

<b>Report To:</b>	Management Committee Meeting
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<b>Agenda Item 3.1:</b>	Minutes of Pineview Housing Association Ltd Committee Meeting Held in the Association's Office at 5 Rozelle Avenue on 30 January 2018 at 6.00pm
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<b>Prepared By:</b>	Joyce Orr, Director
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<b>Date Prepared:</b>	05 February 2018
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<b>Meeting Date:</b>	27 February 2018 at 6.00pm
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<b>Minutes - Rule 62 - SFHA Charitable Model Rules (Scotland) 2013</b>	
<p>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.</p>	

Item			
<b>1.</b>	<b>Sederunt</b>		
	<p><b>Present:</b>            Jean Black (JB)            Gail Boyle (GB)            Asa Brooks (AB)            Myra Frater (MF)            Winifred McPhail (WM)            Josephine McGinty (JMc)            Victoria Phelps (VP)            Amanda Smith (AS)            Anna Welsh (AW)</p>	<p><b>Apologies:</b>            Jim O'Connor (JO'C)            Sharon Kane (SK)</p> <p><b>Absent Without Apologies:</b></p>	<p><b>In Attendance:</b>            Karen Byrne (KB) – Housing Services Manager            Howard Dales – FMD            Graham Gillespie – Wylie &amp; Bisset (Internal Auditor) – Left following Item 4.2.            Joyce Orr (JO) – Director</p>
	<p>JO issued summary report highlighting items that required decisions.</p> <p><b>Meeting started 6.00pm</b></p>		

<b>2.</b>	<b>Declaration of Interest</b>		
	None		

Item	Action	By
<p><b>Item 3 – Minutes of Previous meetings</b></p> <p>3.1 Minute of Management Committee Meeting of 28/11/17 noted.  3.2 Minute of Health &amp; Safety Sub-Committee of 30/11/17 noted.  3.3 Previous Minute Decision Implementation Report noted and agreed.</p> <p><b>Decisions Made:</b></p> <p>3.1 - Minute approved - proposed MF, seconded JB, signed by Chair JMc.  3.2 - Minute approved – proposed JB, seconded MF, signed by Chair JMc.</p>		
<p><b>Item 4 – Internal Management Business Plan Report</b></p> <p>Committee noted the report and considered its content, report should be dated Jan.</p> <p>4.1 General Matters - meeting noted new section of report and discussed proposals for independent review of long term projections (LTP) once completed, and next stage of ongoing stock condition survey work.</p> <p>4.2 Internal Audit - Graham Gillespie (GG) of Wylie Bisset, Internal Auditor presented the internal audit reports from the November 2017 audit (reports previously issued to committee for information). GG took committee through each report and explained the findings and ratings given. Strong is highest rating achievable and substantial is second highest.</p> <ul style="list-style-type: none"> <li>- Follow Up Audit – Strong. GG advised that the 2017 audit findings can give Committee assurance that the recommendations from previous audits are being implemented with 12 fully implemented, 1 partially implemented and 2 (low risk) planned.</li> <li>- Insurance Tender Audit – Strong. GG advised of assurances on procurement practice and value for money achieved. Nothing to be improved upon.</li> <li>- Staff Attendance &amp; Absence Management – Strong. GG advised of assurance that all appropriate action being taken with only 1 low risk recommendation regarding ensuring absence notification process always followed.</li> <li>- Share Register – Strong. GG advised of assurances that processes robust and in accordance with Rules. Confirmed register accurate and up to date.</li> <li>- Data Protection – Substantial. GG advised examined current arrangements to review for steps towards GDPR compliance. GG advised that a Substantial rating was good within sector and that auditor was happy with the responses given to the 7 recommendations.</li> </ul> <p>HD highlighted addition to 2018/19 budget for dealing with GDPR and associated matters.</p> <p>Committee thanked GG for the audit work undertaken and the assurance reports received and presented. Committee confirmed that internal audit helped given them independent assurance regarding operational risk management priorities. GG left the meeting.</p> <p>4.3 Priorities Outcomes to 30/11/17 – Discussed priorities outcomes; request to carry forward 16/55 priorities; and request to change categorisation of priorities and KPIs within business plan.</p> <p>4.4 Performance Monitoring Outcomes (KPIs) to 31/12/17 (Finance to 30/09/17) – discussed KPI outcomes not achieved and reasons for not achieving. KB presented missing maintenance KPIs. KB apologised for delay with maintenance KPIs as she had required to spend more time checking accuracy. Discussed improvements required in debt management and maintenance inspections and adaptation work. Discussed impact of GHR on application processing time – committee acknowledged volume of work undertaken by staff team.</p>		

