

<b>Report To:</b>	Management Committee Meeting
-------------------	------------------------------

<b>Agenda Item 5.1:</b>	Minutes of Pineview Housing Association Ltd Committee Meeting Held by hybrid access using MS Teams and Office on 27 January 2022
-------------------------	--

<b>Prepared By:</b>	Joyce Orr, Director
---------------------	---------------------

<b>Date Prepared:</b>	11 February 2022
-----------------------	------------------

<b>Meeting Date:</b>	24 February 2022
----------------------	------------------

<b>Minutes - Rule 62 - SFHA Charitable Model Rules (Scotland) 2013</b>
--

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>
---------------------

<b>1. Sederunt</b>
--------------------

All papers issued in advance of meeting unless detailed in minute.  
The meeting started at 6.00pm.

<b>Present:</b> John Brechany (JB) – joined 7.00pm Richard Bolton (RB) Myra Frater (MF) Jamie Graham (JG) Josephine McGinty (JMc) Rosie Stephen (RS) – left 7.02pm David Syme (DS) – meeting Chair Anna Welsh (AW)	<b>Apologies:</b> Linda Devlin (LD) – IT issues Daniel Martyn (DM)  <b>Absent:</b>  <b>Leave of Absence:</b> Victoria Phelps (VP)	<b>In Attendance:</b> Karen Byrne (KB) – Housing Services Manager Isobel Ferguson, Finance & Corporate services Officer Robert McGinley (RM) - FMD Joyce Orr (JO) – Director & Secretary  <b>Guest Speaker/Presenter(s):</b> Graham Gillespie (GG), Wylie & Bisset, Internal Auditor  <b>Observing:</b> None
--	--	--

<b>2. Declaration of Interest</b>
-----------------------------------

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 – None.

<b>3. Decisions / Approvals Summary Report</b>
--

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

Item Details	Action	By
<b>4. Graham Gillespie, Partner, Wylie &amp; Bisset – Annual Internal Audit Report and Plan</b>		
<p>Graham Gillespie (GG) confirmed with Committee that they had received written outcome reports throughout the year and that he was here to confirm outcome, actions, and plan for the year ahead. GG took Committee through the findings from the seven areas of internal audit undertaken during 2021, all of which had the highest level of assurance – Strong.</p> <p>Governance – 10 good practice points highlighted and no concerns.  ARC/ESSH – 4 good practice points and no concerns.  IT Systems – much improved on previous IT audit. 10 good practice points. 3 recommendations.  HR and Payroll – 7 good practice points. 1 recommendation.  Procurement – a high risk area within the sector. 8 good practice points. 1 recommendation.  Kendoo integration – 7 good practice points. SHR have also had copy of audit report on this and advised of satisfaction.  2020 Follow up review – recommendations implemented.  2022 Internal Audit Plan – GG advised that Wylie Bisset had reviewed the original 3-year audit plan; reviewed the Association’s risk register; considered risks in the sector; and reviewed what has previously been audited. Following on from this Wylie Bisset had a meeting and discussions with management to draft a proposed 2022 plan. GG advised that CoM own the audit plan and therefore while a recommendation can be made, it is the Committee who need to determine what the plan will cover. Internal audit is an important element of Committee assurance.  GG confirmed that Committee had been issued with a copy of the proposed 2022 plan and noted comments on Decision Time. GG confirmed that audit of debt files will include sample testing of accounts to check if policy and procedures are being followed. GG advised plan would be updated to change the wording as requested by Committee – ‘effective’ debt management rather than ‘robust’.  GG advised that follow up to previous audits would now take place at the annual anniversary of the audit (or the nearest audit) rather than all taking place at the November audit.  Staff left the meeting at this point to give Committee private time with auditor. Following the private time staff were invited to return to the meeting. Committee thanked GG for his time and advised he was welcome to remain for the rest of the meeting or leave. GG left the meeting at 6.25pm.</p> <p><u>Decisions Made:</u></p> <p>The audit plan for 2022 was confirmed as proposed by Wylie Bisset, with the wording change at debt management.</p>		
<b>5. Minutes of Previous Meeting(s) / Matters Arising</b>		
<p>5.1 Minute of the Management Committee Meeting of 25 November 2021 noted, with no changes requested. The Chair advised of note on Decision Time regarding CiH awards to perhaps be considered in future.</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 of 25/11/2021 approved - proposed by RB, seconded by JG.  Minute to be signed by Chair of Meeting approving - DS.</p>		

