

<b>Report To:</b>	Management Committee Meeting
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<b>Agenda Item 4.1:</b>	Minutes of Pineview Housing Association Ltd Committee Meeting Held in the Association's Office at 5 Rozelle Avenue on 29 October 2019 at 6.00pm
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<b>Prepared By:</b>	Joyce Orr, Director
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<b>Date Prepared:</b>	15 November 2019
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<b>Meeting Date:</b>	26 November 2019 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.

<b>Item Details</b>
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<b>1. Sederunt</b>
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<b>Present:</b> Jean Black (JB) Myra Frater (MF) Sharon Kane (SK) Dan Martyn (DM) Josephine McGinty (JMc) – Vice Chairperson Winifred McPhail (WM) David Syme (DS) Anna Welsh (AW)	<b>Apologies:</b> Jim O'Connor (JO'C) – Treasurer Victoria Phelps (VP) – Chair  <b>Special Leave:</b>  <b>Absent Without Apologies:</b> Matthew Dillon (MD)	<b>In Attendance:</b> Karen Byrne (KB) – Housing Services Manager Joyce Orr (JO) – Director & Secretary Lucy Neilson (LN) - FMD  <b>Guest Speaker/Presenter:</b> None
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All papers issued in advance of meeting unless detailed in minute.  
The meeting started at 6.10pm.

<b>2. Declaration of Interest</b>
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Those present were requested to make any required declarations of interest.

- Declaration from KB & JO regarding membership of Pension scheme (Report 5.2). Agreed JO would remain to present report and KB and LN would leave the meeting for this item. SK declared that she is a member of the Pensions Scheme through her employer. Agreed that SK would remain in meeting for Item.
- No other declarations.

JO 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. JO reminded everyone of confidentiality and collective responsibility.

Item Details	Action	By
<b>3. Freedom of Information Preparations Update, Policies and DPO Report</b>		
<p>JO presented the report explaining the update; the report from the Data Protection Officer (DPO); the ongoing preparation work; and the approval sought from committee for the policies and charging statement. JO highlighted the volume of work required for the Guide to Information required for the model publication scheme being adopted, and the impact of this on achieving other priorities. Committee noted the update report from the DPO and were pleased with progress being made. Committee considered the proposed Access to Information Policy, the Records Management Policy and the Charging Statement. Concern was raised that the reading of the Access to Information Policy at Section 4.2 might lead customers to think that their housing application details might be shared and thus put them off applying for rehousing. Discussed that section 6.3 and 6.4 of Access to Information policy referred to absolute and non-absolute exemptions without detailing them. Discussed this was deliberate in case these changed and that customers could refer to the relevant guidance for detail.</p> <p><u>Decisions Made:</u></p> <ul style="list-style-type: none"> <li>- Approved Records Management Policy for adoption from 11/11/19.</li> <li>- Approved Charging Statement for adoption from 11/11/19.</li> <li>- Approved Access to Information Policy for adoption from 11/11/19, subject to amendment to try and clarify that personal housing application data will not be shared with other customers.</li> <li>- Approved Director to finalise Guide to Information and arrange notification to Scottish Information Commissioner.</li> </ul>	<p>JO</p> <p>JO</p> <p>JO</p> <p>JO</p>	<p>11/11/19</p> <p>11/11/19</p> <p>11/11/19</p> <p>31/10/19</p>
<b>4. Minutes of Previous meetings</b>		
<p>4.1 Minute of the Management Committee Meeting of 24 Sept 2019 noted, no changes requested</p> <p>4.2 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 JB, seconded by SK, Minute signed by meeting Chair JMc.</p>	<p>IF</p>	
<b>5. Items Requiring Decision / Approval</b>		
<p><b>5.1 Regulatory Compliance Self-Assessment Action Plan Update and Final Annual Assurance Statement (AAS)</b></p> <p>The meeting Chair asked JO to present the report. JO presented the report, advising for discussion, noting and decision. Committee noted progress update on action plan and confirmed no changes to reporting systems at present but that this will be kept under review. The meeting considered and discussed the final AAS. Committee advised that they were happy with the content and presentation of the AAS for submission to the SHR.</p> <p><u>Decisions Made:</u></p> <p>AAS approved for signing by the meeting Chair (Vice Chairperson JMc) for submission to SHR via SHR Portal.</p>	<p>JO</p>	<p>31/10/19</p>



