

Report To:	Management Committee Meeting
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Agenda Item 3.1:	Minutes of Pineview Housing Association Ltd Committee Meeting Held in the Association's Office at 5 Rozelle Avenue on 31 October 2017 at 6.00pm
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Prepared By:	Joyce Orr, Director
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Date Prepared:	6 November 2017
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Meeting Date:	28 November 2017 at 6.00pm
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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			
1.	Sederunt		
	Present: Jean Black (JB) Gail Boyle (GB) Myra Frater (MF) Winifred McPhail (WM) Josephine McGinty (JMc) Victoria Phelps (VP) Anna Welsh (AW)	Apologies: Asa Brooks (AB) Jim O'Connor (JO'C) Amanda Smith (AS)	In Attendance: Karen Byrne (KB) – Housing Services Manager Howard Dales - FMD Linda Ewart – Governance Alliance Scotland Graham Gillespie – Wylie & Bisset (Internal auditors) Elizabeth Halliday - Observer Joyce Orr (JO) – Director
	JO issued summary report highlighting items that required decisions. Meeting started 6.00pm		

2.	Declaration of Interest		
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None

Item	Action	By
<p>Item 3 – Minutes of Previous meetings</p> <p>3.1 Minute of Management Committee Meeting of 26/09/17 noted. 3.2 Staffing Sub Committee Meeting of 10/10/17 noted. 3.3 Staffing Sub Committee Meeting of 17/10/17 noted. 3.4 Previous Minute Decision Implementation Report noted.</p> <p><u>Decisions Made:</u></p> <p>3.1 - Minute approved - proposed GB, seconded JB, signed by Chair JMc. 3.2 - Minute approved - proposed JB, seconded GB, signed by Chair JMc. 3.3 - Minute approved - proposed VP, seconded JB, signed by Chair JMc. 3.4 - Previous Minute Decision Implementation Report – approved recommendations within report.</p>	Various	Various
<p>Item 4 – Internal Management Business Plan Report</p> <p>Committee noted the report and considered its content.</p> <p>4.1 – noted performance KPIs to 31/09/17. 4.2 – noted ARC benchmarking and areas where PHA wish to improve. 4.3 - JO issued updated risk table. JO explained the recommendations for changes to risk table. GG suggested updating the risk “Inappropriate access to information” to “Inappropriate access to, and holding of information”. Discussed that universal credit impact covered by welfare reform risk. 4.4 – Committee had a closed session with internal auditor (KB, HD & JO left meeting for duration of this).</p> <p><u>Decisions Made:</u></p> <p>4.3 – Risk Management Review – approved update to risk table and business plan to be updated to reflect.</p>	JO	07/11/17
<p>Item 5 – Directors Report</p> <p>Committee noted the report issued (30/10/17), and considered its content.</p> <p><u>Decisions Made:</u></p> <p>5.05 - EVH Management Committee meeting 6/11/17 – to advise if wishing to attend. 5.06 - PHA to investigate possible equalities work with GCIL separate from Drumcog. 5.09 - SHARE Chairs’ Network 16/11/17 – JMc not attending this session.</p>	CoM JO -	06/11/17 27/02/18
<p>Item 6 – Finance & Corporate Services Reports</p> <p>6.1 Committee and Membership Report: JO apologised for error in issued report detailing Mrs Halliday as Mrs Kennedy – revised report issued. Committee noted the report and considered its content. Feedback on the 4 training events since the last meeting – all very useful. Noted next Drumcog training event due 20/11/17. Noted committee diary for November.</p> <p><u>Decisions Made:</u></p> <p>6.1.1 - Committee membership - Mrs Halliday invited to join committee if still interested after being observer. 6.1.4 - Training – GB to obtain details on Eden Project local events for 03/06/18. 6.1.5 - Health & Safety Sub-Committee meeting agreed for Thur 30/11/17 6.00pm.</p>	JO GB H&SSC ¹	23/11/17 Open 30/11/17

¹ H&SSC = Health & Sub-Committee = JB, GB, MF, JMc, JO’C.

