

<b>Agenda Item 3:</b>	Minutes of Pineview Housing Association Ltd Committee Meeting Held in the Association's Office at 5 Rozelle Avenue on 26 July 2016 at 6.00pm
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<b>Date Prepared:</b>	12 August 2016
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<b>Meeting Date:</b>	30 August 2016
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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.

Item	Purpose/Information/Recommendations:		
<b>1.</b>	<b>Sederunt</b>		
	<b>Present:</b> Jean Black (JB) Myra Frater (MF) Winifred McPhail (WM) Josephine McGinty (JMc) Kenny McGinty (KMc) Jim O'Connor (JO'C) Melanie Paterson (MP)	<b>Apologies:</b> Sharon Kane (SK) Amanda Smith (AS) Anna Welsh (AW) Aziz Yasin (AY)	<b>In Attendance:</b> Matthew Leach – Observer  Karen Byrne (KB) – Housing Services Manager Howard Dales (HD) – FMD Joyce Orr (JO) – Director
	<b>Meeting started 6.10pm</b>		

Item	Purpose/Information/Recommendations Noted:	Committee Decision Made:	Action:
<b>2.</b>	<b>Declaration of Interest</b>		
	<p>Attendees to highlight any declaration of interest matters – No declarations.</p> <p>Attendees with a declaration to remove themselves from the meeting and discuss matter with Director – not required.</p> <p>Attendees to advise of any changes required to any previously declared interests - none.</p>		
<b>3.</b>	<b>Minutes of Previous Meetings</b>		
3.1	<p>Record of previous meetings and decisions made: Minute of Management Committee Meeting of 28 June 2016. No matters arising.</p>	<p>- Minute approved as a true and accurate record. Proposed KM, Seconded JOc.</p>	
<b>4.</b>	<b>Internal Management Business Plan</b>		
	<p>Committee considered and discussed the business planning report, noted content and made decisions on the following:</p> <ul style="list-style-type: none"> <li>• Financial Information Section of Plan</li> <li>• Financial Performance Monitoring Targets for 2016/17</li> <li>• Business Plan Update</li> <li>• Performance Monitoring Outturns to 30/06/16 – noted and discussed performance. Committee acknowledged performance achieved and considered updates provided for missing information and areas where performance not met/figures changed. Noted HD explanation of differences in KPIs from those given in management account report. Noted KB explanation for Housing Services performance, particularly the impact of staff absence.</li> <li>• Drumcog ARC Benchmarking – noted performance benchmarking exercise undertaken.</li> </ul>	<ul style="list-style-type: none"> <li>- Approved Financial Information Section of Plan.</li> <li>- Determined 2016/17 financial performance monitoring targets.</li> <li>- Agreed business plan update</li> <li>- JO to update BP.</li> <li>- Approved delay to Annual Report production to include SHR ARC comparisons.</li> <li>- Approved recruitment of temporary cover whilst HSO Maintenance still off on long term sick leave.</li> </ul>	<p>JO</p> <p>JO</p> <p>JO</p> <p>JO</p> <p>JO</p> <p>KB</p>

Item	Purpose/Information/Recommendations Noted:	Committee Decision Made:	Action:
<b>5.</b>	<b>Finance &amp; Corporate Services</b>		
5.1	<p><u>Management Accounts to 30/06/16:</u>            HD presented the management accounts to the meeting. HD explained income down from budget due to Stage 3 grant not claimed at present. Costs lower than budgeted but largely due to timing.            Meeting noted favourable variance of £76,256 but some invoices still awaited for quarter. Large positive variance in cyclical maintenance costs largely due to timing of invoices and payments. Large negative variance in financial services costs due to additional work for accounting changes, and variance compensated by positive staff cost variance.            Meeting noted Cashflow projection - 12 month cashflow with closing balance throughout year of £3.4 – £3.5m.            Meeting noted all loan covenant tests met.            HD explained KPI results in line with expectations – noted by meeting.</p>	<p>- Approved accounts for onward submission to lenders as part of covenant compliance requirement.</p>	
5.2	<p><u>Treasury Management Report as at 30/06/16:</u>            HD presented the report to the meeting.</p> <p>Meeting noted Loans balance approx £4,282,802 with 23.5% fixed and 76.5% variable. Meeting noted current benefit of variable loans due to low interest rates.            Meeting noted update on HD negotiation with Clydesdale Bank to agree interest cover covenant calculation as a result of FRS102 changes. HD advised work to ensure position of neutrality, that is, no worse or better than under old accounting format. JO advised that there will be a cost to the Association for Clydesdale Bank legal fees in reviewing covenant and paperwork will require to be brought to Committee for signing.</p>	<p>- Approved expenditure to review covenant.</p>	<p>HD/JO</p>

