

Report To:	Management Committee Meeting
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Agenda Item 5.1:	Minutes of Pineview Housing Association Ltd Committee Meeting Held by remote access using MS Teams on 30 September 2021
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Prepared By:	Joyce Orr, Director
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Date Prepared:	4 th October 2021
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Meeting Date:	28 th October 2021
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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 Details

1. Sederunt

All papers issued in advance of meeting unless detailed in minute.
The meeting started at 6.05pm. David Syme, Vice Chair, agreed to Chair the meeting in the absence of Victoria Phelps, Chairperson.

Present: Richard Bolton (RB) John Brechany (JB) Linda Devlin (LD) Myra Frater (MF) Jamie Graham (JG) Josephine McGinty (JMc) Daniel Martyn (DM) Rosie Stephen (RS) David Syme (DS) – Chair of meeting Anna Welsh (AW)	Apologies: Victoria Phelps (VP) Absent: Matthew Dillon (MD) - resigned	In Attendance: Karen Byrne (KB) – Housing Services Manager Isobel Ferguson (IF) – Finance & Corporate Services Officer Joyce Orr (JO) – Director & Secretary Guest Speaker/Presenter(s): None Observing: None
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Committee note resignation from MD for personal reasons.

2. Declaration of Interest

The Chair 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. The Chair reminded everyone of confidentiality and collective responsibility.
Declarations – nothing declared.

3. Decisions / Approvals Summary Report
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Chair advised the report would be used to guide meeting and ensure all required decision made.

Item Details	Action	By
4. Post AGM Arrangements – incorporating Membership and Committee Report		
<p>The Chair advised the meeting of the notes added to decision time regarding resignation of MD; request to Committee members to review collective and individual templates for annual review; addition of a Share application; and information from VP regarding SFHA and GWSF.</p> <p>On updates, the following was discussed: IF advised that only a couple of items outstanding for signing – Chair reminded everyone to complete and return to IF. RS fed back on the EVH leadership programme that she was undertaking with VP. JB fed back on the SFHA effective governance webinar he had attended on assurance, which was very useful. JB also updated on his undertaking of various modules of the Share e-learning programme, and he would recommend to other members. DM requested that JO advise if/when any update on the SFHA/Napier governance course was available. JO reminded members of online Drumcog training Monday 18 October at 6pm – topic Notifiable events, whistleblowing, and conflicts of interest. Chair asked members to consider the templates and feedback to JO before the October meeting. Noted L Ewart will attend Oct meeting to observe. Committee confirmed all matters noted and no additional queries.</p> <p>Decisions Made:</p> <p>Office Bearers for 2021/22 AGM Year:</p> <ul style="list-style-type: none"> - Victoria Phelps, Chairperson - David Syme, Vice Chairperson - Daniel Martyn, Vice Chairperson - Joyce Orr, Company Secretary <p>Representatives for external membership bodies:</p> <ul style="list-style-type: none"> - SFHA – Victoria Phelps due to position as Chairperson - EVH - Daniel Martyn <p>Committee signing requirements – IF to pursue for completion. Committee structure and timetable – agreed to retain as existing, subject to any alternative decision made at Item 6.2 below. Share application – approved Share application from T1434.</p>	IF	14/10/21
5. Minutes of Previous Meeting(s) / Matters Arising		
<p>5.1 Minute of the Management Committee Meeting of 26 August 2021 noted, with no changes requested.</p> <p>5.2 Draft Minute of the Special General Meeting of 16/09/21 noted for update and to confirm approval of rule change by members – minute will go to 2022 Annual General Meeting for members to consider and approve.</p> <p>5.3 Previous Minutes Decisions Action Implementation Report and progress updates noted.</p> <p>Decisions Made:</p> <p>5.1 - Minute of 26/08/2021 approved - proposed by MF, seconded by DM. Minute to be signed by Chair of Meeting - DS.</p>	DS	

