

<b>Report To:</b>	Management Committee Meeting
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<b>Agenda Item 5.1:</b>	Minutes of Pineview Housing Association Ltd Committee Meeting Held by remote access using MS Teams on 27 October 2020
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<b>Prepared By:</b>	Joyce Orr, Director
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<b>Date Prepared:</b>	10 November 2020
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<b>Meeting Date:</b>	24 November 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> Matthew Dillon (MD) Myra Frater(MF) Sharon Kane (SK) Dan Martyn (DM) Victoria Phelps (VP) David Syme (DS)	<b>Apologies:</b> Josephine McGinty (JMc)  <b>Special Leave:</b> Jean Black (JB) Winifred McPhail (WM) Jim O'Connor (JO'C) Anna Welsh (AW) Committee gave ongoing approval.  <b>Absent Without Apologies:</b>	<b>In Attendance:</b> Karen Byrne (KB) – Housing Services Manager Isobel Ferguson – Finance & Corporate Services Officer Lucy Neilson (LN) - FMD Joyce Orr (JO) – Director & Secretary  <b>Guest Speaker/Presenter:</b> None
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All papers issued in advance of meeting unless detailed in minute.  
The meeting started at 6.10pm.

<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.  
- JO/KB/IF/VP/SK all declared an interest in EVH salary matter to be considered at A.O.C.B.

Item Details	Action	By
<b>3. Guest Speaker – None</b>		
<p>The Chair advised that there was no guest speaker this month.</p> <p><u>Decisions Made:</u></p> <p>N/A</p>		
<b>4. Decisions / Approvals Summary Report</b>		
<p>The Chair referred members to the Decisions / Approvals Summary Report to be used to guide the meeting decisions / approvals required, with the assumption that members have read all the reports and had the opportunity to raise comments in advance of the meeting.</p> <p><u>Decisions Made:</u></p> <p>Detailed below under each section to which they relate.</p>		
<b>5. Minutes of Previous meetings</b>		
<p>5.1 Minute of the Management Committee Meeting of 29 September 2020 noted, no changes requested.</p> <p>5.2 Previous Minutes Decisions Action Implementation Report noted and agreed. Committee noted items either complete; to be considered at meeting; not yet due, and discussed the one overdue item.</p> <p><u>Decisions Made:</u></p> <p>5.1 - Minute of 29 September 2020 approved - proposed by DS, seconded by MF. Minute to be signed by Chair when Covid19 restrictions lifted or alternative arrangements in place.</p> <p>5.2 - Decisions Report – Committee approved extension to JO’s Leave of Absence to Jan 2021 and asked that best wishes be forwarded. Overdue item to be prioritised: - committee signing requirements</p>	<p>VP/IF</p> <p>JO</p> <p>IF/CoM</p>	<p>TBC</p> <p>26/01/2021</p> <p>24/11/2020</p>
<b>6. Items Requiring Decision / Approval</b>		
<p><b>6.1 Risk Management Review:</b></p> <p>The meeting Chair introduced the report and asked if any updates – LN advised no updates to report.</p> <p>Committee considered the proposed changes to the risk register and reasoning behind these, as presented by LN. Committee noted the feedback from the internal auditor who advised of their opinion that there were no obvious omissions and the correct priority scoring of Covid. LN advised committee on the work that had been undertaken in respect of ISO31000 guidance. It was recommended to committee that the Risk Management Policy be updated to incorporate more of ISO31000’s guidance and that committee consider the timing for this. Committee discussed that incorporating the guidance would involve remodelling the policy. Committee were of the opinion that the current system operates effectively. Committee considered the timing of any remodelling taking account of current Covid19 and ToE priorities.</p> <p><u>Decisions Made:</u></p> <p>Risk Register Changes – approved.</p> <p>ISO31000 – incorporate into Policy review due April 2022.</p>	<p>LN</p> <p>LN</p>	<p>30/10/2020</p> <p>Apr 2022</p>

