

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 27 May 2021
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Prepared By:	Joyce Orr, Director
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Date Prepared:	10 th June 2021
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Meeting Date:	24 th June 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

Present: Linda Devlin (LD) Myra Frater (MF) Jamie Graham (JG) – Co-optee Josephine McGinty (JMc) (6:08pm) Daniel Martyn (DM) Fiona Murphy (FM) Victoria Phelps (VP) David Syme (DS) Anna Welsh (AW)	Apologies: Richard Bolton (RB) – Co-optee Special Leave: Matthew Dillon (MD) - approved Sharon Kane (SK) - approved Committee gave ongoing approval. Absent Without Apologies: Winifred McPhail (WM)	In Attendance: Karen Byrne (KB) – Housing Services Manager Lucy Neilson (LN) - FMD Joyce Orr (JO) – Director & Secretary Guest Speaker/Presenter(s): None Observing: John Brechany, Rosie Stephen
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All papers issued in advance of meeting unless detailed in minute.
The meeting started at 6.00pm.

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 – John Brechany and Rosie Stephen Share and Co-optee applications.

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

Item Details	Action	By
4. Guest Speaker		
None		
5. Minutes of Previous Meeting(s) / Matters Arising		
<p>5.1 Minute of the Management Committee Meeting of 29 April 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 MF, seconded by DS. Minute to be signed by Chair.</p>		
6. Items Requiring Decision / Approval		
<p>6.1 Management Accounts to Quarter end 31/03/2021: The meeting Chair introduced report and asked LN to present for required decisions. LN advised on comments in Decision Time in respect of transfer of engagements (ToE) costs. Committee noted update and noted expenditure item in 2021 cashflow statement for any additional ToE costs. LN took committee through the report and the accounts, detailing variances to budget or expected position. Committee noted that most variances were due to impact of ToE on 1 Feb 2021 on 2020/21 budget expectations. Additionally, Covid19 restrictions have had a large impact on cyclical works and component replacements – works carried forward to 2021/22. Committee noted no variance which give rise to concern. Committee noted changes in statement of financial position from budgeted position, which was again largely due to ToE. Committee noted projected cashflow statement for 12 month period to 31 March 2022. Discussed expected catch up on Covid19 delayed cyclical and component replacement work but noted increasing issues and shortages in building sector with supply chains, which could impact on work programmes. LN detailed the KPI outcomes with most on track/within expectation. Arrears higher than budget due to impact of ToE and the high levels of tenancy debt transferred. Committee confirmed all matters noted and no additional queries.</p> <p><u>Decisions Made:</u></p> <ul style="list-style-type: none"> - Approved management account and their forwarding to Clydesdale Bank for covenant requirement. <p>LN left the meeting at this point.</p> <p>6.2 Treasury Management to 31/03/2021 and Annual Review: The meeting Chair introduced report and asked JO to present for required decisions. JO apologised for typing error in cash balances and confirmed position as per notes in Decision Time.</p> <p>1 – Loan Portfolio - Committee considered loan portfolio position and the addition of the ex KHA Scottish Government loan at 0% interest. Committee noted that there were no concerns forecast for loan covenants.</p>	JO	30/05/21

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<p>Discussed recommendation not to repay any further loan debt (other than due capital and interest) at this point. Committee noted updated stock valuation for Clydesdale Bank secured stock. Discussed recommendation for FMD to complete SHR loan portfolio to reflect the information within report when SHR Portal issues resolved.</p> <p>2 – Investment and Cash Position - Committee noted cash and investment position. Committee considered recommendation not to change any of approved organisation for investment. Discussed volume of cash available instantly from Bank of Scotland (BoS) with Committee questioning whether this was a temporary arrangement. JO advised that extra cash was with BoS as our main operational accounts. The volume was higher than normal, and this had been planned to take account of any ToE expenditure post transfer and for valuations due for planned and cyclical works. JO advised that this was largely a temporary arrangement and that KB and LN had been reviewing cash sums required for such costs and that JO and LN would then be reviewing what sums were able to be moved elsewhere. However, JO advised that the sums held in such accounts would remain larger than previously due to the increased size of the Association post ToE and the increased pro rata expenditure. JO advised that interest rates for savings were very low across the board right now, so little was being lost in interest due to cash sitting in operational accounts. JO reminded Committee that monthly cash position is posted in Decision Time monthly for reference.</p> <p>3 – Interest Rates and Inflation - Committee noted the updated information on interest rates and inflation. Committee noted increased costs to the Association greater than inflation due to Covid19 PPE, safe working measures and supply issues; and the impact of Brexit on supply chains.</p> <p>4 – Treasury Management Policy and strategy review - Committee considered the current treasury management strategy and policy review, with no recommendation to change.</p> <p>Committee confirmed all matters noted and no additional queries.</p> <p>Decisions Made:</p> <ul style="list-style-type: none"> - 1.2 Approved recommendation for no further loan debt repayment at present. - 1.1 Approved FMD to complete SHR loan portfolio with reported information. - 2.3 Approved retention of existing investment institutions, - 3.5 Approved retention of existing treasury management strategy. - 4.3 Approved recommendation not to change Treasury Management Policy. <p>6.3 Business Plan General Report:</p> <p>The meeting Chair introduced the report and asked JO and KB to present for required decisions. JO advised on two comments on Decision Time which would be addressed at relevant section of report.</p> <p>1 – ARC for Year 2020-2021 – JO updated that ARC return relates to position as at 31/03/21 and contains information relevant to ex KHA stock from 1 Feb 2021 (transfer date) and/or position as at 31/03/21. For example, ARC return shows figures for all outstanding arrears of both original PHA tenants and ex KHA tenants, and not just ex KHA tenants debt from 1 Feb 2021. However, void loss only adds that for ex KHA</p>	<p>-</p> <p>LN</p> <p>-</p> <p>-</p> <p>-</p>	<p>-</p> <p>30/06/21</p> <p>-</p> <p>-</p> <p>-</p>