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6. Items Requiring Decision / Approval		
<p>6.1 Regulatory Compliance Self-Assessment Report and Draft 2021 Annual Assurance Statement</p> <p>The Chair advised the meeting of the note added to decision time by a member suggesting that Committee add as assurance, for Standard 3.4, the fact that we also use scenario testing to measure the impact of assumptions and the tolerances around those assumptions we can accept - Committee agreed suggestion. Committee discussed the evidence documents and agreed the proposed tracked changes. JO advised that staff teams would be reviewing further during Oct and will feedback any further changes for the Oct meeting for Committee to consider. Committee noted the usefulness of the compliance assessment summary linking regulatory requirements to regulatory standards.</p> <p>The Chair reminded the meeting that the AAS belongs to the Committee and it is committee that requires to be assured. Committee confirmed that they are assured, that the evidence is a great source of their assurance and that this is kept under review. Committee discussed the proposal in respect of equalities and human rights and were satisfied that preparatory work was underway and that PHA would be compliant as required. Committee confirmed all matters noted and no additional queries.</p> <p><u>Decisions Made:</u></p> <ul style="list-style-type: none"> - Add suggestion to evidence document for Standard 3.4. - Evidence documents to be further considered by staff and concluded for Committee to approve the final AAS at October CoM meeting. <p>6.2 Business Plan Report:</p> <p>The meeting Chair advised that this was a report that would take a fair bit of time, especially for the Allankpark outcomes section. The Chair advised that there were a number of notes in Decision Time, and these would be addressed as Committee considered the relevant section of the report that these related to. The Chair asked JO to present for required decisions. JO apologised for the section misnumbering within the report and advised that for clarity in the minute the two sections numbered section 2 would be renumbered 2a and 2b.</p> <p>1 – Priorities outcomes to 31/08/2021 – Committee considered the outcomes and discussed those highlighted for Committee attention. Committee were pleased to note that SHR had now removed Kendoon Housing Association (KHA) from the SHR website and that the deregistration process by SHR was now being progressed. Committee discussed the pension review and the need to consider re timing of this priority. DM to review his notes from last EVH/SHAPS meeting and give suggestions for review timing to the Oct meeting. Committee discussed the current impact of Covid and Brexit on costs due to labour and material costs and availability. Discussed the implications of this for life cycle costing review and considered option to leave until 2022.</p> <p><u>Decisions Made:</u></p> <p>Approved carry forward proposals for Priorities not fully met. DM to bring pension information to Oct meeting for discussion. Approved delay of 2021 life cycle costing review to 2022.</p>	<p>JO IF/KB/JO</p> <p>JO KB IF DM KB</p>	<p>28/10/21 28/10/21</p> <p>28/10/21 2022</p>

