

<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 28 October 2021
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<b>Prepared By:</b>	Joyce Orr, Director
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<b>Date Prepared:</b>	12 November 2021
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<b>Meeting Date:</b>	25 November 2021 2021
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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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All papers issued in advance of meeting unless detailed in minute.  
The meeting started at 6.00pm.

<b>Present:</b> John Brechany (JB) Linda Devlin (LD) Jamie Graham (JG) Daniel Martyn (DM) Victoria Phelps (VP) - Chair Rosie Stephen (RS) David Syme (DS)	<b>Apologies:</b> Richard Bolton (RB) Myra Frater (MF) Josephine McGinty (JMc) Anna Welsh (AW)  <b>Absent:</b>	<b>In Attendance:</b> Karen Byrne (KB) – Housing Services Manager Joyce Orr (JO) – Director & Secretary  <b>Guest Speaker/Presenter(s):</b> None  <b>Observing:</b> Linda Ewart
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<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.

Declarations – VP, JO & KB re Pensions and Salaries.

<b>3. Decisions / Approvals Summary Report</b>
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Chair advised the report would be used to guide meeting and ensure all required decision made.

Item Details	Action	By
<b>4. 2021 Annual Assurance Statement and Regulatory Compliance Self-Assessment Update Report</b>		
<p>1. Annual Assurance Statement (AAS) 2021 - The Chair advised on the change from the AAS considered by Committee at the 30/09/21 meeting. The Chair asked if there were any further changes required – none.</p> <p>2. Regulatory Compliance Self-Assessment Update – Committee noted the additional changes suggested since the September meeting. The Chair asked if there were any further changes required – none.</p> <p>Committee confirmed all matters noted and no additional queries to raise.</p> <p><u>Decisions Made:</u></p> <p>1. Annual Assurance Statement 2021 – Committee approved AAS for submission to SHR and publication to tenants/service users on website.</p> <p>2. Regulatory Compliance Self-Assessment Update – Committee confirmed no further changes required; no further information required for assurance purposes and confirmed understanding of keeping compliance continually under review with any material concerns to be reported to SHR. Approved self-assessment evidence bank documentation to be updated with changes approved and loaded to Decision Time.</p>	<p>JO</p> <p>JO</p>	<p>31/10/21</p> <p>18/11/21</p>
<b>5. Minutes of Previous Meeting(s) / Matters Arising</b>		
<p>5.1 Minute of the Management Committee Meeting of 30 September 2021 noted, with no changes requested.</p> <p>5.2 Previous Minutes Decisions Action Implementation Report and progress updates noted.</p> <p><u>Decisions Made:</u></p> <p>5.1 - Minute of 30/09/2021 approved - proposed by DM, seconded by LD. Minute to be signed by Chair of Meeting approving - VP.</p>		
<b>6. Items Requiring Decision / Approval</b>		
<p><b>6.1 Risk Management Register Review Report</b></p> <p>The Chair advised the meeting of the notes added to decision time reflecting additional suggestions from FMD and changed wording regarding performance management. The Chair asked JO to present report recommendations.</p> <p>3. Risk Register Reporting - JO advised on the proposed amendment to the risk register reporting on frequency and what is reported. Committee noted the rationale for the recommendations and input from the internal auditor.</p> <p><u>Decisions Made:</u></p> <ul style="list-style-type: none"> <li>- Reporting Quarterly to Feb, May, Aug, Nov CoM from 2022.</li> <li>- Reporting to Committee on <ul style="list-style-type: none"> <li>- the top scoring risks (those scoring 10 or more on revised score).</li> <li>- risks that have had the largest movement in score from previous.</li> </ul> </li> <li>- The full risk register to be available to Committee at all times so that any member could undertake a more in depth review should they wish to.</li> <li>- Auditors to be asked to consider risk register 6 monthly as at present.</li> <li>- Update Risk Management Policy to reflect as required.</li> </ul>	<p>JO</p>	<p>18/11/21</p>

