

<b>Report To:</b>	Management Committee Meeting
<b>Agenda Item:</b>	<b>5.1 Minute of Pineview Housing Association Ltd Committee Meeting held by hybrid using MS Teams and PHA office on 27 April 2023</b>
<b>Prepared By:</b>	Joyce Orr, Director
<b>Date Prepared:</b>	3 May 2023
<b>Meeting Date:</b>	25 May 2023 at 6.15pm – Golden Jubilee Hotel & Teams

### 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.

#### 1. Sederunt

All papers issued in advance of meeting unless detailed in minute. The meeting started at 6.17pm.

<p><b>Present:</b>  Teresa Brannan (TB)  T - John Brechany (JB) – required to leave early  T - Jamie Graham (JG)  T - Daniel Martyn (DM) - Chair  T - Laura Nahar (LN)  T - David Syme (DS)  Anna Welsh (AW)</p>	<p><b>Apologies:</b>  Richard Bolton (RB)  Linda Devlin (LD)  Myra Frater (MF)  Josephine McGinty (JMc)</p> <p><b>Absent:</b></p> <p><b>Leave of Absence:</b>  Kenny McGinty – LOA until June</p>	<p><b>Staff In Attendance:</b>  Karen Byrne (KB), HSM  T - Isobel Ferguson (IF), FCSO  Joyce Orr (JO), Director &amp; Secretary</p> <p><b>Guest Speaker/Presenter/Observer:</b>  T - Linda Ewart – Committee annual appraisal  T - Jeremy Chittleburgh, Chiene &amp; Tait – Pensions  T - Olwyn Gaffney (Share) – Observing David Syme</p>
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Joined Via Teams indicated by prefix of T.

The Chair welcomed everyone to the meeting.

#### 2. Declaration of Interest

The Chair reminded committee and staff to declare as appropriate. Reminder of confidentiality and collective responsibility.

- **Declaration from RB and staff regarding Item 4.2 Pensions – staff will leave meeting.**

#### 3. Decisions/Approvals Report

Committee noted the decisions/approvals report issued 26/04/2023.

4.1	Guest Speaker – Linda Ewart, Committee Annual Appraisal Outcome Report	Lead	Due By
	Linda gave a PowerPoint presentation summarising the findings from 2022/23 committee annual appraisal process as included in her report to committee. Committee advised on the benefit and usefulness of the process for them individually and collectively. Committee noted the outcomes summarised in the presentation and the suggestions detailed within the report, succession plan and learning and development plan.		

<b>Decisions Made:</b>			
	<ul style="list-style-type: none"> <li>➤ Approval of the 2022/23 feedback report.</li> <li>➤ Approval for the suggestions within the Feedback Report for implementation, with a 6 month progress review report.</li> <li>➤ Approval of Committee identified training, and succession planning priorities from the process to be incorporated within the ongoing committee recruitment processes.</li> <li>➤ Confirmed committee assurance that members with service of nine years and longer demonstrate continued effectiveness as committee members and may continue and/or stand for re-election.</li> <li>➤ Committee confirmed their suggestion for and satisfaction with Business Plan / Regulatory links being moved from the front page of reports to the end of reports. To be implemented by August 2023 CoM.</li> </ul>	- JO JO/IF - All	- 21/09/23 Ongoing - 24/08/23
<b>4.2</b>	<b>Guest Speaker – Jeremy Chittleburgh, External Auditor, Chiene &amp; Tait re TPT SHAPS FSDB60 Pension</b>	<b>Lead</b>	<b>Due By</b>
	<p>Staff left meeting for Committee to have private session with Jeremy. Chair provided following detail for minute.</p> <p>Jeremy provided a high level overview to the committee on the distinctions and difference between the 3 pension schemes in operation in Pineview which are a mix of defined benefit and defined contribution. Jeremy highlighted that a key element of the DB pension had an inherent risk to PHA owing to the last man standing clause of the pension scheme and that this is the major risk rather than the level of contributions by PHA (though perhaps more so for staff in the current environment). This is a risk that is currently outwith the control of PHA. One of the options for PHA to manage this risk is end the DB pension scheme for the 4 affected members of staff.</p> <p>The discussion focussed on a number of key points:</p> <ol style="list-style-type: none"> <li>1. Has much changed since committee's last decision on this matter. It was agreed that whilst not much had changed for PHA that there are other housing associations withdrawing from the DB scheme which increases the risk to PHA.</li> <li>2. The recurring issue of the perception of equity owing to the level of contribution that PHA makes to the pensions of those in the DB scheme vice the DC scheme.</li> </ol>		
<b>Decisions Made:</b>			
	<ul style="list-style-type: none"> <li>➤ Further financial advice would not provide any further clarity to the committee. It was therefore decided to return to EVH and ask for support in a period of consultation to better understand (and more formally) the views of the affected staff.</li> <li>➤ Director to liaise with Chair on views of staff members in DB scheme and report back.</li> </ul>	CoM JO	TBC 18/05/23
<b>5.</b>	<b>Minutes of Previous Meeting(s) / Matters Arising</b>	<b>Lead</b>	<b>Due By</b>
	<b>5.1 Minute of the Management Committee Meeting of 23 February 2023</b>		
	<p>The Chair introduced the Minute. Minute noted and approved. Committee advised no changes required and no matters arising outwith agenda. Noted - LTPs will come to May CoM meeting.</p>		