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<p>2a. Transfer Promises Outcomes Reporting to 31/08/21 – Committee noted the tracked changes update to the promises outcome reporting and noted progress to date. It was noted that a number of promises had been achieved and many will be ongoing.</p> <p><u>Decisions Made:</u> Approved publication of outcomes report, with updated summary to be published also.</p> <p>2b. Strategy Work Outcomes – Committee worked through each element of this section of the report.</p> <p>Operating context SWOT/PESTLE – Committee considered the proposed <u>SWOT</u> analysis that emerged from the strategy session undertaken with Allankpark and noted the PESTLE that sat behind this. The meeting discussed a change to the language on the wider role strategy aspects.</p> <p><u>Vision</u> – Committee discussed the statement proposed but did not think it accurately reflected a vision. While it was meant to be positive it could easily be interpreted as negative especially by customers. Discussed that the existing “Putting People 1st” was more encompassing. Committee suggested that they revisit this in 2022 and consider something that will fit with a strategy we will need to consider in line with net zero carbon targets, suggestion to consider something such as “Supporting our community to live in an affordable and sustainable way”.</p> <p><u>Mission</u> – discussed proposed statement and thought it was a bit limited in comparison with existing, as made no reference to service or customers.</p> <p><u>Organisational Values</u> – discussed and compared existing to revision proposed and debated positive and negatives of both. JO advised that Values can be revisited again although it would be beneficial to agree them for a reasonable period of time as other areas of our business and work flows from them, such as our Behaviours Framework. To come to a decision the Chair went round members to determine spread of support.</p> <p><u>Strategic Objectives and Priorities</u> – Committee considered the seven draft strategic objectives that emerged from the Committee sessions with Allankpark, and the suggested associated priorities. Committee considered the objectives in comparison to existing and were satisfied that those proposed covered the discussions from the strategy sessions. Committee considered the suggestion in Decision Time to reorder Objectives 1. and 2. to have reference to tenants first - agreed. Committee discussed the suggested strategic priorities which detail the work required to deliver the objectives. The meeting discussed what was meant by “promises made”, and that this related to statutory responsibilities, contractual responsibilities and any business promises made through, for example, the transfer of engagements; the tenant-customer participation action plan etc. A member suggested that the priority suggested to sit with Objective 3. be changed from “Explore alternatives to gas heating” to “Explore the sustainable provision of energy to our homes” - agreed. Committee discussed the need for the development of a delivery plan to allow Committee to monitor the implementation of the priorities to ensure outcomes are delivered or reconsidered as required.</p> <p><u>Committee Reporting</u> – Committee discussed the suggestions made on committee reporting. It was noted that most of the suggestions were</p>	JO	14/10/21

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<p>already being implemented and would continue to be developed further. Committee discussed the benefit and the difficulties associated with having sub committees. Committee confirmed that they were still of the view that audit and risk required to be considered by the full management committee, rather than an audit sub committee, given the importance of committee responsibilities associated with both areas. The Chair advised that there would require to be enough commitment from members to attend any sub-committee established and Committee would need to determine what the business and remit of any sub committee would be. The Chair suggested that all members think carefully about these two elements and feedback their views to the October CoM meeting.</p> <p><u>Delegation Arrangements</u> – Committee noted suggestions in report and supported principles. Committee discussed that the work flowing from the Allanpark suggestions, including those detailed above, created quite an additional volume of work, principally for the Director, and therefore the timing of developing and implementing required to considered. JO agreed that it was a volume of work but was a responsibility of the Director’s role and would be beneficial in the longer term. JO suggested that December, due to not having committee reports to produce during that month, would be a good time to undertake some of this.</p>		
<p><u>Decisions Made:</u></p>		
<p><u>SWOT</u> - Approved SWOT and PESTLE for inclusion in Business Plan subject to rewording of the wider role strategy aspects.</p>	JO	14/10/21
<p><u>Vision</u> – decided not to use proposal and instead keep existing strapline of Putting People 1st and our vision and to revisit in 2022.</p>	CoM	2022
<p>Mission – decision to retain existing at present.</p>		
<p><u>Organisation Values</u> – decision to replace existing values with those proposed and Business Plan document to be updated to reflect change.</p>	JO	14/10/21
<p>Behaviours Framework to be updated in future to reflect change.</p>	JO	31/05/22
<p><u>Strategic Objectives and Priorities</u> – approved strategic objectives and priorities for adoption, subject to alterations discussed, with the development of a delivery plan delegated to the Director to develop for reporting on during 2022.</p>	JO	14/10/21
<p>Proposal on delivery plan to be presented to March CoM to fit with business plan timeline for the review of Priorities for the year ahead.</p>	JO	31/03/22
<p><u>Committee Reporting</u> – Committee to consider whether or not a sub committee would be useful, what business it would deal with and, if set up, who would commit to membership and regularly attending.</p>	CoM	28/10/21
<p>Delegation to staff to continue implementing suggestions within report.</p>		
<p><u>Delegation Arrangements</u> – to be worked on and proposal brought to Jan CoM meeting for Committee to consider.</p>	JO	27/01/22
<p>3. Behaviours Framework – Committee agreed that delay of Behaviours Framework made sense so that it could be tied in with revisions to organisational values and their implementation.</p>		
<p><u>Decisions Made:</u></p>		
<p>Approved delay of Behaviours Framework to later in year, aiming for Priority period D (Dec – Feb) or period A (Mar – May) depending on availability of Tanya Kennedy.</p>	JO	31/05/22

