

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 26 August 2021
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Prepared By:	Joyce Orr, Director
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Date Prepared:	9 th September 2021
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Meeting Date:	30 th September 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.

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1. Sederunt

All papers issued in advance of meeting unless detailed in minute.
The meeting started at 6.05pm. As previously advised, as part of David Syme's GOSHA course David would be chairing the meeting and will be observed by Olwyn Gaffney of SHARE.

Present: Linda Devlin (LD) – joined 6.20pm Myra Frater (MF) Jamie Graham (JG) – Co-optee Josephine McGinty (JMc) Daniel Martyn (DM) Victoria Phelps (VP) Rosie Stephen (RS) – Co-optee David Syme (DS) Anna Welsh (AW)	Apologies: Richard Bolton (RB) John Brechany (JB) – Co-optee Winnie McPhail (WM) Fiona Murphy (FM) Absent: Matthew Dillon (MD) JO to pursue for explanation.	In Attendance: Karen Byrne (KB) – Housing Services Manager Isobel Ferguson (IF) – Finance & Corporate Services Officer Robert McGinlay (RM) - FMD Joyce Orr (JO) – Director & Secretary Guest Speaker/Presenter(s): Jeremy Chittleburgh (JC), Senior Partner, Chiene & Tait Chartered Accountants Observing: Olwyn Gaffney, SHARE – observing David Syme chairing
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DS asked JO to provide update on WM and MD.
WM - JO advised that WM was unwell and was unable to attend the meeting. JO advised that she had discussed committee position with WM and as her last attendance at a CoM meeting had now been a year ago (albeit she had attended training) she agreed she should step down. WM would be keen to get involved again when her health improves. DS asked that WM be thanked for all her time as a committee member and that she would be welcomed back if suitable for her.
MD – JO advised that she had been unable to get a hold of MD. JO advised that Rule 44.3 states that a committee member will cease to be a committee member if “he/she misses four Management Committee meetings in a row without special leave of absence previously being granted by the Committee either at his/her request or by exercise of the Committee’s discretion.” The special leave

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granted for MD had ended at the end of May and he had now missed two CoM meetings without special leave. JO will pursue MD regarding his intentions. If MD misses a further two meetings, he will cease to be a committee member. Committee noted position.

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
Chair advised report would be used to guide meeting and ensure all required decision made.

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4. Financial Statement for Year to 31/03/2021		
<p>The meeting Chair introduced report. RM presented the report as written by Lucy Neilson, ex FMD. RM took Committee through the reconciliation between the 31/03/2021 management accounts and the year end annual financial statements for 31/03/2021. RM explained the changes between both set of figures and the reduced adjusted surplus recorded within the annual financial statements. RM took Committee through the overview of the annual financial statements and highlighted the impact of the transfer of engagements. RM detailed the change in pension liability and the accounting factor of this. RM confirmed covenant compliance. RM handed over the Jeremy Chittleburgh (JC) of Chiene & Tait to present the auditor's report on the annual financial statements. JC thanked Committee for the continued working relationship with Chiene and Tait as auditors. JC highlighted the work undertaken as part of the audit process and a summary of the findings and matters to highlight including:</p> <ul style="list-style-type: none"> - Impact of covid, which is not surprising and similar across the sector. - The change in pension position, which is a below the line item and determined by accounting treatment. - Auditor content with going concern classification. - No concerns regarding stock value or impairment. - Rent arrears compliance with bad debt provision and increased due to Kendoon transfer and will review next year. - Audit happy with declared position on loans and covenant compliance. - Job retention scheme (JRS) income accounted for correctly. - No fraud concerns identified. - Wider action costs without income create a deficit in this area but Committee are aware of this and it has been agreed. - Recommendation to continue with annual GDPR report to Committee. - Testing of controls found to be in line with what is expected, which provides assurance. <p>Committee discussed the JRS income received and the appropriate use of the funds for services which the furloughed member of staff would have undertaken had they been able to be at work. Committee thanked JC for the work of the audit and the report provided.</p>		

