

Report To:	Management Committee Meeting
-------------------	------------------------------

Agenda Item 4.1:	Minutes of Pineview Housing Association Ltd Committee Meeting Held in the Association's Office at 5 Rozelle Avenue on 28 May 2019 at 6.00pm
-------------------------	---

Prepared By:	Joyce Orr, Director
---------------------	---------------------

Date Prepared:	13 June 2019
-----------------------	--------------

Meeting Date:	25 June 2019 at 6.00pm
----------------------	------------------------

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			
1.	Sederunt		
	Present: Jean Black (JB) Matthew Dillon (MD) Josephine McGinty (JMc) - Chairperson Jim O'Connor (JO'C) – Treasurer Victoria Phelps (VP) – Vice Chair Jamie Speirs (JS) David Syme (DS) Anna Welsh (AW)	Apologies: Myra Frater (MF) Sharon Kane (SK) Winifred McPhail (WM) Karen Byrne (KB) – Housing Services Manager Special Leave: Gail Boyle (GB) Absent Without Apologies:	In Attendance: Joyce Orr (JO) – Director & Secretary Howard Dales (HD) – FMD Dan Martyn (DM) - observer Guest Speaker/Presenter: None
	All papers issued in advance of meeting unless detailed in minute. The meeting started at 6.05pm.		

2.	Declaration of Interest
-----------	--------------------------------

Those present were requested to make any required declarations of interest and members were reminded of their responsibility to declare any change to their committee eligibility status, to declare any changes to their register of interest entries and to remember their obligations regarding confidentiality and collective responsibility.

- DM declared an interest for Item 7 - Share membership application and committee member application.

No other declarations made.

Item	Action	By
<p>Item 3 – SHR ARC & EESSH Returns</p> <p>JO presented both returns and took committee through the comparative report for the previous year's outcomes. JO updated that the internal auditor had audited the returns on 10 May 2019. Committee considered the returns and discussed the outcomes. A member raised a question on staff turnover at 23.24% and it was explained that the turnover related to 3 people (one of whom was only temporary) moving onto new employment. Due to the size of the Association and its relative staff numbers any change can show as a high percentage. A question was raised about why the total figures for Indicator C7 (27) and C8 (30) were different as they both related to lets. It was discussed that this was likely due to the definitions of each being different and that JO would check – it was later confirmed that the difference was due to C8 including three mutual exchanges which are not counted in C7 as per the SHR technical guidance. It was highlighted that the number of new applicants to the housing list was much less than the previous year due to the Glasgow City Council suspension of the GHR. It was explained that the majority of the tenant satisfaction indicators were the same as the previous year as they are taken from the previous comprehensive tenant satisfaction survey of 2016 (the three year survey will be undertaken again during 2019). Committee noted where outcomes had improved on the previous year (I9, I11, I14, I18, I23, I34 and C1) and where it had declined (I12, I13, I16, I35, and I31). Committee noted that where performance had dropped it related mostly to reactive repairs and arrears and that housing services staff were putting measures in place to address these – staffing responsibilities, contractor meetings etc. Committee noted that performance was still good in these areas however, committee would like to see an improvement as results were previously better and additional staff resources are now in place. JO explained Indicator 19 regarding anti-social behaviour (ASB) cases resolved and advised that whilst all 40 cases (100%) had been resolved within the local agreed timescales, two were after the 31 March and therefore the definition in the technical guidance resulted in an outcome report of 95%. Committee discussed that this was not an accurate reflection of performance and it should be reported as 100%. Committee considered the reporting of former tenant arrears written off and noted that although the % written off had increased, the actual monetary value had reduced by almost 40%.</p> <p>Decisions Made:</p> <p>It was agreed that the returns be submitted subject to the following:</p> <ul style="list-style-type: none"> - JO to correspond with SHR regarding I19 and committee's opinion and then seek decision from committee for final return. <p>Post meeting note:</p> <p>Following correspondence with SHR regarding Indicator 19 and e-mail and telephone correspondence with committee members, it was agreed to submit the information to show 100% as 100% were complete within their required timescale.</p> <p>Following a final check and reconciliation of figures, changes were made, in agreement with the Chairperson, to Indicators I11, I12, I13, I14 and C13, and these were notified to all committee members on 05/06/19 with copies of the final returns made being issued.</p>	<p>JO</p>	<p>31/05/19</p>

