

Agenda Item 3.1:	Minutes of Pineview Housing Association Ltd Committee Meeting Held in the Association's Office at 5 Rozelle Avenue on 26 April 2016 at 6.00pm
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Date Prepared:	19 May 2016
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Meeting Date:	31 May 2016
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Author:	Joyce Orr, Director
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Minutes - Rule 62 - SFHA Charitable Model Rules (Scotland) 2013

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	Purpose/Information/Recommendations:		
1.	Sederunt		
	Present: Jean Black (JB) Myra Frater (MF) Josephine McGinty (JMc) Melanie Paterson (MP) Anna Welsh (AW) Aziz Yasin (AY)	Apologies: Wendy Hughes (WH) Winifred McPhail (WM) Amanda Smith (AS)	In Attendance: Karen Byrne (KB) – Housing Services Manager Howard Dales (HD) – FMD Financial Services Joyce Orr (JO) – Director

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2. Declaration of Interest			
	Attendees to highlight any declaration of interest matters. Attendees with a declaration to remove themselves from the meeting and discuss matter with Director. Attendees to advise of any changes required to any previously declared interests.	<ul style="list-style-type: none"> - No Committee interests to declare. - JO & KB declared interest as members of SHAPS pension scheme. 	
3. Minutes of Previous Meetings			
3.1	Record of previous meetings and decisions made. Raise any matters arising, not covered in current agenda: Minute of Management Committee Meeting of 29 March 2016.	<ul style="list-style-type: none"> - Minute approved as a true and accurate record. Proposed MF, Seconded JMc 	
4. Internal Management Business Plan – Performance Monitoring Quarter 4			
4.1	<p><u>Jan – March 2016 outcomes against targets:</u></p> <p>Committee noted outcomes to 31/03/16 against IMBP performance targets, considered those targets not met/only partially met and discussed missing housing services measurements.</p> <p>Finance KPIs: All targets met. 30 year cash flow projections to be updated on completion of stock condition survey and life cycle costing work – carried forward to 2016/17.</p> <p>Governance KPIs: JO discussed with Committee those KPIs not met:</p> <ul style="list-style-type: none"> - number of committee members and attendance at meetings just below target, - staff appraisals, not complete for all due to staff absences, 	<ul style="list-style-type: none"> - Missing targets to be reported at CoM 31/05/16. - Carry forward work to 2016/17. - Continue ongoing recruitment exercise to try to attract additional committee members. - Missing appraisals to be brought back on track on return of staff. 	<p style="text-align: center;">KB</p> <p style="text-align: center;">HD/KB/JO</p> <p style="text-align: center;">CoM/JO/IF</p> <p style="text-align: center;">KB</p>

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	<p>- staff sickness absence over target. 4 cases of long term absence and 4 cases of hospital/medical procedures affecting outcome.</p> <p>JO explained figure in report regarding money spent on tenant/residents events should read £12,862 to 31/03/16.</p> <p>Housing Services KPIs: KB took Committee through the housing services KPIs and explained that not all the results have been recorded yet as still being worked on.</p> <p>KB discussed with Committee those KPIs not met:</p> <ul style="list-style-type: none"> - EoP current tenant arrears % (total and non-technical), - Debit current tenant arrears %, - Relet time just above target – KB explained poor condition of a couple of voids affected time, - Lets by sources just very slightly outwith target % - Committee happy with outturn, - Settling in visits complete within timescale – 75% against target of 100%, - Complaints dealt with within timescale <p>KB advised that repairs performance figures will follow at CoM meeting of 31/05/16.</p> <p>JO explained that updated performance report would be brought to CoM meeting of 31/05/16 for consideration of targets achieved 2015/16 and for setting targets for 2016/17.</p> <p>JO asked Committee to consider a change to business planning for 2016/17 as follows:</p> <ul style="list-style-type: none"> - 2016/17 targets be discussed and decided at CoM of 31/05/16. 	<ul style="list-style-type: none"> - Reducing staff sickness a work priority for 2016/17. - Work to be undertaken by housing services staff to lower. - Work to be undertaken by housing services staff to lower. - Housing services staff to review procedures, pursue more and achieve target moving forward. - Target to be achieved moving forward. - Performance outturn to be reported through ARC and CoM meeting of 31/05/16. - Committee to be presented with suggestions for 2016/17 targets at CoM meeting of 31/05/16 for consideration, amendment and approval. - Proposal approved for implementation. 	<p>JO/KB/IF</p> <p>KB KB</p> <p>KB KB</p> <p>KB</p> <p>JO/KB/IF/HD</p> <p>JO</p>

