

<b>Agenda Item 3.2:</b>	Minutes of Pineview Housing Association Ltd Committee Meeting Held in the Association's Office at 5 Rozelle Avenue on 29 November 2016 at 6.00pm
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<b>Date Prepared:</b>	30 November 2016
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<b>Meeting Date:</b>	31 January 2017
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<b>Author:</b>	Joyce Orr, Director
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<b>Minutes - Rule 62 - SFHA Charitable Model Rules (Scotland) 2013</b>
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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.

<b>Item</b>	<b>Purpose/Information/Recommendations:</b>		
<b>1.</b>	<b>Sederunt</b>		
	<b>Present:</b> Jean Black (JB) Myra Frater (MF) Josephine McGinty (JMc) Kenny McGinty (KMc) Winifred McPhail (WM) Jim O'Connor (JO'C) Amanda Smith (AS) Anna Welsh (AW)	<b>Apologies:</b> Sharon Kane (SK) Melanie Paterson (MP) – leave of absence	<b>In Attendance:</b> Karen Byrne (KB) – Housing Services Manager Howard Dales (HD) – FMD Joyce Orr (JO) – Director  Lorna Shaw (LS) – Research Resource (left 6.30pm)
	<b>Meeting started 6.00pm</b>		

Item	Purpose/Information/Recommendations Noted:	Committee Decision Made/Follow Up Required:	Action:
<b>2.</b>	<b>Declaration of Interest</b>		
	Attendees to highlight any declaration of interest matters – no declarations.		
<b>8.</b>	<b>Tenant Satisfaction Survey Results Presentation</b>		
	Lorna Shaw (LS) of Research Resource was in attendance and presented results to Committee. LS advised that Pineview results were very good on their own and in comparison with other RSLs. LS advised that customer care satisfaction appears lower in comparison with other positive results throughout and this may be an area of service that the Association could review further. The meeting reviewed and discussed the results against the 2013 results and the 2015/16 Scottish average ARC results. Following discussion, Committee thanked LS for her presentation and LS left the meeting.	- Action plan to be devised in New Year to address any areas of concern from survey.	JO
<b>3.</b>	<b>Minutes of Previous Meetings</b>		
3.1	Record of previous meetings and decisions made: Minute of Staffing Sub Committee Meeting of 25/10/16. Minute of Management Committee Meeting of 25/10/16.	- Minute approved. Proposed MF, Seconded KMc. - Minute approved. Proposed JO'C, Seconded WMc.	
A successful fire drill took place, with the time to evacuate to muster point 1 minute 50 seconds. IF will update health and safety file records.			IF
<b>4.</b>	<b>Internal Management Business Plan</b>		
	Committee noted the report and considered its content. The meeting discussed progress against business planning priorities to November 2016 noting 20/34 priorities fully met, 4 partly met and 10 not met. The meeting discussed reasons given for those only partly met/not met and recommendation to carry forward targets to next reporting quarter, whilst recognising that they may not all be achievable within next quarter. There were no amendments or changes made to plan priorities.	- Approved recommendation to carry forward targets not fully met to next quarter (Dec – Feb).	JO/KB