Item Details	Action	By
<p><u>Decisions Made:</u> Approved extension of insurance contract and delegated to staff to progress and implement.</p> <p><b>5.4 Committee and Membership Report:</b> JO presented the report, advising for noting, discussion and decision. All items noted.</p> <p>5.4.1 Application for Membership – Committee considered share application within report and additional application received since writing of report.</p> <p>5.4.4 Training – Meeting noted feedback from members. JO fed back for VP on Drumcog Chair’s training and its usefulness and proposed follow up. DS and JB fed back on the Drumcog training on the regulatory and legal duties of committee members. DM had already given SHAPS feedback at Item 5.2. Committee noted Drumcog training arranged for 18/11/19 (Budgeting) and the other external events available for committee to consider/attend.</p> <p>5.4.5 Committee Diary - Noted committee diary to 20/12/19. Committee noted change to date of HSSSC so Chair could attend. JO explained the importance of all committee members attending the collective review meeting with Linda Ewart on Tuesday 10 December 2019.</p> <p>5.4.6 Committee attendance – noted overall attendance above target.</p> <p>5.4.7 Committee training – noted overall attendance at events, with attendance just below target. It was recognised that a number of committee members have experience of some of the training topics through their employment. JO reminded members of the importance in members detailing alternative training through their annual review process with Linda Ewart to allow demonstration of appropriate skills and knowledge. JO reminded everyone of advising of apologies in advance if unable to attend any meeting, training etc.</p>	JO	01/04/20
<p><u>Decisions Made:</u> 5.4.1 – Share Membership Application – two application approved, shares 827 and 828.</p> <p><b>5.5 Gifts, Hospitality and Donations Report:</b> JO presented the report, advising for noting and decision. All items noted.</p> <p>5.5.5 Charitable Donation Request – Committee considered request to match the funds raised by the staff team for the Wear it Pink cancer charity.</p>	IF	
<p><u>Decisions Made:</u> Approved signing of gifts and hospitality register. Approved match funding to a maximum of £200 for Wear it Pink.</p> <p><b>5.6 Policy Reviews</b> JO advised a six policy reviews to be considered - all reviews, no new policies. A committee member requested that tracked changes version of policy reviews be provided. JO advised that these had been provided previously and committee had advised that it could become quite confusing and that they wanted the proposed changes noted in the review report and the policy provided to be the “clean” proposed version. JO advised it would be easy enough to provide tracked changes versions.</p>	IF	30/11/19
<p><u>Decisions Made:</u> Tracked changes versions and “clean” versions to be provided from Jan 2020 as separate appendices and members can choose which to refer to.</p>	KB/IF/JO	21/01/20

Item Details	Action	By
<p>JO presented reports 5.6.1 – 5.6.3 and KB presented reports 5.6.4 – 5.6.6.</p> <p>➤ <b>5.6.1 Disaster Recovery Plan</b>  JO presented the report, advising that this was an existing policy for review and the changes proposed. Discussed and agreed moving section 1.1 to follow after existing 1.4. Discussed and agreed proposed changes. the purpose of the proposed policy and the proposed retention periods.  <u>Decisions Made:</u>  Policy approved for implementation, subject to change at section 1 as above. Agreed to retain yearly review.</p> <p>➤ <b>5.6.2 ICT Policy</b>  JO presented the report, advising that this was an existing policy for review and the changes proposed. Discussed and agreed proposed changes.  <u>Decisions Made:</u>  Policy approved for implementation, with a 3 yearly review.</p> <p>➤ <b>5.6.3 Office Call Out Policy</b>  JO presented the report, advising that this was an existing policy for review and the changes proposed. Discussed and agreed proposed changes. Discussed and agreed inclusion of time and payment table within policy to clarify overtime for call outs.  <u>Decisions Made:</u>  Policy approved for implementation, with inclusion of time and payment table as above. Agreed to retain yearly review.</p> <p>➤ <b>5.6.4 Abandonment Policy</b>  KB presented the report, advising that this was an existing policy for review and the changes proposed. Discussed and agreed proposed changes.  <u>Decisions Made:</u>  Policy approved for implementation, retaining 3 yearly review.</p> <p>➤ <b>5.6.5 Void management Policy</b>  KB presented the report, advising that this was an existing policy for review and the changes proposed. Discussed and agreed proposed changes.  <u>Decisions Made:</u>  Policy approved for implementation, retaining 3 yearly review.</p> <p>➤ <b>5.6.6 Customer Care Policy</b>  KB presented the report, advising that this was an existing policy for review and the changes proposed. KB distributed copies of the Customer Care Charter and apologised for it being missed from papers issued. Discussed and agreed proposed changes.  <u>Decisions Made:</u>  Policy approved for implementation, retaining 3 yearly review.</p>	<p>IF</p> <p>IF</p> <p>IF</p> <p>KB</p> <p>KB</p> <p>KB/IF</p>	<p>22/11/19</p> <p>22/11/19</p> <p>22/11/19</p> <p>22/11/19</p> <p>22/11/19</p> <p>22/11/19</p>
<b>6. Items For Update</b>		
<p>JO reminded the meeting that these agenda reports are for updating; that members should advise of any clarification required for staff to advise; and that staff should advise of any updates since time of writing reports.</p>		