Item Details	Action	By
<p>4. Risk Register Systems - JO advised on the request for Committee to consider purchasing specific risk management software. Committee discussed the existing system and its suitability to their needs, although it was recognised that involved a lot of internal staff administration.</p> <p><u>Decisions Made:</u></p> <ul style="list-style-type: none"> <li>- A sum be set aside in the 2022 budget for risk software in case decision to pursue.</li> <li>- Staff investigate risk software systems further, consider options and bring back a further recommendation if applicable.</li> </ul> <p>5. Proposed Revisions to the existing risk Register - JO explained the proposed changes to the risk register, confirming proposed change and reason, including additional changes from FMD added 26/10/2021. Committee discussed planned performance management action at Risk 72 and the proposed changing to wording regarding this.</p> <p><u>Decisions Made:</u></p> <ul style="list-style-type: none"> <li>- Approved recommended changes to Risk Register, including proposed rewording at Risk 72, and update Business Plan.</li> <li>- Planned actions to be programmed in for implementation with update at next quarterly review (Feb 2022).</li> </ul>	<p>JO</p> <p>JO</p> <p>JO</p> <p>JO</p>	<p>18/11/21</p> <p>25/08/22</p> <p>18/11/21</p> <p>17/02/22</p>
<p>Committee confirmed all matters noted and no additional queries to raise.</p>		
<p><b>6.2 Business Plan General Report:</b></p>		
<p>The meeting Chair advised that this report had a number of notes added in Decision Time and that these would be addressed at the relevant section of the report. The Chair asked JO to present report recommendations.</p> <p>1 – Non Finance KPI outcomes to 30/09/2021 – Committee considered the outcomes and discussed those highlighted for Committee attention. Committee highlighted their concern with performance in keys areas of arrears (rent and factoring) and voids (relet time and rent loss), and especially loss on HMO void. KB advised on the performance management work ongoing within housing services team to improve performance, and highlighted the work being undertaken by the SHO with the team to improve performance. KB advised that she would now be intervening to pursue resolution of HMO void. Committee advised that they would want to see an improvement on the KPI outcomes by the end of quarter 3. Committee discussed extension to SHO contract and budget implications. Committee raised the usefulness of reviewing performance across original PHA and ex KHA to determine where performance is improving or worsening.</p>		
<p><u>Decisions Made:</u></p>		
<p>KB to now intervene in HMO void to pursue resolution, with detailed progress update in Nov Housing Services report.</p>	<p>KB</p>	<p>18/11/21</p>
<p>SHO contract to be extended to 31/03/23.</p>	<p>KB</p>	<p>30/11/21</p>
<p>KB to undertake, during December 2021, a detailed review of performance, comparing ex KHA and original PHA and provide Committee with analysis of position and how it is planned to be improved. Information to be included in January 2022 CoM reporting.</p>	<p>KB</p>	<p>31/12/21</p>
<p></p>	<p>KB</p>	<p>20/01/22</p>