Item	Action	By
<p>Item 4 – Minutes of Previous meetings</p> <p>4.1 Minute of the Management Committee Meeting of 30/04/19 noted, amended to show HD under Apologies rather than In Attendance.</p> <p>4.2 Minute of the Health & Safety and Staffing Sub Committee Meeting of 14/05/19 noted, No amendments. The Management Committee noted that the Director’s 6 monthly appraisal had taken place as planned – no queries raised.</p> <p>4.3 Previous Minutes Decisions Action Implementation Report noted and agreed. Committee noted all items as either complete; to be considered at meeting; or not yet due.</p> <p><u>Decisions Made:</u></p> <p>4.1 - Minute approved - proposed by JO’C, seconded by JB, Minute signed by Chair.</p> <p>4.2 - Minute approved – proposed by VP, seconded by JO’C, Minute signed by Chair.</p> <p>4.3 - Approval to remove item 3.4 from 03/07/18, leave signatories as present and review later.</p>		
<p>Item 5 – Internal Management Business Plan Report</p> <p>5.1 General Matters</p> <p>JO presented the report, all items noted.</p> <p>Noted ongoing work with JMP and stock condition work and systems – a member questioned when matters likely to be concluded, JO advised during June to allow HD to update LTP during July.</p> <p>Noted regulatory/statutory/covenant returns made and due.</p> <p>Noted outcome of ARC/ESSH internal audit – Final Audit Report presented at meeting. JO took committee through the business plan year end key performance indicators (KPIs) outcomes that had changed from the April committee meeting report due to finalisation in line with the ARC. JO confirmed that there was no requested to make any changes to the KPI targets for the year ahead as a result of outcome performance changes.</p> <p><u>Decisions Made:</u></p> <p>Performance Management KPIs (non-finance) to 31/03/19 – committee approved the update to the business plan with the final submitted ARC figures; agreed to delay risk matrix section update in order to undertake all changes at the one time.</p> <p>As HD was delayed it was agreed that the meeting would move to Item 5.3.</p> <p>5.3 Treasury Management Report</p> <p>JO presented the report, all items noted.</p> <p>Much discussion took place regarding loan rates and applicable libor. JO advised on the current libor rate and how it applied to the Association’s loans. JO confirmed that the fixed rate loan due to mature in December will revert to the variable rate. Noted current investment position, credit ratings of approved institutions and the request to continue existing delegated authority, with quarterly reporting. Noted position with Bank of England base rate and the impact of resulting interest rates. Noted inflation changes since 2016/17 and predictions for the two years to March 2021.</p> <p>Committee considered the proposed policy as reviewed by FMD.</p>	JO	30/06/19

