

<b>Report To:</b>	Management Committee Meeting
<b>Agenda Item 5.1:</b>	Minutes of Pineview Housing Association Ltd Committee Meeting Held by hybrid access using MS Teams and Office on 29 September 2022
<b>Prepared By:</b>	Joyce Orr, Director
<b>Date Prepared:</b>	5 October 2022
<b>Meeting Date:</b>	24 November 2022

### Minutes - Rule 62 - SFHA Charitable Model Rules (Scotland) 2013

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.

### Item Details

#### 1. Sederunt

All papers issued in advance of meeting unless detailed in minute.  
The meeting started at 6.15pm.

<p><b>Present:</b> Richard Bolton (RB) Teresa Brannan (TB) Linda Devlin (LD) Myra Frater (MF) Jamie Graham (JG) Daniel Martyn (DM) - Chair David Syme (DS)</p>	<p><b>Apologies:</b> John Brechany (JB) Josephine McGinty (JMc) Kenny McGinty (KMc)</p> <p><b>Absent:</b> Anna Walsh (AW)</p> <p><b>Leave of Absence:</b> Victoria Phelps (VP) – approved to Oct 2022</p>	<p><b>In Attendance:</b> Karen Byrne (KB) – Housing Services Manager Isobel Ferguson, FCSO Joyce Orr (JO) – Director &amp; Secretary</p> <p><b>Guest Speaker/Presenter(s):</b> Lindsey Dinnen, Lead HR Advisor, EVH</p> <p><b>Observing:</b> None</p>
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The Chair welcomed everyone to the meeting. JO introduced new member Laura Nahar and advised on apologies received.

### Item Details

#### 2. Declaration of Interest

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.

Declarations – Staff in respect of Pension consultation – staff left meeting and re-joined for Item 5.

#### 3. Decisions / Approvals Summary Report

Report would be used to guide meeting and ensure all required decision made.

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<b>4. Pensions Consultation and Advice – Lindsey Dinnen, Lead HR Advisor, EVH</b>		
<p>Staff left the meeting due to conflict of interest.</p> <p>Committee had confidential session with EVH to discuss sector norms, options and consultation process. Following confidential session staff were invited to return to meeting and Chair updated on the further considerations that Committee were going to make. Separate note of discussion issued by EVH and approved by Chair and Vice Chair.</p> <p><b>Decisions Made:</b> Committee to consider further, led by Dan Martyn (Chair) and David Syme (Vice Chair) and then contact EVH for further assistance on consultation if required.</p>	DM/DS	31/12/22
<b>5. Minutes of Previous Meeting(s) / Matters Arising</b>		
<p>5.1 Minute of the Management Committee Meeting of 25 August 2022 noted, no changes.</p> <p>5.2 Previous Minutes Decisions Action Implementation Report and progress updates noted.</p> <p><b>Decisions Made:</b> 5.1 - Minute of 25/08/2022 CoM meeting approved - proposed by LD, seconded by TB. Minute to be signed by Chair of Meeting approving - DM.</p> <p>5.2 – Previous Minutes Decisions Action Implementation Report – Committee noted updates:</p> <ul style="list-style-type: none"> <li>➤ JO advised that in policy review, the senior staff succession policy was swapped with the equalities policy for timing. The senior staff succession policy will be brought to the Nov 2022 meeting.</li> <li>➤ IF confirmed signing requirement for CoM members completed.</li> </ul> <p>Committee confirmed all matters noted and no additional queries to raise.</p>		
<b>6. Items Requiring Decision / Approval</b>		
<p><b>6.1 Business Plan Report:</b> The Chair asked JO to present report for decisions on recommendations.</p> <p>6.1.1 FMD Contract Review – Committee discussed the service, FMD’s expertise of the financial arrangements of the RSL sector, and current recruitment difficulties within the sector. JO updated on the financial systems efficiencies work being undertaken by FMD with Pineview, and the benefits that should come from this. Committee discussed the length of contract and the certainty of a longer period for both the Association, the staff team and FMD. Committee requested that FMD be approached about a community benefit if contract for 3 year period.</p> <p>6.1.2 Data Protection Officer (DPO) Contract Review – Committee discussed the existing arrangements. It was noted that as a sector, RSLs are highly regulated and deal with voluminous amounts of personal, and</p>		