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<p>4. Stock Condition Survey, Life Cycle Costings and Long Term Projections – Committee discussed recommendations in respect of these three areas of work and the rationale behind recommendations.</p> <p><u>Decisions Made:</u></p> <p>Review of Life Cycle Costings – not to undertake planned 2021 surveyor led review of costings given current fluctuations and instead to review further during 2022 and as tenders are received.</p> <p>Apply an increase factor for 2022 budget only.</p> <p>Stock Condition Survey - delay planned 2021 surveyor led stock condition survey until 2022 and use resources instead to undertake work for insurance rebuild valuation requirements.</p> <p>Long Term Projections - Apply an increase factor to maintenance related elements for 2022 budget only and review further during 2022 and as tenders are received as per life cycle costings decision above.</p>	<p>KB</p> <p>KB KB/JO</p> <p>KB</p>	<p>2022</p> <p>25/11/21 17/12/21</p> <p>25/11/21 2022</p>
<p>5. Wider Action Strategy – Committee noted that this was an area that spanned the organisation and sat in various priority areas. Committee agreed that the strategy should be developed, ensuring it considers the information and customer identified priorities from the July 2021 engagement survey.</p> <p><u>Decisions Made:</u></p> <p>Draft strategy, with associated priority and spending proposals, to be developed to tie in with budget planning process and brought to Nov CoM meeting for consideration.</p>	<p>KB</p>	<p>25/11/21</p>
<p>8. Internal Audit – Committee noted the recommendation in the IT internal audit report that the Association consider pursuing cyber essentials accreditation. Committee discussed the options, and associated costs.</p> <p><u>Decisions Made:</u></p> <p>Approved quotation to undertake Cyber Essentials during 2021/22.</p>	<p>IF</p>	<p>30/11/21</p>
<p>13. Scottish Housing Regulator – Committee discussed the update in Decision Time regarding the additional notifiable event that had been submitted to SHR in respect of the report to the ICO on data breach. JO explained the circumstances of the breach and the mitigations being put in place and managed by the HSM. Committee noted the human error and advised that they were satisfied with action taken to manage situation.</p> <p>The Chair advised that all other matters were for noting and proposed that moved onto the next agenda item unless members had any queries or staff had any essential updates – there were no additional updates and Committee confirmed all matters noted and no additional queries to raise.</p> <p>6.3 Gifts, Hospitality, Donations Report:</p> <p>IF explained the donation recommendations made, accounting for £1,150 of £2,000 budget for 2021/22. A member asked IF to find out the resource position of the Drumchapel Foodbank and if more support was required, in run up to Christmas period or after when many people may struggle.</p> <p><u>Decisions Made:</u></p> <p>Approved donations to be made in quarter 3: Breast Cancer Now - £100</p>	<p>IF</p>	<p>31/10/21</p>