Item Details	Action	By
<p><b>6.1 – Business Plan Report</b>            JO advised report for noting and discussion as required. All items noted with following discussed.            6.1.2 Returns – Noted returns made since previous meeting and those to be approved/confirmed at meeting. Noted all returns within required timescales. Noted date for Loan Portfolio Return should read 28/06/19.            6.1.3 KPI Outcomes to 30/09/19 – Noted outcomes against targets and discussed reasons for those not met (9/43) and proposed action to remedy.            6.1.4 2018/19 Charter Report for tenants – Noted PHA performance and benchmarking with PHA only being below average in one indicator (rent collected as % rent due – 98.84%). Copies of published report issued. Tenant Satisfaction Survey (TSS) – JO requested permission to raise discussion about TSS to update Committee. Meeting discussed the current TSS, the interim results and concerns regarding the survey structure and format.</p> <p><u>Decisions Made:</u>            TSS – JO &amp; KB to investigate options and bring more detail to CoM meeting 26/11/19 for consideration and decision.</p> <p><b>6.2 Director’s Report</b>            JO advised report for noting and discussion as required. All items noted with following items discussed.            6.2.2 SHR – Committee noted SHR engagement with Yoker HA and Thistle HA. KB provided assurance to committee on PHA asbestos and electrical management.            6.2.7 Drumcog - JO confirmed no further confirmed update on progress at Kendoon HA.</p> <p><u>Decisions Made:</u>            None required.</p> <p><b>6.3 Staffing &amp; Health &amp; Safety Report:</b>            JO presented the report, advising for noting and discussion. All items noted.            6.3.2 Health and Safety and Wellbeing – HSSSC – KB, LN and JO left meeting to allow committee to have private discussion regarding Director’s appraisal planned for 19/11/19. Following discussion, KB, LN and JO returned to meeting.            6.3.4 Director’s Leave – JO confirmed that all Director’s annual leave for 2019/20 had now been booked in.</p> <p><u>Decisions Made:</u>            None required.</p>	JO/KB	26/11/19
Chair requested suspension of standing orders to continue meeting to 8.20pm – approved.		
<p><b>6.4 Complaints and Compliments Report:</b>            JO advised report for noting. Committee noted service delivery complaints analysis (15 complaints, 8 upheld, 2 partial upheld and 5 not upheld, all responded to in full within SPSO timescales); learning from complaints summary and case study 741. Committee also noted compliments.</p> <p><u>Decisions Made:</u>            None required.</p>		

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<p><b>6.5 Housing Services Update Report:</b>            KB advised report for noting. All items noted with following items discussed.            6.5.1 Planned Renewal Programme – KB advised MCN kitchen and boiler contract due on site 06/01/2020. KB updated on detectors contract and discussed options to retender or give work to second placed contractor.            6.5.2 Cyclical Programme – KB advised likely to be delay with gutter cleaning contract due to contractor workload, but PHA pursuing to agree required completion date.            6.5.4 Common Allocation Policy – KB updated on Drumcog joint working and consultation plan. Committee acknowledged delay with partnership working.            6.5.3 Arrears – committee noted arrears down slightly and asked for thanks to be passed to staff team for work in this area. KB updated on shared ownership legal action case and ongoing work between Solicitors.            6.5.5 Welfare Reform Action Plan – committee confirmed happy with proposal for 6 monthly reporting.            6.5.8 Rent &amp; Service Charges Restructuring – KB updated on consultation feedback to date, all positive. Report to Nov CoM for final decision.</p> <p><u>Decisions Made:</u></p> 6.5.1 – Planned Renewals – remainder of detector contract to be awarded to second placed contractor if willing to accept. 6.5.4 – Drumcog Common Allocation Policy – HSM to finalise in partnership with Drumcog colleagues; undertake customer consultation during Nov and report update to Nov CoM. 6.5.8 – Rent & Service Charge Restructuring – report to Nov CoM for final decision.		
<p><b>7. Correspondence</b></p>		
<p>Committee noted correspondence issued. JO apologised for confirmation report not being issued.</p>		
<p><b>8. A.O.C.B</b></p>		
<p>There being no other business, the meeting closed at 8.20pm</p>		

Minute Approved by: Jean Black                      Seconded by: Josephine McGinty  
 Signed by Chairperson: Victoria Phelps                      Date: 26 November 2019