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| Report To: | Management Committee Meeting |
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| Agenda Item 3.1: | Minutes of Pineview Housing Association Ltd Committee Meeting Held in the Association's Office at 5 Rozelle Avenue on 25 th September 2018 at 6.00pm |
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| Prepared By: | Joyce Orr, Director |
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| Date Prepared: | 17 October 2018 |
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| Meeting Date: | 30 October 2018 at 6.00pm |
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| Minutes - Rule 62 - SFHA Charitable Model Rules (Scotland) 2013 |
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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 | | | |
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| 1. | Sederunt | | |
| | Present: Jean Black (JB) Gail Boyle (GB) Asa Brooks (AB) – Vice-Chair Myra Frater (MF) Josephine McGinty (JMc) - Chair Winifred McPhail (WM) Victoria Phelps (VP) Anna Welsh (AW) | Apologies: Mark Cord (MC) Jean Claude Faleu (JCF) Sharon Kane (SK) Kenny McGinty (KMc) Jim O'Connor (JO'C) – Treasurer Howard Dale – FMD Special Leave: Absent Without Apologies: | In Attendance: Karen Byrne (KB) – Housing Services Manager Joyce Orr (JO) – Director & Secretary |
| | All papers issued in advance of meeting unless detailed in minute. Meeting started 6.20pm and closed 8.35pm. | | |

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| 2. | Declaration of Interest |
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Chair requested that any interest be declared – JO & KB declared an interest in Item 6.2 - salary consultation.

Members were reminded of their responsibility to declare any change to their committee eligibility status (copies of criteria from Rules on table) and to declare any changes to register of interest entries.

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| <p>Pre Meeting Policy Briefing Note</p> <p>Briefing commenced at 5pm. Attending – GB, MF, JMc, WM and KB, JO. Discussed policies to be considered at Management Committee Meeting Item 8. Explained purpose and importance of the Association having policies periodically reviewed and updated. Discussed that reviews allow the legislation and good practice within policies to be checked that is up to date and current, and to ensure that the policy flows for reading. Discussed importance of tenant/customer interest in policies affecting services to customers, whilst others were more corporate and internal. Tenant/customer policies have been considered by the Resident and Customer Forum and any suggestions incorporated in the review. Discussed importance of the Management Committee setting the Association’s strategic corporate objectives through policies and this being separate from staff operational responsibilities and procedures – for example, for rent arrears committee need to approve the policy detailing stages of action and need to ensure policy is being followed (purpose of internal audit), however, committee do not need to know the operational detail of which letter will be sent when etc. Discussed importance of committee approving policies for staff to implement. Worked through the 6 policies, their context and proposed changes.</p> | | |
| <p>Item 3 – Minutes of Previous meetings</p> <p>3.1 Minute of Management Committee Meeting of 28/08/18 noted. Noted that Shares approved at minute item 6.1.1 decision should read as share 791 – 796, not 789 – 790 which was from previous meeting. 3.2 Previous Minutes Decisions Action Implementation Report noted and agreed. <u>Decisions Made:</u> 3.1 - Minute approved - proposed MF, seconded GB, Minute to be updated as above and signed by Chair JMc.</p> | | |
| <p>Item 4 – Internal Management Business Plan Report</p> <p>JO presented the report, all items noted and the following items discussed in detail. 4.2 Priorities Outcomes to 31/08/18 - JO took committee through areas where targets either part achieved or not achieved. Committee noted updates provided and were pleased with the performance achieved. Committee noted, discussed reasons and approved those priorities reprogrammed for completion in later periods. <u>Decisions Made:</u> None required.</p> | | |
| <p>Item 5 – Directors Report</p> <p>JO presented report. All items noted and the following items discussed in detail. 5.02 SHR - Discussed the update on SHR Regulatory Framework review and impending consultation. Committee noted JO ongoing involvement with SHR working party reviewing regulatory framework and consultation proposals. 5.04 Pensions – JO updated on SHAPS Employer Forum of 19/09/18 and potential impact of accounting changes for year-end financial statement work and its timing. 5.06 EVH – AB advised he would attend EVH Management Committee on 01/10/18 and report back at October management committee meeting. 5.08 SFHA Board – Committee noted update on JO position and events attended.</p> | AB | |