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	<p>Meeting noted balances of Deposit &amp; Current Accounts - approx £3,511,850 (£3,154,367 in deposits). Figures from end of month bank statements, therefore differ from management accounts.</p> <p>Meeting noted no maturing deposits until September 2016.</p> <p>Discussed deposits to maintain 3 way split between banks and office bearers to be consulted on rates at time of reinvestment.</p>	<ul style="list-style-type: none"> <li>- Office bearers to be consulted on rates at time of reinvestment, with 3 way split maintained.</li> </ul>	<p>HD/JO</p>
5.3	<p><u>Membership &amp; Committee Report:</u></p> <p>Share applications for consideration = 0 applications considered.</p> <p>Membership noted at 30/06/16 = 219.</p> <p>Committee attendance record – noted below target over year (70%) at 68%, BUT above target for current members at 80.6%.</p> <p>Committee Drumcog training record – noted attendance below target over year (50%) at 48%, BUT above target for current members at 63%.</p> <p>Next Committee Drumcog training 19/09/16 on tenant participation, involving the community, capturing feedback and tenant scrutiny.</p> <p>Committee diary of events to 30/08/16 noted – MP gave apologies for AGM.</p> <p>JO requested that H&amp;S Sub Committee meeting time be brought forward to 5.00pm.</p>	<ul style="list-style-type: none"> <li>- Any obstacles to attendance to be highlighted by Committee.</li> <li>- Any obstacles to attendance to be highlighted by Committee.</li> <li>- Members encouraged to attend. To advise IF if not able to attend.</li> <li>- To advise IF if interested in attending any additional events.</li> <li>- H&amp;S meeting brought forward to 5.00pm – KM to advise if causes any issue.</li> </ul>	<p>CoM</p> <p>CoM</p> <p>CoM</p> <p>CoM</p> <p>Office Bearers/JO/IF</p>
5.4	<p><u>Staffing &amp; Health &amp; Safety and Wellbeing Report:</u></p> <p>Attendance - Staff absence for Qtr.1 – 57 working days, 8.24%, less long term = 2.46%. Target for annual 2016/17 - 4%.</p> <p>Accidents, incidents or near misses – 2 during quarter – 1 resident accident, 1 staff member incident. Meeting noted action taken to date and follow up work to be completed.</p> <p>EVH/ACS Health &amp; Safety Audit – noted new date 05/10/16.</p>	<ul style="list-style-type: none"> <li>- Suitable signage for all closes to be sourced and put in place by 30/09/16. Procedure for auditing close cleaning process to be reviewed and implemented by 30/09/16.</li> </ul>	<p>KB</p>
5.5	<p><u>Complaints Report:</u></p> <p>Meeting noted complaint and compliment statistics for quarter.</p>		