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<p><u>Decisions Made:</u></p> <p>Committee approved:</p> <ul style="list-style-type: none"> - The financial statements as presented. To be signed by Josephine McGinty and Myra Frater, Committee members and Joyce Orr as Company Secretary; and then returned to Auditor for signing. - Letter or Representation as presented. To be signed by Joyce Orr as Company Secretary; and then forwarded to Auditor. - Covenant compliance certificate for Clydesdale Bank as presented. To be signed by Joyce Orr as Company Secretary; and then forwarded to Bank. - Response to audit report as presented. To be signed by Joyce Orr as Company Secretary; and then forwarded to Auditor. - JRS income to be retained. 	<p>JO</p> <p>JO</p> <p>JO</p> <p>JO</p> <p>JO</p>	<p>09/09/21</p> <p>09/09/21</p> <p>09/09/21</p> <p>09/09/21</p> <p>-</p>
<p>5. Minutes of Previous Meeting(s) / Matters Arising</p>		
<p>5.1 Minute of the Management Committee Meeting of 24 June 2021 noted, with no changes requested.</p> <p>5.2 Previous Minutes Decisions Action Implementation Report and progress updates noted.</p> <p><u>Decisions Made:</u></p> <p>5.1 - Minute approved - proposed by VP, seconded by DM. Minute to be signed by Chair of Meeting - DS.</p>	<p>DS</p>	
<p>6. Items Requiring Decision / Approval</p>		
<p>6.1 Management Accounts to 30/06/2021</p> <p>The meeting Chair introduced report and asked RM to present for required decisions. RM presented the report as written by Lucy Neilson, ex FMD. RM confirmed highlighted variances from budget that were more than 10% and also over £1,000, as per notes to accounts. RM explained that overall performance better than budgeted due to lower than budgeted spend in quarter 1 mostly due to timing of spend. RM advised that it is anticipated that costs will fall in line with budget as the year progresses and there were no concerns to bring to Committee's attention at this time. Committee noted Statement of Financial position and projected 12 month cashflow to 30 June 2022. RM presented KPI outcomes and highlighted arrears as outwith target, which Committee were aware of due to inherited debt from Kendoon and covid restrictions on action. RM confirmed all financial covenant requirements met. JO highlighted ongoing uncertainty with increased construction costs (labour and material) which could impact on reactive, cyclical, planned maintenance spend and component replacements. Committee confirmed all matters noted and no additional queries.</p> <p><u>Decisions Made:</u></p> <ul style="list-style-type: none"> - Approved Management Accounts to 30/06/2021 as presented. <p>6.2 Financial Regulations and Procedures Interim Review Report:</p> <p>The meeting Chair introduced report and asked JO to present for required decisions. JO explained purpose of request for interim review.</p>		

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<p>JO advised on replies to queries in Decision Time for members not using – Grade 8 refers to senior maintenance or housing officer; and reference to Board will be changed to committee.</p> <p>Committee noted request to reflect changed practices and enlarged size of Association . Committee noted comments from internal and external auditors which give reassurance on changes proposed.</p> <p>Committee confirmed all matters noted and no additional queries.</p>		
<p><u>Decisions Made:</u></p>		
<p>Committee approved:</p>		
<ul style="list-style-type: none"> - Changes to Financial Regulations and Financial Procedures as presented. 	JO	09/09/21
<ul style="list-style-type: none"> - Changes to banking signatories as presented. 	IF	30/09/21
<p>6.3 Secretary’s Confirmation Report:</p>		
<p>The meeting Chair introduced report and asked JO to present. JO advised on the requirement of Rule 68 that at the last meeting before the Annual General Meeting, the Secretary must confirm in writing to the Committee that rules 62 to 67 have been followed or, if they have not been followed, the reasons for this. JO advised that the report issued confirmed that Rules had been followed and that there had been no changes since time of writing. JO signed Report at meeting.</p>		
<p><u>Decisions Made:</u></p>		
<p>Committee noted report and approved confirmation of report be recorded in minute of meeting.</p>	JO	-
<p>6.4 Membership & Committee Report and SGM/AGM Arrangements:</p>		
<p>The meeting Chair introduced report and asked IF to present for required decisions. IF advised on update in Decision Time, confirming that RS has signed and returned committee declarations.</p>		
<p>IF directed Committee to section 5 of the report requesting SGM/AGM attendance physically or by proxy. Meeting discussed rising Covid infection rates and best way to minimise risk for share members. Meeting discussed post AGM signing requirements and options for completing. Committee discussed need for office bearers and for any decision required between AGM and 30 Sept CoM meeting.</p>		
<p>IF directed Committee to section 6 of the report and decision required Committee meetings beyond level 0 (covid). Committee discussed the recommendations within report and noted update in Decision Time amending the recommendation for committee room maximum occupancy. Committee confirmed all matters noted and no additional queries.</p>		
<p><u>Decisions Made:</u></p>		
<p>6.4.5 – SGM/AGM Attendance - Committee members other than Chair will submit Proxies to minimise physical numbers attending and therefore reducing risk for non-committee tenant members who may attend.</p>	IF	11/09/21
<p>6.4.5 – Post AGM meeting – no meeting to take place this year due to non-physical attendance. Members preapproved existing office bearers to remain in post and to re-confirm positions at 30 Sept CoM meeting. IF to pursue signing requirements.</p>	IF	30/09/21
<p>6.4.6 – Committee Meetings Beyond Level 0 - Meetings to continue on hybrid basis, with maximum occupancy for Committee room to be 4</p>	IF	22/03/22