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<p>6.2 Staffing & Health & Safety and Wellbeing Report: Committee noted the report and considered its content.</p> <p>6.2.1 - JO provided updates on anonymous absence details, costs of absence matters and action being taken. Committee satisfied with work being undertaken and range of advice being taken to support staff and protect the Association.</p> <p>6.2.2 – KB updated on estate caretaking service (ECT) and advised report will be provided to November committee meeting. JO took committee through request for temporary additional member of staff for 18 month period.</p> <p>6.2.3 – Committee noted intention to proceed with staff development work with Remarkable and associated cost.</p> <p><u>Decisions Made:</u></p> <p>6.2.2 – KB to provide report to Nov committee meeting regarding review of ECT service.</p> <p>6.2.3 – approved request for temporary Grade 6 assistant for period of 18 months, with arrangements delegated to HSM & Director. Update to Nov committee.</p> <p>6.3 Gifts and Hospitality Report: Committee noted the report and considered its content.</p> <p><u>Decisions Made:</u></p> <p>6.3.4 – Breast Cancer Now donation - Committee approved to add £120.00 donation to funds already raised by staff and customers (£110.24)</p> <p>6.4 Complaints & Compliments Report: Committee noted the report and considered its content. KB took committee through the case study to illustrate learning from complaints. Committee pleased to note compliments made.</p> <p><u>Decisions Made:</u> None.</p>	<p>KB</p> <p>KB/JO</p> <p>IF</p>	<p>28/11/17</p> <p>28/11/17</p> <p>28/11/17</p>
<p>Item 7 – Housing Services Reports</p> <p>Committee noted the report and considered its content. KB provided updates on kitchen contract; district heating works and gutter cleaning tender. KB took committee through Atkinson Partnership initial tender report for gutter cleaning. Committee noted increase in rent arrears debt. KB advised of work ongoing to tackle arrears levels.</p> <p>Committee discussed impact of GHR on application processing timescales and were aware of implication for performance but were pleased to open opportunities for more applicants.</p> <p>KB updated on HMO licence and GCC backlog. KB will continue to pursue.</p> <p>KB updated on Customer & Resident Forum and the removal of a forum member due to behaviour.</p> <p><u>Decisions Made:</u></p> <p>7.0.2 - Cyclical Programme: Approved joint appointment of landscaping consultants with Cernach & Drumchapel. Landscaping tender outcome to be brought to Committee for update when received. Gutter cleaning contract award approved subject to KB checking full tender report.</p> <p>7.0.6 – HMO Licence - To pursue GCC for monthly updates on progress.</p>	<p>KB</p> <p>KB</p> <p>KB</p> <p>KB</p>	<p>28/11/17</p> <p>27/02/18</p> <p>28/11/17</p> <p>Ongoing</p>

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<p>Item 8 – Policy Reviews</p> <p>8.1 Financial Regulations & Procedures: Committee noted the report and considered its content. HD explained the need for robust financial regulations and procedures due to the large sums of money managed by the Association. HD explained the need for tight financial controls and good risk management. HD explained that the Regulations are more strategic and that Procedures are more operational. Committee discussed suggested changes from external auditors, Alexander Sloan. Graham Gillespie, Wylie & Bisset Internal Auditor confirmed no additional changes suggested by Wylie & Bisset. HD explained that all staff and committee will be requested to sign to confirm their understanding and compliance with the Financial Regulations & Procedures.</p> <p><u>Decisions Made:</u> Approved adoption of revised Financial Regulations and Financial Procedures. All staff and committee to sign compliance declaration.</p> <p>8.2 Membership Committee noted the report and considered its content.</p> <p><u>Decisions Made:</u> Approved adoption of revised Membership Policy.</p> <p>8.3 Disaster Recovery Plan: Committee noted the report and considered its content.</p> <p><u>Decisions Made:</u> Approved adoption of revised Disaster Recovery Plan with appendices to be updated and Plan implemented from 01/12/17.</p> <p>8.4 Tenancy Management: Committee noted the report and considered its content. Committee noted there had been no implementation orders as yet from Scottish Government for tenancy related matters from the Housing (Scotland) Act 2014.</p> <p><u>Decisions Made:</u> Policy to remain without change and to be reviewed on receipt of implementation orders or in 1 years’ time, whichever comes first.</p> <p>8.5 Stock Condition Survey: Committee noted the report and considered its content.</p> <p><u>Decisions Made:</u> Approved adoption of revised stock condition survey policy.</p> <p>8.6 Attendance & Absence Management: Committee noted the report and considered its content. Committee noted EVH model policy review due by end November 2017.</p> <p><u>Decisions Made:</u> Review of policy to be delayed until January 2018 in order to take account of EVH model policy review.</p> <p>8.7 Office Call-Out: Committee noted the report and considered its content. Committee discussed standby and call out cost section and amended provisions as follows: no standby allowance (terms & conditions should cover most circumstances); no telephone call allowance</p>	<p>JO IF - Staff/CoM</p> <p>JO</p> <p>IF</p> <p>KB</p> <p>JO</p> <p>JO</p>	<p>01/11/17 01/12/17</p> <p>01/11/17</p> <p>01/12/17</p> <p>Oct 2018</p> <p>01/11/17</p> <p>30/01/18</p>

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<p>for staff (all staff have access to Association mobile phones); call out rate at time and one half, totalling a minimum of 3 hours and to be taken as pay or toil.</p> <p><u>Decisions Made:</u></p> <p>Revised policy to be updated with above changes and adopted.</p>	JO	01/11/17
<p>Item 9 – Correspondence Committee noted correspondence issued.</p>		
<p>Item 10 – A.O.C.B There was no other business raised.</p>		
<p>Committee thanked Linda Ewart and Graham Gillespie for their attendance.</p> <p>There being no other business, the meeting closed at 7.55pm.</p>		

Minute
Approved by: Myra Frater

Minute
Seconded by: Winnine McPhail

Signed by
Chairperson: Josephine McGinty

Date: 28/11/17