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	<p>Complaints - 7 stage 1 complaints received in quarter. 4 responded to within time, other 3 will be dealt with through staff training (giving customers unwelcome decisions, and importance of timescales for getting back to customers).</p> <p>Compliments - 8 Compliments received in quarter, 7 from tenants. Meeting welcomed positive compliments.</p>	<ul style="list-style-type: none"> <li>- Internal staff training to be undertaken on implementing Association policies and dealing with complaints and responding to customers within timescale.</li> </ul>	KB
5.6	<p><u>Secretary's Statement Report:</u> Meeting acknowledged and noted Pre AGM Secretary's Report confirming that Rules 62 – 67 have been complied with since 2015 AGM.</p>	<ul style="list-style-type: none"> <li>- Acknowledgement of Secretary's Statement Report to be recorded in meeting minute.</li> </ul>	JO
5.7	<p><u>Gifts and Hospitality Report:</u> Meeting noted details of gifts/hospitality received and given and noted entries in register since previous report.</p>	<ul style="list-style-type: none"> <li>- Approved entries in register and signed register declarations.</li> </ul>	IF
<b>6.</b>	<b>Housing Services Reports</b>		
6.1	<p><u>Housing Services Update Report:</u> KB provided Committee with updates on:</p> <ul style="list-style-type: none"> <li>- gas servicing &amp; maintenance contract – invoicing with City Building resolved; KB explained issues with district heating system and advised of recommendation to have independent assessment undertaken. KB explained lack of specialists in this field and that other RSLs had recommended Cadogans, an engineering consultant;</li> <li>- 2015/16 kitchen and boiler renewal contract satisfaction and snagging update;</li> <li>- 2016/17 paintwork contract update. JO explained previous lack of maintenance work to stock and lack of detail in tender is resulting in additional costs now being identified that have not been budgeted for. Estimated cost of repair work and missing painterwork detail in the region of £35,000.</li> </ul>	<ul style="list-style-type: none"> <li>- Approved appointment of Cadogans to review system and help try to resolve matters.</li> <li>- Approved additional non-budgeted expenditure on painterwork contract.</li> <li>- Review of 2017/18 painterwork estimated costs to be undertaken as part of 2017/18 budget process.</li> </ul>	<p>KB</p> <p>KB/JO</p> <p>KB</p>

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	<p>Committee discussed the need to resolve past issues, move forward and ensure desired standards met.</p> <ul style="list-style-type: none"> <li>- Rent arrears and legal action update. KB updated the meeting on the increase in current tenant arrears. KB explained that an action plan has been implemented with KB looking at cases much more closely with staff through weekly monitoring meetings, caseload reviews, much more proactive action, and performance review processes.</li> <li>- Action for Children 2016 project – 2 projects planned for autumn.</li> <li>- Factoring arrears – increase in debt and cases. KB explained action being taken in line with rent arrears as detailed above and reductions in debt anticipated.</li> <li>- KB provided further updates on the following: <ul style="list-style-type: none"> <li>GHR – forum been involved in testing and GCC still anticipating go live by end of September.</li> <li>TSS – programming meeting arranged for August and customer forum meeting of 07/09/16 reviewing format prior to approval.</li> <li>Rent structure review – Dunbritton gave a presentation of their recent experience to Drumcog senior officers. KB pursuing costs.</li> </ul> </li> </ul>		
<b>7.</b>	<b>Directors Report</b>		
7.01	<u>Decisions Between Meetings:</u> No decision taken since last meeting:		
7.02	<u>Scottish Housing Regulator (SHR):</u> Committee noted the following: Five Year Financial Projections and Loan Portfolio – both returns submitted to SHR 29/06/16. AFS Return for 2015/16 due to SHR by 30/09/16 – HD explained that the return contains figures from approved annual accounts	- Copy of AFS return to be brought to August CoM.	JO

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	<p>and five year financial projections, along with a copy of the approved signed Financial Statements, Management Letter and Management Response. A copy of the return will be brought to the August CoM for consideration before submission through the SHR portal before the 30/09/16 deadline.</p> <p>SHR Landlord reports due from SHR by 31/08/16 – to be issued to tenants.</p>		
7.03	<p><u>Stock Condition Survey &amp; Life Cycle Costings Review:</u> Noted work still ongoing to resolve missing and inaccurate historical information held by PHA – to be complete during August if possible.</p>	<p>- JO, KB &amp; HD to prioritise reconciling of historic information during summer to allow full costing work to progress.</p>	JO/KB/HD
7.04	<p><u>Pensions:</u> Noted auto enrolment – staging date 01/08/16, staff advised and further letters to be issued. Noted SHAPS Survey Results – maintaining aggregate deficit contributions to reduce recovery plan term. No changes to range of benefits but SHAPS will undertake further investigation into possibilities to change normal pension age.</p>		
7.05	<p><u>Governing Body Appraisal and Succession Planning:</u> Committee noted and discussed the following: Annual review: - Recommendations to be implemented and reported on during coming months. - Nine year rule confirmation to be minuted for Myra Frater and Josephine McGinty. Committee members recruitment: - 11 Members. - Director will pursue others that have shown an interest. - Isobel to contact Committee members to take forward tenant recruitment drive during August.</p>	<p>- Recommendations to be implemented over the coming months. - Minute approval of Myra Frater and Josephine McGinty to continue as Committee members. - Isobel contact local Committee members to take forward tenant recruitment drive during August.</p>	<p>JO JO IF</p>

