - FMD  <b>Guest Speaker/Presenter:</b> Graham Gillespie (GG), Wylie Bisset
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All papers issued in advance of meeting unless detailed in minute.  
The meeting started at 6.00pm.

<b>2. Declaration of Interest</b>
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The Chair reminded everyone of the importance of keeping their Register of Interest entry up to date and declaring any interests and ensuring their ongoing committee eligibility status. The Chair reminded everyone of confidentiality and collective responsibility.

- Declaration from KB and JO regarding membership of Pension scheme (Report 5.4). Agreed JO would remain at meeting to present report and leave if requested by Committee. JO'C and VP declared an interest as SHAPS members – agreed would remain in meeting for Item.
- Declaration from JO'C as an employee of another organisation involved in Drumcog Common Allocation Policy – agreed would remain in meeting for item.
- No other declarations.

Item Details	Action	By
<b>3. Internal Auditor – 2019/20 Audit Report and “In camera” Session</b>		
<p>The Chair welcomed Graham Gillespie (GG) to the meeting and asked GG to present his internal audit report to Committee. GG confirmed with Committee that they had received copies of the audit reports in advance. GG detailed the audit work and reports produced for Follow Up Review; Purchases, Payments &amp; Procurement; Maintenance (Planned/Reactive/Cyclical); and Review of Business Plan (re Regulatory Guidance). GG worked through each report explaining what each audit covered; the assurance level found; good practice identified; benchmarking results and any recommendations made. GG explained that each audit had been given a “Strong” grading of assurance, the highest level of assurance which identified that controls were satisfactory, no major weaknesses found, and no or only minor recommendations found. GG advised on two low level improvement recommendations made in respect of maintenance procedures, and management have confirmed management response to address. GG confirmed that PHA outcomes very good and benchmark well against approximately another 45 other RSL clients. KB, LN and JO then left the meeting to allow private discussion between the Committee and the Internal Auditor. On conclusion of the private session, KB, LN and JO invited to return to the meeting. The Chair and Internal Auditor confirmed there was nothing that required to be added to the minute from the private meeting.</p> <p>Committee thanked GG for his report and invited him to remain for the meeting. GG explained he was unable to remain tonight, thanked those present and left the meeting.</p> <p><u>Decisions Made:</u></p> <ul style="list-style-type: none"> <li>- Maintenance procedure improvement recommendations to be implemented.</li> </ul>	KB	31/01/20
<b>4. Minutes of Previous meetings</b>		
<p>4.1 Minute of the Health &amp; Safety and Staffing Sub Committee Meeting of 19 Nov 2019 noted, no changes requested.</p> <p>4.2 Minute of the Management Committee Meeting of 26 Nov 2019 noted, no changes requested.</p> <p>4.3 Minute of the Special Management Committee Meeting of 14 Jan 2020 noted, no changes requested.</p> <p>4.4 Previous Minutes Decisions Action Implementation Report noted and agreed. Committee noted all items as either complete; to be considered at meeting; or not yet due.</p> <p><u>Decisions Made:</u></p> <p>4.1 - Minute of 19 Nov 2019 approved - proposed by DM, seconded by JO’C, Minute signed by Chair VP.</p> <p>4.2- Minute of 26 Nov 2019 approved - proposed by MF, seconded by AW, Minute signed by Chair VP.</p> <p>4.3 - Minute of 14 Jan approved - proposed by WM, seconded by JO’C, Minute signed by Chair VP.</p>	IF IF IF	