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<b>5.</b>	<b>Finance &amp; Corporate Services</b>		
5.1	<p><u>1<sup>st</sup> Draft Budget &amp; Rent Increase 2017:</u>            Committee noted the report and considered its content. The meeting discussed the assumptions used and the resultant income and expenditure, balance sheet, cashflow statement and KPI outcomes (all met).            The meeting discussed that greatest unknown is inflation and the predictions for it to rise throughout 2017. Committee considered the proposed rent increase of 1.5% with sensitivity analysis at 1% &amp; 2%.            The meeting discussed the importance of the pending stock condition cost calculations for the long term projections. JO advised these will not be complete for the final budget setting, but will be incorporated into long term projections when received and brought to Committee for consideration and decision.            Committee queried the cashflow impact if the 2016/17 planned replacement work was not complete within financial year. HD explained that the opening cash position for 2017/18 would be higher and costs would be accounted for during 2017/18.            Committee noted that turnover looks down but that this is purely a book keeping matter due to the way that HAG is now treated within the accounts.</p> <p>Committee were requested to make decisions on the following:</p> <ul style="list-style-type: none"> <li>● Rent increase consultation</li> <li>● Homelink care unit rent freeze recommendation</li> <li>● Homelink care unit service charge reduction (£120 per unit, per month)</li> <li>● Approve draft budget, subject to outcome of rent consultation and covenant compliance.</li> </ul>	<ul style="list-style-type: none"> <li>- Updating of stock condition information and long term expenditure profile to prioritised during quarter 4.</li>   <li>- Consultation on 1.5%, with options of 1% and 2%.</li> <li>- Homelink rents frozen pending review of structure.</li> <li>- Homelink service charges to be reduced as per recommendation.</li> <li>- Committee approved draft budget as presented, subject to outcome of rent consultation and covenant compliance testing. Final budget proposals to be brought to January CoM meeting for decision.</li> </ul>	<p>JO/HD</p> <p>IF/JO IF IF</p> <p>HD/KB/JO</p>
5.2	<p><u>Membership &amp; Committee Report:</u>            Committee noted the report and considered its content.</p>		

Item	Purpose/Information/Recommendations Noted:	Committee Decision Made/Follow Up Required:	Action:
	<p>The meeting considered 2 Share applications.            JB &amp; JMc provided feedback on EVH conference.            Attending members gave feedback on October Druncog Training “Budget Setting &amp; Monitoring”, November session on “Governing Body as an Employer” and copies of presentations/handouts were given to other members for learning.</p>	<ul style="list-style-type: none"> <li>- Approved Share applications 735 &amp; 736.</li> <li>- Committee to highlight any training interest they may have.</li> <li>- Committee to highlight and obstacles to attending meetings.</li> </ul>	<p>IF  CoM CoM</p>
5.3	<p><u>Staffing &amp; Health &amp; Safety and Wellbeing Report:</u>            Committee noted the report and considered its content.            The meeting discussed the outcome of October Fire Risk Assessment and the matters to be actioned.            The meeting discussed the outcome of October General Office Risk Assessment, recommendations and matters to be actioned.            The meeting discussed the recent stress audit and the survey outcome. It was noted that on the whole it was a positive outcome and that care had to be taken when interpreting results due to small number involved.            ECT Recruitment – KB confirmed appointment will commence 05/01/17 subject to satisfactory references.</p>	<ul style="list-style-type: none"> <li>- Deficiencies and recommendations to be pursued, addressed and implemented.</li> <li>- Deficiencies and recommendations to be pursued, addressed and implemented.</li> <li>- Officers to determine any follow on action plan and implement.</li> </ul>	<p>IF/JO  IF/JO  IF/JO/KB</p>
5.4	<p><u>Gifts and Hospitality Report:</u>            Committee noted the report and considered its content.</p>	<ul style="list-style-type: none"> <li>- Approved register entries - signed by JB, MF &amp; JMc.</li> </ul>	<p>IF</p>
<b>6. Housing Services Reports</b>			
6.1	<p><u>Housing Services Update Report:</u>            Committee noted the report and considered its content.            KB advised Committee that there were additional periodic electrical inspections due during December and that these had not been picked up by earlier programming due to inaccurate coding in SDM, which was being resolved.            The meeting discussed the district heating system recommendations from Cadogans (specialist engineering consultant) and considered the risk assessment given by KB on the current situation and possible scenarios.</p>	<ul style="list-style-type: none"> <li>- Backlog to be pursued as a priority and records updated.</li> <li>- Approved unplanned spend for temporary plant to be secured for operation before Christmas break.</li> <li>- Replacement plant work to be pursued with Cadogans on return after Christmas break.</li> </ul>	<p>KB  KB KB</p>

