

Agenda Item 3.2:	Minutes of Pineview Housing Association Ltd Committee Meeting Held in the Association's Office at 5 Rozelle Avenue on 25 October 2016 at 6.00pm
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Date Prepared:	22 November 2016
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Meeting Date:	29 November 2016
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Author:	Joyce Orr, Director
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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	Purpose/Information/Recommendations:		
1.	Sederunt		
	Present: Jean Black (JB) Myra Frater (MF) Sharon Kane (SK) Josephine McGinty (JMc) Kenny McGinty (KMc) Winifred McPhail (WM) Jim O'Connor (JO'C) Anna Welsh (AW) Aziz Yasin (AY)	Apologies: Melanie Paterson (MP) Amanda Smith (AS)	In Attendance: Teresa Brannan (KB) - Observer Karen Byrne (KB) – Housing Services Manager Howard Dales (HD) – FMD Joyce Orr (JO) – Director
	Meeting started 6.00pm		

Item	Purpose/Information/Recommendations Noted:	Committee Decision Made/Follow Up Required:	Action:
2.	Declaration of Interest		
	Attendees to highlight any declaration of interest matters – no declarations.		
3.	Minutes of Previous Meetings		
3.1	Record of previous meetings and decisions made: Minute of H&S Sub Committee Meeting of 30/08/16. Minute of Management Committee Meeting of 30/08/16. Minute of Staffing Sub Committee Meeting of 13/09/16.	<ul style="list-style-type: none"> - Minute approved. Proposed JMc, Seconded KMc. - Minute approved. Proposed MF, Seconded SK. - Minute approved. Proposed KMc, Seconded MF. 	
4.	Internal Management Business Plan		
	<p>Committee discussed the business planning report and noted progress against business planning performance monitoring outturns as at 30/09/16</p> <p>Performance Targets: 2/12 governance targets not met; 3/27 finance targets not met; 9/32 housing services targets not met.</p> <p>Committee noted good performance against the majority of targets. Committee discussed targets not met and explanations given. Committee noted work ongoing by staff members to deal with areas where targets not met.</p> <p>Committee noted that finance ratio results for 2014/15, 2015/16, 2015/16 targets, 2015/16 Qtr. 1 outturns and loan covenant tests had been updated to take account of restated accounts and restated budget. Committee approved that diversification ratios be removed as not really giving performance management information.</p> <p>Committee undertook a review of the risk management matrix. 2 risk hazards added to matrix following review at 28/06/16 meeting (ONS reclassification of RSLs; UK withdrawal from Europe). No additional risk identified by staff.</p>	<ul style="list-style-type: none"> - Update on LCC work to be provided to Nov 2016 meeting. - Debt recovery to be prioritised to deal with rent and factoring debts. - Timescales for ASB cases to be monitored more closely to prevent any more falling outwith timescales. - RFT repairs to be given more attention to increase performance outcome. - Reactive repair pre inspections to be increased to bring in line with target (Committee noted impact of staff absences on this area of performance). - Access to be pursued for out of hours non heating post inspection cases. - No additions to risk matrix at this review. 	<p>JO</p> <p>KB</p> <p>KB</p> <p>KB</p> <p>KB</p> <p>KB</p>

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5.	Finance & Corporate Services		
5.1	<p><u>Management Accounts to 30/09/16:</u> Howard Dales (HD), of FMD, presented the accounts. HD advised that accounts largely in keeping with budget. HD took Committee through variances which totalled a favourable variance of £94,230, however, Committee noted some invoices still awaited for quarter. Committee discussed adverse variance in cyclical maintenance and that this would increase further due to additional painterwork previously approved. HD took Committee through 12 month cashflow showing closing balance throughout year of almost £3.7m. HD explained the work undertaken to apply a consistent approach to KPI reporting across the management accounts and business plan performance reporting. Committee noted KPI results in line with expectations and all loan covenant tests met.</p> <p>Accounts recommended for onward submission to lenders to comply with non-financial covenants.</p>	<ul style="list-style-type: none"> - Update on cyclical painterwork cost reconciliation to be provided in Housing Services Update Report brought to Nov CoM meeting. - Accounts approved for onward submission to lenders as part of covenant compliance requirement. 	<p style="text-align: center;">KB/JO</p> <p style="text-align: center;">HD</p>
5.2	<p><u>Treasury Management Report as at 30/09/16:</u> HD took Committee through the report. Loans – Balance approx. £4,213,480, reducing each quarter. Loans 23.5% fixed and 76.5% variable with benefit from current low interest rates on variable loans. JO advised that the Supplementary Agreement with Clydesdale Bank, for amended interest cover covenant calculation as a result of FRS102 changes, had been received and asked Committee to consider this. Committee discussed neutral impact and approved agreement.</p> <p>Deposit & Current Accounts - Balances approx. £3,788,570 (£3,156,205 in deposits). Maturing deposits – JO confirmed September 2016 deposit reinvested as agreed at CoM 30/08/16.</p>	<ul style="list-style-type: none"> - Note loan balances and split of loans. - Approved Supplementary Agreement for signing and return to bank. 	<p style="text-align: center;">JO</p>