Item	Action	By
<p><u>Decisions Made:</u></p> <p>Approval to continue investment and money movement delegated authority to finance agent and director with quarterly reporting to Committee.</p> <p>Treasury Management Policy approved subject to following amendments:</p> <ul style="list-style-type: none"> - 5.1d 18 months changes to 24 months - 5.4c to 5.4e to remain to ensure explicit in policy. - 5.6 to be updated to remove TSB reference. - 6.1 to be amended to reflect current delegated authority practice, with quarterly reporting requirement added. - 6.2 to be amended to remove “HOBS Investment Account” and change to “Bank of Scotland operational deposit account or other account following review as per 6.1 above.” - 6.3 to be amended to clarify that investment rates will be considered quarterly or sooner if investment due. - 6.4 to be amended to clarify that the finance agent and director will undertake monthly reviews for potential surplus funds for investing. <p>HD joined the meeting and these proposed changes were advised to him.</p> <p>5.2 Management Accounts to 31/03/2019</p> <p>HD presented the report, all items noted.</p> <p>HD explained the favourable variance on the Statement of Comprehensive Income (income and expenditure account) and how this had been arrived at. HD explained that on page 2 note 19 should read note 21. HD explained the treatment of the previous district heating equalisation account as a release of income. This made up a large proportion of the favourable income variance. HD explained that the large favourable variance in expenditure was mostly due to lower staffing costs than budgeted (due to reduced absence); the timing of spend on maintenance and renewal contracts and professional fees. HD explained that property depreciation varied from the budget due to budgeted costs being understated – this is a non cash item. HD advised that some pension changes were required to the balance sheet but that they netted each other off, with net assets remaining the same. HD apologised for this and some missing text, and advised that this had since been updated. HD confirmed loan covenant compliance. JO took committee through the finance KPIs. Committee noted the impact of universal credit on arrears and bad debts. The key management personnel cost as a percentage of staff costs was greater than budgeted due to lower overall staff costs and not due to any increase in key personnel costs. HD provided committee with a brief summary of the anticipated changes between these management accounts and the proposed year end accounts, with the pension accounting change creating the greatest change. HD advised that he is still working with the auditors to finalise the accounts and associated audit.</p> <p><u>Decisions Made:</u></p> <p>Management accounts approved for forwarding to lenders (amended version).</p>	<p>JO/HD</p> <p>JO</p> <p>HD</p>	<p>Ongoing</p> <p>30/06/19</p> <p>30/05/19</p>
<p>Item 6 – Directors Report</p> <p>JO presented the report. JO advised there were no decisions required. All items noted and following items were discussed in detail.</p> <p>6.02 Scottish Housing Regulator (SHR) - Discussed ongoing regulatory action within the sector and learning that can be taken from these.</p>		

Item	Action	By
<p>JO updated committee on the conclusion of the notifiable event made due to the proposed change of external auditor.</p> <p>Committee noted the joint regulatory toolkit being developed. Noted SHR summary of what it aims to do during 2019/20.</p> <p>Noted SHR frequently asked questions for assurance statements launched on SHR website.</p> <p>Noted focus of Pineview 2019 strategy day on revised regulatory framework compliance and assurance statement.</p> <p>6.04 Pensions – noted changes to annual financial statements with new accounting format. HD updated committee on this. Noted timing of outcome of triennial valuation and any changes to contribution rates.</p> <p>6.11 Equalities – JO confirmed that committee training had been arranged for 12/08/19 at 6.00pm in PHA offices.</p> <p>6.16 – Director’s Diary – committee confirmed that they found this useful to show the breadth of work/networking being undertaken.</p> <p>Decisions Made:</p> <p>None.</p>		
<p>Item 7 – Finance & Corporate Services Reports</p> <p>7.1 Committee and Membership Report:</p> <p>JO presented the report and advised decisions required at 7.1.1 and 7.1.3. DM left the meeting at this point with HD.</p> <p>All items noted and the following items were discussed in detail.</p> <p>7.1.1 Applications for Membership – Committee considered the applications within the report.</p> <p>7.1.3 Governing Body Specific Matters - Committee Membership – Committee considered the application from DM to join the committee as a casual vacancy member.</p> <p>Considered retiral requirements for AGM with 1/3 of elected members requiring to stand down and all casual vacancy members required to stand down and seek election.</p> <p>7.1.4 Training – JB fed back on EVH Governing Body One day Seminar from 12/05/19, advising that it was very interesting and useful and she would recommend for other members. There was a group feedback on the Drumcog organised SHR Regulatory Standards session on 20/05/19 and it gave useful information for committee to consider in gaining assurance for completing the first annual assurance statement. Noted next Drumcog session is 17/06/19 on Maintenance Responsibilities. Noted additional events due and booked.</p> <p>7.1.5 Committee Diary – noted events planned.</p> <p>7.1.6 Committee attendance – noted overall attendance against target and the impact of special leave.</p> <p>7.1.7 Committee training – noted overall attendance against target, the impact of special leave and the need for some members to increase attendance.</p> <p>Decisions Made:</p> <p>7.1.1 - Applications for Membership – applications approved (821 - 824).</p> <p>7.1.3 - Governing Body Specific Matters:</p> <ul style="list-style-type: none"> - Approved committee membership for DM. 	<p>IF</p> <p>JO</p>	