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	<ul style="list-style-type: none"> - Priorities be discussed and decided at Strategy Day 09/06/16. - Risk register be reviewed and updated at Strategy Day 09/06/16. - Stock condition survey findings reviewed at Strategy Day 09/06/16. - Team building events at Strategy Day 09/06/16. 		
5. Finance & Corporate Services			
5.1	<p><u>Management Accounts to 31/03/16:</u> HD presented accounts to Committee. HD advised that management accounts were drawn up in a tight timeframe from quarter end and that there will still be costs to be included with outstanding invoices. HD advised that this will reduce the surplus but that most costs will still be within budget, other than repairs as reported throughout the year. HD explained positive income variance largely due to Clydesdale Bank refund. Cash position stronger than previous year end. HD reminded Committee of the importance of the Association maintaining tight control on costs and work within the new budget approved for 2016/17. HD advised Committee that he will develop a variance traffic light system for management accounts during 2016/17. HD reminded Committee that the new format of accounts from the 2015/16 annual accounts will look quite different, but that the performance and cash positions will not alter. HD confirmed that loan covenants all complied with.</p>	<ul style="list-style-type: none"> - Management accounts approved and to be forwarded to lenders to comply with covenant requirements. - Tighter controls on maintenance spend against budget moving forward with any variances regularly reported to Committee. - Variance traffic light system to be developed for management accounts during 2016/17. 	<p style="text-align: center;">HD</p> <p style="text-align: center;">KB</p> <p style="text-align: center;">HD</p>
5.2	<p><u>Treasury Management Report:</u> HD presented report to Committee who noted update on loans and investments. Loans £4,347,873. 76.6% Variable, 23.4% fixed.</p>		

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	<p>Investments £3,150,000. Cash £444,552 Net debt £753,321</p> <p>Committee discussed deposit with Nationwide that is due to mature 20/05/16. To keep 3 way split of investments and to achieve quarterly maturing dates, HD asked that Committee consider proposal to re-invest with Nationwide for a further 12 months.</p>	<ul style="list-style-type: none"> - Approved re-investment with Nationwide subject to rates at time of maturity. 	<p>JO</p>
<p>5.3</p>	<p><u>Membership & Committee Report:</u> Share applications – none. Membership noted at 209 members. Committee attendance record noted– below target (70%) at 68%. Committee Druncog training record noted – attendance below target (50%) at 46%. Committee fed back from Druncog training of 18/04/16 on the Roles of Committee Members, Chairing, Succession Planning and Appraising Senior Officer. Committee advised nothing especially new but a good reminder. Non attending Committee noted the learning from the event. Copies of training notes issued to those members who were unable to attend. JB & MF fed back on the EVH Annual Event of 03/04/16 – good sessions on time management and good governance. Those members not able to attend Druncog and/or other training advised the feedback and notes are very helpful. Druncog training diary of dates to 20/06/15 noted. JO advised that additional opportunities for training and learning distributed as received as correspondence. Committee discussed the importance of training, but noted that this can follow different formats, including feedback from others. Committee noted diary of events.</p>	<ul style="list-style-type: none"> - Any obstacles to attendance to be highlighted by Committee. - Any obstacles to attendance to be highlighted by Committee. - Feedback to be provided at each meeting so non attending members still learn from events. - Members to consider alternative learning opportunities for those unable to attend Druncog training. - Advise Isobel or Joyce if interested in attending any additional events. 	<p>CoM CoM</p> <p>CoM</p> <p>CoM CoM</p>