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	<p>HD explained 3 deposits due to mature during coming quarter. HD advised Committee on the impact of dropping interest rates which could adversely affect Association 3 way split of investments. Committee discussed the importance of maximising interest on investments and that they would only wish to maintain 3 way split if financially beneficial. Committee discussed deposit due to mature 23/11/16.</p> <p>HD explained maturity calendar to Committee and proposals for investments due to mature 18/12/16 (reinvest for 6 months) and 22/12/16 (reinvest for 3 months).</p> <p>HD advised Committee on Nationwide closure of base in Scotland, planned for 30/11/16.</p>	<ul style="list-style-type: none"> - Interest on investments to be maximised even if this reduces balance of 3 way split of investments. - BoS deposit maturing 23/11/16, to be reinvested with BoS (including interest) for 12 months if BoS have best rate from 3 banks at maturity date. Office bearers to be consulted for decision between meeting approval. - Authority delegated to JO & HD to determine best maturity calendar dates and to arrange reinvestment to best rates for recommended terms at time of maturity following consultation with office bearers. 	<p>JO/HD</p> <p>JO</p> <p>JO/HD</p>
5.3	<p><u>Membership & Committee Report:</u></p> <p>Committee considered 2 share applications (733 & 734), and noted the following:</p> <p>Membership at 30/09/16 = 184.</p> <p>Committee attendance record – 85% (target 70%).</p> <p>Committee Drumcog training record – 55% (target 50%).</p> <p>JB & JMc attending EVH conference.</p> <p>Copies of training handouts for those unable to attend – Sept on Tenant Participation, Oct on Budgeting.</p> <p>Next Drumcog training 21/11/16 on Committee members as employers.</p> <p>Committee diary of events to 13/12/16.</p> <p>Xmas lunch 13/12/16</p>	<ul style="list-style-type: none"> - Approved Share applications 733 & 734. - Any obstacles to attendance to be highlighted by Committee. - Any obstacles to attendance to be highlighted by Committee. - Feedback to be provided at November meeting. - Committee to confirm attendance. Apologies from AY. - Committee to confirm attendance. Apologies from AY & SK. 	<p>IF</p> <p>CoM</p> <p>CoM</p> <p>JB/JMc</p> <p>CoM</p> <p>CoM</p>
5.4	<p><u>Staffing & Health & Safety and Wellbeing Report:</u></p> <p>Committee considered the report and noted the following:</p> <p>Attendance – staff absence to 30/09/16 – 8.76%, less long term = 0.90%. Target for annual 2016/17 - 4%.</p> <p>Accidents, incidents or near misses – 0 July - Sept.</p> <p>ACS H&S Audit – initially delayed due to ACS and then by PHA due to office works. Rearranged for 20/02/17.</p>		