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<p>sensitive personal, data. As such, RSLs have to consider data protection, environmental regulations and freedom of information in a way that can require much more attention than private businesses with different information environments. Committee noted the work that had been undertaken with Information Law Solutions (ILS) in their DPO role with Pineview. Committee discussed the recommendation to renew contract to Mar 2024 and revisit in 2023 for post March 2024.</p> <p>6.1.3 Clydesdale Bank variable loans – Committee considered the position of the loan portfolio and the indicative rates from Clydesdale Bank. JO advised on recommended practice of having a mixed portfolio with both fixed and variable rated loans. FMD had also advised on the prudence of having a mixed portfolio. However, with bank base rate continually increasing recently it would be worth considering in more detail. JO advised on the recommendation for Committee to consider this as part of the quarterly treasury management review at their meeting of 24/11/2022, taking account of budget setting and rent reviews on The Associations monetary requirements. Committee discussed and were concerned that a delay to any fixing would result in a higher rate as the Bank of England monetary policy committee was due to meet on 03/11/22 and is expected to increase bank base rate further. There was much discussion around the various options and timing implications. JO advised that this was a decision for Committee to make, however she could not recommend that the decision be made earlier than Committee considering the budget and rent cap implications. JO advised that she would not want to pre-empt what she may advise in November (after considering the budgetary and income implications) but she was expecting to recommend that at some of the Clydesdale Bank variable loans be repaid if funds were not needed in short/medium term i.e. early repayment would not result in the need for additional borrowing within the lifespan of existing Clydesdale Bank loans. Committee discussed that existing available fixed rates would likely have anticipated November base rate increase factored in. Base rate estimated to increase by 0.75% - 1%.</p> <p>6.1.4 Pensions – discussed and decisions made at item 4 of agenda.</p> <p>6.1.5 Internal Audit</p> <p>Contract extension option – Committee noted that the initial 3 year term was in its final year and the contract had the option to extend by a further two years. JO confirmed that Wylie &amp; Bisset had confirmed they would be delighted to extend the contract and retain the rates given at tender. JO confirmed the Association staff were more than happy to recommend the extension given that the audit work is undertaken without fear or favour, which results in robust reporting and assurance for Committee.</p> <p>August 2022 audit work – Committee noted the internal audit work undertaken during August with strong reports and no concerns from auditor in HR, Payroll and ICT follow up, and equalities and human rights. Committee considered the detail of the weak report on debt management and KB explained the proposed management responses. KB advised that the section in the report about non action on rechargeable repair debts was not quite accurate and was still to be discussed further with auditor. However, KB advised there was no disagreement with the overall findings. While committee were concerned about receiving a weak audit report, they recognised the circumstances and were pleased to note the detail in the</p>		

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<p>management responses and how the team were working to address matters. KB advised on the positive contribution of the team in addressing the weaknesses identified, and committee asked that their thanks be shared back. Committee understood that the staff team are working to reduce arrears and that this takes time. While committee are supportive, they advised of their need to acknowledge the risk with debt and the risks with policies and procedures not being followed, as identified in the audit report. As such, Committee want to make sure that this is addressed and that staff members are all clear on the need to follow approved policies, follow agreed procedures and record the require information for audit purposes. KB updated that the housing services team had considered this together, would continue to do so, and that everyone is clear on these requirements.</p> <p>Committee were pleased that their system for determining internal audit subjects was working in that they had identified debt management as a concern and the internal audit outcome showed this concern was justified and that measures were being put in place to deal with this.</p> <p>JO and KB thanked committee for their constructive support whilst holding staff to account.</p> <p>6.1.6 ARC Benchmarking – Committee considered the benchmarking outturns for 2021/22 and discussed queries on staff numbers, sickness rates, timing of tenant satisfaction surveys, repair completion time, offer of let refusals, and the format of the charter report for tenants. JO and KB advised that some of the outcomes depend on how the data has been collated, counted and analysed by each different landlord. Pineview records data in accordance with the ARC Guidance and discussed each query with Committee. IF advised on extract from report for tenants and that format of report has been approved by customer forum.</p> <p>6.1.7 Priorities outcomes to 31/03/22 – Committee noted outcomes and explanations provided for those not complete by due date. Committee noted that these old style priorities will continue to be reported on for year ending 31/03/2023 with next reporting Feb 2023 and May 2023. Thereafter the outcomes will still be recorded and Decision Time update quarterly, with the business plan report only reporting by exception.</p> <p>6.1.8 Transfer promises outcomes to 31/08/2022 – Committee noted update and asked if the next report could provide a breakdown of the £10k spend by activity. This report will now be moved onto financial quarter with next reporting due Feb 2023.</p> <p>6.1.9 2021/22 Committee annual review feedback suggestions 6 month update – Committee noted update and were satisfied follow up work completed.</p> <p>6.1.14 Decision Between Meetings – Committee noted additional 2022 public holiday approved for Queen’s funeral for 19/09/2022. Committee confirmed all matters noted and no additional queries to raise.</p>		
<p><b>Decisions Made:</b></p> <p>6.1.1 FMD Contract Review – contract to be renewed for 3 year period and FMD to be requested to consider a community benefit contribution.</p> <p>6.1.2 DPO Contract Review – Advise DPO contract to be extended by 12 months to 12/03/2024. Review position further mid 2023 for service provision from 2024.</p>	<p>JO</p> <p>JO</p> <p>JO</p>	<p>30/09/22</p> <p>31/10/22</p> <p>28/09/23</p>