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5.4	<p><u>Staffing & Health & Safety and Wellbeing Report:</u> Absence Statistics 2015/16 – noted absence at 10.95% (4.17% less long term). Over 43% of absence due to non-work related hospitalisation/medical treatment. No work related accidents or injuries resulting in lost time. Healthy working lives – noted 1st meeting of working group took place 17/03/16 and action plan being developed from this. Accidents, incidents or near misses for 2015/16 – noted summary of 3 incidents during year. Recruitment Update – Committee noted outcome of recent Finance & Corporate Services Manager recruitment exercise and decision not to appoint at present.</p>	<p>- 2016/17 work target to reduce level of absence.</p> <p>- Agreed to continue with FMD Financial Services at present and revisit later.</p>	<p>JO</p> <p>JO</p>
5.5	<p><u>2015/16 Complaints & Compliments Report:</u> Committee noted summary of service complaints for 2015/16. All complaints were 1st stage complaints. 31 were received in the year and 1 was carried forward from 2014/15. 50% of complaints made were upheld. 26 customer compliments were also received during 2015/16 and noted by Committee.</p>		
5.6	<p><u>Gifts & Hospitality</u> Committee noted summary of 2015/16 gifts and hospitality received and given and the update on register entries.</p>		
6.	Housing Services Reports		
6.1	<p><u>Housing Services Quarter 4 Performance:</u> No separate report as information given at Item 4 and 8 of agenda.</p>		
6.2	<p><u>Housing Services Update Report:</u> KB provided verbal update to Committee. KB advised gas servicing 100% compliance.</p>		

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	KB advised work ongoing to try to update and improve housing services record keeping and processes.		
6.3	<p><u>Former Tenant Write Off Report:</u> KB requested that Committee consider year end write off report for former tenant debt. KB took Committee through the report explaining cases and the reason for the proposed write off. KB advised that she would come back to Committee later in the year with proposals for any former tenant credit write offs. HD explained that write offs will not affect Association surplus figure for year end.</p>	<ul style="list-style-type: none"> - Approved write off of former tenant debts as recommended (£9,820.76 arrears, £5,547.88 rechargeable repairs, £1,126.81 rechargeable legal fees). - KB to provide report later in year regarding any proposed credit write offs. 	<p>KB</p> <p>KB</p>
7.	Director's Report		
7.01	<p><u>Decisions Between Meetings:</u> Noted two decisions taken since last meeting:</p> <ul style="list-style-type: none"> - Appointment of temporary member of staff to cover long term sickness. - Not to appoint Finance & Corporate Services Manager at this point in time. 	<ul style="list-style-type: none"> - Decisions ratified. 	
7.02	<p><u>Scottish Housing Regulator (SHR):</u> 2016/17 Engagement – noted SHR have advised PHA that there is no regulation plan for 2016/17 and that they will have low engagement with the Association during 2016/17. Stock condition survey – noted delay due to lack of accurate historic information which JO, HD & KB are working to resolve.</p>	<ul style="list-style-type: none"> - JO, KB & HD to work on resolving for July 2016. Move to different section of Director Report. 	JO/KB/HD
7.03	<p><u>OSCR – Charity Regulation Changes From 01/04/16:</u> Committee noted and discussed OSCR's move to Targeted Regulation and their focus to prioritise their activities to address issues they identify as significant.</p>	<ul style="list-style-type: none"> - Committee members, as Charity Trustees, to keep alert to OSCR changes and be aware of any potential notifiable events. 	CoM