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	<p>HWL – update on activities undertaken. Breast Cancer Now Wear It Pink fundraising by staff and customers – Committee discussed fund matching as a donation. Staffing Matters:</p> <ul style="list-style-type: none"> - pensions – update on auto enrolment, requirements met and declaration of compliance to be completed; - ECT recruitment underway – shortlisting and interview by staff members only in line with policy. - JO advised Committee on the Staffing Sub Committee matter, and Sub Committee request to have decision ratified by Management Committee. Sub Committee members updated Committee on the case and reasons for decision. 	<ul style="list-style-type: none"> - Decision made for Association to match funds raised as a donation. - Pension Regulator declaration of compliance for auto enrolment to be completed by January deadline. - Committee ratified the recommended decision of the Staffing Sub Committee for implementation. - Required documentation to be drafted by Director, following external advice, and approved and signed for issue by Chairperson. 	<p>IF</p> <p>JO</p> <p>JO</p> <p>JO</p>
5.5	<p><u>Gifts and Hospitality Report:</u> Committee noted details of gifts/hospitality given since previous report.</p>	<ul style="list-style-type: none"> - Approved register entries and signatures by JB, MF & JMc. 	<p>IF</p>
5.6	<p><u>Complaints & Compliments Report:</u> Committee noted the contents of the report as follows: 01/04/16 to 30/09/16 9 stage 1 complaints. All responded to in full, 6 responded to within SPSO time. 7 upheld resulting in staff training, procedure change and contractor follow up. Committee discussed case study given and learning gained. Committee were pleased to note the two positive compliments received during the quarter.</p>		
6.	Housing Services Reports		
6.1	<p><u>Housing Services Update Report:</u> Committee noted updates provided in report for gas servicing and electrical testing. KB updated Committee on ongoing work and review of district heating system. Committee discussed the findings to date and the advice from the employed consultants. KB advised that the</p>	<ul style="list-style-type: none"> - Committee determined that expert advice and contingency/short term work is of an urgent and specialist 	<p>KB</p>

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	<p>priority is to winter proof the system and to complete the immediate short term work required prior to reviewing medium and longer term works. KB advised that the cost of work had not be budgeted for as the requirements were of a reactive unplanned nature. Committee discussed the benefits of the system and the cost effectiveness for residents. Committee discussed the need to ensure functioning of the system and an appropriate contingency plan to be in place rather than risk a lack of facilities for 93 households. KB advised that there had been no update yet on metering requirements.</p> <p>Committee noted the cyclical maintenance overspend due to additional painterwork previously approved. Committee discussed options to delay some of the work but discounted this due to impact on future programmes and service to tenants.</p> <p>KB reminded Committee that costs for replacement works due for 2016/17 likely to be greater than budgeted figure due to a greater volume of replacements being identified following reconciliation work to address issue caused by inaccurate historic maintenance records and poor record keeping. KB advised all works will be tendered for and then advised to Committee. Committee discussed works and whether or not to delay some of the work until 2017/18. KB advised that some work could not be delayed due to safety implications, for example, smoke alarms, whilst other areas such as kitchens or boilers could be looked at. HD advised that although not budgeted for the Association would have the financial resources to meet the spend requirement.</p> <p>Committee discussed Druncog request to extend Land Engineering Contract.</p> <p>Committee discussed rent arrears and were disappointed to see they were up on previous month. KB explained the improvement</p>	<p>nature and approved continuation of ongoing use of consultant and required immediate works without going to tender.</p> <ul style="list-style-type: none"> - Update on cyclical painterwork cost reconciliation to be provided in Housing Services Update Report brought to Nov CoM meeting. - Committee approved issue of tenders for all works identified, with an update to be provided when tender returns received. - Committee approved safety work to be prioritised and instructed on return of tenders and standard tender appraisal. - Committee approved extension for 1 year. - Reducing arrears an ongoing priority. 	<p></p> <p>KB</p> <p>KB</p> <p>KB</p> <p>KB</p> <p>KB</p>

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	<p>required from staff and action being taken with staff to improve performance.</p> <p>Committee noted progress on current and planned Action for Children projects.</p> <p>KB provided an update on customer forum work. No issues requested by Committee for next forum meeting of 02/11/16.</p> <p>Committee noted that fieldwork for TSS now complete.</p> <p>Committee noted ongoing testing work with Glasgow Housing Register IT system.</p> <p>Committee noted GWSF response to Scottish Government consultation on new Social Security Powers.</p> <p>Committee noted universal credit rollout update.</p>		
6.2	<p><u>Implementation of Decree For Repossession Report x 2:</u> KB presented two reports seeking decision on the implementation of two decrees for repossession. KB took Committee through both cases (case 1198 and 1244). Committee considered the background to both cases, the level of debts and the lack of payments made.</p>	<ul style="list-style-type: none"> - Committee approved that both decrees for repossession be implemented. - 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. 	<p>KB</p> <p>KB</p>
7.	Directors Report		
7.01	<p><u>Decisions Between Meetings:</u> Committee noted that there had been no decisions taken between meetings.</p>		
7.02	<p><u>Scottish Housing Regulator (SHR):</u> Committee considered the report and noted and discussed the following:</p>		