Item Details	Action	By
<b>5. Items Requiring Decision / Approval</b>		
<p><b>5.1 2020/21 Budget and Rent Increase Proposals</b>  LN presented the proposed 2020/21 final budget report. LN explained the differences from the first draft budget considered at the Nov CoM meeting following further consideration by the Management Team. LN advised on the assumptions used within the budget, and advised that the budget was based on a rental income increase of 1.5%. Committee noted the changes from the draft budget and the resulting favourable variance on estimated surplus and in cash position.  JO updated that no separate report on Long Term Projections (LTP) as these had been considered at Jan CoM and on KHA submission detail, and would vary depending on outcome.</p> <p><u>Decisions Made:</u></p> <ul style="list-style-type: none"> <li>- Approved final budget based on the assumptions within the report.</li> <li>- Further review of LTP once outcome of submission and any follow on work complete.</li> </ul> <p><b>5.2 Regulatory Compliance Self-Assessment Action Plan Update</b>  The meeting Chair asked JO to present the report. JO presented the report, advising for discussion, noting and decision (reporting systems). Committee noted progress update on action plan and confirmed no changes to reporting systems at present but that this will be kept under review. JO explained background to repair satisfaction text system delay (SDM issues; text supplier issues). JO requested that development be delayed until Q.4 and implemented from 01/04/2020.  The Chair reminded members that the requirement of assurance is ongoing and members should raise any concerns as they arise.</p> <p><u>Decisions Made:</u></p> <p>No changes to reporting systems at present.</p> <p><b>5.3 Committee and Membership Report:</b>  The meeting Chair asked JO to present the report. JO presented the report, advising for noting, discussion and decision (Share memberships).</p> <p>5.7.1 Application for Membership – Committee considered the eight share applications within the report and the additional one presented at meeting.</p> <p>5.7.3 Governing Body Specific Matters – Committee Membership – Discussed Committee Portal training and agreed date of Monday 17 February 2020. Discussed appointments with Linda Ewart for annual appraisal process and agreed dates of Tuesday 11<sup>th</sup> and 18<sup>th</sup> February, and JO to advise of times.</p> <p>5.7.4 Training – Meeting noted feedback from members present. DM advised he was unable to attend EVH meeting of 02/12/2019. Everyone advised that the collective assessment meeting with Linda Ewart held on 10/12/2019 was a very useful meeting and a good base for the annual appraisal system. Those present advised that the Freedom of Information (FOI) training that followed the collective assessment of 10/12/2019 was a useful reminder. JB, MF, JMc and AW gave positive feedback back on the Drumcog finance training on reading accounts – training session documentation issued to members who were unable to attend.</p>	<p>All LN/JO/KB</p>	<p>TBD</p>

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<p>VP advised that more Chair's training was being arranged through Drumcog planned for 6 April.</p> <p>Noted Drumcog training on Equalities had been cancelled until SHR guidance released – date to be used for Portal training as above.</p> <p>5.7.6 Committee attendance – noted overall attendance above target.</p> <p>5.7.7 Committee training – noted overall attendance at events. Noted that a number of Committee members have experience of some of the training topics through their employment, and undertake some relevant training through employment.</p> <p>JO reminded everyone of advising of apologies in advance if unable to attend any meeting, training etc.</p> <p><b>Decisions Made:</b></p> <p>5.7.1 – Share Membership Application – two applications approved, shares 831 and 839.</p> <p>5.7.3 – Governing Body Specific Matters –  Portal training – Monday 17<sup>th</sup> February at 6pm, PHA office.  Linda Ewart Appointments – dates of Tuesday 11<sup>th</sup> and 18<sup>th</sup> February and JO to advise members of times.</p> <p><b>5.4 Pension Consultation Update Report:</b></p> <p>KB &amp; LN were requested to leave the meeting for this item. JO was requested to present the report. JO presented the report, advising for noting, discussion and decision (contribution split; salary exchange; review of pension offering longer term). JO updated Committee on the outcome to the DB contribution split and associated consultation and advised that there was no change to the update provided at the Nov CoM meeting. Committee noted update on actions taken and arranged. Committee discussed the next steps and decisions required. Discussed DB contribution split; discussed salary exchange options and the options for treatment of DC scheme employer NI savings; discussed salary exchange set up; and discussed longer term pension review and obtaining external advice.</p> <p><b>Decisions Made:</b></p> <p>DB split to remain at 50/50, resulting in employees paying 16.2% and employer 16.6% (employer has to pay the 0.4% closed scheme loading). Chair and Secretary signed employer form of authority for effect from 01/04/20 and JO to return form to TPT SHAPS.</p> <p>PHA to offer salary exchange system to staff. NI savings to be reinvested in staff members pensions, including DB if feasible to set up. Assistance for set up to be purchased from Chiene &amp; Tait. Implement from 01/04/2020 if timing allows.</p> <p>Chiene and Tait to attend April CoM meeting to provide advice to Committee regarding longer term review of pension offerings.</p> <p><b>5.5 Business Plan General Report</b></p> <p>The meeting Chair asked JO to present the report. JO presented the report, advising for discussion and decision (Priorities amended timescales). All items noted with following discussed.</p> <p>5.5.2 Returns – Noted returns made since previous meeting and those to be approved/confirmed at meeting (management accounts for lenders). Noted all returns within required timescales.</p>	<p>IF/CoM JO</p> <p>JO</p> <p>IF/LN</p> <p>JO</p>	<p>17/02/20 07/02/20</p> <p>31/01/20</p> <p>01/04/20</p> <p>28/04/20</p>