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7.04	<p><u>Home Owners Support Fund:</u> Committee considered correspondence regarding an invitation to participate in the Home Owners Support Fund. Committee supportive in principle, however, not a priority for 2016/17.</p>	<ul style="list-style-type: none"> - Not a priority for 2016/17, consider further next year for 2017/18. 	JO
7.05	<p><u>Pensions:</u> The Office Bearers fed back from the Pension short life working group and the proposals for taking forward. JO advised that there had been no negative feedback on the proposal from the staff meeting that morning and staff were thankful to Committee for taking on board staff comments and contributions.</p>	<ul style="list-style-type: none"> - Approved recommendation of SLWG for implementation. <ul style="list-style-type: none"> - FS 60 remain open to existing members and be reviewed again in 12 months time, with another consultation; - FS 60 be open for any new entrant to 01/06/16 and then closed for new entrants; - Care 120th be closed to all with immediate effect; - No transitional relief as no detriment; - Two DC scheme options, for which employer will meet additional costs of loading (1.9%): <ul style="list-style-type: none"> o Auto enrolment – Employer 8% and Employee 2%. Included in employer cost will be life cover provided at 0.45%, so employer pension contribution will be 7.55% o Alternative non-auto enrolment – Employer 10% and Employee 5%. Included in employer cost will be life cover provided at 0.45%, so employer pension contribution will be 9.55% - JO to advise SHAPS by 30/04/16 of decisions made. 	JO
7.06	<p><u>Governing Body Appraisal, 9 Year Rule, Chair 5 Year Term & Succession Planning:</u> Discussed individual 1 to 1 meeting appointments arranged, with others to be pursued. Discussed ongoing recruitment exercise for additional Committee members. Noted interest from some staff of local RSLs.</p>	<ul style="list-style-type: none"> - Isobel will contact members to pursue. - JO to pursue and report back. 	<p>IF</p> <p>JO</p>

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	<p>JO also advised of potential interest from Santander staff. KB advised of opportunities with new and existing tenants.</p> <p>Discussed the option of Committee members and other staff members (Isobel and Mandy) identifying potential members and doing home visits together.</p>	<ul style="list-style-type: none"> - JO to pursue and report back after year end work. - Housing services staff to act as ‘talent spotters’ in all communications with customers and encourage involvement and pass on details to KB & JO. - Isobel to arrange with Committee May/June. 	<p>JO KB</p> <p>IF</p>
7.07	<p><u>Office Works:</u> Noted budgeted costs brought back within budget allowance and process commenced with building warrant and plans submitted to GCC. Likely minimum of eight weeks for building warrant process before works can commence.</p>		
7.08	<p><u>EVH:</u> Monthly report – noted issued 15/04/16, no matters arising. Members Event & AGM 03/04/16 – JB & MF provided feedback at Item 5.3. EVH Committee Meetings – dates of meetings given.</p>	<ul style="list-style-type: none"> - Members to advise Isobel if wish to attend. 	CoM
7.09	<p><u>Glasgow City Council:</u> Drumchapel Solar Panel Garden Opportunity - noted GCC attending Drumcog training of 16/05/16 to provide more detail. Local Housing Strategy – noted update on GCC produced Factsheets on housing in the City. GCC housing strategy consultation event 19/04/16 - noted JO apologies due to other priorities. Performance Outturn 2015/16 – noted GCC letter confirming grant spend (£43,000) and thanks for performance. SDFP – noted PHA request submitted for stage 3 adaptation funding at £40,000 per annum for three year period 2016-19. Future Housing Development Opportunities – noted report to be discussed at Item 10.</p>		

