

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 28 January 2021
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Prepared By:	Joyce Orr, Director
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Date Prepared:	15 February 2021
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Meeting Date:	25 February 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: Myra Frater(MF) Dan Martyn (DM) Victoria Phelps (VP) David Syme (DS)	Apologies: Matthew Dillon (MD) Sharon Kane (SK) Josephine McGinty (JMc) Special Leave: Jean Black (JB) Winifred McPhail (WM) Jim O'Connor (JO'C) Anna Welsh (AW) Committee gave ongoing approval. Absent Without Apologies:	In Attendance: Karen Byrne (KB) – Housing Services Manager Isobel Ferguson – Finance & Corporate Services Officer Lucy Neilson (LN) - FMD Joyce Orr (JO) – Director & Secretary Guest Speaker/Presenter: Graham Gillespie, Wylie & Bisset, Internal Auditor
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All papers issued in advance of meeting unless detailed in minute.
The meeting started at 6.30pm. The Chair thanked the meeting for agreeing a later start to allow her to attend and present at SHARE AGM.

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 to declare any interest in respect of impending addition of Kendoon stock and tenants/customers. The Chair reminded everyone of confidentiality and collective responsibility. Declarations - staff members interest in Pension review referred to at Item 6.2.2.

Item Details	Action	By
3. Guest Speaker – Graham Gillespie, Wylie & Bisset, Internal Audit Annual Report		
<p>The Chair invited Graham Gillespie (GG) to present the annual internal audit report to the meeting.</p> <p>GG took committee through the findings of the 2 reports from Nov/Dec 2020 and the follow up report from Nov 2019 and May 2020. GG advised on various areas of good practice. GG advised on issue of late invoice payment, which has been accepted by management. GG advised that management have plans in place to address and the auditor will follow this up at the 2021 audit to consider if action has been appropriate and sufficient. GG asked committee to consider the audit plan for 2020/21 and if there was anything specific that committee wanted the audit programme to cover, in addition to what is already planned (ARC reporting, HR & Payroll, IT systems, corporate governance). Following discussion, it was agreed that review of delivering Kendoon transfer promises and Tendering be added to the 2021 programme. GG advised that he would have a planning meeting with the relevant staff members to plan in audit work.</p> <p><u>Decisions Made:</u></p> <p>2021/22 Audit Plan to cover following areas:</p> <ul style="list-style-type: none"> - ARC/ESSH Reporting to SHR - HR & Payroll - IT Systems - Corporate Governance - Delivering Kendoon transfer promises - Tendering - Follow up 		<p>May 2021</p> <p>Dates to be agreed with auditor</p>
4. Decisions / Approvals Summary Report		
<p>Chair had summary report to refer to.</p> <p><u>Decisions Made:</u></p> <p>Detailed below under each section to which they relate.</p>		
5. Minutes of Previous Meeting(s) / Matters Arising		
<p>5.1 Minute of the Management Committee Meeting of 24 November 2020 noted, no changes requested.</p> <p>5.2 Previous Minutes Decisions Action Implementation Report and progress updates noted.</p> <p>27/10/2020 5.2 - IF advised CoM members being pursued to complete signing requirements.</p> <p>27/10/20 6.2.2 – JO advised that sample KPI graphs will be presented by IF/KB at Item 6.2.1. JO requested that CoM approve delay to introduction of graphs until 2021/22 Quarter 1 KPI outcomes, and Decisions Action Implementation Report be updated accordingly - approved.</p> <p><u>Decisions Made:</u></p> <p>5.1 - Minute of 24 November 2020 approved - proposed by DS, seconded by DM. Minute to be signed by Chair when Covid19 restrictions lifted or alternative arrangements in place.</p>	<p>VP/IF</p>	<p>TBC</p>