<p><b>Proposer:</b> JG    <b>Seconder:</b> TB    <b>To sign minute:</b> DM</p>		
<p><b>5.2 Note of 31 March 2023 Strategy Day</b></p> <p>Committee confirmed successful day, accurate note of the day with all matters noted and no changes required.</p>		
<p><b>5.3 Decision Tracker Report - JO</b></p> <p>The Chair asked JO to present any matters that required consideration. JO advised on the renaming of the report to make it clearer and easier to say – Committee confirmed they were happy with this. JO advised that items were either complete, for this meeting, or not due yet (either due to original timing or rescheduling), with one outstanding matter:  <b>Outstanding matters for update:</b></p> <ul style="list-style-type: none"> <li>➤ Disaster Recovery Plan policy and appendices update – Isobel advised this would be updated by the May meeting.</li> </ul> <p>Committee confirmed all matters noted and no additional queries to raise.</p>		
<p><b>6. Items Requiring Decision / Approval</b></p>	<p><b>Lead</b></p>	<p><b>Due By</b></p>
<p><b>6.1 Business Plan Report - JO</b></p> <p>The Chair asked JO to present matters for decision and/or discussion/update. JO advised on proposed update to Section 4 of the Business Plan to reflect the outcomes from the 31/03/2023 strategy day. JO advised on proposal from Director and Chair on performance indicators distinction and reporting proposal. Committee discussed the proposal and were happy with proposal subject to the condition that all performance indicator outcomes would still be being measured and updated in Decision time Resource section at time of quarterly reporting. JO explained proposal to bring forward future strategy days to be held earlier. JO detailed the update work that had been undertaken on the proposed scheme of delegation (SoD), as given at Appendix 6.1.4. Committee discussed the SoD proposal update and noted the operational work remaining to check any cross referencing and finalising document. It was discussed that the SoD would be a guiding document that helped clarify distinction of roles. JO advised that all other matters within report were for updating and asked that committee particularly note the following:</p> <ul style="list-style-type: none"> <li>Insurance in place and confirmation of adequacy from broker</li> <li>Decision between meetings re insurance cost</li> <li>SFHA guidance “Getting the Balance Right”</li> <li>SHR updates, especially annual risk assessment outcome</li> <li>No fraud matters, and no Returns concerns to report</li> </ul> <p>IF advised that the annual Fraud Register signing declaration would be issued to the Director, Chair and Vice-Chair for signing.</p> <p>Committee confirmed all matters noted and no additional queries to raise.</p> <p><b>Decisions Made:</b></p> <ul style="list-style-type: none"> <li>➤ 1.4 – Approved for Section 4 of Business Plan to be updated with PEST and SWOT from 31/03/23 strategy day.</li> </ul>	<p>JO</p>	<p>31/05/23</p>