Item Details	Action	By
<p>5.2 – Previous Minutes Decisions Action Implementation Report – JO advised why Behaviours Framework review had been prioritised over delegation arrangement task – to complement Skills Development Scotland work. JO advised this matter formed a decision request in Item 6.3.</p> <p>JO updated on proposed policy timetable as noted in Decision Time. Committee discussed, noted, and approved that 18 policies would be reviewed later than their original review date due to change. Committee confirmed all matters noted and no further queries.</p>		
<p><b>6. Items Requiring Decision / Approval</b></p>		
<p><b>6.1 Rent Review Consultation Feedback and Recommendation</b></p> <p>The Chair advised the meeting of the notes added to decision time. The Chair asked KB to present report and recommendations.</p> <p>KB presented the report and highlighted feedback responses and follow up action plan. KB highlighted preference from tenants for 2.6% option for rent increase. KB advised that rent review need to be consider alongside current economic climate that customers are facing, but also the long-term financials of the Association.</p> <p>Committee discussed the outcome of the consultation; the proposal for the capped rent; the cost of living increases everyone was facing; and the impact on the long-term finances of the Association.</p> <p>Committee requested that communication to tenants regarding the rent review, makes it clear that the 2.6% increase (and the 4.2% for capped rents) is well below what was budgeted for as well as well below the current inflation level; and confirm to tenants that this means savings will need to be made somewhere and that this will be being considered over the short to medium term and tenants will be kept updated. Committee requested that, if possible, tenants be shown what their saving is with these approved lower rent increases.</p> <p>Committee confirmed all matters noted and no additional queries to raise.</p> <p><b>Decisions Made:</b></p> <p>Committee approved:</p> <ul style="list-style-type: none"> <li>- 2.6% increase to non-capped rents and management fees.</li> <li>- Capped rents to increase by Oct CPI of 4.2% only without additional inflated £10 per month for 2022.</li> <li>- HMO charges to remain frozen.</li> <li>- Communication with customer to detail savings as minute above.</li> </ul> <p><b>6.2 Budget for 2022-23:</b></p> <p>The Chair advised the meeting of the note added to decision time. The Chair asked RM (FMD) to present report summary and recommendations. RM advised that the presented budget was based on the highest rent increase option consulted on – 3.6%. RM advised that the budget would be updated to reflect the Committee decision on most rent increases being 2.6% as decided at Item 6.1 above. RM confirmed that the difference to the long-term financials because of this (rather than Oct CPI) was a reduction in 2022/23 of £57k, a compounded reduction over 10 years of £557k, and over 30 years of £2.2m. Committee confirmed that they understood this and that the decision to keep the rent increase lower for tenants, at an economically</p>	<p>KB/IF/JO</p>	<p>28/02/21</p>