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<p>people (priority to committee members) as per update recommendation in Decision Time. Further review at March 2022 CoM meeting.</p> <p>6.5 Business Plan Report: The meeting Chair introduced report and asked JO to present for required decisions. 1 – Non Finance KPIs to 30/06/21 – JO explained the change to reporting format to meet requirements requested by Committee at April 2021 CoM. Committee noted those KPIs not met to quarter end and considered in detail those highlighted for Committee’s attention. Committee confirmed reporting format met their requirements for scrutiny and assurance. <i>Post meeting note – error with value of void loss reported. HSM and Director are reviewing reporting of void loss as SHR ARC calculation under reports void loss.</i> 2 – Risk register – Committee considered request to retime review of risk register format from Sept to October to fit in with normal 6 month risk register review. 3 – Tender Report For Committee Annual Review – Committee considered tender report and the outcome of the price/quality assessment. 4 – Request of Spend Outwith Budget – Committee considered the request for unbudgeted spend for Air Protection Aura Air units to improve office air quality and allow monitoring of air quality. Committee considered the benefits for office users now and ongoing. JO updated that SHR Loan Portfolio Return had been submitted 20/08/21. JO advised all other matters for noting unless Committee had any queries. JO reminded Committee of the need to consider regulatory compliance on an ongoing basis and to advise immediately of any concerns and/or changes required, as highlighted at section 10 of report. Committee confirmed all matters noted and no additional queries.</p>		
<p><u>Decisions Made:</u></p>		
<p>6.5.1 – Non Finance KPIs to 30/06/21 - Committee approved reporting format. Committee approved request to amend rent arrears targets for tighter targets.</p>	KB	31/08/21
<p>6.5.2 – Risk Register – approved delay of risk register amendments until Oct CoM meeting.</p>	JO	28/10/21
<p>6.5.3 – Tender Report For Committee Annual Review – approved tender award to Linda Ewart.</p>	JO	02/09/21
<p>6.5.4 – Request for Spend Outwith Budget – Committee approved the request for unbudgeted spend for Air Protection Aura Air units to improve office air quality and allow monitoring of air quality.</p>	JO	30/09/21
<p>6.6 Housing Services Report: The meeting Chair introduced report and asked KB to present for required decisions. KB advised that only item for decision was regarding amendment to rent arrears targets, which had been approved at item 6.5.1 above. Committee noted tenant safety compliance reporting and work to reschedule overdue electrical periodic inspections. KB advised she would give update on queries in Decision Time; update on office, estates, flexible working arrangements; and on additional queries. Updates on Committee queries in Decision Time for members not using:</p>		