Item Details	Action	By
6. Items Requiring Decision / Approval		
<p>6.1 2021 Budget and Rent and Management Fee Review:</p> <p>The meeting Chair introduced the report, advised one query in Decision Time regarding HMO rents which will be considered during report; and asked LN to present budget report and KB to present rent and management fee review and consultation outcome.</p> <p>LN advised on the assumptions used within the budget and the headline outcomes. LN explained that for effective comparison purposes the ToE budget had been used rather than the PHA 2020 budget. LN explained changes to assumptions and outcomes from ToE budget. On income, LN advised that the budget was based on 0.7% (Oct CPI) increase in rent and management fee as this was the lowest option consulted on and if budget worked on this it would work on any of the higher options.</p> <p>LN took committee through the proposed budget. LN advised that Note 20 should refer to a decrease rather than an increase. LN advised that all loan covenants met under presented budget.</p> <p>Committee to decided to consider the rent and management fee review at this point before finalising budget.</p> <p>KB presented rent and management fee review information. The consultation (direct and by Research Resource survey) outcome was that 50% response preferred 2% increase, 21% preferred 1% increase and 29% preferred 0.7%. It was explained that whilst 71% of respondents preferred an increase of greater than 0.7%, this was based on a small return rate (12%). It was also explained that staff were experiencing higher levels of contact with customers struggling with finances, and therefore the consultation outcome was perhaps not taking account of the full picture. Committee were concerned that they did not want to ask customers and then be seen to ignore what they said. JO advised that this was understandable but that customer consultation was only one element that required to be considered when considering a review of rents and management fees. JO explained that other matters also had to be considered such as staff experience of interactions with customers and increasing debt levels; many customers may not have responded due to having more immediate concerns; comparable rent charges locally and nationally; and the long term implications of decision. JO explained that due to the second lock down, much of the planned maintenance work had not been able to be undertaken and this would have a knock on effect to future planned works and this could affect customers views on increases. It was discussed that part of the transfer promises to Kendoon tenants was a 3 year CPI only increase in rents (from PHA rent structure not existing KHA rent) and that an increase of 0.7% would meet the first year of this promise from April 2020.</p> <p>KB referred to item in Housing Services Report at 6.3.11 re HMO. KB explained the position regarding the HMO unit and committee noted that tenants are responsible for the payment of rent and service charges, but may qualify for benefit to cover cost. Committee discussed options for rent setting for HMO and determined that it did not fit within existing rent structure which was for non-supported stock. KB recommended that existing HMO rents be frozen; a section be added to the rent setting policy to cover HMO unit rents and service charges; and that charges be</p>		

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<p>benchmarked each year. KB explained that she had reviewed service charges and although there were some small changes the outcome charge was the same as for 2020.</p> <p>LN advised that if Committee decided to freeze the HMO rents and service charges, then the budget would be approximately £7k to the better. LN took committee through the budget SOCI, SOFP and Cashflow statement for year. Committee noted the projected KPI outcomes with the presented budget.</p> <p>Committee considered option for rent and management fee review, acknowledging that a lower increase now would have a longer term compound impact but that there was time to take any required remedial action further down the line. Committee understood that 0.7% would result in overall rental income reduction due to rent reductions for some KHA stock and over 80% of KHA stock, in line with rent setting structure.</p> <p>Decisions Made:</p> <p>Rent & Management Fee Review – approved increase to rent charge factor of 0.7%, with increase capped at £10 per month (will catch up later). Management Fee increase of 0.7%.</p> <p>Letters to customers to advise of reviewed charges effective 01/04/21.</p> <p>Approval of presented Budget with amendments:</p> <ul style="list-style-type: none"> - HMO rents and SC frozen. - Rewording of Note 20. - Any minor remedial rounding. <p>Section to be added to Rent Setting Policy to cover HMO rent and service charges and to detail annual review process.</p>	<p>KB/IF</p> <p>KB/IF LN</p> <p>KB</p>	<p>01/04/21</p> <p>26/02/21 26/02/21</p> <p>31/03/21</p>
<p>6.2 Business Plan General Report:</p> <p>The meeting Chair introduced the report and asked if any updates – JO advised updates were in respect of the additional files issued 26/01/21 – housing services KPIs; note on submission of SIC quarterly stats; and query and response on Clydesdale Bank Facility Agreement. The Chair asked JO to present report for required decisions.</p> <ol style="list-style-type: none"> 1. Non-Financial KPIs to 31/12/2020 – JO updated on Governance KPIs (no concerns) and asked KB to present Housing Services KPIs. KB advised on KPIs not met and that most were Covid related either directly or indirectly. KB advised no request to alter KPIs at present, other than to retain those previously approved for allocations. IF shared her screen and demonstrated some sample KPI graphs that she and KB had developed for CoM to consider. Committee considered the options presented and agreed preferred format and which KPIs to be covered initially from April 2021. 2. Priorities Outcomes to 30/11/2020 – Committee noted the outcomes to 30/11/2020 and the proposed reprioritisation as advised to CoM during December 2020. JO advised that some of the reprioritisation, and Priorities due to 28 Feb, may not be able to be met due to the introduction of a further Covid19 lockdown and associated restrictions, and ToE work. Committee noted their satisfaction with the volume of Priorities that had been met during the year, especially given the position with Covid and additional ToE work. JO advised that LN would discuss the pension review with CoM as staff had a conflict of interest declared. LN advised that the proposed further review for Feb 		