Item Details	Action	By
<p>difficult time for them, would result in savings having to be found in the short/medium term to compensate and not reduce cash levels to an unsustainable level.</p> <p>RM took Committee through the other assumptions made in the budget and the changes from the first draft presented in November 2021. Committee noted that the outcome SOCI, SOFP, Cashflow, KPIS and covenants would be adjusted with a lower rent increase – RM will update budget.</p> <p>RM updated that since time of writing there was a change to owner costs in the region of £280.</p> <p>Committee asked if changes in rent increase and assumptions impacted on lending covenants – RM advised no concern with covenants and there was adequate headroom.</p> <p>Committee confirmed all matters noted and no additional queries to raise.</p> <p><b>Decisions Made:</b></p> <p>Committee approved</p> <ul style="list-style-type: none"> <li>- Budget to be updated in line with decision on rents at Item 6.1.</li> <li>- Budget to be loaded to Decision Time for Committee reference.</li> <li>- Copy of budget to be forwarded to lenders as per covenant requirements.</li> <li>- Budget to be published on website.</li> </ul> <p><b>6.3 Business Plan Report:</b></p> <p>The Chair advised the meeting of the notes added to decision time. The Chair asked JO to present report for decisions on recommendations.</p> <p>6.3.1 Priorities - JO presented request for re timing of Priorities not fully met to 30/11/21. Committee noted that staff GDPR training had been undertaken. Committee noted that none of the Priorities not fully met were business critical.</p> <p>6.3.2 Transfer Promises Outcomes Reporting to 30/11/21 – JO highlighted the achievements against promises made. Committee discussed the success of achievements and the ongoing nature of some of the promises. JO explained the suggested changes to reporting format and request for committee to consider frequency of reporting moving forward. Committee discussed whether it was appropriate, a year on, to keep reporting about ex KHA and did this impact on the unification process. JO advised that there was no requirement to report on outcomes to promises made and many landlords who had undertaken a similar process did not do so. JO advised that her view was that all landlords should be required to report to customers on the outcomes of the promises made, and that she would strongly recommend that Committee continue with this, at least for the duration of the timing of promises. For example, a promise had been made to have CPI only rent increase for years 1,2 and 3, and it would be good to follow through on this reporting to customers. Committee discussed how reporting could be streamlined and discussed frequency or reporting.</p> <p>6.3.3 Non-Finance KPI Outcomes to 31/12/21 – KB apologised for delay in the provision of housing services KPIs. Committee noted no concerns regarding Governance KPIs. JO passed to KB for reporting on Housing Services KPI outcomes. KB and Committee discussed the main areas of concern (debt levels, void loss, HMO void, completion times for ASB</p>	<p>RM</p> <p>JO</p> <p>JO</p> <p>JO</p>	<p>18/02/22</p> <p>18/02/22</p> <p>01/05/22</p> <p>18/02/22</p>

Item Details	Action	By
<p>complaints and repairs, and small number of repair satisfaction surveys). KB advised on action being taken within the housing services team to improve performance. Committee noted the impact of covid and supply chain restrictions but advised it was important for performance to improve. KB highlighted the transfer of engagement comparison performance that Committee had requested, which highlighted impacts of the transfer of engagements on debt levels, void times, and customer complaints. Committee advised that this was useful for comparison and contextual purposes, and that such reporting would be useful six monthly to see impact of work.</p> <p>6.3.4 Financial Procedures alteration request – JO explained the reasoning behind the request regarding tender opening and tender acceptance changes. Committee confirmed that they had discussed this in their private session with the internal auditor and were assured to approve.</p> <p>6.3.5 Delegation Arrangements – JO advised items was as per update at Item 5.2 above and the Committee approval was sought for delay to delegation arrangement review to May 2022.</p> <p>6.3.6 Internal audit – Committee confirmed decision as per Item 4 above.</p> <p>6.3.7 Pensions – JO advised that SHAPS valuation timeline had been added to decision time for committee reference.</p> <p>6.3.9 Equalities – Committee noted training session arranged through Drumcog for Monday 21 February (6pm by Zoom) and that Committee are encouraged to attend.</p> <p>6.3.14 Covid19 – JO updated on work staff team would be undertaking to reflect change in restrictions to allow more working from the office. JO advised that all other items in the report were for noting. Committee confirmed all matters noted and no additional queries to raise.</p>		
<p><b>Decisions Made:</b></p>		
<p>6.3.1 Priorities – approved proposed carry forward timescales for those not fully met, with Priority timescales to be updated.</p>	IF/JO/KB	28/02/22
<p>6.3.2 Transfer Promises Outcome Reporting – - report to 30/11/21 to be published on website for customers, along with a summary report.</p>	JO	14/02/22
<p>- copy of report to be provided to SHR.</p>	JO	14/02/22
<p>- future reports to report and update only on promises not fully met at previous report, utilising summary statistics were possible.</p>	JO	31/03/22
<p>- retain quarterly reporting for 2022.</p>		
<p>6.3.3 Non finance KPI outcomes – Committee to receive six monthly transfer of engagement comparison reporting (May for 31/03, Oct for 30/09).</p>	KB	26/05/22
<p>6.3.4 Financial Procedures alteration – approved alterations as proposed. Financial Procedures to be updated to reflect approved changes and uploaded to Decision Time.</p>	JO	14/02/22
<p>6.3.5 Delegation Arrangement review - Committee approved request with delegation review proposal now to go to May CoM meeting.</p>	JO	26/05/22
<p>6.3.14 Covid19 – Committee confirmed continued delegation to staff to develop revised working systems and to update at Feb CoM meeting.</p>	JO	24/02/22
<p><b>6.4 Gifts, Hospitality and Donations Report:</b> The Chair advised the meeting that there were no notes added to decision time. The Chair asked IF to present report recommendations.</p>		