Item Details	Action	By
<p><b>6.2 Business Plan General Report:</b>  The meeting Chair introduced the report and asked if any updates – JO advised that the only update was in respect of the KHA timeline as added to Decision Time (at 6.2.3.10).  All matters within report noted.</p> <ol style="list-style-type: none"> <li>Returns - noted the Returns update and all met on time to date.</li> <li>Non-Financial KPIs to 30/09/2020 – committee noted outcomes; discussed reasons for those not met and the impact of Covid19; considered review of housing services KPIs; and considered staff requests to alter relet source KPIs.  KB reported that areas of repair performance were improving as a more “normal” service resumed.  6.2.2.7 - Committee considered the HSM request to review relet source outcome KPIs, taking account of low volume of relets and work to assist GCC. Committee discussed that transfer cases will be reviewed and considered first for each void.  Committee requested that staff look to incorporate line graphs (or similar) into KPI reporting so that trends can be seen at a glance – Committee advised that they were assured on performance as all information is given each quarter (and some housing services and staffing monthly) showing performance benchmarked against targets and previous quarters/years (months), and that graphs (or similar) would simply give an easy visual representation for committee.</li> <li>Kendoon Housing Association – committee noted progress updates on ToE work; consultation and ballot timeframe; legal due diligence; lenders; pension position; TUPE; joint meetings; rental charging matter; costs of transfer to date and forecast (within budget); and timetable of decision and meetings required.  LN took committee through the ToE pension position, the work undertaken and the report from VI Pensions Law. Committee discussed the proposed Flexible Apportionment Arrangement (FAA) from The Pension Trust as the alternative to paying the Kendoon Section 75 debt that transfer would otherwise trigger. Committee were requested to approve the FAA and delegate signing to any two of Pineview’s authorised signatories.  Committee considered the benefits of a virtual joint meeting of PHA and KHA committee members, post ballot, to meet each other.  Committee discussed the involvement of existing KHA CoM members post transfer and were very pleased to note some KHA members were considering. Committee noted that the existing timing of PHA CoM meetings (last Tues of month) was not suitable to all at KHA.  Committee noted JO update on KHA CoM meeting 20/10/2020.  Committee discussed the need for a special meeting between KHA first Special General Meeting (SGM) and KHA second SGM to pass resolution for taking transfer.</li> <li>Internal Audit - committee noted planned internal audit work as per committee approved audit plan.</li> </ol>		
<p><b>Decisions Made:</b>  6.2.2 KPIs – reports, from quarter 3 onwards, to incorporate line graphs (or similar) so that trends can be seen at a glance.</p>	<p>KB/IF/ LN/JO</p>	<p>26/01/2021</p>

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6.2.2.7 KPIs – approved requests for alteration to relet source outcome KPIs for the remainder of 2020/21. Transfer cases to be reviewed and considered first for each void. Reports to be updated with reviewed KPI from quarter 3.	KB	26/01/2021
Outcome KPIs agreed as: 80% referrals 10% transfer 10% housing register.		
6.2.3.5 Pension FAA - Committee approved the FAA and delegated signing to any two of Pineview’s authorised signatories upon a successful Yes ballot outcome.	LN	TBC
6.2.3.7 Committee joint meeting (PHA and KHA) – invitation to KHA for a date that suits them and when ballot outcome is likely to be known. To facilitate inclusion of KHA CoM members all PHA CoM members to consider alternative suitable timing (days/weeks) of CoM meetings and JO to collate responses and report back to Nov CoM.	JO	TBC
6.2.3.8 Rents – clarification and information to Nov CoM meeting.	JO	24/11/2020
6.2.3.10 Timetable – agreed 22/12/2020 for special meeting between KHA first Special General Meeting (SGM) and KHA second SGM to pass resolution for taking transfer.	JO	22/12/2020
6.2.4 Internal audit - JO will provide verbal update to Nov CoM meeting.	JO	24/11/2020
<b>6.3 Regulatory Compliance Self-Assessment Action Plan Update Report and Final 2020 Annual Assurance Statement (AAS)</b>		
The meeting Chair introduced report and asked if any updates – JO advised no additional updates.		
Committee noted the updates to the Action Plan and noted the impact of Covid19 on various elements. Committee advised that no changes to reporting format of Committee Reports was required at present for assurance and that additional reporting requested at Item 6.2.2 was for visual purposes only.		
Committee considered and discussed the proposed final draft AAS, amended and updated as requested at Oct CoM meeting. Committee advised no further changes required to statement. Committee confirmed their assurance.		
<u>Decisions Made:</u>		
- 2 <sup>nd</sup> draft AAS approved for submission to SHR and publication on PHA website.	JO	30/10/2020
- Approved signing of AAS by Chairperson using PHA facilities or DPO.	IF/JO	30/10/2020
<b>6.4 Housing Services Report:</b>		
The meeting Chair introduced report and asked if any updates – KB advised updated report added to Decision Time 26/10/2020 concerning financial regulations breach that she would update CoM on first.		
6.4.16 KB advised on a breach of the financial regulations where a member of staff had not obtained 3 quotes as required for works over £5,000. KB advised committee on the investigation undertaken after receipt of invoice for £6,598.13 highlighted breach. KB advised she was satisfied with the explanation and factors surrounding this incident and that there was nothing untoward. KB advised there were contributing extraordinary factors and that this was out of the ordinary for the staff member involved who accepted full		