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<p>properties from 1st February 2021. JO advised that the internal auditor (Wylie Bisset) had undertaken the annual audit of the ARC return with all data verified other than EESSH data that had still being worked on. KB explained to Committee that the delay with EESSH related data was due to ex KHA stock data anomalies, with Pineview only wanting to report on information that could be verified. KB explained the 3 EESSH failures and works to remedy. KB updated Committee on the EPC position. JO took Committee through the table which summarised the differences from the ARC results and the year end final KPIs, to those that had been reported to Committee at the meeting of the 29 April. Committee noted the differences and the explanations provided.</p> <p>2 – SFHA Governance Documents Review – JO advised on changes to Governing Body Code of Conduct, Staff Code of Conduct, and Model Entitlements, Payments and Benefits Policy; and the accompanying guidance. JO advised that documents had been customised for Pineview. JO advised on recommendation for adoption and signing of appropriate documentation by Committee and Staff. JO apologised for copy and paste error in report at 2.5 (as detailed in Decision Time note) and clarified that this recommendation is for the adoption of the customised Pineview Entitlements, Payments and Benefits Policy.</p> <p>3 – Flexibility Works Project Outcomes and Working Arrangements – JO advised on the query in Decision Time and that the document referred to was a working procedural document. JO advised Committee on discussion that had taken place with staff, with some staff keen to return to office working and others happy to work from home (WFH). Committee discussed the situation, staff team members views, and experience elsewhere in the sector. Whilst not against increased flexibility for staff team members, Committee were concerned about making sure there was sufficient cover for required work at times suitable to tenants and customers. It was discussed that any flexible working arrangements had to be devised to focus on customer service delivery and not customers fitting around staff. The importance of seeking tenants' views was highlighted and KB advised that this would form part of the customer engagement throughout June and July. As most customer service is by its nature provided by the Housing Services Team (HST), KB advised that the HST would be having discussions during June about how return to office working could operate, with a plan for this to commence 1 July 2021. Committee advised that they were keen that staff were out and about and were visible and accessible to customers throughout the stock rather than simply being available at the office. KB advised that having team members out and accessible to tenants was a priority within the team and would form part of the discussions during June. JO advised that any flexibility arrangements would be on a trail basis and subject to ongoing review to ensure customer service was not compromised. JO recommended that Committee approve that the HST work on proposals during June for implementation in July, while simultaneously engaging with tenants for views. Following this an update report to be brought to Committee in August. Committee advised that this was suitable and that the matter was best delegated to senior staff to manage on an operational basis, keeping Committee updated and appraised as required.</p>		