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| <p>5.14 IT & Phone Tender Update – Discussed increase in costs and that this was something Association’s auditor (external) had previously advised would be common for associations as IT systems developed further and security became more sophisticated. Committee noted update and award of contract.</p> <p>Decisions Made:</p> <p>5.02 – JO to issue SHR consultation documents when received for consideration. Consultation summary to be collated to allow response to be determined at November management committee meeting – 27/11/18.</p> | <p>JO</p> <p>JO</p> | <p>12/10/18</p> <p>27/11/18</p> |
| <p>Item 6 – Finance & Corporate Services Reports</p> <p>6.1 Committee and Membership Report: JO presented the report, all items noted and the following items discussed in detail. 6.1.1 Applications for Membership – one (1) applications considered. 6.1.3 Committee Membership – noted updated position. 6.1.4 Training – AB fed back on SHARE Chairs’ Forum (06/09/18), advising it was a positive experience and that he will pass on any notes from meetings to JO to share with other committee members. AB advised on some of the suggestions from meeting regarding meeting agendas, formats and attendees. Attending members fed back on the Drumcog Finance Training (17/09/18). VP updated that the training was useful for explaining terms. JO advised that copies of presentation had been issued to all members. VP updated on the SHARE e-learning she had undertaken and encouraged other committee members to consider this as it was short but informative and useful. Noted next Drumcog training will be 15/10/18 on Housing (Scotland) Act 2014. 6.1.5 Committee Diary – noted events planned. Discussed timing of Health& Safety and Staffing Sub committee being close to training. JO explained timing for Director appraisal meeting. Decided to leave as is for now and review in future.</p> <p>Decisions Made:</p> <p>6.1.1 - Applications for membership – approved membership application 797.</p> <p>6.2 Staffing & Health & Safety and Wellbeing Report: JO presented the report, all items noted and the following items discussed in detail. 6.2.1 – Staff attendance and absence – figures to 31/08/18 and comparative noted. Absence reduction on previous year noted. JO updated on current absence. Discussed staffing resources with ARC benchmarking considered and noted neither under nor over staffed. 6.2.2 – Health, Safety and Wellbeing – noted no accidents or incidents. Noted update on HWL. JO advised suicide awareness session has been rearranged by provider to November staff meeting. JO due to meet HWL advisor in October to finalise registration. 6.2.3 – Maintenance Officer Recruitment Equalities Monitoring– noted update and equal opportunities monitoring. 6.2.4 – Maintenance Officer Recruitment Update – JO and KB updated on recruitment and change of circumstance for successful candidate. Meeting discussed option for moving forward and recognised that due to the short time since the change (including holiday weekend) staff had not had time to fully review options. Agreed to delay any decision until KB and team had had a chance to consider options. Options to be considered at October CoM meeting. 6.2.5 – Recruitment Policy Review – considered review of policy and recommendation to reconcile the shortlisting and interview detail for posts.</p> | <p>IF</p> | |

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| <p>6.2.6 – EVH Salaries Consultation – JO advised that neither JO nor KB could advise on this matter due to their interest as staff members receiving salaries. JO advised that she could only confirm previous decisions and provide any background information and clarification on questions within survey. Committee discussed at length, considering the importance of controlling costs for rent affordability whilst wishing to provide good terms and conditions of employment to staff members. Response agreed as follows: inflation measure as CPI (this is used for government benefits and PHA rent increases); support for a multi-year rather than single year deal (to make savings with less negotiating and to provide future certainty); multi-year deal preference of 2 years (only 2 years due to Brexit uncertainty); preference for long term deal to be based on variable sophisticated formula-based approach (to allow some relationship to changes in inflation); preference for formula to have floor and ceiling caps.</p> | | |
| <p><u>Decisions Made:</u></p> | | |
| <p>6.2.4 - Maintenance Officer Recruitment – Options to be considered at October CoM meeting for decision.</p> | KB | 23/10/18 |
| <p>6.2.5 - Recruitment Policy Review – approved policy update to reconcile shortlisting and interview detail for posts.</p> | JO | 23/10/18 |
| <p>6.2.6 - EVH Salaries Consultation – Draft response agreed. AB will advise JO of any changes following attendance at EVH committee meeting. Committee also requested that HD check draft response and advise of any recommended changes. Response to be submitted to EVH by timescale of 29/10/18.</p> | AB/HD/JO | 29/10/18 |
| <p>6.3 Gifts, Hospitality & Donations Report:</p> | | |
| <p>Considered request from Scottish Cancer Support for PHA to place an advert in upcoming report, cost £45. All items noted.</p> | | |
| <p><u>Decisions Made:</u></p> | | |
| <p>6.3.5. – Approved advert to be placed with Scottish Cancer Support.</p> | IF | 23/10/18 |
| <p>6.4 Revised Long Term Projections:</p> | | |
| <p>JO presented the report written by Howard Dales of FMD. JO confirmed that with the updated changes to the LTPs the cash balances remain positive as advised in the report and shown in the cash chart. JO confirmed that repair costs included a ½% real increase over inflation. Committee considered benchmarking information in respect of rent charges and management and administration costs. JO confirmed inflation assumed at 2% and explained that although inflation is currently more than this it is expected to reduce again.</p> | | |
| <p>Committee noted and considered the assumptions used and the sensitivities applied with their resultant outcomes as shown in the sensitivities outcome graphs.</p> | | |
| <p>Committee considered the sensitivities and the compound effect of decisions, such as rent increase percentages.</p> | | |
| <p>Committee noted the importance of the long term projections being reviewed each year to remain current.</p> | | |
| <p><u>Decisions Made:</u></p> | | |
| <p>Approved review of long term projections and link to business plan.</p> | JO/HD | |
| <p>6.5 Annual Returns – OSCR and FCA</p> | | |
| <p>JO presented the returns to Committee, who approved their detail and gave authority to submit. The FCA return was signed by JO as Secretary at the meeting.</p> | | |
| <p><u>Decisions Made:</u></p> | | |
| <p>6.5.1 - FCA return signed and approved for submission by 31/10/18.</p> | IF | 31/10/18 |
| <p>6.5.2 - OSCR return approved for submission by due date of 31/12/18.</p> | IF | 31/12/18 |