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30 year projections update to be delayed to March and brought to March CoM meeting.	LN	25/03/21
Planning in of pension review to be included within 2021 Priorities.	LN	25/03/21
6.2.3 Kendoon Housing Association – Clydesdale Bank documentation - approved, subject to final amendment delegated to JO.	JO	29/01/21
Committee approved MF signing Note of Approval for Clydesdale Bank on behalf of Association (MF being present in office and therefore able to provide a wet signature).	MF	Complete 28/01/21
Delegation – confirmed ongoing delegation to Director, for signing authority for loans, lenders and transfer related matters.	JO	
Staffing - Approval for appointment of temporary staff while recruitment ongoing for permanent staff members. Recruitment to be prioritised.	KB	01/04/21
Update on transfer related costs to be provided to Feb CoM meeting.	LN	25/02/21
6.2.13 GDPR and FOI: DPO Contract Review – contract to be extended on terms presented for two year period, with review commencing in 18 months.	JO	Aug 21
6.3 Housing Services Report:		
The meeting Chair introduced the report and asked KB to take CoM through the decision required from updated report issued 26/01/21.		
Gas service failure - KB advised on first gas service failure in Jan due to tenant failure to give access with tenant advising of Covid concerns at time of planned forced entry. PHA records show meter is capped but tenant refused access to allow confirmation of this. PHA has checked with utility supplier and no gas consumed since previously capped, and no call outs to PHA contractors to uncap. PHA will continue to pursue to get access to confirm still capped as meter could be being bypassed.		
Gas Contract - KB updated on gas contract renewal work and request to extend existing contracts from 01/02/21 to 31/03/21. This will allow further work to be completed on Scotland Excel frameworks for new contract commencing 01/04/21. KB advised that report should refer to Gas Sure, as the trading name of Frews, and not Gas Safe. KB advised on further update whereby Frews have advised that they are willing to extend gas maintenance contract if retention from gas installation contract is paid. KB advising against agreeing to this as they are different contracts and retention monies were being held due to remedial work required, which have not been able to be checked due to Covid restrictions. KB advised that City Building are primed to take on properties maintained by Frews if Frews will not compromise. KB requested delegated authority to make decision on this matter to ensure service cover for tenants.		
Electrical Safety Checks and Detectors Work – KB presented information to CoM on maintenance related Covid19 restrictions, and the debates within the sector regarding the nature and extent of work that should be undertaken. KB detailed the specific area of Detector upgrade work and Periodic Electrical Checks. KB advised that PHA had not undertaken these works during the first lockdown due to contractor furlough matters and initial uncertainty on risk assessments. However, since then robust Covid19 risk assessments have been developed and contractors have implemented safe working procedures. Additionally, the work is only undertaken if both tenants and the contractor is happy for it to proceed. KB		

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<p>advised that she sought CoM opinion of whether or not they wanted PHA to continue to carryout detectors and electrical safety testing work. Committee discussed information provided and decision required. Committee discussed in detail and were satisfied for work to continue if KB satisfied with risk assessments and work method statements, and ensuring that tenants and contractors had the option to say no on individual jobs.</p> <p>6.3.8 Void Properties / Allocations – KB advised that the only other decision required within the report was in respect of the recommendation to continue with the existing approved arrangements with a further review at the March CoM meeting.</p> <p>Decisions Made:</p> <p>6.3.1 Gas Contract – Approval to extend existing contracts to 31/03/21. Delegated authority to KB regarding Frews contract.</p> <p>Electrical Safety Checks and Detectors Work - Committee were satisfied for work to continue if KB satisfied with risk assessments and work method statements, while ensuring that tenants had the option to postpone.</p> <p>6.3.8 Void Properties / Allocations – Committee approved continuation of existing arrangements with further review at March CoM meeting.</p>		
<p>At 8.25pm the Chair requested that Committee consider suspending standing orders to allow the meeting to continue to 8.45pm for business to be concluded without need to carry forward – approved.</p>		
<p>6.4 Committee and Membership Report:</p> <p>The meeting Chair introduced report, advising no notes in Decision Time.</p> <p>6.4.3 Governing Body Membership - The Chair asked JO to update on members resigning. JO advised that JB, JO’C and SK had all indicated they required to stand down from Committee at present due to personal matters. Committee advised that they were sad to hear this, especially given the skills, knowledge, experience and commitment that would be lost. Committee asked if leave of absence (LoA) could be considered. JO advised that LoA had been in place for JB and JO’C but they both advised they would not be able to return soon and therefore thought it best to resign and then apply to re-join if/when circumstances changed. This created two casual vacancies which would be filled by the two transferring KHA CoM members - Linda Devlin (FD) and Fiona Murphy (FM). JO advised that she would pursue SK to ask that she consider a LoA. The Chair advised that she was planning to contact additional KHA CoM members to ask if any of them would consider joining PHA to assist during this time when numbers were reduced and recruitment was difficult due to all the other pressures people were facing in life. Committee were supportive of this approach and advised that it would also be good to have continuity with more ex KHA CoM members joining. Committee approved ongoing leave of absence for AW and WMc. JO advised that WMc was attempting to return, health permitting, in February 2021 and IF would liaise to ensure remote access.</p> <p>6.4.4 Training and Events – Committee noted training opportunities and recommencement of Drumcog programme in February 2021.</p> <p>6.4.5 Committee Annual Review – committee noted update and confirmed appointments, which IF will arrange.</p>	<p>KB</p> <p>KB</p> <p>KB</p> <p>KB</p>	<p>31/03/21</p> <p>31/01/21</p> <p>Ongoing</p> <p>25/03/21</p>