<ul style="list-style-type: none"> <li>➤ 2.3 – Approved performance indicators (PIs) distinction and reporting so that: <ul style="list-style-type: none"> <li>- All accounting financial PIs to be reported quarterly through the management accounts as is currently the case.</li> <li>- All other PIs to be updated quarterly in Decision Time and referred to in business plan reports to remind committee where to access for reference, as is currently the case.</li> <li>- Business plan report to only report quarterly on those PIs where target performance is not being achieved, as is currently the case.</li> <li>- Approved PIs to be deemed “key” and to have trend graphs reported quarterly, but only where performance targets are not being met over the year. Implementation for 2023/24, that is, first reporting to Aug 2023 CoM for outcomes to end of June 2023.</li> </ul> </li> <li>➤ 3.3 – Approved retiming annual strategy day to 2<sup>nd</sup> last Friday each March.</li> <li>➤ 4.3 – Approved the presented SoD, noting further cross referencing checks, with final version to be brought to June CoM for implementation approval.</li> </ul>	<p style="text-align: center;">KB/IF</p> <p style="text-align: center;">JO JO</p>	<p style="text-align: center;">24/08/23 31/08/23 CoM</p> <p style="text-align: center;">22/03/24 29/06/23 CoM</p>
<b>6.2 Membership, Committee and AGM Planning Report - IF</b>		
<p>The Chair asked IF to present matters for decision and/or discussion/update. IF presented arrangements for AGM and advised that members will be encouraged to submit proxy forms if unable to attend to ensure a quorum. Committee noted that there had been a clash of dates with the Chair and the AGM is now proposed to be held on the 20/07/23 and that this meant that the Director would be unable to attend due to booked leave. IF advised on post AGM meeting if enough committee members present or follow on to August CoM. Committee noted retirement arrangements in accordance with Rules. AW fed back on Drumcog training of 17/04/23 that she and JM attended. Slides from training shared with committee 19/04/23 and loaded to decision Time - <a href="#">Role of Committee Member</a>. DM advised nothing to update from EVH as rep.</p> <p>Committee confirmed all matters noted and no additional queries to raise.</p>		
<b>Decisions Made:</b>		
<ul style="list-style-type: none"> <li>➤ Approved AGM to be held 20/07/2023.</li> <li>➤ Approved retiral proposal.</li> <li>➤ Director to contact RB to encourage him to re-stand due to his invaluable skills, knowledge and contribution to the committee.</li> <li>➤ Committee confirmed 25/05/2023 meeting to be held at Golden Jubilee Hotel to facilitate and greater “in person” meeting and to continue for quarterly meetings until decided otherwise (Aug, Nov, Feb, May).</li> </ul>	<p style="text-align: center;">IF IF JO IF</p>	<p style="text-align: center;">20/07/23 20/06/23 20/06/23 18/05/23</p>
<b>6.3 Housing Services Report - KB</b>		
<p>The Chair asked KB to present matters for decision and/or discussion/update. KB advised two decisions required with other matters for update. KB advised committee on GCC request for increased section 5 homelessness quota as detailed at section 9 of the report. KB advised that committee had previously agreed a quote of 30% and GCC were asking for 60%. Committee discussed in detail considering various aspects with particular discussion on</p>		

<p>assisting GCC, operational impact, and what local Drumcog partners were doing. Committee were concerned about potential for failed tenancies with increase in section 5 quota. KB advised it is usually inadequate or unsuitable resettlement plans that cause tenancy failures of section 5 referrals - no clear evidence of increased failure if robust resettlement plan put in place by GCC. KB advised on request for committee to approve a wording change to PHA's tenancy agreements (moving forward). This change had been recommended by PHA's solicitors and the customer forum had considered with no objection. KB highlighted tenant safety compliance, debt management progress and EESSH2 update for committee to note. Committee confirmed all matters noted and no additional queries to raise.</p> <p><b>Decisions Made:</b></p> <p>GCC Section 5 Quota – committee approved an increase in the quota to 40%, with a review of outcomes at 30/09/2023, to be reported to Nov CoM meeting. HSM to update GCC of decision.</p> <p>Tenancy change – committee approved minor change to the wording of Section 1.8 of Pineview's Scottish Secure Tenancy Agreement which relates to rent increases and states "We are entitled to change the amount of rent and any service charge, as long as we <b>tell you</b> in writing at least four weeks before the beginning of the rental period when the charge is to start." Change will replace "tell you" to "notify you" in the above paragraph.</p>	<p>KB</p> <p>KB</p> <p>KB</p>	<p>23/11/23</p> <p>30/04/23</p> <p>01/05/23</p>
<b>7:50 pm JB left meeting</b>		
<p><b>6.3A Shared Ownership - KB</b></p> <p>The Chair asked KB to present matters for decision and/or discussion/update. KB advised that during some audit work she had identified that the shared ownership policy had not been complied with in terms of the timing of occupancy agreements and the 20 year review. KB apologised for this and advised committee of the remedial procedures being put in place to prevent a repeat of this error and to give committee assurance. KB advised on the six different options available for dealing with the occupancy agreements, and advised on recommendations for committee to consider.</p> <p>Committee confirmed all matters noted and no additional queries to raise.</p> <p><b>Decisions Made:</b></p> <p>Approved the issue and signing of new Exclusive Occupancy Agreements (solicitor approved) for those not purchasing outright. Update on progress to June CoM in Housing services Report.</p> <p>Approved sale of the Associations share for any sharing owners who may wish to purchase outright. To confirm position on share distribution or outright purchase to committee quarterly from June 2023.</p>	<p>KB</p> <p>KB</p>	<p>22/06/23</p> <p>24/06/23</p>
<p><b>6.4 Annual Write Off Report - KB</b></p> <p>The Chair asked KB to present matters for decision and/or discussion/update. KB advised on the proposals for 2022/23 write offs and the reasoning. KB advised that other former tenant debts remained and would continue to be pursued. KB advised that write offs were simply written off the accounts and a record was kept in case former tenant returned and could be pursued. It was noted that write off levels were higher than previously and this reflected the</p>		