Item	Purpose/Information/Recommendations Noted:	Committee Decision Made:	Action:
	<p>Chair Succession Planning:</p> <ul style="list-style-type: none"> <li>- Plan to have Vice Chair in place shadowing as quickly as possible and before December 2016 at latest.</li> </ul> <p>Office Bearers Role Descriptions:</p> <ul style="list-style-type: none"> <li>- Director to draft up role descriptors for Committee to consider, with Drumcog looking to adopt also.</li> </ul>	<ul style="list-style-type: none"> <li>- Non-office bearers to consider taking on role of Vice Chairperson.</li> <li>- Draft up office bearer role descriptions in partnership with Drumcog and bring back to Committee for consideration.</li> </ul>	<p>CoM</p> <p>JO</p>
7.06	<p><u>EVH:</u>  Monthly report – no report for July received.  EVH Committee Meetings – next four meeting dates given – Monday 05/09/16, 03/10/16, 07/11/16, 05/12/16</p> <p>Salaries &amp; Terms &amp; Conditions of Employment Consultation – Noted that consultation document previously issued to members for discussion and decision at August committee meeting. Noted EVH holding 1 ½ hour consultation events for committee members during August. JO recommended that 1 or more Committee members attend to assist in making response decision at August CoM.</p>	<ul style="list-style-type: none"> <li>- Advise IF/JO if wish to attend.</li> <li>- JB &amp; KM to attend EVH consultation event 25/08/16. IF will book.</li> <li>- Determine response to consultation at August CoM.</li> </ul>	<p>CoM</p> <p>IF/JB/KB</p> <p>CoM</p>
7.07	<p><u>Glasgow City Council:</u>  SDFP – noted grant approval of £30,000 for stage 3 adaptations.  Future Housing Development Opportunities – noted update on GHA plans; lack of housing demand analysis for GHA proposals; and grant rates issue. Committee discussed and decided not to pursue development activities at this point in time as risk still too uncertain and resources to be concentrated on improvement to existing stock and services.  Housing Strategy – noted update on GCC Housing Strategy 2017-22 consultation. Response will be submitted from member organisation GWSF rather than directly from PHA.</p>	<ul style="list-style-type: none"> <li>- JO to continue to attend meetings for information, no commitment from Association to any development at present.</li> </ul>	<p>JO</p>



