

<b>Report To:</b>	Management Committee Meeting
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<b>Agenda Item 3.1:</b>	Minutes of Pineview Housing Association Ltd Committee Meeting Held in the Association's Office at 5 Rozelle Avenue on 10 August 2017 at 6.00pm
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<b>Prepared By:</b>	Joyce Orr, Director
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<b>Date Prepared:</b>	31 August 2017
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<b>Meeting Date:</b>	26 September 2017 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.

Item			
<b>1.</b>	<b>Sederunt</b>		
	<b>Present:</b> Jean Black (JB) Gail Boyle (GB) Myra Frater (MF) Josephine McGinty (JMc) Winifred McPhail (WM) Jim O'Connor (JO'C) Victoria Phelps (VP) Anna Welsh (AW)	<b>Apologies:</b> Amanda Smith (AS) Sharon Kane (SK)	<b>In Attendance:</b> Karen Byrne (KB) – Housing Services Manager Howard Dales – FMD Joyce Orr (JO) – Director  Asa Brooks (AB) - Observer
	JO issued summary report highlighting items that required decisions.  <b>Meeting started 6.00pm</b>		

<b>2.</b>	<b>Declaration of Interest</b>
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Asa Brooks (AB) declared that he had an application for Association membership for this evenings meeting. This was acknowledged by the meeting and AB was advised that he would require to leave the meeting when the agenda got to these matters.

Item	Action
<p><b>Item 3 – Minutes of Previous meetings</b></p> <p>3.1 Committee considered the Minute of Management Committee Meeting of 16/06/17.  3.2 Committee considered the Minute of the Annual General Meeting (AGM) of 04/07/17.  3.3 Committee considered the Minute of Post AGM Committee Meeting of 04/07/17.  3.4 Committee considered the proposed Matters Arising From Previous Minutes Report.</p> <p><b>Decisions Made:</b></p> <p>3.1 - Clarified that apologies for Strategy Day included JO’C, recorded in minute as JO. Minute approved - proposed MF, seconded WMc, signed by Chair JMc.  3.2 - Minute approved to be presented to members at 2018 AGM. Proposed JO’C, Seconded GB. Signed by Chair JMc.  3.3 - Minute approved - proposed JB, seconded VP, signed by Chair JMc.  3.4 - Committee approved adoption of report from this meeting onwards.</p>	<p>JO</p>
<p><b>Item 4 – Internal Management Business Plan Report</b></p> <p>Committee noted the report and considered its content.</p> <p>4.1 - Strategy Day Outcome &amp; Report Back – JO advised that attendance details were incorrect in paragraph one and the report had been updated with correct details – attending were 11 staff and 7 committee members, with apologies from committee members Kenny McGinty, Jim O’Connor, Anna Welsh, and staff members Stuart Walker and Howard Dales (FMD). Discussed the benefit of the day and of the usefulness of undertaking the self-assessment of compliance with the SHR Regulatory Standards. Agreed that the format of day worked well and evaluations all positive.</p> <p>4.2 - 2017 April – June Performance Monitoring (KPIs) Outcomes – discussed exceptions report and comments for outcomes failing to meet target. In respect of governance JO updated on ongoing committee recruitment and confirmed staff sickness absence of 9.81%, reducing to 0.61% when less long term absence (LTA). Committee acknowledged the impact of LTA on performance.</p> <p>In respect of housing services, KB advised that she was implementing various action plans to improve performance in the 13/35 identified areas. Discussed impact of GHR on allocation processing and other areas of work. Committee asked why a tenancy had been terminated within 2 days and KB explained tenants had simply changed their mind.</p> <p><b>Decisions Made:</b></p> <p>4.1 – Strategy Day Outcome &amp; Report Back – approved update to internal management business plan (IMBP) to reflect outcomes. Copy of IMBP to be issued to all committee and staff members.  Report to Sept CoM on Regulatory Standards self-assessment exercise outcomes.</p> <p>4.2 – 2017 April – June Performance Monitoring (KPIs) Outcomes – approved ongoing work to manage sickness absence and purchase expert advice as required.  KB to implement and monitor improvement action plans for performance.</p>	<p>JO</p> <p>JO KB/JO</p> <p>KB</p>
<p><b>Item 5 – Directors Report</b></p> <p>Committee noted the report issued later than agenda (08/08/17) and considered its content.</p> <p><b>5.01 Decisions Between Meetings:</b>  Noted no decisions between meetings.</p> <p><b>5.02 Scottish Housing Regulator (SHR):</b>  The meeting noted the updates provided.</p>	