<p>increased size of the association and the inherited debt issues with KHA transfer. No current tenant write offs proposed. Committee confirmed all matters noted and no additional queries to raise.</p> <p><b>Decisions Made:</b> Approved write offs to be implemented April 2023 for 30/04/23 period end.</p> <ul style="list-style-type: none"> <li>- Former tenant arrears of £34,146.71 (post meeting this was adjusted to £34,146.41).</li> <li>- Former tenant recharge repair debts of £1,319.70.</li> <li>- Former tenant credits of £1,279.52.</li> </ul>	IF/KB	05/05/23
<b>7. Policy Review</b>		
<p>Confirmed that strapline, vision, mission and values to be removed from all policies, as they come up for review, for consistency and in case they change during life of policy.</p> <p><b><u>7.1 F.02 Disposals Policy Review – JO for RM, FMD</u></b></p> <p>The Chair advised that there had been no queries raised in advance of the meeting. The Chair asked staff if there were any further matters to consider and asked if committee had any queries or matters to raise in respect of the policy proposals. JO advised no additional matters to raise. Committee confirmed proposals noted and no queries or matters to raise.</p> <p><b>Decisions Made:</b> Approved reviewed policy for implementation.</p> <p><b><u>7.2 H.02 Allocations Policy Review – KB</u></b></p> <p>The Chair asked KB to update on position and proposed review timeline. KB advised the Drumcog members were being pursued to agree review arrangements, which was looking likely to be undertaken and finalised during May and June 2023. It is not anticipated that there will be much change.</p> <p><b>Decisions Made:</b> KB to pursue with Drumcog to complete review with policy review proposal to be brought to either June or August CoM meeting – update on progress in housing services report to June CoM.</p> <p><b><u>7.3 H.13a Tenant/Customer Participation Policy &amp; Action Plan Review - KB</u></b></p> <p>The Chair advised that there had been no queries raised in advance of the meeting. The Chair asked staff if there were any further matters to consider and asked if committee had any queries or matters to raise in respect of the policy proposals. KB advised that the Policy had been reviewed when undertaking the review of the Action Plan. Committee confirmed proposals noted and no queries or matters to raise.</p> <p><b>Decisions Made:</b> Approved reviewed policy for implementation. Approved quarterly reporting on achievement against action plan, alongside reporting on TSS action plan from Aug 2023 CoM.</p>	<p>All</p> <p>JO</p> <p>KB</p> <p>KB KB</p>	<p>Ongoing</p> <p>18/05/23</p> <p>22/06/23</p> <p>18/05/23 24/08/23</p>