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<p>JO advised that everything else within the report was for noting and asked if Committee had any queries to raise or would like further discussion on any of the items. The Chair asked members if anyone had any queries - Committee confirmed all other matters noted and no additional queries.</p> <p>Decisions Made:</p> <p>1 – ARC Return for year 2020/21 – Committee approved submission of ARC to SHR.</p> <p>2 – Governance Documents – Committee approved adoption of revised documents and signing requirements: PHA Code of Conduct for Committee of Management Members PHA Code of Conduct for Staff Members PHA Entitlements, Payments and Benefits Policy</p> <p>3 – Working Arrangements and Flexibility – Matter delegated to the senior staff team to manage on an operational basis, keeping Committee updated and appraised. HST to work on return to office and estates working proposals during June for implementation in July, while simultaneously engaging with tenants for views and report back to CoM August.</p> <p>6.4 Committee and Membership Report: The meeting Chair introduced the report and asked IF to present for required decisions. IF advised no comments in Decision Time. IF explained that Committee member details, attendance record and training records are now given as sperate documents in Decision Time for Committee reference and will only be referred to in the written report if something requires to be brought to the attention of Committee. JB and RS were asked to leave the meeting at this point due to a declared interest.</p> <p>1 – Applications for Membership - Committee considered the Share application from John Brechany (JB) and Rosie Stephen (RS).</p> <p>3 – Committee of Management Membership – Chairperson updated on meeting that had taken place with Chairperson, Director and applicants JB and RS. Committee considered recommendation that JB and RS join the Committee of Management as co-optee members. Discussed absence of WM and need to determine intention re returning to Committee business.</p> <p>4- Committee training and development – DM will be attending TPT SHAPS Pension event for Committee Members Tuesday 15 June 2021 11am till 12.30pm via Zoom and will report back to June CoM meeting. Committee confirmed all matters noted and no additional queries.</p> <p>Decisions Made:</p> <p>1 – Application for Membership – Committee approved Share membership for JB & RS.</p> <p>3 – Governing Body Membership – Committee approved appointment of JB and RS as co-optee members, subject to signing of Code of Conduct and associated.</p> <p>JB & RS were invited to re-join the meeting and advised on decisions.</p>	<p>JO</p> <p>IF</p> <p>KB/JO</p> <p>IF</p> <p>IF/JO</p>	<p>31/05/21</p> <p>30/06/21</p> <p>27/08/21</p> <p>09/06/21</p> <p>17/06/21</p>

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<p><u>Policy Reviews</u></p> <p>Nothing additional to Items covered at Item 6.3: PHA Code of Conduct for Committee of Management Members PHA Code of Conduct for Staff Members PHA Entitlements, Payments and Benefits Policy</p>		
<p>7. Items For Update</p>		
<p>The Chair reminded members these item reports are for update and should simply be noted unless staff have any additional updates and/or members require more information/clarification.</p> <p>7.1 Complaints and Compliments Report: Committee noted reported covering period 01/04/2020 – 31/03/2021 and case study 859.</p> <p>7.2 Staffing & Health & Safety Report: Committee noted the more detailed report as this included information that would have previously gone to the disbanded Health and Safety & Staffing Sub Committee (HSSSC) at its May 6 month meeting. Committee noted updates from HSSSC of 10/11/2020. Committee note the Health & Safety schedule of drills to 30/04/2021 and actions still required. Committee noted attendance management statistics for year to 31/03/21. Committee noted outcomes to ACS Health & Safety audit and follow up required. KB updated on recruitment of senior housing officer, with post due to be filled during June.</p> <p>7.3 Housing Services Report: KB gave verbal updates to committee on the following matters: - Gas contract commencing 01/06/2021. - Drumcog reactive maintenance framework set up and operational. Suppliers details to be updated for Register of Interest use and issued to all Committee and staff. - 2 properties affected by having work undertaken by gas engineers without current ACS certification (issue with Gas Safe Covid restriction allowance and training availability). City Building have provided all details and other engineers with current certification have been sent to audit and check work – all okay. - HMO licence visit by GCC has been delayed by GCC due to Glasgow Covid19 infection rate and Protection Level 3 status. GCC rearranging visit to HMO and expected to visit July. - Ongoing work to update HUB asset management system to include ex KHA stock details. There have been a multitude of issues with the quality and auditability of the ex KHA data.</p>		
<p>8. Correspondence</p>		
<p>No additional correspondence to that issued throughout month.</p>		

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9. A.O.C.B.		
<p>JO requested that Chair allow item regarding request for assistance from St Mark's Church – allowed. JO advised that St Mark's Church required a new kitchen and were looking for assistance. JO advised on the diversity of community work in Drumchapel undertaken by St Mark's Church. JO advised that City Building are looking at request and may possibly do as community benefit item – PHA staff pursuing. Drumcog being asked to consider assisting. FM shared experience of getting external funding for a similar project previously from lottery fund Awards for All. LD advised on possibility for funding support from area partnership.</p> <p><u>Decisions Made:</u></p> <p>1 – FM will share Awards for All application details. 2 – LD will forward area partnership contact details. 3 – PHA, on behalf of Drumcog, will continue to pursue City Building and report back any progress.</p> <p>There being no other business, the meeting closed at 7.20pm.</p>		

Minute Approved by: Myra Frater

Seconded by: Daniel Martyn

Signed by Chairperson: Victoria Phelps

Meeting Date: 24 June 2021