Item	Purpose/Information/Recommendations Noted:	Committee Decision Made/Follow Up Required:	Action:
	<p>The meeting discussed the priority to winter proof the plant system for supplies to 93 households. KB advised that there had been no update yet on metering requirements. KB confirmed, as discussed previously, that cost of smoke detectors contract would be much higher than budgeted due to volume now identified as required (budgeted £20,000, with cost more likely to be nearer £40,000). JO advised that 2016/17 kitchens and boilers at tender stage but timing tight for 31/03/17 completion. Meeting discussed issue of time period available and likely impact on tender costs if period too short. Discussed option to delay until 2017/18. KB updated that some of 2016/17 painterwork will be carried forward to 2017/18 due to impracticality of trying to complete during winter months (external works).</p>	<ul style="list-style-type: none"> <li>- Approved staff to pursue outwith policy/procedure due to exceptional nature of circumstances and risk to tenants.</li> <li>- Approved expenditure with works to commence January 2017.</li> <li>- Tender opening arranged for 07/12/16.</li> <li>- Approved delegated authority to officers to discuss with Atkinson Partnership and determine timeline with works to be carried over to 2017/18 if more appropriate. 2017/18 budget to be updated if works carried forward.</li> <li>- Approved carry forward with works to be completed before end of Quarter 1 2017/18. Cost of works to be carried forward into 2017/18 budget as required.</li> </ul>	<p>KB</p> <p>KB/HD</p> <p>KB/HD</p> <p>KB</p>
6.2	<p><u>Implementation of Decree For Repossession Report x 2:</u> Committee noted the report and considered its content. The meeting considered the background to the cases, the level of debt owed and the lack of payments made. KB updated on arrears and confirmed procedures being followed but slower than should be, resulting in arrears being higher than they should be by eviction stage. KB advised action being pursued with relevant staff members to improve performance.</p>	<ul style="list-style-type: none"> <li>- Approved implementation of decrees for repossession be for cases 1254 and 1023.</li> <li>- Arrears work for other cases to be undertaken more intensely to enable pre legal requirements to be satisfied and cases considered for repossession action before arrears get so high.</li> </ul>	<p>KB</p> <p>KB</p>
<b>7.</b>	<b>Directors Report</b>		
7.01	<p><u>Decisions Between Meetings:</u> Committee noted the report and considered its content. 7.02 Decisions Between Meetings - Noted decision between meetings for investment decision for 23/11/16. The meeting considered the two investments maturing during December 2016. 7.04 Pensions – The meeting considered FS60 pension contribution consultation, with responses to be with TPT by 31/01/17.</p>	<ul style="list-style-type: none"> <li>- Delegated authority to JO &amp; HD to determine investments for maturing deposits during December and to report back to CoM through January 2017 Treasury Management report.</li> <li>- FS60 Contribution to be as previously approved (Employer 14.6, Employee 12.5) unless consultation outcome requires further Committee consideration.</li> </ul>	<p>JO/HD</p> <p>JO</p>