Item	Action	By
<p>- Agreed retirals of casual vacancy members and all confirmed wishing to stand for election. Election paperwork completed.</p> <p>- As elected members JO'C and JB retiring and both seeking re-election. Election paperwork completed.</p> <p>7.1.7 – Training – Members to review their training attendance.</p> <p>7.2 Staffing & Health & Safety Report: JO presented the report and advised no decision required. All items noted and the following items were discussed in detail.</p> <p>7.2.1 – Staff attendance and absence – figures to 30/04/19 and comparative noted.</p> <p>7.2.2 – Health, Safety and Wellbeing – noted HSS Sub Committee of 14/05/19 and next due 12/11/19. Noted no accidents or incidents. Noted no property insurance incidents. Noted update on HWL.</p> <p>7.2.3 – EVH/ACS – noted next update due July 2019.</p> <p><u>Decisions Made:</u> None.</p> <p>7.3 Gifts, Hospitality & Donations Report: JO presented the report, advising no decisions required. All items noted.</p> <p><u>Decisions Made:</u> None required.</p>	<p>JO</p> <p>JO</p> <p>CoM</p>	
<p>Item 8 – Housing Services Reports</p> <p>8.1 Housing Services Update Report: JO presented the report in the absence of KB and advised that decision required at 8.1.3. All items noted with the following discussed in further detail.</p> <p>8.1.3 – Cyclical Painterwork – tender opening took place 10/05/19 and awaiting tender outcome report from Armour Consultants. Requested delegated authority to Office Bearers for award of contract.</p> <p>8.1.4 – Arrears – a member asked if the report was correct regarding the joint tenant decree as they had never heard of this before. JO confirmed report correct and it was a first experience for the Association. Committee noted increase in arrears and the need for staff to prioritise. JO updated on shared ownership case and action to date. Committee discussed the options of allowing shared owner to sell their share on the market; of the whole property being sold on the market; or the Association purchasing the owners share and letting the property as a social rented unit. JO advised KB awaiting discussion with solicitors and cost confirmation from HD. Discussed committee preference to purchase the share and let the property as a social rented home, subject to the property being self-financing within a reasonable period of time. HD advised that he had looked at the figures and this would be met within a 10 year period.</p> <p>8.1.5 – Customer Forum – noted update from meeting of 01/05/19. Committee were pleased to see the ongoing support for the forum.</p> <p>8.1.6 Tenant Satisfaction Survey – noted update on tender process.</p> <p><u>Decisions Made:</u></p> <p>8.1.3 – Cyclical Painterwork – authority to make decision on awarding contract delegated to office bearers.</p> <p>8.1.4 – Arrears – Rent Arrears – arrears recovery to be prioritised.</p>	<p>KB, JMc, VP, JO'C KB</p>	<p>14/06/19</p> <p>ongoing</p>

Item	Action	By
8.1.4 – Arrears – Shared Ownership Case – KB to pull together costed report on purchase option and distribute to committee for confirmation of costing in order to allow this option to be pursued.	KB	07/06/19
Item 9 – Policy Reviews The only policy review was in respect of the Treasury Management Policy considered at Item 5.3.		
Item 10 – Correspondence - No additional correspondence to that referred to in report.		
Item 11 – A.O.C.B There being no other business, the meeting closed at 8.00pm		

Minute Approved by: Jean Black Seconded by: Jim O'Connor
 Signed by Chairperson: Josephine McGinty Date: 25/06/2019