Item Details	Action	By
<p>IF advised that there was an update since the time of writing the report and a request for Committee to consider a donation to the charity G15 Buses who provide low-cost transport for people within the G15 area. Committee discussed the charities and where the greatest need might be and where the greatest impact for the local community could be made with the remaining £900 in the donation budget. Committee confirmed all matters noted and no additional queries to raise.</p> <p><u>Decisions Made:</u></p> <p>Donations approved:</p> <ul style="list-style-type: none"> <li>- Glasgow Women's Aid - £250</li> <li>- G15 Buses – £250</li> <li>- Drumchapel Sports Centre - £200</li> <li>- Drumchapel St Marks - £200</li> </ul> <p><b>6.5 Membership and Committee Report:</b>  The Chair asked IF to present report recommendations.</p> <p>6.5.1 Membership applications - IF presented the five Share Membership applications and advised no concerns from staff. IF updated on DPO advice on data protection of share membership applications.</p> <p>6.5.2 Membership Register - IF advised no matters to bring to Committee's attention re share register.</p> <p>6.5.3 Committee of Management Membership - IF advised no matters to bring to Committee's attention re Committee signing and attendance. IF provided an update on Committee recruitment drive work undertaken with residents and the planned work for February. Committee considered request to formally approve a leave of absence for Victoria Phelps due to personal circumstances. DS advised on the benefit of having a third office bearer and seeking a volunteer from the Committee to fill the second Vice Chair position.</p> <p>6.5.5 Committee Annual Review –determined remaining appointments. Committee confirmed all matters noted and no additional queries to raise.</p>	<p>IF</p>	<p>31/03/22</p>
<p><u>Decisions Made:</u></p> <p>6.5.1 Membership applications – five presented applications approved. Future applications to have D.O.B. redacted.</p> <p>6.5.3 Committee of Management Membership - Leave of Absence for VP approved to April 2022. Office Bearer – JB advised that he would consider if the rest of the Committee were happy given his relatively short time as a committee member – everyone agreed. JB to speak with DS re any queries.</p> <p>6.5.5 Committee Annual Review – agreed remaining appointments:  Thurs 17 Feb - 5.45pm = RS, 6.15pm – JB, 7pm = DS.  Post meeting note – appointments arranged Thurs 17 Feb - 5.45pm = RS, 6.30pm – JB, 7:15pm = DS.</p> <p><b>6.5 Housing Services Report:</b>  The Chair advised the meeting of the notes added to decision time. The Chair asked KB to present report recommendations. KB took Committee through the decisions required regarding</p> <ul style="list-style-type: none"> <li>- Gutter cleaning contract</li> <li>- Roof anchor contract</li> <li>- Ground maintenance contract</li> </ul>	<p>IF</p> <p>JO JB</p> <p>IF</p>	<p>28/04/22</p>