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<p>responsibility. JO confirmed that she had reviewed incident and was of the same opinion as KB. Committee were satisfied with the explanation and advised on their view that the Association's lines of defence had worked, which was a positive outcome in the Associations approach to preventing fraud. LN advised committee that she was satisfied and that this incident was not material and did not require to be reported to auditors or SHR – JO confirmed her agreement with this.</p> <p>KB took the meeting through the report. All matters within report noted.</p> <p>6.4.2 KB explained the Drumcog Reactive maintenance Framework and the proposal for the review of this contract. Committee satisfied with approach.</p> <p>6.4.3 KB explained Drumcog Gas Contract and proposal to use Scotland Excel (SE) Framework if Committee approve joining. Committee noted work to be undertaken to ensure compliance with procurement legislation and approved approach subject to this being achieved. Committee advised that membership of SE would be beneficial and assist with assurance on procurement and value for money.</p> <p>6.4.6 Committee noted the reduction in current tenant rent arrears and recognised the ongoing work by staff to prioritise support to tenants and work to reduce arrears. Noted benefit of CAB service for tenants.</p> <p>6.4.8 Committee noted verbal update from KB on sharing owner arrears case and current legal position in pursuing.</p> <p>6.4.10 Committee noted priority being given to estate management in the lead up to 5 November and staff attendance at partnership meetings. KB advised on issue with Bulk uplift service form GCC and likelihood of it changing to a charged service.</p> <p>6.4.11 Committee were delighted to note that the Customer Forum had recommenced their meetings.</p> <p>6.4.12 Committee noted intent to submit HMO licence application Nov 2020.</p> <p>6.4.13 KB presented the outcomes from the first snap shot surveys undertaken by Research resources. Committee were pleased to note the very positive results and were pleased to note that there was staff follow up with those expressing dissatisfaction (if they had given their permission).</p> <p>6.4.14 KB and IF feedback to committee on the CX Feedback system and its possible use for tenant and staff feedback. KB to consider demo for Forum.</p> <p>6.4.15 Committee noted update on SDM/HUB reconciliation and noted update importance for budget setting.</p>		
<p><b>Decisions Made:</b></p> <ul style="list-style-type: none"> <li>- 6.4.2 Drumcog Reactive Maintenance Framework - approved recommendation to use same framework procurement route as previously, including services of Atkinson Partnership, with costs split between Drumcog members and contract in place for 01/04/2021.</li> <li>- 6.4.3 Drumcog Gas Contract - Procurement exercise to be pursued through Scotland Excel (PHA to join), subject to compliance with procurement legislation – to be undertaken to have new gas contract(s) in place by 31/01/2020.</li> <li>- 6.4.10 To include bulk uplift contingency in 2021 budget.</li> <li>- 6.4.12 HMO Licence – application to be submitted in November 2020.</li> <li>- 6.4.14 CX Feedback – include cost within 2021 budget and consider demo for forum</li> <li>- 6.4.15 HUB/SDM reconciliation to be complete by 30/11/2020 to aid 2021 budget setting process.</li> </ul>	<p>KB</p> <p>KB</p> <p>KB/LN</p> <p>KB</p> <p>KB/LN</p> <p>KB</p>	<p>31/03/2021</p> <p>31/01/2021</p> <p>26/01/2021</p> <p>30/11/2020</p> <p>26/01/2021</p> <p>30/11/2020</p>