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<p>Drumchapel Foodbank- £250 G15 Youth Project - £250 Glasgow City Mission (Glasgow Winter Night Shelter) - £250 Men Matter Scotland - £250 Scottish Cancer Support advert donation - £50</p> <p>6.4 Housing Services Report: The meeting Chair asked KB to present for required decisions.</p> <p>1.1 <u>Planned Maintenance Works</u> - KB advised on Pineview policy, life cycle timings and costings for kitchen and bathroom replacements and tenant responsibility for décor and floor coverings. Committee noted that the transfer financial assumptions were based on the adoption of Pineview systems and the reduction in rental charges saved tenants much more in the longer term.</p> <p>1.2 <u>Cyclical Works Contracts</u> – KB explained outcome to roof anchor and gutter cleaning tender process and recommendation to re tender and continue with existing contractor until re tender process completed. KB confirmed to Committee that what was proposed was permissible and would offer value for money and safety compliance. The meeting discussed the tender process and the recommendation that the two items (roof anchor checking and gutter cleaning) be separated out into two different contracts as the competencies required are different and putting them together can restrict who responds to tender, for example, a company that specialises in roof anchor safety work may not be interested in cleaning gutters and vice versa. A member asked for details on cost implications of using existing contractor for 2021/22 – KB advised anticipated cost uplift of circa 5%.</p> <p>3. <u>Rent Arrears</u> – the meeting discussed the query in Decision Time on when Committee could expect to see an improvement in arrears levels given the additional temporary resources approved. KB updated on work that has been undertaken and management of arrears at a better position for achieving improvements. KB advised that improvements in former tenant arrears unlikely and these are estimated to increase as it is common for current tenant with arrears to terminate and convert debt to former tenant arrears – this could be seen with reduction of current tenant non-technical arrears from July to August of just over £2,000, while former tenant arrears had gone up by almost £6,000, so overall rent arrears debt up by £4,000. The meeting discussed the potential implication of the end of the furlough scheme and the reduction in universal credit that could adversely affect tenants. KB advised that this related to additional item added to updated housing services report at section 13.</p> <p>4.3 <u>Shared Ownership Case</u> – Committee noted update on case and that previous shared owners Bank wish to market the property. KB confirmed that property was compliant with SHQS and current EESSH, other than need for electrical certification and current alarm requirements. Committee discussed whether or not to pursue a buy back of the 25% shared ownership element and what the Bank would look for for this purchase. KB advised that the Bank is only working through their agent and we have been unable to get these details with agent intention to simply market property. A member advised that the Bank may be required to do this to demonstrate they got best market value. The time taken to</p>		

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<p>progress sale will have implications for Pineview due to void rent loss for the period. A member asked if PHA had an input into process of agreeing who purchaser was and that they could afford the shared ownership and occupancy charge – KB advised yes and that she would look at this further.</p> <p>KB confirmed that any debt owed to Pineview by a former sharing owner would be pursued by a debt action. KB advised this item would be updated on monthly and if a quick decision was required it would be pursued through decisions between meetings process.</p> <p>9. CAB Update – KB updated on the meetings with Drumcog and Community Links Scotland and the opportunities that could exist but that required a longer lead in time. KB explained that the additional budget provision being requested for the remaining time in 2021/22 was required to continue to provide support service to tenants.</p> <p>13. Staffing – KB updated on position of Senior Maintenance Officer ending their contract at 31/12/2021 due to personal reasons. KB advised that a review of the requirement for post had been undertaken and it was recommended that the post be retained and recruitment for a replacement commence immediately to avoid/minimise any vacancy time.</p> <p>Temporary Housing Officer – KB advised that the temporary post was for 8 weeks commencing 18/08/21 and that Committee were being requested to extend this to mid January for the reasons detailed in the report.</p> <p>The Chair suggested that in the interests of time, that the queries in Decision Time regarding the grounds maintenance and the Stage 2 complaint have more detail provided in the October housing services report and that these items be discussed at the October meeting - agreed.</p>		
<p>Decisions Made:</p>		
<p>1.1 Planned Maintenance Works – Pineview policy, life cycle timings and costings for kitchens and bathroom replacements to be implemented across all stock, with Tenants responsible for décor and floor coverings. Overdue items (kitchens) to be prioritised rather than undertaking bathroom works earlier than life cycles.</p>	KB	Ongoing
<p>1.2 Cyclical Works Contracts – Roof anchor and gutter cleaning contracts to be separated and retendered, with existing contractor undertaking required works for 2021/2022.</p>	KB	31/03/22
<p>4.3 Shared Ownership Case – Pineview to consider the cost that the Bank’s agents market the property for and then consider if Pineview wish to make an offer and at what level. KB to ensure Pineview involved in process of agreeing purchaser and undertake affordability assessment to ensure mortgage and rent can be met, and pursue urgently with Bank agents so void loss minimised. Update in each Housing Services Report.</p>	KB	28/10/21 Monthly
<p>9. CAB Update – Committee approved increase to budget provision for 2021/22 with a priority for KB to take forward work with Community Links and Drumcog to have alternative options to consider for 2022/23, with update to Nov CoM meeting to tie in with budget setting process.</p>	KB	25/11/21
<p>13. Staffing – approved recruitment of SMO as per staffing structure. Approved extension for temporary Housing Officer until 14 January 2022.</p>	KB KB	08/10/21 13/10/21
<p>11. Grounds maintenance – more analysis of situation to be included in October housing services report for discussion at October meeting.</p>	KB	28/10/21