Item Details	Action	By
<p>KB updated Committee on the position with the HMO licence, and with HMO void position. Committee advised that if void position not resolved over the next few weeks, then a formal complaint to be raised with GCC by KB. KB advised Committee on the Health &amp; Safety survey issued by SHR for RSLs to complete and return – a copy was provided through Decision Time for Committee to consider. KB advised, following advice, there would be a change to Q10 regarding sharing owners and the submission would be made by the 31/01/22 as required.</p> <p>KB provided Committee with an update on detectors work required by 1 Feb 2022 – 2 properties are not available until after 1 Feb due to covid isolation; 5 properties have forced entry access being arranged; and 7 properties are being checked to tie in with paperwork. A further update will be provided to the February CoM.</p> <p>Committee noted arrears and advised of their desire to see improvements as noted at Item 6.3 when discussing KPIs.</p> <p>Committee advised that the Wider Action proposals for the £10,000 community spending before 31/03/22 all sound good and completing this will allow the community to see Pineview’s commitment to following through.</p> <p>Committee noted the update on the Stage 2 SPSO complaint and the work that has been undertaken and is ongoing to finalise.</p> <p>Committee confirmed all matters noted and no additional queries to raise.</p> <p><u>Decisions Made:</u></p> <p>Committee decisions regarding:</p> <ul style="list-style-type: none"> <li>- Gutter cleaning contract – to negotiate with roof anchor contractor.</li> <li>- Roof anchor contract – appoint Paterson Safety Anchors Ltd.</li> <li>- Ground maintenance contract – extend Idverde contract for one month until new contract expected start date of 2 May 2022.</li> </ul> <p>SHR Health &amp; Safety Survey – approved for submission.</p> <p>Detectors compliance – progress report to Feb CoM and then included in monthly report under tenant safety.</p> <p>Wider Action – progress update to Feb CoM and then included in monthly report under community engagement/tenant participation.</p>	<p>KB</p> <p>KB</p> <p>KB</p> <p>KB</p> <p>KB</p> <p>KB</p> <p>KB</p>	<p>17/02/22</p> <p>17/02/22</p> <p>17/02/22</p> <p>31/01/22</p> <p>24/02/22</p> <p>24/02/22</p>
<p><b>6.7 Policy Reviews</b></p> <p><b>6.7.1 Value for Money Statement - H.0 - KB</b></p> <p>KB advised nothing further to add to report since time of writing, and no notes/queries in Decision Time.</p> <p>Committee confirmed all matters noted and no additional queries to raise.</p> <p><u>Decisions Made:</u></p> <p>Revised statement approved for implementation.</p> <p><b>6.7.2 Behaviours Framework – S.13 - JO</b></p> <p>JO advised nothing further to add to report since time of writing, and no notes/queries in Decision Time.</p> <p>Committee confirmed all matters noted and no additional queries to raise.</p> <p><u>Decisions Made:</u></p> <p>Revised Framework approved for implementation.</p>	<p>KB</p> <p>JO</p>	<p>18/02/22</p> <p>18/02/22</p>

Item Details	Action	By
<p><b>6.7.3 Handling a Serious Grievance Against Director – G.16 – JO</b>            JO advised nothing further to add to report since time of writing and no notes/queries in Decision Time.            Committee confirmed all matters noted and no additional queries to raise.  <u>Decisions Made:</u>            Revised Policy approved for implementation.</p> <p><b>6.7.4 Flexi Time and TOIL Policy – S.17 - IF</b>            IF advised nothing further to add to report since time of writing and no notes/queries in Decision Time.            Committee confirmed all matters noted and no additional queries to raise.  <u>Decisions Made:</u>            Revised Policy approved for implementation.</p> <p><b>6.7.5 Recruitment Policy – IF advised delayed to Feb as mid recruitment.</b></p> <p><b>6.7.6 Training and Development Policy – S.21 - IF</b>            IF advised nothing further to add to report since time of writing and no notes/queries in Decision Time.            Committee confirmed all matters noted and no additional queries to raise.  <u>Decisions Made:</u>            Revised Policy approved for implementation.</p>	<p>JO</p> <p>IF</p> <p>IF</p>	<p>18/02/22</p> <p>18/02022</p> <p>18/02/22</p>
<p><b>7. Items for Update</b></p>		
<p><b>7.1 Staffing, Health &amp; Safety and Wellbeing Quarterly Report:</b>            Committee noted increase in absences and associated cost.            Committee were pleased to note recruitment success.            DS advised that the office bearers had discussed hours worked with Director at her appraisal.            Committee confirmed all matters noted and no queries to raise.</p> <p><b>7.2 Complaints and Compliments Quarterly Report:</b>            Committee confirmed all matters noted and no queries to raise.</p>		
<p><b>8. Correspondence</b></p>		
<p>Nothing additional to that issued.</p>		
<p><b>9. A.O.C.B.</b></p>		
<p>The Chair asked if anyone had any AOCB they would like considered.            JO gave example of outcome of staff fraud training involving credit card transaction. Committee were pleased to note training positive impact.</p>		
<p><b>10. Date of Next Meeting</b></p>		
<p>CoM Meetings with Linda Ewart – February 2022            Equalities and Human Rights Training (Drumcog) - Monday 21/02/2022            Management Committee Meeting – Thursday 24/02/2022</p>		



Item Details	Action	By
There being no other business, the meeting closed at 7.50pm.		

Minute Approved by: Jamie Graham

Seconded by: Richard Bolton

Signed by Chairperson: \_\_\_\_\_  
Daniel Martyn

Date Approved: 24/02/2022