Item Details	Action	By
<p>2. 2021 Committee annual review and 2020 review 6 month update – JO presented the timetable for the 2021 review and asked Committee if there were any changes required to review template documents - none. JO asked Committee if there were any queries or clarifications required in respect of the 2020 review 6 month update – Committee advised no queries and that they were satisfied with update provided and work undertaken.</p> <p><u>Decisions Made:</u> 2021 review timetable confirmed. No further action required in respect of 2020 review outcomes.</p> <p>3. Strategy Work Outcomes – Committee noted the progress table provided and noted the dates for various items as previously agreed. Committee discussed the consideration of policy sub committee and the possible alternatives to this.</p> <p><u>Decisions Made:</u> No Policy Sub Committee to be established at this time. Policy reviews to be spread out over more meetings with schedule of reviews to be updated and provided to Committee.</p> <p>4. Pensions – DM reminded Committee of his notes from the previous TPT/SHAPS/EVH committee event he had attended in June 2021. JO advised that the next TPT/SHAPS/EVH senior officers event is due 03/12/21 and an update will be provided to the Jan CoM meeting. Committee discussed the DB pension and when it would be best to review again. Committee discussed the option of undertaking further review work with Gordon Birrell of Chiene &amp; Tait Financial Planning.</p> <p><u>Decisions Made:</u> JO to update Jan CoM on 03/12/21 event. Unless required before, review of DB scheme, including purchase of any advice from Chiene &amp; Tait Financial Planning, to await the outcome of the 2021 valuation – date should be indicated at above event.</p> <p>The Chair advised that everything else within the report was for noting unless there were any matters that members or staff wished to raise.</p> <p>JO highlighted the entry to the Fraud register in respect of a possible attempted fraud and the action taken. Committee were pleased to note the action taken and the satisfaction of the SHR and PHA’s auditors.</p> <p>JO highlighted the ARC benchmarking and the publication of the 2020/21 Charter report on the Association’s website. Committee noted the performance and the benchmarking of this against the previous year and against SHN, DRUMCOG and SHR Scottish averages.</p> <p>JO advised that since the time of writing SHR Notifiable Event 22319 regarding Rule change had been closed by SHR.</p> <p>Committee confirmed all matters noted and no additional queries to raise.</p>	<p>JO</p> <p>JO</p> <p>JO</p>	<p>20/01/21</p> <p>20/01/21</p> <p>TBC</p>

Item Details	Action	By
<p><b>6.3 Housing Services Report:</b>  The meeting Chair advised that the report had been included at the decisions/approvals section due to links to the Business Plan Report with KPI context and updates required. The Chair asked KB to provide relevant updates to the meeting.</p> <p>Legionella management – KB advised that PHA is compliant, and it is just an administrative task to have Risk Assessment and records updated.</p> <p>Shared ownership recovery – KB confirmed Bank’s agent are marketing Bank’s share. Committee discussed option to offer to purchase.</p> <p>HMO void – KB advised she was setting up a meeting with GCC senior management to resolve as room had been void since 30/11/2020.</p> <p>HMO – KB explained delay in completing schedule of drills for HMO unit.</p> <p>Factoring debt – noted this should include former shared ownership case.</p> <p>Gas safety – KB advised on awareness session for housing services staff.</p> <p>Tenant safety – KB confirmed compliance with all requirements.</p> <p>Maintenance – KB advised of reported issues within the sector of issues with difficulties securing maintenance materials and issues with labour shortages. KB advised not of great concern at present to PHA, but it will be difficult to avoid. Meeting discussed terms of contracts at the current time and tendering processes due for maintenance works.</p> <p>Customer forum – Committee raised concern about low level of numbers attending forum and requested that effort be put in to increase this. KB advised that this was ongoing and that office meeting room would also be used from Nov so should improve attendance.</p> <p><b>Decisions Made:</b></p> <p>Legionella management – Risk Assessment and records to be updated, with confirmation reported to Nov CoM in housing services report.</p> <p>Shared ownership recovery – PHA to offer £8,250.</p> <p>HMO void – KB to pursue as priority given length of time void and rent loss. Detailed update to Nov CoM.</p> <p>HMO – schedule of drills to be uploaded to Decision Time for mid Nov and confirmation of position reported in Nov housing services report to CoM.</p> <p>Factoring debt – to include all current and former debt until any decision to write off. Update report for Nov CoM Housing Services Report.</p> <p>Gas safety – awareness session for housing services staff to be undertaken in Nov.</p> <p>Maintenance – not to enter any long term frameworks at present and KB to keep Committee updated on any concerns. Review at each tender.</p> <p>Customer forum – effort to be put in to increase attendance including use of office meeting room from Nov. Monthly housing services report to CoM to include details of number attending forum meetings from Nov.</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>18/11/21</p> <p>05/11/21</p> <p>18/11/21</p> <p>18/11/21</p> <p>18/11/21</p> <p>18/11/21</p> <p>30/11/21</p> <p>Ongoing</p> <p>18/11/21</p>
<p><b>6.4 Policy Reviews</b></p> <p><b>6.4.1 Membership Policy (G.01) - review:</b>  Committee noted update on FCA registration of reviewed Rules.  Committee confirmed all matters noted and no additional queries.</p> <p><b>Decisions Made:</b></p> <p>Approved adoption of revised Membership Policy and website to be updated.</p>	<p>JO</p>	<p>18/11/21</p>