Item Details	Action	By
12. Stage 2 complaint – progress update to be included in October housing services report for discussion at October meeting	KB	28/10/21
During agenda Item 6.4 it was agreed to suspend standing orders to allow all business to be dealt with and required decisions made.		
<p>6.5 Policy Reviews</p> <p>6.5.1 Social Media Strategy (F.08) - review: IF explained note in Decision Time and clarified position. Committee confirmed all matters noted and no additional queries. <u>Decisions Made:</u> Approved adoption of revised Social Media Strategy, subject to inclusion of clarification of matter raised in Decision Time.</p> <p>6.5.2 Estate Management Policy (H.07) – review: KB advised minimal changes to policy and no notes/queries added to Decision Time by Committee. Committee confirmed all matters noted and no additional queries. <u>Decisions Made:</u> Approved adoption of revised Estate Management Policy.</p> <p>6.5.3 Factoring Policy (H.08) - review: KB confirmed that the report detailed all proposed changes and advised there were no notes/queries added to Decision Time by Committee. Committee confirmed all matters noted and no additional queries. <u>Decisions Made:</u> Approved adoption of revised Factoring Policy.</p> <p>6.5.4 Shared Ownership Policy (H.11) – review: KB clarified query in Decision Time that valuations are at the current market value at the time of the transaction and valuation. The policy wording to be amended to reflect this / make clearer This to be Committee confirmed all matters noted and no additional queries. <u>Decisions Made:</u> Approved adoption of revised Shared Ownership Policy, subject to minor wording changes re current market value per above..</p> <p>6.5.5 Rent Account Management (H.12) – review: KB advised minimal changes to policy and no notes/queries added to Decision Time by Committee. Committee confirmed all matters noted and no additional queries. <u>Decisions Made:</u> Approved adoption of revised Rent Account Management Policy.</p> <p>6.5.6 Senior Staff Succession Policy - new: The meeting Chair advised that it had been agreed that this policy would be delayed until work with Skills Development Scotland on Skills for Growth project is completed. Committee advised that this made sense. <u>Decisions Made:</u></p>	<p>IF</p> <p>KB</p> <p>KB</p> <p>KB</p> <p>KB</p> <p>KB</p> <p>JO</p>	<p>07/10/21</p> <p>07/10/21</p> <p>07/10/21</p> <p>07/10/21</p> <p>07/10/21</p> <p>07/10/21</p> <p>TBC</p>

Item Details	Action	By
Approved delay of consideration of this new policy until work with Skills Development Scotland on Skills for Growth project is completed.		
7. Items for Update		
None		
8. Correspondence		
No additional correspondence to that issued throughout month.		
9. A.O.C.B.		
There being no other business, the meeting closed at 8.35pm.		

Minute Approved by: Daniel Martyn

Seconded by: Linda Devlin

Signed by Chairperson: _____

Approved Date: 28 October 2021