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| <p>Item 7 – Housing Services Reports</p> <p>7.1 Housing Services Update Report: KB presented the report, all items noted. KB advised install work for kitchens and boilers was now starting in October due to delay in supply of splashbacks. KB advised that gutter cleaning will be carried out in Oct/Nov as contractor advised the October dates had not been confirmed by previous maintenance officer. KB confirmed use of Public Contracts Scotland quick quotes for smoke and CO alarms. GB and JB volunteered for tender opening 27/09/18. KB confirmed painterwork procurement still on course for an April 2019 site start. KB provided an update on GHR and meeting due 26/09/18. KB took committee through the Solicitors and Debt Recovery review. Committee discussed that arrears had reduce at end of August and they wanted to acknowledge this good work and encourage staff to keep momentum going. KB updated committee on the shared ownership arrears case and action being taken. <u>Decisions Made:</u> 7.1.2 Alarm Replacement Programme – GB & JB to attend tender opening 27/09/18. 7.1.5 Solicitors/Debt Recovery Review – to retain as is, and introduce use of Sheriff Officers as alternative for former tenant debt recovery.</p> <p>7.2 Welfare reform Action Plan: KB presented the updated welfare reform plan. KB explained that Drumchapel will go live in December 2018, however, there is not expected to be a huge initial impact but this will increase as more cases become live. Committee advised they were pleased to note staff had developed a robust plan to deal with the various areas of work to try to minimise impact. <u>Decisions Made:</u> None required.</p> | <p>KB/GB/JB HSS</p> | <p>27/09/18</p> |
| <p>With the agreement of committee members, the Chair suspended standing orders at 8.20pm for 20 minutes to allow agenda business to continue.</p> | | |
| <p>Item 8 – Policy Reviews</p> <p>8.1 Committee Performance Review: JO presented the report. Committee advised that they were satisfied with how the existing policy and process worked. <u>Decisions Made:</u> Approved review of policy with no changes. Policy scheduled for review Sept 2019.</p> <p>8.2 Social Media Review: JO presented the report prepared by Isobel Ferguson, FCSO. Committee noted and approved proposed updates and noted work to be undertaken by FCSO during quarter 3 in respect of content calendar and analytics. Committee advised on the importance of the website being accurate and continually up to date for customers. <u>Decisions Made:</u> Approved adoption of revised strategy and update to be provided in January 2019. Strategy to be reviewed on 3 yearly cycle.</p> <p>8.3 Rent Account Management Policy Review: KB presented the report, explaining that the existing policy adheres to current good practice and legislative requirements and therefore no changes were required. KB</p> | <p>JO</p> <p>IF</p> | <p>30/09/18</p> <p>30/09/18 & 31/12/18</p> |

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| <p>advised that the policy had been considered by the customer forum on 05/09/18 and no changes or amendments were proposed. <u>Decisions Made:</u> Approved review of policy with no changes. Policy scheduled for 3 yearly review.</p> <p>8.4 Estate Management Policy Review: KB presented the report, explaining that the existing policy adheres to current good practice and legislative requirements and therefore no changes were required. KB advised that the policy had been considered by the customer forum on 05/09/18 and no changes or amendments were proposed. <u>Decisions Made:</u> Approved review of policy with no changes. Policy scheduled for 3 yearly review.</p> <p>8.5 Factoring Policy Review: KB presented the report, explaining proposed changes. KB advised that the proposed revised policy had been considered by the customer forum on 05/09/18 and no changes or amendments were proposed. <u>Decisions Made:</u> Approved adoption and implementation of revised policy.</p> <p>8.6 Shared Ownership Policy Review: KB presented the report, explaining proposed changes. KB advised that the proposed revised policy had been considered by the customer forum on 05/09/18 and no changes or amendments were proposed. <u>Decisions Made:</u> Approved adoption and implementation of revised policy.</p> | <p>KB</p> <p>KB</p> <p>KB</p> <p>KB</p> | <p>30/09/18</p> <p>30/09/18</p> <p>30/09/18</p> <p>30/09/18</p> |
| <p>Item 9 – Correspondence Committee noted correspondence issued during month.</p> | | |
| <p>Item 10 – A.O.C.B The Chair allowed the following AOCB: Xmas arrangements – office arrangements as per previous years. Xmas lunch arranged for Committee, Customer Forum and Staff at Golden Jubilee Hotel Friday 14/12/18 at 1.00pm. <u>Decisions Made:</u> Committee members to confirm if they can attend xmas lunch. KB to confirm forum members who will attend.</p> | <p>CoM KB</p> | <p>30/10/18 08/11/18</p> |
| <p>There being no other business, the meeting closed at 8.35pm.</p> | | |

Minute Approved by: Gail Boyle Seconded by: Myra Frater
Signed by Chairperson: Josephine McGinty Date: 30 October 2018