<p><b><u>7.4 G.08 Customer Care Policy Charter - KB</u></b></p> <p>The Chair advised that there had been no queries raised in advance of the meeting. The Chair asked staff if there were any further matters to consider and asked if committee had any queries or matters to raise in respect of the policy proposals. KB advised no additional matters to raise. Committee confirmed proposals noted and no queries or matters to raise.</p> <p><b><u>Decisions Made:</u></b> Approved reviewed policy for implementation.</p>	KB	18/05/23
<p><b><u>7.5 S.14 Information Communication Technology Policy Review - IF</u></b></p> <p>The Chair advised on the note added to Decision Time regarding Cyber Essentials. Committee noted the work involved in achieving and retaining cyber essentials. The Chair asked staff if there were any further matters to consider and asked if committee had any queries or matters to raise in respect of the policy proposals. IF advised no additional matters to raise. Committee confirmed proposals noted and no queries or matters to raise.</p> <p><b><u>Decisions Made:</u></b> Approved reviewed policy for implementation, with amendment re strapline etc.</p>	IF	18/05/23
<p><b><u>7.6 S.18 Staff Severance and Settlement Agreements Policy Review - IF</u></b></p> <p>The Chair advised that there had been no queries raised in advance of the meeting. The Chair asked staff if there were any further matters to consider and asked if committee had any queries or matters to raise in respect of the policy proposals. IF advised no additional matters to raise. Committee confirmed proposals noted and no queries or matters to raise.</p> <p><b><u>Decisions Made:</u></b> Approved reviewed policy for implementation, with amendment re strapline etc.</p>	IF	18/05/23
<p><b><u>7.7 S.01 Alcohol &amp; Substance Misuse Policy Review - IF</u></b></p> <p>The Chair advised that there had been no queries raised in advance of the meeting. The Chair asked staff if there were any further matters to consider and asked if committee had any queries or matters to raise in respect of the policy proposals. IF advised no additional matters to raise. Committee confirmed proposals noted and no queries or matters to raise.</p> <p><b><u>Decisions Made:</u></b> Approved reviewed policy for implementation, with amendment re strapline etc.</p>	IF	18/05/23
<p><b><u>7.8 S.17 Recruitment &amp; Selection policy Review - IF</u></b></p> <p>The Chair advised that there had been no queries raised in advance of the meeting. The Chair asked staff if there were any further matters to consider and asked if committee had any queries or matters to raise in respect of the policy proposals. IF advised no additional matters to raise. Committee confirmed proposals noted and no queries or matters to raise.</p>		

<b>Decisions Made:</b>			
Approved reviewed policy for implementation, with amendment re strapline etc.		IF	18/05/23
<b>8.</b>	<b>Items for Updating</b>		
<p>The Chair advised that these Reports were provided for update. The Chair asked staff to advise if there were any further matters to consider and asked committee to raise any queries or matters in respect of reports.</p> <p><b>8.1 Staffing and Health &amp; Safety Quarterly Report and 6 Monthly Update, Including HSCM Update Report – IF</b></p> <p>IF advised no additional matters to raise. Committee noted increased absence rate in 2022/23 due to impact of hospitalisations/medical treatment. Committee advised that the provided graphs were useful for reviewing PHA position visually and for considering trends. Committee noted update to EVH Terms and Conditions of Employment, effective for PHA staff from 1 May 2023. Committee noted health and safety updates. Committee confirmed all matters noted and no additional queries to raise.</p> <p><b>8.2 Gifts, Hospitality and Donations to 31/03/2023 – IF</b></p> <p>IF advised no additional matters to raise. Committee noted staff member voucher of £20 for tenant engagement incentive. Committee noted receipt of support vouchers by tenant staff member (1 x £49, 1 x £30), in accordance with application requirements applicable to all tenants. IF to record details in Register. Committee confirmed all matters noted and no additional queries to raise.</p> <p><b>8.3 Complaints and Compliments Report to 31/03/2023 – IF</b></p> <p>IF advised no additional matters to raise. Committee noted outcomes and confirmed no queries or matters to raise.</p>		IF	18/05/23
<b>9.</b>	<b>Correspondence</b>		
Nothing additional.			
<b>10.</b>	<b>A.O.C.B.</b>		
None.			
<b>11.</b>	<b>Date of Next Meeting</b>		
Committee of Management Meeting – Thurs 25/05/2023 Golden Jubilee Hotel			
The Chair thanked everyone for their attendance and input and close meeting at 8:09pm			

Minute Approved by: D Martyn

Seconded by: A Welsh

Signed by Chairperson:  
of meeting approving D Martyn

Date Approved: 25 May 2023