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	<p>AFS restated Return for 2014/15 submitted to SHR 21/10/16; AFS for 2015/16 (as approved CoM 30/08/16) submitted to SHR; Five Year Financial Projections – HD explained recommendation from FMD to leave as is as completed with the best information at time of completion.</p> <p>SHR Landlord Charter Report for PHA issued to all tenants with covering note. PHA Charter report issued to all tenants 21/10/16. Regulation Plans/Statutory Intervention – summary update on recent regulation plans and statutory intervention by SHR in the sector (not PHA).</p> <p>SHR Publications issued - Openness & Accountability; Significant Performance Failures; Statutory Manager; and Annual Report & Accounts.</p> <p>SHR Other Matters – Update on Board change and ONS reclassification of Scottish RSLs.</p>	<ul style="list-style-type: none"> - Decision to retain submission as completed. 	
7.03	<p><u>Stock Condition Survey & Life Cycle Costings Review:</u> Committee noted work still ongoing to resolve missing and inaccurate historical information held by PHA. JO advised work planned with DAG for December to progress.</p>	<ul style="list-style-type: none"> - JO, KB & HD to prioritise reconciling of historic information to allow full costing work to progress. - Update on progress made to be brought to Jan 2017 meeting. 	<p>JO/KB/HD</p> <p>JO</p>
7.04	<p><u>Pensions:</u> Committee considered the SHAPS 2015 Valuation update received and the EVH SHAPS Support Group report. Committee discussed new contribution rates (27.1%) for DB schemes and pension deficit payments (£67,181.14) from 01/04/17. Committee noted requirement for staff consultation for new contribution rates.</p>	<ul style="list-style-type: none"> - Decision that pension options remain as at present with further consideration of review later in 2017. - Consultation to be undertaken with staff in DB scheme for proposed new contribution rates from 01/04/17. 	<p>CoM/JO</p> <p>JO</p>
7.05	<p><u>Governing Body Appraisal and Succession Planning:</u> Committee noted updates on the following: Annual review - recommendations being implemented Committee member recruitment - 11 current members and recruitment work ongoing.</p>	<ul style="list-style-type: none"> - Report on implementation to Dec meeting. - Director to pursue interested parties and update as any progress. 	<p>JO</p> <p>JO</p>

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	Chair Succession Planning – KMc Vice Chair with view to stand for Chair 2017 when current Chair retires. Office Bearers Role Descriptions - work being carried out jointly by Drumcog with KCHA taking the lead.	<ul style="list-style-type: none"> - JO to report back on developments when drafts received. If no progress by end of Nov, PHA to develop separately. 	JO
7.06	<u>EVH:</u> Monthly report – Sept & Oct report noted. EVH Committee Meeting dates noted –07/11/16, 05/12/16. Noted Salaries & Terms & Conditions of Employment Consultation returned to EVH. Noted 2016 CHAS Fundraising Appeal details of winners. Discussed upcoming training: <ul style="list-style-type: none"> - Committee as Employers Mon 21/11/16 (Drumcog) - Training for PHA Committee to undertake Directors Appraisal, training to be organised with EVH for November. Preference for a Wednesday evening. 	<ul style="list-style-type: none"> - Advise IF if wish to attend. - Members to advise on attendance. - JO to organise training event with EVH – post meeting note arranged for 30/11/16 5.00pm at PHA office. 	CoM CoM JO
7.07	<u>Glasgow City Council:</u> Future Housing Development Opportunities – noted Cernach pursuing option of development with GHA. Housing Strategy 2017/22 – noted 2 nd draft. PHA response through SFHA/GWSF. Drumcog considering local Drumcog response.	<ul style="list-style-type: none"> - PHA not considering further development at present. - Delegated authority to Drumcog Senior Officers to consider Drumcog response and report back. 	JO
7.08	<u>Drumcog:</u> Joint Procurement – noted ongoing work on reactive repair procurement and local common allocation policy. Senior officers meeting – noted next meeting 30/10/16. Joint Committee training – noted request that members advise in advance if attending or not. Joint Staff training – noted planned sessions on preventing fraud arranged for 26/10/16. Donations/Payments – noted details of Drumcog payments made.	<ul style="list-style-type: none"> - No matters to raise. - Members to advise during week before if attending Drumcog training or not. 	CoM