Item Details	Action	By
<p>5.5.3 Key Performance Indicators (KPIs) to 31/12/19 – 12/45 KPIs not met. Meeting discussed KPIs not met – the reason, the impact and the proposed remedy. Discussed and agreed no concern regarding the non debt KPIs not met. KB advised more information re debt KPIs within housing services report and she proposed to give an update under Item 5.6 – Committee agreed.</p> <p>5.5.4 Priorities to 30/11/19 – 10/38 Priorities not met. Meeting discussed requests from staff to alter target completion dates and reasons for requests. Further change from report discussed – request to delay launch of tenant handbook to Feb 2020. VP suggested Association consider taking part in the Dolly Parton Foundation if unable to take forward anything forward with Action for Children. KB confirmed kitchen contract on site 27/01/2020. Agreed review of signatories to be a 2020/21 FCS Priority.</p>		
<p><u>Decisions Made:</u></p> <p>5.5.4 Priorities – approved change to following priority target dates:</p> <ul style="list-style-type: none"> <li>- job description reviews (FCS)</li> <li>- staff succession planning policy</li> <li>- review SDM Asset Module/alternative software</li> <li>- set up SDM Rent Ledger and Nominal Ledger interface</li> <li>- plain English staff training</li> <li>- update staff HTT training</li> <li>- update staff Hate Crime Reporting training</li> <li>- launch resident handbook</li> <li>- pursue Dally Parton Foundation in lieu of Action for Children project (19/20 spend)</li> <li>- review fire risk assessment requirements and produce action plan</li> <li>- conclude 2019/20 kitchen and boiler contact and spend in 2019/20</li> <li>- review of signatories to be a 2020/21 FCS priority.</li> </ul>	<p>JO</p> <p>JO</p> <p>LN</p> <p>LN/IF</p> <p>IF</p> <p>IF</p> <p>IF</p> <p>KB/IF</p> <p>KB</p> <p>KB</p> <p>KB</p> <p>LN/IF</p>	<p>20/21</p> <p>20/21</p> <p>20/21</p> <p>31/03/20</p> <p>20/21</p> <p>28/02/20</p> <p>28/02/20</p> <p>28/02/20</p> <p>13/03/20</p> <p>28/02/20</p> <p>31/03/20</p> <p>20/21</p>
<p><b>5.6 Housing Services Report:</b></p> <p>The meeting Chair asked KB to present the report. KB presented the report, advising for discussion and decision (gas contract, shared ownership, Forum certification). All items noted with following discussed.</p> <p>5.6.1 Planned Maintenance – KB updated on due works including Broadholm door replacement programme, drainage works, close flooring, door entry, and close lighting. Discussed difficulty in getting third quote, and committee discussed diminishing returns pursuing quotes.</p> <p>5.6.2 Cyclical Programme – discussed James Frew/Gas Sure contract for 93 ex district heating properties and pending procurement for Druncog gas contract.</p> <p>5.6.3/4/5/6/7 Debt – KB advised that she understood that Committee were looking for information on what action was being taken in respect of debt levels. KB updated on festive impact on debt levels alongside universal credit claims but advised that more intensive work was also required by staff team. KB advised she would be doing more audits to ensure appropriate action being taken and to identify any underlying reason for increasing levels. KB updated that more legal action was being taken, alongside earlier intervention work.</p> <p>5.6.8 Shared Ownership – discussed buy back case 2 and liability for component replacement and conveyancing costs. KB updated on buy back</p>		