Item	Action
<p>Discussed importance of keeping updated especially with regulation and intervention matters. Discussed SHR report on statutory intervention at Wellhouse HA and the importance of committee ensuring safeguards are kept in place to help prevent such a situation at Pineview.</p> <p><b>5.03 Disposals Update:</b> Noted update on the two final RTBs.</p> <p><b>5.04 Insurance – Stock Reinstatement Valuation:</b> Noted update provided.</p> <p><b>5.05 Stock Condition Survey, Life Cycle Costings and 30 year budgets:</b> Noted update and planned work for August 2017.</p> <p><b>5.06 Pensions:</b> Noted updates provided.</p> <p><b>5.07 EVH:</b> Noted updates and EVH A-Z Employment Guide issued.</p> <p><b>5.08 Drumcog:</b> Noted updates provided and change to next SO meeting to 25/08/17. Joint training noted as being included at Item 6.1.</p> <p><b>5.09 SFHA:</b> Noted the updates provided on SFHA CEO; JO Board nomination; SFHA AGM (JMc &amp; JO attending), impending review of Codes of Conduct; and SFHA good practice work in rent setting, governance toolkit and internal audit. JO attending governance conference.</p> <p><b>5.10 GWSF:</b> Noted GWSF May/June update report; AGM and monthly meeting of 17/08/17 (VP/JO attending); and JO attending senior staff governance session 23/08/17.</p> <p><b>5.11 SHARE:</b> Noted feedback on SHARE’s AGM that VP &amp; JO attended 29/06/17.</p> <p><b>5.12 Glasgow City Council:</b> Noted summary of key objectives and statistics from GCCs Housing Strategy 2017-22. Copy issued to members.</p> <p><b>5.13 Investors In People (IIP):</b> Noted update on IIP and considered proposal for staff development work.</p> <p><b>5.14 NHS Minor Injuries Service West Consultation Event 22/08/17:</b> Discussed event being held 22/08/17 on future location of service.</p> <p><b>Decisions Made:</b></p> <p>5.07 - EVH management committee of 04/09/17 – apologies from JO’C.</p> <p>5.10 - GWSF August meeting – VP/JO to attend if possible.</p> <p>5.13 - Staff development work – approved spend and delegated responsibility to JO &amp; KB.</p> <p>5.14 - NHS Minor Injuries Service West event – WMc agreed to attend.</p>	<p>VP/JO JO/KB WMc</p>
<p><b>Item 6 – Finance &amp; Corporate Services Reports</b></p> <p><b>6.1 Membership &amp; Committee Report:</b> AB was asked to leave the meeting for this agenda item – AB left with KB. Committee noted the report and considered its content.</p> <p>6.1.1 - Eight Share applications considered.</p> <p>6.1.2 - Membership and changes in membership noted, including post AGM cancellations. <i>Following decisions being made on the above agenda items, AB and KB returned to the meeting.</i></p> <p>6.1.3 - The meeting discussed Committee Membership, appraisal, 9 year rule, Chair 5 year term and succession planning. Noted update on committee recruitment. Brought forward discussion on Item 8.3 and discussed sub-committee structure and membership. Discussed</p>	