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7.09	<u>2016 – PHA 25th Anniversary & AGM 2016:</u> Prize draw – noted £25 prize draw for Sept undertaken by Customer & Resident Forum with winner being Tenant 1251. Prize draw – undertook £25 prize draw for Oct.	- Winner Tenant 1073.	IF
7.10	<u>Wider Action Updates:</u> Noted updates on Wheel Fix It, Northmuir Community Gardens and Action for Children.		
7.11	<u>SFHA:</u> Noted Code of Conducts to be dealt with at Item 8.7. Entitlements, Payments and Benefits Policy – noted SFHA review consultation to be dealt with at Item 8.8. Considered publication of Open All Hours – Model Publication Framework. Noted planned retirement of Chief Executive and recruitment.	- Approved adoption of good practice principles with aim to have PHA publication framework by April 2017.	IF/KB/JO
7.12	<u>GWSF:</u> Bi-Monthly report –Aug/Sept report noted. Noted GWSF response to Scottish Government Consultation on new social security powers and HSM keeping updated.		
7.13	<u>Office Alterations:</u> Noted all works complete and within budget.		
8. Policy Reviews			
8.1	<u>Treasury Management:</u> HD took Committee through the review and proposed changes. Committee discussed proposed changes.	- Approved reviewed policy for implementation.	HD/JO
8.2	<u>Child Protection:</u> KB explained background to policy and recommendation for policy statement.	- Approved reviewed policy statement for implementation.	KB

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8.3	<u>Abandonment:</u> KB advised on the proposed changes to the policy. Committee discussed proposals.	- Approved reviewed policy for implementation, subject to any changes from Resident & Customer Forum.	KB
8.4	<u>Tenancy Management:</u> KB advised that no changes recommended until Scottish Government issues guidance on Housing (Scotland) Act 2014.	- Approved retention of existing policy with further review to be brought to Committee for consideration when guidance complete.	KB
8.5	<u>End of Tenancy:</u> KB detailed the proposed changes, including renaming as Void Management Policy. Committee discussed proposals.	- Approved reviewed policy for implementation, subject to any changes from Resident & Customer Forum.	KB
8.6	<u>Right to Buy:</u> JO presented report and progress with remaining RTB applications. Committee discussed abolition of RTB from 01/08/16 and agreed to retain the existing policy only until remains sales completed.	- Existing policy to remain without review until final RTB sales completed and then policy deleted.	IF
8.7	<u>Codes of Conduct – Committee & Staff:</u> JO presented report and advised no review of codes planned by SFHA until 2017. JO recommended that codes be reviewed without change, awaiting SFHA review.	- Approved existing codes to remain without changes, to be reviewed Nov 2017 or sooner if required.	JO/IF
8.8	<u>Model Entitlements, Payments & Benefits:</u> JO advised Committee on the current SFHA consultation on the model policy. Committee worked through the consultation. JO recommended the policy be reviewed without any changes, awaiting the outcome of the SFHA review.	- Determined consultation response for return to SFHA. - Approved existing policy reviewed without any changes, whilst awaiting the outcome of the SFHA review.	JO JO/IF
8.9	<u>Information Communications Technology:</u> JO apologised that policy was not provided for review and advised would be brought to Dec meeting for consideration.	- Review to be brought to Dec meeting.	JO/IF

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8.	Correspondence		
	Noted correspondence issued since last meeting.		
9.	A.O.C.B.		
	<p>The following AOCB was allowed by the Chair:</p> <p>Committee considered MP request for leave of absence for personal reasons.</p> <p>Noted annual £40 donation to Glasgow Rape Crisis.</p> <p>There being no other business, the meeting closed at 8.00pm.</p>	- Leave of absence approved for next 3 meetings, with MP to be welcomed back sooner if suitable.	JO

Minutes Approved By Jim O'Connor

Minutes Seconded By Winnie McPhail

Signed by Chair Jean Black

Date 29 November 2017