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<p><u>Decisions Made:</u></p> <p>4.1 - LTP independent review – approved appointment of Paul McNeill to undertake independent review when complete. Paul McNeill to be asked to attend 2018 committee and staff strategy day to report on work undertaken.</p> <p>4.1 - Approved appointment of DAG to undertake 2018 stock condition survey and associated work.</p> <p>4.3 - Approved request to carry forward 16/55 priorities not fully achieved to date. Proposed priorities for 2018/19 to be presented at 27/03/18.</p> <p>4.3 - Approved proposed changes to categorisation of priorities and KPIs.</p>	<p>JO</p> <p>JO</p> <p>JO</p> <p>JO</p>	<p>30/05/18</p> <p>31/03/19</p> <p>27/03/18</p> <p>27/03/18</p>
<p><b>Item 5 – Directors Report</b></p> <p>Committee noted the report issued, and considered its content.</p> <p>5.01 Decisions Between Meetings – noted two decisions made.</p> <p>5.02 Scottish Housing Regulator (SHR) – noted updated provided. JO reminded committee of the importance of keeping updated on regulatory matters within the sector. Discussed SHR contact with PHA regarding 2016/17 ARC risk assessment process and SHR satisfaction.</p> <p>5.04 Pensions – discussed update from SHAPS meeting 18/12/17 and the need for independent advice from someone licenced to provide pension advice. Discussed next triennial valuation due to take place Sept 2018. JO advised that as a member of staff within PHAs pension scheme, there could be a perceived conflict of interest and it was therefore more appropriate that HD take any matters forward. HD updated on expertise of David Davidson of Spence &amp; Partners.</p> <p>5.05 Data Protection – discussed incident of 19/01/18, and the legal and internal audit advice received and acted upon.</p> <p>5.07 Drumcog GDPR work – JO updated on expressions of interest received and Drumcog decision to seek further information with JO taking lead role. JO advised 4 other RSLs also interested in the joint working and will be included in next stage.</p> <p>5.09 GWSF/SHARE Guidance booklet on Effective Financial Management issued.</p> <p>5.10 Equalities – discussed GCIL priced proposal and the importance of this work across the association. Discussed option of having GCIL attend 2018 committee and staff strategy day to update on progress by then and work being undertaken.</p> <p><u>Decisions Made:</u></p> <p>5.04 - Pensions – HD to liaise with David Davidson for advice for committee on pension review and timing of review.</p> <p>5.05 - Data Protection - Approved 2017/18 additional unbudgeted spend as required and 2018/19 additional budget allocation.</p> <p>5.07 - Drumcog GDPR - Agreed delegation of Drumcog et al GDPR work to JO, with GDPR progress to be regular item in Directors Report to Committee.</p> <p>5.10 - Equalities – approved GCIL equalities proposal, JO to advise GCIL of acceptance of proposal and GCIL to be asked to attend 2018 strategy day.</p>	<p>HD</p> <p>-</p> <p>JO</p> <p>JO</p>	<p>27/02/18</p> <p></p> <p>27/02/18</p> <p>27/02/18</p>
<p><b>Item 6 – Finance &amp; Corporate Services Reports</b></p> <p><b>6.1 Committee and Membership Report:</b></p> <p>Committee noted the report and considered its content.</p> <p>Discussed Linda Ewart 2018 committee appraisal review and appointments of 06/02/18 and 07/02/18, Victoria and Asa agreed to swap appointments.</p> <p>Committee feedback on Drumcog training of 15/01/18 on responsibilities of being an association officer bearers (not on being an effective committee member as per</p>		