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	<p>7.05 Governing Body Annual Review – The meeting considered the update on the recommendations from 2016 annual review and proposal for 2017 review.</p> <p>7.06 EVH – Directors Appraisal – The meeting considered advice for EVH re 360 appraisal, and training organised for 5pm 30/11/16.</p> <p>7.08 Drumcog – SHIP Consultation Response – The meeting considered the draft joint Drumcog response as developed by Colin Armstrong, Development Officer at Cernach HA.</p> <p>7.09 25<sup>th</sup> Anniversary – Monthly Prize Draw – Final £25 prize draws undertaken for November and December.</p> <p>7.14 Donations – Request from Scottish Charity Glasgow City Mission for Glasgow Winter Night Shelter emergency accommodation.</p>	<ul style="list-style-type: none"> <li>- Share to attend Feb CoM meeting to give awareness session on e-learning opportunities.</li> <li>- Develop role descriptions for office bears during Jan/Feb 2017 if not developed by Drumcog.</li> <li>- Linda Ewart to attend Feb CoM meeting to commence 2017 review process.</li> <li>- Committee to completed 360 appraisal survey of Director during December 2016.</li> <li>- Office bearers to attend training of 30/11/16 and other members invited.</li> <li>- Approved return of joint Drumcog response by Cernach HA.</li> <li>- Prize draw winners - Nov = Tenant 501, Dec = Tenant 1237.</li> <li>- £50 donation to be sent.</li> </ul>	<p>JO</p> <p>JO</p> <p>JO</p> <p>CoM</p> <p>CoM</p> <p>JO</p> <p>IF</p> <p>IF</p>
<b>9.</b>	<b>Policy Reviews</b>		
9.1	<p><u>G.04 Disaster Recovery Plan:</u> Committee noted the report and considered its content. JO explained recommended revisions to policy.</p>	<ul style="list-style-type: none"> <li>- Approved reviewed policy for implementation.</li> </ul>	<p>IF/JO</p>
9.2	<p><u>S.16 Office Call Out Policy &amp; Procedure:</u> Committee noted the report and considered its content. JO explained recommended revisions to policy.</p>	<ul style="list-style-type: none"> <li>- Approved reviewed policy for implementation.</li> <li>- Remuneration section approved but to be further reviewed during 2017 to ensure not excess within sector.</li> </ul>	<p>IF/JO</p> <p>IF/JO</p>
9.3	<p><u>Customer Care:</u> Committee noted the report and considered its content. JO explained recommended revisions to policy.</p>	<ul style="list-style-type: none"> <li>- Approved reviewed policy for implementation, subject to any changes from Resident &amp; Customer Forum.</li> <li>- Customer Care Charter to be updated during Jan 2017 following customer forum review Dec 2016.</li> </ul>	<p>KB</p> <p>KB/IF</p>

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		- Customer Care Charter to be updated each time performance targets change.	IF
9.4	<u>S.14 ICT:</u> Committee noted the report and considered its content. JO explained recommended revisions to policy following work with Internal Auditor and IT Support contractor.	- Approved reviewed policy for implementation.	JO/IF
9.5	<u>S.17 Recruitment &amp; Selection:</u> Committee noted the report and considered its content. JO explained recommended revisions to policy.	- Approved reviewed policy for implementation. - Application forms to be amended to reflect policy in respect of proof to work in the EU (only successful interviewee).	IF IF
<b>10.</b>	<b>Correspondence</b>		
	Noted correspondence, issued since last meeting, not already referred to in reports: Share Annual Conference 10 – 12 March 2017, Pebbles.	- Members to advise if would like to attend.	CoM
<b>11.</b>	<b>A.O.C.B.</b>		
	The following AOCB was allowed by the Chair:  GCC Grant Signatories: Joyce Orr advised Committee of the request from Glasgow City Council to have confirmation that Karen Byrne, Housing Services Manager, is an approved signatory for the Association for the submission of grant claims to Glasgow City Council.  KMcGinty to complete Register of Interest update form to reflect change of employer.  Insurance tender arrangements: JO and HD explained procurement requirements for insurance cover.	- Committee confirmed Karen Byrne as an authorised signatory and the required forms were completed at meeting. Karen to return the required paperwork to GCC.  - Update form completed at meeting.  - Approved appointment of Maureen Batten to undertake tender process.	KB  IF  HD/JO

Item	Purpose/Information/Recommendations Noted:	Committee Decision Made/Follow Up Required:	Action:
	There being no other business, the meeting closed at 8.00pm.		

Minutes Approved By     *K McGinty*    

Minutes Seconded By     *M Frater*    

Signed by Chair     *J Black*    

Date     *31 January 2017*