Item	Action
<p>office bearers' roles and GB, SK &amp; JO'C shadowing. Discussed committee training with Linda Ewart on role of committee and office bearers. Discussed 2017 annual review process and outcome report.</p> <p>6.1.4 - Committee Meetings – discussed requested change to day and dates of meetings and the reporting requirements for certain returns to lenders, SHR etc.</p> <p>6.1.5 - Discussed Drumcog training planning event of 14/09/17 and confirmed who would be attending. Discussed SFHA governance conference 1/9 &amp; 2/9 and JO attending. Share training calendar for Oct – Dec issued. Committee reminded of Share e-learning opportunities. Confirmed booking of EVH conference for JB, GB, JMc &amp; WMc attending.</p> <p>6.1.6 - Committee diary noted for month ahead.</p> <p>6.1.7 - Committee attendance record noted with performance above target.</p> <p>6.1.8 - Committee training record - nothing to report to 03/08/17 from last report.</p>	
<p><b>Decisions Made:</b></p>	
<p>6.1.1 - Share applications approved for Shares 758 – 765.</p> <p>6.1.3 - JO to arrange induction with AB if still interested in joining committee.</p> <ul style="list-style-type: none"> <li>- Approved review of standing orders from Item 8.3.</li> <li>- Agreed sub-committee membership as follows: <ul style="list-style-type: none"> <li>Health &amp; Safety Sub Committee: <ul style="list-style-type: none"> <li>JB, GB, MF, JMc &amp; JO'C</li> </ul> </li> <li>Staffing Sub Committee: <ul style="list-style-type: none"> <li>JB, GB, MF, SK (confirmed post meeting), JMc, JO'C, VP</li> </ul> </li> </ul> </li> <li>- Agreed Linda Ewart training to be held at PHA offices 07/09/17 at 6.00pm and all committee to attend (JO'C apologies as on holiday).</li> </ul>	<p>JO</p> <p>CoM</p>
<p>6.1.4 - Committee Meetings – decided CoM meetings to be held on the last Tuesday of each month, other than July and December. Sub Committees to be held on a Tuesday night also, staffing sub the 2<sup>nd</sup> Tuesday of October and April and Health &amp; Safety sub the 2<sup>nd</sup> Tuesday of November and May. JO to re draft diary of dates and issue.</p>	<p>JO</p>
<p>6.1.5 - Training – Confirmed attendance for Drumcog event 14/08/17 JB, GB, MF, SK, JMc, JO'C, WMc. Members to contact JO if interested in attending SFHA governance conference.</p> <p>6.1.6 - Committee diary – confirmed attendance for events.</p>	<p>CoM</p>
<p><b>6.2 Staffing &amp; Health &amp; Safety and Wellbeing Report:</b>  Committee noted the report and considered its content. KB updated the meeting that a long term absence had been notified 10/08/17. KB requested approval for temporary cover for an initial period of up to 2 months.  Committee noted accidents and incidents 13/06/17 – 04/08/17 and update provided on matters by KB.</p>	
<p><b>Decisions Made:</b></p>	
<p>Approval for recruitment of temporary staff to cover sickness absence for initial period of 2 months and then further review (delegated to JO &amp; KB).</p> <p>Agreed delegated authority to Director for temporary staff, within budgeted contingency, to be included in standing orders.</p>	<p>KB</p> <p>JO</p>
<p><b>6.3 Gifts and Hospitality Report:</b></p>	
<p>Committee noted the report which detailed what had been received and given during period 01/06/17 – 31/07/17 and register entries. Committee noted 2017/18 Charitable Donations made to date, requests received for consideration and thank you letter from Antonine Court.</p>	
<p><b>Decisions Made:</b></p>	
<p>6.3.1 &amp; 6.3.2 - Register entries approved and signed by Chair, Treasurer and Secretary.</p>	

Item	Action
<p>6.3.4 - Charitable donation request decisions made as follows:            Camstradden Primary School (Through SC04483) £50.00.            Drumchapel Foodbank (KCEDG SC018886) £100.            Scottish Cancer Support (SC033252) £40 donated advert.            EVH CHAS Appeal (SC019724) £100.            Committee approved Drumcog donation to Winterfest at £1000.</p>	IF
<p><b>6.4 Complaints &amp; Compliments Report:</b>            Committee note the contents of the report detailing complaints and compliments for the period 1 April to 30 June 2017. Committee requested more details on complaints for future reporting. Committee pleased to note customers giving compliments as well as complaints.</p> <p><u>Decisions Made:</u>            More detail on complaints to be included in future reporting – including category of complaint (e.g. staff, maintenance etc.), learning outcomes (staff training, contractor action etc.) and case studies.</p>	IF/KB
<p><b>6.5 Management Accounts 01/04/17 – 30/06/17:</b>            Committee noted the report and considered its contents. HD took committee through the management accounts explaining that they had also been presented to staff at the morning's staff meeting. Committee considered the positive and negative variances against budgeted, which HD explained. KB advised void loss increase was due to number of voids during period, some more time consuming void works and timing of keys being returned around public holidays, and void maintenance costs up due to number of voids and some unplanned unusual void repairs being required. KB advised should even out over the year.            HD explained change to statement of financial position format to reflect format of annual financial statements with loans showing as due under 1 year and over 1 year.            Committee noted cashflow forecast to 30/06/18. HD explained planned components spend moved to quarter 2 &amp; 3 as cost not incurred during quarter 1.            Committee noted quarter KPI output compared to year end expectation. HD advised all KPI reviewed in line with FYFP and annual financial statements and all ratios on target, with differences due to timing in year. HD advised committee to consider rent arrears from the business plan housing services KPI rather than the SHR KPI as the SHR figure was not really useful and showed arrears as being lower as they are given net of bad debt provision. Committee noted that all loan covenants were met.</p>	
<p><u>Decisions Made:</u>            Approved management accounts and their forwarding to lenders.</p>	JO
<p><b>6.6 Treasury Management Report at 30 June 2017:</b>            Committee noted the report and considered its content. Committee noted benefit of continued low interest rates for reducing variable loan accounts balances. Committee noted all loan covenant requirements being met to date.            Committee noted investment changes undertaken during quarter and pending changes due August 2017. Committee noted changes in line with previously agreed strategy. Committee noted split of investments and that August investment will bring balances in line with policy aim of no more than 60% of investment deposits with any one institution.</p>	
<p><b>6.7 SHR Annual Financial Statements Return (AFS) 2017:</b>            HD presented the AFS to Committee and explained the slightly different layout from the annual financial statements. HD explained the outcome ratio difference from the five year financial projects for current ratio and diversification ratios due to SHR differences in method of calculating. The meeting discussed that the diversification ratios were not</p>	