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<p>case 1 and pursuit of voluntary sale. KB updated on legal view on action to pursue shared owners lenders agents.</p> <p>5.6.9 Resident and Customer Forum – discussed Forum Approved Certification concept and support from the Forum.</p> <p>5.6.10 Property Factors’ Code of Conduct Review – noted update.</p> <p>5.6.11 Asbestos Surveys (Closes) – Committee pleased to note work undertaken and that no asbestos found.</p> <p>5.6.12 Rent Increase – KB explained proposals from rent restructure work and proposals for factoring fees and charges. KB explained impact of rent restructure work on increases and went over increase banding, confirming all rents passed SFHA rent affordability test. KB explained small response to rent increase consultation but this most likely due to two years of consultation on new structure.</p> <p><u>Decisions Made:</u></p> <p>5.6.1 Planned Maintenance – approved to instruct work on basis of two quotes, with audit trail to explain.</p> <p>5.6.2 Cyclical Programme – approved extension of James Frew/Gas Sure contract in line with report recommendations.</p> <p>5.6.3/4/5/6/7 Debt – monthly updates to Committee on success of strategy to reduce debt levels.</p> <p>5.6.8 Shared Ownership – Buy back case 2, sharing owner to meet components replacement costs for work that will be undertaken and to meet all conveyancing/legal fees – to be deducted in advance of any payment. Buy back case 1, to consider pursuit of agents when matters resolved.</p> <p>5.6.9 Resident and Customer Forum – approved implementation of Forum Approved Certification for all relevant matters from 01/04/20.</p> <p>5.6.11 Asbestos Surveys –approved any further survey work as required.</p> <p>5.6.12 Rent Increase – Committee approved increase proposals with effect 01/04/2020 or when void. PHA to pursue higher response to rent increase consultation for 2021/22, utilising telephone surveys, texts etc.</p>	<p>KB</p> <p>KB</p> <p>KB</p> <p>KB</p> <p>KB</p> <p>KB</p> <p>KB</p> <p>KB</p> <p>KB</p>	<p>31/01/20</p> <p>31/01/20</p> <p>Ongoing</p> <p>TBC</p> <p>TBC</p> <p>01/04/20</p> <p>-</p> <p>Dec 2020</p>
<p><b>5.7 Policy Reviews</b></p> <p>The meeting Chair asked staff to present the policy review reports.</p> <p>➤ <b>5.7.1 Disposals Policy</b></p> <p>LN provided a verbal update advising that a new policy required to be drafted and that this had not been undertaken yet due to the priority work required for Item 5.8. LN advised that the policy would be brought to the next policy review meeting (March)</p> <p><u>Decisions Made:</u></p> <p>Replacement policy to be drafted and present to March CoM.</p> <p>➤ <b>5.7.2 Donations Policy</b></p> <p>JO presented the report, advising on proposed revisions.</p> <p><u>Decisions Made:</u></p> <p>Policy approved for implementation, agreed to delay implementation due to priority of Item 5.8.</p>	<p>LN</p> <p>JO</p>	<p>31/03/20</p> <p>28/02/20</p>