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<p>6.1.3 Clydesdale Bank variable loans – review with November 2022 Treasury Management Quarterly Report.</p> <p>6.1.5 Internal Audit – Contract extension – approved optional 2 year extension to cover financial years 2023/24 and 2024/25. Advise Wylie &amp; Bisset.</p> <p>August 2022 internal audit work – Committee approved draft management responses, subject to any further discussion and clarification with auditor on rechargeable repairs matter. Follow up audit to be completed, with date agreed with auditor – not to be left until August 2023.</p> <p>6.1.8 Transfer promises outcomes - the next report, Feb 2023, to provide a breakdown of the £10k spend by activity.</p> <p>6.1.9 2021/22 Committee annual review feedback suggestions 6 month update – no further action required.</p>	<p>JO/FMD</p> <p>JO</p> <p>JO</p> <p>KB</p> <p>-</p>	<p>24/11/22</p> <p>31/10/22</p> <p>31/10/22</p> <p>23/02/23</p> <p>-</p>
<p><b>6.2 Final 2022 Annual Assurance Statement (AAS):</b>  The Chair asked JO to present report for decisions on recommendations. Committee noted decisions from 25/08/2022 meeting actioned. Committee considered the 2<sup>nd</sup> draft AAS and whether to include something regarding the Scottish Government proposals on rent freezes and eviction restrictions. Committee discussed the concerns created by the Scottish Government proposals and the uncertainty surrounding these. Committee spent time agreeing a paragraph to be added to the AAS as follows:</p> <p style="padding-left: 40px;">“We would also like to highlight that whilst we are compliant with regulatory standards, we have concerns regarding the potential implications of the recent Scottish Government proposals for rent freezes and eviction restrictions and the uncertainty around these. Our concerns particularly relate to Regulatory Standards 1, 2, 3 and 4. We are concerned regarding the potential impact of these decisions in relation to the longer term sustainability of the Association.”</p> <p>Committee confirmed all matters noted and no additional queries to raise.</p>		
<p><b>Decisions Made:</b>  Committee agreed final version of AAS to include additional above paragraph. Committee approved AAS to be signed by Chairperson and submitted to SHR by Director through SHR Portal.</p>	<p>JO</p>	<p>31/10/22</p>
<p><b>6.3 Membership and Committee Report:</b>  The Chair asked IF to present report for decisions on recommendations.</p> <p>6.3.1 Membership applications – Committee considered the one share membership application.</p> <p>6.3.3 IF updated that signing requirements submitted by RB and JB IT security issues being resolved by IF.</p> <p>6.3.4. In person meeting arranged for 24/11/2022 at 6.15pm at Golden Jubilee. Members encouraged to attend in person and to confirm to Isobel so she can consider numbers with hotel for food and refreshments. JG advised unable attend in person.</p> <p>6.3.5 Committee training and development –</p>		