Item	Action
<p>especially useful and as such will not form part of Pineview’s financial KPIs. JO updated Committee that the business plan KPIs will show both outcomes for the current ratio.</p> <p><u>Decisions Made:</u></p> <p>Committee approved the AFS for submission to SHR by 30/09/17.</p>	JO
<p><b>6.8 The Pension Trust SHAPS Financial Assessment 2017:</b></p> <p>Committee noted the report and considered its content. JO advised Committee on clarification received from The Pensions Trust regarding question 21 &amp; 22 and that the change had been input into the assessment tool (Q22 to include pension deficit payments). The revised output report was issued to Committee to consider. The change related to the affordability result which changed from 33.11 to 10.09, still more than 3 times greater than the 1.5 – 3.0 allowed. The result was that the Association’s risk category was still classified as “Low Risk”.</p> <p><u>Decisions Made:</u></p> <p>Committee approved the revised SHAPS Financial Assessment for return to The Pension Trust by 31/08/17.</p>	JO
<p><b>6.9 Amended SHR Five Year Financial Projections (FYFP) 2017:</b></p> <p>Committee noted the report and considered its content. HD took Committee through the amendments to the FYFP assumptions and the impact on the return, affecting operating costs and therefore opening and closing balances.</p> <p><u>Decisions Made:</u></p> <p>Committee approved the amended FYFP for submission to the SHR.</p>	JO
<p><b>6.10 Christmas 2017:</b></p> <p>Committee noted the report and considered its content.</p> <p><u>Decisions Made:</u></p> <p>Festive Lunch – Pond Hotel, Friday 15/12/17 (if possible), Committee, staff and resident forum as per previous arrangements and eligibility.</p> <p>Pensioners – Retain for 2017 but consider options for 2018 and revisit pensioner age threshold if retain in future years.</p> <p>Selection Boxes – Retain and give those not collected to Woman’s Aid. Bring forward cut-off date for collection so can give to Woman’s Aid more in advance.</p> <p>Office closure – retain same format as previous year with office closed over period and staff using 2 days annual leave for the non-public holiday days between Christmas and New Year. Office to close 4pm 22/12/17 and re-open 9.00am 04/01/18.</p>	IF/KB
<p><b>Item 7 – Housing Services Reports</b></p> <p><b>7.1 Housing Services Update Report:</b></p> <p>Committee noted the report and considered its content.</p> <p>7.1.1 - The meeting noted updates on planned works for 2017/18. KB updated the meeting on the kitchen contract and the importance of getting everything agreed before going on site. KB advised that she understood that this could be frustrating for tenants involved but that it was important that the contractor knew what was expected and that the Association ensured value for money. KB advised update letters would be being issued to tenants concerned.</p> <p>7.1.2 - The meeting noted updates on cyclical works for 2017/18. KB updated on Land Engineering/Iverde contract. Iverde being pursued for service improvement. Contract for period following 2017/18 to be tendered as joint venture between Pineview HA, Cernach HA and Drumchapel HC – brief to source suitable consultant to be advertised on Public Contracts Scotland during August 2017.</p>	