Item Details	Action	By
<p>➤ <b>5.7.3 Whistleblowing Policy</b>  JO presented the report, advising on proposed revisions; updating on DPO suggestions; and updating on correspondence with the SHR due to their leaflets being out of date.  <u>Decisions Made:</u>  Policy approved for implementation, agreed to delay implementation due to priority of Item 5.8.</p> <p>➤ <b>5.7.4 Drumcog Allocation Policy Consultation Outcome</b>  KB provided an update and advised not complete yet due to awaiting other Drumcog members input and reporting cycles.  <u>Decisions Made:</u>  Consultation Outcome Report to Feb CoM meeting.</p> <p><b>5.8 Confidential Report: [REDACTED] Redacted</b>  The meeting Chair asked JO to present to the meeting. JO advised that LN had been working in joint financial projections and had documentation for Committee to consider. LN distributed financial documents and took the meeting through the detail and how figures had been arrived at. The meeting discussed the financial projections and the assumptions behind them  JO updated on the contextual text and submission details she had been working on and the draft already issued to Committee for consideration. Committee discussed the volume of work undertaken and the positive outcome so far.  JO advised all work to be complete 04/02/2020 and Committee would be kept updated as matters progressed.  <u>Decisions Made:</u>  LN and JO to continue with work for submission; to request Paul McNeill to have a review of financials and contextual information; to keep Committee updated on progress; and submit by due deadline.</p>	<p>JO</p> <p>KB</p> <p>JO</p>	<p>28/02/20</p> <p>25/02/20</p> <p>04/02/20</p>
<b>6. Items For Update</b>		
<p>The meeting Chair reminded the meeting that these agenda item reports are for updating and should simply be noted unless members require more information or any clarification from staff, or if staff have any relevant updates since the time of writing the reports.</p> <p><b>6.1 Director's Report</b>  Committee advised all items noted with no further detail required.  JO advised there was an error within the report which had only come to light after writing and issue. This related to a data protection incident. JO provided a summary of the incident and that DPO had dealt with issue with staff member and that there was no requirement to notify the ICO as the matter was recorded as an incident and not a breach. JO advised that DPO would be undertaking some refresher scenario training with frontline staff members.</p>		

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<p>DM advised that he would endeavour to attend the 04/02/20 EVH Management Committee Meeting.            JO updated that she had attended a Kendoon HA introductory breakfast event on 23/01/20.            JO &amp; WM updated on Community Council Meeting of 13/01/2020.            JO updated on GWSF open meeting of 16/01/2020, including mentoring service and Forums views on Scottish Government consultation on Housing to 2040.</p> <p><b>6.2 Staffing &amp; Health &amp; Safety Report:</b>            Committee advised all items noted with no further detail required.            JO confirmed that there were no additional matters to raise.</p> <p><b>6.3 Gifts, Hospitality and Donations Report:</b>            Committee advised all items noted with no further detail required.            JO confirmed that there were no additional matters to raise.            Register entries signed.</p> <p><b>6.4 Complaints and Compliments Report:</b>            Committee advised all items noted with no further detail required.            JO confirmed that there were no additional matters to raise.            Register entries signed.</p>		
<b>7. Correspondence</b>		
<p>Committee noted correspondence issued.</p> <p>JO updated on additional correspondence:</p> <ul style="list-style-type: none"> <li>- AJG Insurance – PHA insurance already provided better cover than what EVH Member Protect was offering.</li> <li>- CiH Professionalism Campaign – PHA to support if possible.</li> <li>- Glasgow Club promotion for staff, committee and tenants of PHA - £25pm – information to be issued to customers through website and Newsletter</li> </ul>	<p>JO IF</p>	<p>31/03/20</p>
<b>8. A.O.C.B</b>		
<p>There being no other business, the meeting closed at 8.00pm</p>		

Minute Approved by: Jim O'Connor                      Seconded by: Winnie McPhail

Signed by Chairperson: Victoria Phelps                      Date: 25 February 2020