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<p>report – this was 20/11/17 session and was fedback on at meeting of 28/11/17). All who attended advised that the session was really useful and enjoyable and for those not learning anything new it assisted in confirming to them their knowledge. Noted next session Monday 19/02/18 on Welfare reform update. Noted diary for period to 27/02/18.</p> <p><u>Decisions Made:</u></p> <p>6.1.1 - Applications for membership – approved membership applications 779 - 782.  6.1.3 - Linda Ewart appointments confirmed (Asa and Victoria swap times).  6.1.4 - Decided committee IT review delayed to be part of overall IT review.</p> <p><b>6.2 Staffing &amp; Health &amp; Safety and Wellbeing Report:</b>  Committee noted the report and considered its content.  6.2.1 Staff Attendance &amp; Absence – Committee noted update on staffing absence statistics, costs and resources.  6.2.2 Staff Development Work – Committee noted update from the January staff development days and were pleased to note positive outcomes to be built on. JO thanked committee for making resources available for this work.  6.2.3 Proposed Patch Based Housing Services - Committee noted the update provided and ongoing review by KB.  6.2.4 Health &amp; Safety &amp; Wellbeing – Committee noted content of report.</p> <p><u>Decisions Made:</u></p> <p>None required.</p>	<p>IF CoM IF/JO</p>	<p>08/02/18 6&amp;7 Feb 31/10/18</p>
<p><b>6.3 Gifts, Hospitality &amp; Donations Report:</b>  Committee noted the report and considered its content. Gift &amp; Hospitality register signed. Donation request considered.</p> <p><u>Decisions Made:</u></p> <p>6.3.5 – Charitable Donation Request- Committee decided to donate £300 to the EVH CHAS Appeal (SC019724).</p>		
<p><b>6.4 Complaints &amp; Compliments Report:</b>  Committee noted the report and considered its content. KB explained that a review of complaints had taken place and figures therefore varied from those previously reported. KB presented case study (case 552). Committee were pleased to note compliments received.</p> <p><u>Decisions Made:</u></p> <p>None required.</p>		
<p><b>6.5 Final 2018/19 Budget and Rent Increase Report:</b>  Committee noted the report and considered its content. HD took committee through the amendments from the first draft budget (additional costs circa £18,000) and the outcomes of the changes. KB updated on rent and service charge comparability, affordability and consultation with individual tenants and the Customer &amp; Resident Forum, with all supporting 3% increase option. Committee discussed the need to consider the budget in terms of long term projections and not simply as stand alone.</p> <p><u>Decisions Made:</u></p> <p>Approved:</p> <ul style="list-style-type: none"> <li>- Rent and service charge increase options of 3% from 01/04/18 charge.</li> <li>- Rent &amp; service charge notifications be issued to this effect.</li> <li>- Homelink rent and service charge frozen (pending 2018 rent review).</li> <li>- Budget to be forwarded to lenders as per covenant requirements.</li> </ul>	<p>IF/KB IF/KB IF/KB JO</p>	<p>01/04/18 28/02/18 28/02/18 28/02/18</p>

Item	Action	By
<p><b>Item 7 – Housing Services Reports</b></p> <p><b>7.1 Housing Services Update Report:</b>  Committee noted the report and considered its content.  KB provided updates on the district heating replacement works. Committee discussed options for post installation maintenance and servicing of heating systems in previous district heating properties. Committee discussed options to ensure effective service provision for tenants and protecting boiler warranties.  KB advised committee on staff work to improve performance in rent arrears.  KB provide committee with an update on GHR suspension and GCC proposals. Committee reiterated their acknowledgement of the work by PHA staff.  KB advised that GCC being pursued regarding outstanding HMO licence.  Committee were pleased to note the involvement of the Customer &amp; Resident Forum in the budget setting process and the long term projections of the Association.  <u>Decisions Made:</u>  KB delegated authority to pursue options for boiler and system maintenance and servicing of previous district heating properties.</p> <p><b>7.2 Implementation of Decree Report:</b>  Committee noted the report and considered its content. KB provided update on debt and tenancy termination notice received.  <u>Decisions Made:</u>  Approved implementation of decree. To run alongside tenancy termination notice period and implemented 20/02/18 if tenant fails to adhere to termination notice.</p>	<p>KB</p> <p>KB</p>	<p>27/02/18</p> <p>20/02/18</p>
<p><b>Item 8 – Policy Reviews</b></p> <p><b>8.1 Attendance &amp; Absence Management Policy:</b>  Committee noted the verbal update and discussed awaited information from Tanya Kennedy (Remarkable).  <u>Decisions Made:</u>  Policy review to be delayed until March 2018.</p> <p><b>8.2 Asbestos Policy:</b>  Committee noted the report and policy presented at the meeting by KB. Discussed proposed changes. KB confirmed although no asbestos has been found in properties, PHA still required to have a policy and associated management system.  <u>Decisions Made:</u>  Reviewed policy approved for immediate implementation with any Customer &amp; Resident Forum requested changes to be brought to 27/02/18 committee meeting.</p> <p><b>8.3 Alcohol &amp; Substance Misuse Policy:</b>  Committee noted the report and considered its content.  <u>Decisions Made:</u>  Reviewed policy approved for immediate implementation.</p> <p><b>8.4 Personal Safety Policy:</b>  Committee noted the report and considered its content. JO advised on staff discussion of proposals at this morning staff meeting – no additional changes.  <u>Decisions Made:</u>  Reviewed policy approved for immediate implementation.</p>	<p>JO</p> <p>KB</p> <p>IF</p> <p>IF</p>	<p>27/03/18</p> <p>13/02/18</p> <p>13/02/18</p> <p>13/02/18</p>