Item	Action
<p>7.1.3 - The meeting noted the update on the district heating replacement work. KB updated on awaiting SGN to confirm dates. Replacement contract tender to be advertised on PCS.</p> <p>7.1.4 - The meeting noted the details of the fire incident. Committee asked if the cooker was supplied on behalf of Pineview HA. KB advised that Pineview HA was not involved in the ownership, supply or fitting of the cooker and that the arrangement was between GCC and the tenant. KB advised that Association would be pursuing the tenant to arrange for the Association to complete the required repairs to the kitchen. KB advised Pineview HA still awaiting report from GCC regarding the manufacturer's inspection of the cooker. Committee were pleased to note the fire safety training being undertaken by KB &amp; DMc.</p> <p>7.1.5 - The meeting noted the update from the June and August customer and resident forum meetings. KB advised that the September 2017 forum meeting would be carrying out review and development work on the Customer Care Charter and the Annual Report (Charter report).</p> <p>7.1.6 - The meeting noted the update on the GHR and the backlog of application processing work due to GHR IT issues and the impact this was having on allocation processing times. Committee advised that they were aware and understood the impact this would have.</p> <p>7.1.7 - The meeting noted the update on the Common allocations policy implementation.</p> <p>7.1.8 - The meeting noted the update on the HMO licence renewal and were pleased to note the progress comments from the Fire Safety Officer. KB advised that the Association were now awaiting the response to the licence application to GCC.</p> <p><b>Decisions Made:</b></p> <p>7.1.1 - Kitchen contract – Association to issue update and installation letters to tenants.</p> <p>7.1.2 - Painterwork – TSS report to be provided to next committee meeting. Open space/ground maintenance – standard to be improved throughout area. Gutters – contract to be tendered and works arranged.</p> <p>7.1.3 - District heating replacement – tender to be advertised on PCS and works to be planned in conjunction with SGN as soon as possible.</p> <p>7.1.4 - GCC to be pursued for cooker manufacturers report and works to tenants kitchen to be arranged and considered for insurance claim.</p> <p>7.1.5 - Forum to be requested to continue scrutinising Association services to customers.</p> <p>7.1.8 - Association to pursue GCC re HMO licence renewal if nothing received September.</p> <p><b>7.2 Implementation of Decree for Repossession Report:</b> Committee noted the report and considered its content. Committee noted that the tenant had been at court in person and that decree had been granted by the Sheriff. Committee noted the level of debt owed and the non-engagement of the tenant.</p> <p><b>Decisions Made:</b> Committee approved the implementation of the decree, subject to no recall.</p>	<p></p> <p>DMc/KB DMc/KB DMc/KB KB/DMc KB/DMc</p> <p>DMc/KB</p> <p>KB KB</p> <p></p> <p>JP/KB</p>
<p><b>Item 8 – Policy Reviews</b></p> <p><b>8.1 Policy Review Timetable:</b> Committee noted the report and considered its content.</p> <p><b>Decisions Made:</b> Proposed timetable approved for implementation. Date to be changed for Staff Code of Conduct - SFHA review due August approved at meeting for implementation September.</p> <p><b>8.2 Donations Policy:</b> Committee noted the report and considered its content.</p> <p><b>Decisions Made:</b> Amended Policy approved as presented.</p>	<p></p> <p>JO</p>

Item	Action
<p><b>8.3 Committee Structure, Standing Orders and Delegated Authorities Policy:</b> Committee noted the report and considered its content, as discussed at Item 6.1.3.</p> <p><u>Decisions Made:</u></p> <p>Amended Policy approved as presented (other than some grammatical changes) with the following additional changes decided:</p> <ul style="list-style-type: none"> <li>- Committee attendance target changed from 75% to 70% (7 of 10 meetings).</li> <li>- Remove requirement for committee to approve contractors being invited to tender for cyclical maintenance works.</li> <li>- Remove requirement for members of staffing sub-committee to also be members of Health &amp; Safety sub-committee.</li> <li>- Delegated authority to Senior Officer for appointment of temporary staff within budgeted contingency.</li> </ul> <p><b>8.4 Health &amp; Safety Control Manual:</b> Committee noted the report and considered its content. Declarations were presented for members of health &amp; safety sub-committee members to sign. All staff members being pursued for signed declarations also.</p> <p><u>Decisions Made:</u></p> <p>Updated manual approved. Health &amp; Safety sub-committee committee members agreed as per item 6.1.3 (JB, GB, MF, JO'C and staff members KB, IF, JO) and declarations signed.</p>	JO
<p><b>Item 9 – Correspondence</b> Committee noted correspondence issued and additional correspondence received:</p> <ul style="list-style-type: none"> <li>- Thank you letter from former maintenance officer J McGuiness</li> <li>- Resignation paperwork from K McGinty (committee) and update on circumstances.</li> </ul>	
<p><b>Item 10 – A.O.C.B</b> The Chairperson allowed the following A.O.C.B. to be considered by the meeting: Invite for Chair to attend Druncog chairs' meeting about community budgeting initiative 16/08/17.</p> <p><u>Decisions Made:</u></p> <p>Chair &amp; Director to attend and give input.</p>	JMc & JO
<p>There being no other business, the meeting closed at 8.00pm.</p>	

Minute  
Approved by: JEAN BLACK

Minute  
Seconded by: MYRA FRATER

Signed by  
Chairperson: JOSEPHINE MCGINTY

Date: 26 SEPTEMBER 2017