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<p><u>Decisions Made:</u></p> <p>6.4.3 Governing Body Membership – JO to acknowledge resignation for JB and JOc and advise they would be very much welcomed back if/when circumstances allow. Created causal vacancies to be filled by transferring KHA CoM members. IF to pursue FD and FM for completion of register declaration and signing requirements to allow them to join at the Feb 2021 CoM. JO to contact SK to ask her to consider leave of absence. VP to approach additional ex KHA CoM members to consider joining. Ongoing leave of absence approved for AW and WMc.</p> <p>6.5 Gifts, Donations and Hospitality Report: The meeting Chair introduced report, advising no notes in Decision Time and asked IF to present for decision required. IF advised on donation request from local Drumchapel project Men Matter Scotland and recommendation to donate £250. Committee noted gifts, hospitality and donation records. JO advised on appeal to Drumcog for partnership working and support from G15 (local youth engagement project) and that Drumcog would consider in more detail and JO would bring something back to CoM for consideration as appropriate.</p> <p><u>Decisions Made:</u></p> <ul style="list-style-type: none"> - Approved PHA donation of £250 to Mend Matter Scotland. <p>6.6 Covid19 Summary Impact Report The meeting Chair introduced report, advising no notes in Decision Time and asked JO to present to decision required. JO advised only decision required related to office staff working from home (WFH) arrangements. JO advised on government guidance for non-essential offices. JO also advised that a contact at SHR advised they are likely to remain WFH as default until September, so Scottish Government unlikely to change guidance for sector any time soon. Committee noted engagement of FlexibilityWorks to assist in reviewing options for the future, particularly post Covid restrictions. An outcome report will be brought to committee to consider when review completed. JO advised that, as requested, she will continue to review reports and consider further streamlining and liaise with Chair on any changes.</p> <p><u>Decisions Made:</u></p> <ul style="list-style-type: none"> - Office closure and WFH to be extended to at least 31/03/21 for office based staff, with monthly reviews by Committee thereafter. 	<p>JO</p> <p>IF</p> <p>JO VP CoM</p> <p>IF</p> <p>JO</p>	<p>12/02/21</p> <p>25/02/21</p> <p>12/02/21 12/02/21 Ongoing</p> <p>26/02/21</p> <p>Ongoing</p>
<p><u>Policy Reviews</u></p> <p>6.7 S.22 Shared Parental Leave Policy (Review): The meeting Chair introduced report and asked IF to present. IF presented report and explained the proposed revisions. IF advised that other than layout and equality and GDPR references, the main changes were to update the policy to include relevant rights and responsibilities.</p> <p><u>Decisions Made:</u></p> <ul style="list-style-type: none"> - Approved proposed Policy changes, with finalised Policy to be uploaded to Decision Time document Library when complete. 	<p>IF</p>	<p>18/02/21</p>

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7. Items For Update		
<p>The Chair reminded members these item reports are for updating and should simply be noted unless staff have any additional updates and/or members require more information/clarification.</p> <p>7.1 Staffing & Health & Safety Report: The meeting Chair introduced report and asked if any updates – IF advised on a property incident over the xmas period when a property was flooded and passed to KB to update. KB advised substantial damage and passed to insurers and more detail will be provided in the Feb 2021 Housing Services Report. JO requested that investigation consider the purpose of the pipes that burst, whether or not they were lagged (and why not if not lagged) and what was delay in follow up with contractor response. JO advised the pipe investigation especially important to ensure the same issue does not occur elsewhere.</p> <p><u>Decisions Made:</u></p> <ul style="list-style-type: none"> - Further investigation to be undertaken and update report to be provided in Feb CoM Housing Services Report. <p>7.2 Complaints & Compliments Report: The meeting Chair introduced report and asked for complaint case study added to Decision Time to be presented. KB presented case study which CoM noted. Committee advised well done to staff team on compliments received.</p> <p>7.3 Welfare Reform Action Plan Update Report: The meeting Chair introduced report and asked if any update or queries. KB advised nothing additional to add. Committee advised report noted with no further detail required.</p>	KB	
8. Correspondence		
No additional correspondence to that issued throughout month.		
9. A.O.C.B		
There being no other business, the meeting closed at 8.45pm.		

Minute Approved by: Daniel Martyn

Seconded by: David Syme

Signed by Chairperson: _____

Date: 25 Feb 2021