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<p><b>8.5 Shared Parental Leave Policy:</b> Committee noted the report and considered its content. <u>Decisions Made:</u> Reviewed policy approved for immediate implementation.</p> <p><b>8.6 Standing Orders, Rent Management Policy and Anti-Social Behaviour Policy Amendments Request:</b> JO provided verbal report to Committee regarding amendments requested to be considered regarding eviction authority. JO explained that historically approval for implementing an eviction decree had required authorisation from Committee. It was discussed that awaiting until a committee meeting for approval could delay implementation of decree. Committee discussed that no requests to implement decrees had been refused to date and that a Sheriff has to be satisfied that eviction is “reasonable” before Court will approve awarding of decree. Discussed that decision to implement decree is more operational than strategic and should ideally be delegated whilst still ensuring independence of decision making from staff member starting action and staff member approving court action. Discussed option that authority to approve implementation to evict be delegated to the Director with the same report as currently exists having to be presented by Officer and HSM to Director at joint meeting to determine. Any decisions to approve eviction could then be reported to committee through Directors report for information. JO explained that if this decision was taken then an amendment would be required to the Associations Standing Orders; Rent Management Policy and Anti-Social Behaviour Policy as they all stated Committee approval. <u>Decisions Made:</u> Decision made to delegate authority to Director for approving implementation of eviction decree. Associated policies to be updated to reflect change and approved for immediate implementation.</p>	<p>IF</p> <p>JO</p>	<p>13/02/18</p> <p>13/02/18</p>																				
<p><b>Item 9 – Correspondence</b> Committee noted correspondence issued.</p>																						
<p><b>Item 10 – A.O.C.B</b> <u>Committee considered the following:</u></p> <table border="0"> <tr> <td data-bbox="65 1496 734 1532">10.1 SK leave of absence request until April 2018</td> <td data-bbox="734 1496 1222 1532"><u>Decisions Made:</u></td> <td data-bbox="1225 1496 1398 1532">JO</td> <td data-bbox="1398 1496 1554 1532">31/01/18</td> </tr> <tr> <td data-bbox="65 1532 734 1568">10.2 FMD Minute of Agreement for signing</td> <td data-bbox="734 1532 1222 1568">- Approved request.</td> <td data-bbox="1225 1532 1398 1568">JO</td> <td data-bbox="1398 1532 1554 1568">02/02/18</td> </tr> <tr> <td data-bbox="65 1568 734 1639">10.3 NAG group membership</td> <td data-bbox="734 1568 1222 1639">- Agreement signed for return.</td> <td data-bbox="1225 1568 1398 1639">JO</td> <td data-bbox="1398 1568 1554 1639">27/02/18</td> </tr> <tr> <td data-bbox="65 1639 734 1711">10.4 2018 Strategy review day date</td> <td data-bbox="734 1639 1222 1711">- Agreed to end membership unless less adversarial.</td> <td data-bbox="1225 1639 1398 1711">JO</td> <td data-bbox="1398 1639 1554 1711">01/06/18</td> </tr> <tr> <td></td> <td data-bbox="734 1639 1222 1711">- Agreed change to 01/06/18.</td> <td></td> <td></td> </tr> </table>	10.1 SK leave of absence request until April 2018	<u>Decisions Made:</u>	JO	31/01/18	10.2 FMD Minute of Agreement for signing	- Approved request.	JO	02/02/18	10.3 NAG group membership	- Agreement signed for return.	JO	27/02/18	10.4 2018 Strategy review day date	- Agreed to end membership unless less adversarial.	JO	01/06/18		- Agreed change to 01/06/18.				
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<p>There being no other business, the meeting closed at 8.00pm.</p>																						

Minute

Approved by: Myra Frater

Seconded by: Victoria Phelps

Signed by

Chairperson: Josephine McGinty

Date: 27 February 2018