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<p>Chair reminded everyone of importance of keeping skills updated. DM and TB attending GWSF conference on 28/10/2022.</p> <p>Drumcog training plan launch event scheduled for Monday 24/10/22, Titan Hotel at 6.00pm and members encouraged to attend. KB will attend with Committee as JO and If on leave.</p> <p>Committee confirmed all matters noted and no additional queries to raise.</p> <p><b>Decisions Made:</b></p> <p>6.1.1 Membership applications – application approved (T1496).</p> <p>6.3.4 In person meeting 24/11/2022 at 6.15pm at Golden Jubilee - members to confirm in person attendance to Isobel so she can consider numbers with hotel for food and refreshments. JG unable attend in person.</p> <p>6.3.5 Drumcog training plan launch event Monday 24/10/22, Titan Hotel at 6.00pm - members to confirm attendance to Isobel so she can advise organiser (Drumchapel Housing Co-op) on numbers.</p>	<p>IF</p> <p>CoM IF</p> <p>CoM IF</p>	<p>17/11/22</p> <p>17/10/22</p>
<p><b>6.4 Policy Reviews</b></p> <p>6.4.1 – G.02 Whistleblowing Policy review – minimal changes proposed. B/Fwd to meet updated policy schedule.</p> <p>6.4.2 – Equality &amp; Diversity Policy review – minimal changes proposed. B/Fwd to meet updated policy schedule.</p> <p>6.4.3 – Abandonment Policy review – minimal changes proposed for 3 yearly review.</p> <p>6.4.4 – Void Policy review - minimal changes proposed for 3 yearly review.</p> <p>6.4.5 – Domestic Abuse Policy review – proposed changes to reflect recent legislation and current good practice. 3 yearly review.</p> <p>6.4.6 – S.19 Personal Safety Policy review – proposed changes to reflect recent Health &amp; Safety Control Manual changes and current EVH recommended model policy changes. 3 yearly review.</p> <p>6.4.7 – S.24 Personal Relationships at Work Policy review – minimal changes proposed for 3 yearly review.</p> <p>The Chair advised that there were no comments recorded in Decision Time and JO had confirmed no telephone queries from members. The Chair highlighted that the policies were all existing policies and the proposed changes were clear in each report and/or tracked changes. Chair asked if committee members had any queries or comments to raise. Committee confirmed all reviews noted and no queries to raise.</p> <p><b>Decisions Made:</b></p> <p>6.4.1 – G.02 Whistleblowing Policy review – approved for implementation.</p> <p>6.4.2 – Equality &amp; Diversity Policy review – approved for implementation.</p> <p>6.4.3 – Abandonment Policy review – approved for implementation.</p> <p>6.4.4 – Void Policy review - approved for implementation.</p> <p>6.4.5 – Domestic Abuse Policy review – approved for implementation.</p> <p>6.4.6 – S.19 Personal Safety Policy review – approved for implementation.</p> <p>6.4.7 – S.24 Personal Relationships at Work Policy review – approved for implementation.</p>	<p>JO</p> <p>JO</p> <p>KB</p> <p>KB</p> <p>KB</p> <p>IF</p> <p>IF</p>	<p>31/10/22</p> <p>31/10/22</p> <p>31/10/22</p> <p>31/10/22</p> <p>31/10/22</p> <p>31/10/22</p> <p>31/10/22</p>

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<b>7.</b>	<b>Items for Update</b>		
<p><b>7.1 Housing Services Report:</b>            KB advised report for update, debt management had been discussed at Item 6.1.5 Internal Audit outcome, and no queries raised in advance of meeting. Committee confirmed all matters noted and had no queries to raise.</p>			
<b>8.</b>	<b>Correspondence</b>		
Nothing additional.			
<b>9.</b>	<b>A.O.C.B.</b>		
<p>The Chairperson permitted discussion on</p> <p>9.1 SHR Landlord Group Invitation letter of 29/09/2022. Committee noted letter form SHR Chair and thought it would be helpful if sector members offered to be involved.  <u>Decisions Made:</u>            JO to confirm to SHR that Pineview would be interested in having their senior officer participate.</p> <p>9.2 Tenant Ayr Trip – Isobel shared video of trip highlights with Committee.</p> <p>9.3 Committee photo for annual report – Committee agreed to a screen shot from the meeting to be used for the Annual Report.</p>		JO	31/10/22
<b>10.</b>	<b>Date of Next Meeting</b>		
<p>Drumcog Training Launch Event – Monday 24/10/2022 6pm at Titan Hotel</p> <p>Management Committee Meeting – Thursday 24/11/2022 at 6.15pm Golden Jubilee Hotel and MS Teams</p> <p>There being no other business the meeting closed at 8.00pm.</p>			

Minute Approved by: L Devlin

Seconded by: T Brannan

Signed by Chairperson: D Syme  
of meeting approving

Date Approved: 24 November 2022