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<p><b>6.4.2 Disaster Recovery Plan (G.04) – review:</b>  Discussed review process and benefit of plan being continually up to date with current version always available.  Committee confirmed all matters noted and no additional queries.  <u>Decisions Made:</u>  Approved adoption of revised Disaster Recovery Plan.  All associated appendices and information to be brought up to date by 25 Nov 2021 and Plan to be uploaded to Decision Time.  Plan to be revised monthly, and changes incorporated and advised to committee and staff.</p> <p><b>6.4.3 Repairs and Maintenance Policy (M.01) – review:</b>  KB advised minimal changes to policy and no notes/queries added to Decision Time by Committee.  Committee confirmed all matters noted and no additional queries.  <u>Decisions Made:</u>  Approved adoption of revised Repairs and Maintenance Policy and website to be updated.</p> <p><b>6.4.4 Contractor Management and Procurement Policy (M.03) – review:</b>  KB advised minimal changes to policy and no notes/queries added to Decision Time by Committee.  Committee confirmed all matters noted and no additional queries.  <u>Decisions Made:</u>  Approved adoption of revised Contractor Management and Procurement Policy and website to be updated.</p> <p><b>6.4.5 Legionella Policy (M.05) – review:</b>  KB advised minimal changes to policy and no notes/queries added to Decision Time by Committee.  Committee confirmed all matters noted and no additional queries.  <u>Decisions Made:</u>  Approved adoption of revised Legionella Policy and website to be updated.</p>	<p>IF</p> <p>KB</p> <p>KB</p> <p>KB</p>	<p>25/11/21 Ongoing</p> <p>18/11/21</p> <p>18/11/21</p> <p>18/11/21</p>
<p><b>7. Items for Update</b></p>		
<p><b>7.1 Staffing, Health &amp; Safety and Wellbeing Quarterly Report:</b>  KB had updated on HMO schedule of drills at Item 6.3 above. Committee confirmed all matters noted and no additional queries to raise.</p> <p><b>7.2 Gifts, Hospitality, Donations Report:</b>  Committee confirmed all matters noted and no additional queries to raise.</p> <p><b>7.3 Membership and Committee Report:</b>  Committee noted update in Decision Time from IF that all signing requirements completed.  Committee fed back on training attending since last meeting:</p>		

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<p>Jamie – Drumcog session on notifiable events, register of interests and whistleblowing – very useful session on what to look out for.  Vikki &amp; Rosie – EVH Governing Body Leadership Programme – some elements more useful than others, many elements related more to workforce skills rather than committee skills.  Committee confirmed all matters noted and no additional queries to raise.</p> <p><b>7.4 Complaints and Compliments Report:</b>  Committee confirmed all matters noted and no additional queries to raise.</p>		
<b>8. Correspondence</b>		
<p>The Chair advised on correspondence from EVH regarding salary negotiations. Committee discussed the contents of the letter and options that EVH were looking for feedback on.</p> <p><u>Decisions Made:</u></p> <p>JO to feedback CoM preference for Option 4 – to hold back and see what inflation does over the coming months as we move closer to April.</p>	JO	15/11/21
<b>9. A.O.C.B.</b>		
<p>The Chair asked the committee to consider doing something in memory of Winnie McPhail due to her having been a long standing committee member and member of the local community council.</p> <p><u>Decisions Made:</u></p> <p>Donation of £200 (not from donation budget) to be made to Drumchapel Foodbank in memory of Winnie.</p> <p>There being no other business, the meeting closed at 8.00pm.</p>	IF	18/11/21

Minute Approved by: Linda Devlin                      Seconded by: Jamie Graham  
Signed by Chairperson: David Syme                      Date Approved: 25/11/2021