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<p><b><u>Policy Reviews</u></b></p> <p><b>6.5 F.03.1 Financial Regulations and F.03.2 Financial Procedures (Review):</b>  The meeting Chair introduced report and asked if any updates - LN advised no additional updates other than grammatical.  LN advised on the changes proposed and the reasons for them.  Committee advised report noted with no further detail required.  <u>Decisions Made:</u>  - Approved proposed Policy changes.</p> <p><b>6.6 G.01 Membership Policy (Review)</b>  The meeting Chair introduced report and asked if any updates - JO advised that there were no additional updates.  JO advised on the recommendation to review without change and bring forward net review to 2021 to tie in with review of Rules.  Committee advised report noted with no further detail required.  <u>Decisions Made:</u>  - Approved review of Policy with no changes.</p> <p><b>6.7 G.04 Disaster recovery Plan (Review)</b>  The meeting Chair introduced report and asked if any updates - IF advised that there were no additional updates.  IF advised on the review recommendations and follow on appendices updates that will be required post review.  Committee advised report noted with no further detail required.  <u>Decisions Made:</u>  - Approved review of Policy and follow on updated to appendices.</p> <p><b>6.8 S.11 Office Call Out Policy (Review)</b>  The meeting Chair introduced report and asked if any updates - IF advised that there were no additional updates or staff feedback to report.  IF advised on the review recommendations and follow on appendices updates that will be required post review.  Committee advised that Policy does not need an annual review and instead Policy should be put to a three yearly review with the staff and emergency contact details being updated annually.  <u>Decisions Made:</u>  - Approved review of Policy and follow on updated to appendices.  - Policy to be reviewed three yearly with review schedule updated.  - Appendices (contact details etc.) to be updated annually each Oct (or as staff details change) – to be incorporated into Finance and Corporate Services Priorities.</p> <p><b>6.9 M.04 Stock Condition Survey Policy (Review)</b>  The meeting Chair introduced report and asked if any updates - KB advised that there were no additional updates.  KB advised on the review recommendations.  Committee advised report noted with no further detail required.  <u>Decisions Made:</u>  - Approved proposed Policy changes.</p>	<p>LN</p> <p>JO</p> <p>IF</p> <p>IF</p> <p>IF</p> <p>IF</p>	<p>30/10/2020</p> <p>30/10/2020</p> <p>30/11/2020</p> <p>30/11/2020</p> <p>30/11/2020</p> <p>30/11/2020</p> <p>30/10/2020</p>

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<b>7. Items For Update</b>		
<p>The Chair reminded members these item reports are for updating and should simply be noted unless staff have any additional updates and/or members require more information/clarification.</p> <p><b>7.1 Committee and Membership Report:</b>  The meeting Chair introduced report and asked if any updates – IF advised that there were no additional updates.  Committee noted and confirmed the ongoing leave of absence arrangements, and the importance of other members attending meetings to achieve quorum for decision making.  Committee congratulated VP on her SQA success with her qualification in Governance of Scottish Housing Associations (GOSHA).  Committee considered the committee annual appraisal / performance review process and agreed collective assessment meeting date of Tue 08/12/2020 for all to attend. Committee considered the 6 month update on the 2019/20 Feedback Report suggestions, noting how they had been incorporated into PHA work.</p> <p><b>7.2 Director’s Report:</b>  The meeting Chair introduced report and asked if any updates – JO advised that there were no additional updates.  Committee advised report noted with no further detail required.</p> <p><b>7.3 Gifts, Donations and Hospitality Report:</b>  The meeting Chair introduced report, advised on decision request added to Decision Time after report issued, and asked if any further updates – JO advised that there were no additional updates.  JO updated on Breast Cancer Now “Wear it Pink” fundraising event by staff 23/10/2020.  Committee requested that the donations budget be reviewed against any underspend on tenant participation and wider role activities.  Committee advised report noted with no further detail required.</p> <p><b>Decisions Made:</b></p> <ul style="list-style-type: none"> <li>- Approved PHA donation at same level as 2019 match funding - £140.</li> </ul> <p><b>7.4 Staffing &amp; Health &amp; Safety Report:</b>  The meeting Chair introduced report and asked if any updates – IF advised that there were no additional updates.  Committee noted reduction in absence rates and costs and discussed possible impact of flexible working assisting.  Committee advised report noted with no further detail required.</p> <p><b>7.5 Complaints and Compliments Report:</b>  The meeting Chair introduced report, advised on updated report added to Decision Time following committee member’s queries, and asked if any further updates – IF advised that there were no additional updates and apologised for % errors in first report issued.</p>	IF	24/11/2020