Item	Purpose/Information/Recommendations Noted:	Committee Decision Made:	Action:
7.08	<p><u>Drumcog:</u>  Drumchapel HC – Committee further discussed DHC strategic partnership proposal and the potential benefits and risks associated with this. Committee decided that, at present, the time was not quite right for PHA to take this further. Committee want PHA to concentrate on its own priorities at present and do not believe the Association has spare service resources to share. Agreed that this be the decision unless there was anything different included in the correspondence from DHC about Stage 2 of the process. Confirmation of decision on receipt of stage 2 information delegated to office bearers as DHC timetable falls outwith PHA meeting timetable.  Joint Procurement – noted ongoing work to examine reactive repair options.  Senior officers meeting – Next meeting 29/07/16.</p>	<ul style="list-style-type: none"> <li>- PHA decline offer unless anything different in stage 2 correspondence from DHC.</li> <li>- Decision delegated to office bearers on receipt of stage 2 information.</li>   <li>- Confirmed delegated authority to KB &amp; JO to continue with process and keep CoM updated.</li> <li>- No matters to raise</li> </ul>	<p>CoM/JO</p> <p>Office Bearers/JO</p> <p>KB/JO</p>
7.09	<p><u>2016 – PHA 25<sup>th</sup> Anniversary &amp; AGM 2016:</u>  Prize draw - £25 prize draw for July undertaken.  25<sup>th</sup> Anniversary Gala Day 21/07/16 – reviewed the day and agreed that it was a great success with everyone attending having a great day.  AGM – 28/07/16 Community Centre. 6.15pm for 6.30pm start. All arrangements in place.  Post AGM Committee meeting (7.00 – 7.30pm) to determine office bearers, Committee structure, representation, meeting timetable and signing of declarations etc.</p>	<ul style="list-style-type: none"> <li>- Winner Tenant 455 from Waverley Phase 1.</li> <li>- Thanks to be passed to IF for all the organising and the staff team for work on the day.</li>   <li>- JO to arrange bingo machine if required.</li>   <li>- Post AGM Committee meeting (7.00 – 7.30pm)</li> </ul>	<p>IF</p> <p>JO</p> <p>JOc</p> <p>CoM/JO</p>
7.10	<p><u>Wider Action Updates:</u>  WFI – noted update on support.  Northmuir Community Garden – noted update on support.  Action for Children – noted update as per housing services report.</p>		

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7.11	<p><b>SFHA:</b> Noted update on SFHA Governance Documents review scheduling plans:</p> <ul style="list-style-type: none"> <li>- Entitlements, Payments and Benefits Policy – July 2016, at earliest.</li> <li>- Code of Conduct(s) – July 2017, at earliest</li> </ul> <p>SFHA AGM 24/08/16 in Edinburgh. JO representative.</p>	<ul style="list-style-type: none"> <li>- PHA to continue with existing documents/policies and delay any planned review pending SFHA reviews.</li> <li>- JO submit apologies.</li> </ul>	<p>JO/IF</p> <p>JO</p>								
7.12	<p><b>GWSE:</b> Bi-Monthly report – noted report for June/July issued 06/07/16.</p>	<ul style="list-style-type: none"> <li>- No matters to raise</li> </ul>									
7.13	<p><b>Xmas 2016:</b> Committee discussed general options. Preference to retain as a lunch. Those that had been to The Pond Hotel were happy with arrangement but also happy to consider other options.</p>	<ul style="list-style-type: none"> <li>- Location option to be brought to Aug CoM for consideration.</li> <li>- Lunch event.</li> <li>- Committee, staff and forum members as previous.</li> </ul>	<p>IF</p>								
<b>8.</b>	<b>Correspondence</b>										
	<p>Noted record of correspondence issued since last meeting:</p> <table border="1" data-bbox="197 919 936 1098"> <thead> <tr> <th>Issued</th> <th>Subject</th> </tr> </thead> <tbody> <tr> <td>06/07/2016</td> <td>July 2016 Committee Diary Update</td> </tr> <tr> <td>06/07/2016</td> <td>GWSF June/July Update</td> </tr> <tr> <td>06/07/2016</td> <td>EVH Salaries Negotiation Event</td> </tr> </tbody> </table> <p>Considered additional correspondence presented at meeting:</p> <ul style="list-style-type: none"> <li>- Councillor Carey update on retail park development.</li> <li>- GCC environmental task force roadshow event at Drumchapel Library 02/08/16.</li> </ul>	Issued	Subject	06/07/2016	July 2016 Committee Diary Update	06/07/2016	GWSF June/July Update	06/07/2016	EVH Salaries Negotiation Event	<ul style="list-style-type: none"> <li>- To advise IF if wish to attend.</li> </ul>	<p>CoM</p>
Issued	Subject										
06/07/2016	July 2016 Committee Diary Update										
06/07/2016	GWSF June/July Update										
06/07/2016	EVH Salaries Negotiation Event										
<b>9.</b>	<b>A.O.C.B.</b>										
	<p>There being no other business, the meeting closed at 8.10pm.</p>		<p>IF/CoM</p>								

Minutes Approved By     *Kenny McGinty*    

Minutes Seconded By     *Myra Frater*    

Signed by Chair     *Jean Black*    

Date     *30 August 2016*