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<p>– 3.3 arrears – why have monetary volume of arrears increased whilst volume of cases has reduced? Cases down due to 2 payment of housing benefit being received in July. However, non-technical (net of HB) arrears have increased.</p> <p>– 3.5 former arrears analysis given for current tenants who also have former arrears and confirmation of both debts being pursued.</p> <p>– 5.1 clarification given on void case 2 that any insurance claim would be for property reinstatement and void loss if the cost justifies a claim.</p> <p>11.1 – Office, Estates, Flexible Working Arrangements Update – Committee noted update in Decision Time from Director regarding increased societal prevalence of infection and the need to consider this in risk assessment and working arrangements. JO highlighted risk of increased infection for individuals and business disruption through isolation requirements. KB updated on plans for a bubble system or two bubbles, with each having access to office week about. KB advised of intention to commence bubble system from 06/09/21 and then have office available for customer appointments from 20/09/21 – where alternative arrangements are not possible and depending on infection rates. Committee confirmed all matters noted and no additional queries.</p> <p>Decisions Made:</p> <p>6.6.3 – Committee approved request to amend rent arrears targets for tighter targets as per 6.5.1 decision.</p> <p>6.7 Tenant Consultation/Engagement Outcome Report incorporating review of Policy H13 Tenant and Customer Participation Policy and H13b 2021/22 Action Plan:</p> <p>The meeting Chair introduced report and asked KB to present. KB took Committee through the outcomes of the July/August 2021 customer survey when customers were asked their preferences for contacting PHA; office hours; investment in homes; community spending; and getting involved with PHA. KB advised that the Tenant and Customer Participation Action Plan 2021-22 had been updated to reflect the feedback from the survey, and Committee considered the draft issued with report. KB updated on the 2020 Tenant Satisfaction Survey (TSS) Action Plan and position at August 2021. KB advised that Resident and Customer Forum would consider 2021 survey results and update on 2020 TSS action plan before publishing in newsletter and website. The Tenant and Customer Participation Policy and Action Plan will also be reviewed by an independent body such as TIS or TPAS. Committee were pleased that survey work had been undertaken and how it was being incorporated into our Action Plan for 2021/22. Committee were pleased to have information from customers on which decisions and improvements could be made. Committee confirmed all matters noted and no additional queries.</p> <p>Decisions Made:</p> <p>Approved adoption of revised Tenant and Customer Participation Policy.</p> <p>Approved revised Tenant and Customer Participation Action Plan for 2021-22 and publication of Plan and survey outcomes.</p>	<p>As 6.5.1</p> <p>KB</p> <p>KB</p>	<p>09/09/21</p> <p>30/09/21</p>

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<p>Policy Reviews</p> <p>H13 Tenant and Customer Participation Policy and H13b 2020/21 Action Plan – Included in Item 6.7 above.</p>		
<p>7. Items for Update</p>		
<p>The Chair reminded members these item reports are for update and are intended for noting unless staff have any additional updates and/or members require more information/clarification.</p> <p>7.1 SHAPS Financial Assessment Return Committee noted return delayed due to TPT SHAPS IT problems. Return will be completed once IT issues resolved and outcome confirmed in Sept Business Plan Report.</p> <p>7.2 Treasury Management Report Chair advised nothing raised in Decision Time and asked if Committee had any queries or staff any updates – nothing raised. Committee confirmed all matters noted and no additional queries.</p> <p>7.3 Complaints and Compliments Report Chair advised on query in Decision Time and asked if Committee had any queries or staff any updates. IF confirmed that the 2 complaints outwith timescale had taken 7 days rather than 5 days. Committee advised they were pleased to note positive compliments. Committee confirmed all matters noted and no additional queries.</p> <p>7.4 Staffing and Health & Safety Report Chair advised nothing raised in Decision Time and asked if Committee had any queries or staff any updates – nothing raised. Committee confirmed all matters noted and no additional queries.</p> <p>7.5 Gifts & Hospitality Report Chair advised nothing raised in Decision Time and asked if Committee had any queries or staff any updates – nothing raised. Committee confirmed all matters noted and no additional queries.</p>		
<p>8. Correspondence</p>		
<p>No additional correspondence to that issued throughout month.</p>		
<p>9. A.O.C.B.</p>		
<p>There being no other business, the meeting closed at 7.35pm.</p>		

Minute Approved by: Myra Frater Seconded by: Daniel Martyn

Signed by Chairperson: David Syme Approved Date: 30/09/2021