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7.10	<p><u>Drumcog:</u> Senior officers meeting – noted update from JO on meeting of 01/04/16 with NHS encouraging RSLs to support message about safer smoking. Noted next meeting 29/04/16 with local GP attending to discuss local health priorities and joint working opportunities.</p>	<ul style="list-style-type: none"> - Information to be distributed with PHA summer newsletter. - No matters to raise at next meeting. 	IF
7.11	<p><u>2016 – PHA 25th anniversary:</u> Draw undertaken for £25 prize draw for Mar – winner Tenant 1011. Noted not feasible to share gala day with Cernach in a bigger place like Drumchapel Park due to scale and security. PHA gala day agreed for Camstradden School 21/07/16, subject to school being available. Noted ongoing consultation for options for annual trip, with those who have attended over the past couple of year being written to and given survey to determine popular option. Discussed AGM date and arrangements.</p>	<ul style="list-style-type: none"> - Gala day 21/07/16 Camstradden School. - Delegated authority to staff to organise annual trip as appropriate following consultation. - AGM 28/07/16 at Community Centre. 	IF IF IF
7.12	<p><u>Wider Action Updates:</u> WFI – noted JO pursuing WFI to determine how to take forward for 2016/17. Northmuir Community Garden – confirmed PHA to continue providing support in kind.</p>		
7.13	<p><u>SFHA:</u> Confirmed membership renewed - £5,801 (2016/17).</p>		
7.14	<p><u>GWSEF:</u> Confirmed membership renewed - £2,255 (2016/17). Bi-monthly report – noted to be issued when received. Monthly forum meetings - noted 3rd Thursday of each month.</p>	<ul style="list-style-type: none"> - Members to advise Isobel if wish to attend. 	CoM

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7.15	<u>Share:</u> Confirmed membership renewed - £2420 (2016/17).												
7.13	<u>NASSO Awareness Group (NAG):</u> Noted JO had sent letter to advise PHA did not wish to have direct Committee representative at present.												
8. Annual Return on Charter (ARC) and EESSH													
8.1	JO presented the 2015/16 ARC to Committee, explaining results. KB advised that the maintenance information for the ARC was not yet complete. JO requested that Committee agree another meeting for considering the completed ARC and EESSH returns alone.	- Meeting arranged for Thursday 19/05/16 at 6.00pm.	JO/KB										
9. Correspondence													
	Noted record of correspondence issued since last meeting: <table border="1" data-bbox="197 847 999 1182"> <thead> <tr> <th data-bbox="197 847 412 935">Date Issued</th> <th data-bbox="423 847 999 935">Subject</th> </tr> </thead> <tbody> <tr> <td data-bbox="197 935 412 1018">08/04/2016</td> <td data-bbox="423 935 999 1018">Self-Assessment Forms with appointment date/time for L Ewart</td> </tr> <tr> <td data-bbox="197 1018 412 1094">15/04/2016</td> <td data-bbox="423 1018 999 1094">GWSF Housing Hustings event on 21 April</td> </tr> <tr> <td data-bbox="197 1094 412 1137">15/04/2016</td> <td data-bbox="423 1094 999 1137">EVH Monthly Report for April 2016</td> </tr> <tr> <td data-bbox="197 1137 412 1182">15/04/2016</td> <td data-bbox="423 1137 999 1182">April 2016 Committee Diary Update</td> </tr> </tbody> </table>	Date Issued	Subject	08/04/2016	Self-Assessment Forms with appointment date/time for L Ewart	15/04/2016	GWSF Housing Hustings event on 21 April	15/04/2016	EVH Monthly Report for April 2016	15/04/2016	April 2016 Committee Diary Update		
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10. A.O.C.B.													
	The Chair allowed the following A.O.C.B.: <u>Possible Development Opportunity:</u> JO issued report regarding a possible development opportunity.	- PHA, as part of Drumcog, to investigate opportunity further but with no commitment at present.	JO										

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	<p>Committee considered the report and the approach from Wheatley Group that Drumcog members consider joint development opportunities. Committee advised that the Association had no development aspirations at present but were happy to agree, as part of Drumcog, that the opportunity be investigated further without any initial commitment.</p> <p>There being no other business, the meeting closed at 8.00pm.</p>	<p>- Delegated authority to Drumcog Senior Officers to determine Drumcog representatives.</p>	<p>JO</p>

Minute Approved By: _____

Minutes Seconded By: _____

Signed By Chair: _____

Date: _____