

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 27 February 2018 at 6.00pm
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Prepared By:	Joyce Orr, Director
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Date Prepared:	07 March 2018
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Meeting Date:	27 March 2018 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) – arrived later 6.30pm Gail Boyle (GB) Asa Brooks (AB) – co-optee Myra Frater (MF) Josephine McGinty (JMc) Victoria Phelps (VP)	Apologies: Winifred McPhail (WM) Amanda Smith (AS) Anna Welsh (AW) Karen Byrne (KB) Special Leave: Jim O'Connor (JO'C) Sharon Kane (SK) Absent Without Apologies:	In Attendance: Howard Dales – FMD Joyce Orr (JO) – Director
	JO issued summary report highlighting items that required decisions. Meeting started 6.05pm.		

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 30/01/18 noted. 3.2 Previous Minutes Decisions Action Implementation Report noted and agreed. <u>Decisions Made:</u> 3.1 - Minute approved - proposed MF, seconded VP, signed by Chair JMc.</p>		
<p>Item 4 – Internal Management Business Plan Report</p> <p>Committee noted the report and considered its content. JO presented the report, all items noted and the following items discussed in detail.</p> <p>4.2 Internal Audit Service review – discussed the options to extend the Wylie & Bisset contract; involve the internal auditor in the risk register review; and the audit programme for 2018/19. The Chair asked for the views of Committee regarding the proposals - everyone confirmed happy with proposals.</p> <p>4.3 Finance Performance Monitoring Outcomes (KPIs) to 31/12/17 – discussed KPI outcomes not achieved and reasons for not achieving. Committee pleased that all others achieved. The Chairperson requested clarification on increasing arrears debts and the difference from housing services report. JO explained that the finance KPI figure came from the management accounts which give the gross arrears for tenants and owners together, whilst the housing services reports give non-technical arrears for tenants and give factoring debts separately. JO advised that arrears had been discussed at staff meeting this morning and no particular reason for increase had been identified. JO advised that KB is working with the housing services team to prioritise arrears and that team members have their own targets that are being monitored. JO advised that arrears traditionally increase in December and that the balances had reduced slightly for the end January 2018. Committee raised concern of impact of welfare reform changes when Glasgow goes live, and requested that arrears management remain a key priority.</p> <p><u>Decisions Made:</u></p> <p>4.3 - Decisions made to: Extend Wylie & Bisset contract for the permitted two years; Wylie & Bisset to be invited to attend April CoM meeting to take part in risk register review; Wylie & Bisset to independently determine internal audit programme for 2018/19.</p> <p>4.3 - Arrears management to continue as a key priority for housing services team.</p>	<p>JO JO W&B KB</p>	<p>13/03/18 13/03/18 31/07/18 Ongoing</p>
<p>Item 5 – Directors Report</p> <p>Committee noted the report issued, and considered its content. JO presented the report, all items noted and the following items discussed in detail.</p> <p>5.02 Scottish Housing Regulator (SHR) – noted updates provided. JO reminded committee of the importance of keeping updated on regulatory matters within the sector. Committee considered the SHR discussion paper on the future of social housing regulation within Scotland and determined their response.</p> <p>5.04 IT System Review, Data Protection & GDPR – JO updated Committee on the outcome of the Drumbog senior officers meeting of 22/02/18 where it was determined that each member would take forward the most appropriate GDPR proposal for their own organisation. JO presented the returns to Committee with the various quoted costs. Committee considered the returns, the costs and the experience of the companies. Committee considered the work that required to be undertaken</p>		

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<p>and the experience of each company in respect of undertaking similar work with other RSLs. Following discussion a decision was reached and agreed.</p> <p>5.05 EVH AGM & Seminar Sunday 08/04/18 – members to advise if wish to attend.</p> <p>5.07 Lobbying (Scotland) Act 2016 – discussed legislation that takes effect from 12/03/18 concerning regulated lobbying and how to best manage implications.</p> <p>5.08 SFHA Fee Review Survey –considered the survey and determined a response.</p> <p>5.09 GWSF – discussed GWSF affiliation for 2018/19 and benefits of membership.</p> <p>5.11 OSCR – discussed OSCR e-mail of 14/02/18 regarding safeguarding and notifiable events. Committee discussed the need to ensure that committee members, as charity trustees, comply with their trustee requirements.</p> <p>Decisions Made:</p> <p>5.02 - SHR discussion paper on the future of social housing regulation in Scotland - JO to submit Committee agreed response by e-mail by 30/03/18 closing.</p> <p>5.04 - Data Protection & GDPR – Decision to employ services of Information Law Solutions (ILS) for 3 year term. JO to advised ILS and progress.</p> <p>5.07 - Lobbying (Scotland) Act 2016 – decided that no committee or staff member should undertake any form of regulated lobbying without the prior approval of the management committee. JO to draft a policy statement to this effect.</p> <p>5.08 - SFHA Fee Survey – JO to complete survey with agreed response.</p>		
<p>Item 6 – Finance & Corporate Services Reports</p> <p>6.1 Committee and Membership Report: Committee noted the report and considered its content. JO presented the report, all items noted and the following items discussed in detail.</p> <p>6.1.1 Applications for Membership – Five applications considered - four (4) additional membership applications were presented at meeting for consideration.</p> <p>6.1.4 Training - Discussed training undertaken. JMc feedback on attendance at 13/02/18 Share Chairs Network and the update from the SHR regarding the regulatory review and the SHRs priorities. JMc advised that it was a very worthwhile session to attend. Attending committee fed back on Drumcog Welfare Reform Update session of 19/02/18. Advised it was very informative and a real eye opener to what some of our customers are dealing with. JO advise handouts available for members unable to attend. Discussed next Drumcog event on “Notifiable Events & Transparency” due 19/03/18 and the Chair encouraged members to attend, especially in light of OSCR correspondence.</p> <p>Decisions Made:</p> <p>6.1.1 - Applications for membership – approved membership applications 783 - 787.</p> <p>6.2 Staffing & Health & Safety and Wellbeing Report: Committee noted the report and considered its content.</p> <p>6.2.1 Staff Attendance & Absence –noted update.</p> <p>6.2.2 Staff Development Work – Committee noted follow up work being undertaken.</p> <p>6.2.3 IIP re-accreditation process – Committee noted work undertaken and due.</p> <p>6.2.4 Health & Safety & Wellbeing – Committee noted content of report.</p> <p>Decisions Made: None required.</p> <p>6.3 Gifts, Hospitality & Donations Report: Committee noted the report and considered its content.</p> <p>Decisions Made: None required.</p>	<p>JO</p> <p>JO</p> <p>JO</p> <p>JO</p> <p>IF</p>	<p>30/03//18</p> <p>13/03/18</p> <p>27/03/18</p> <p>13/03/18</p> <p>08/03/18</p>

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<p>6.4 Treasury Management Report: Committee noted the report and considered its content. JO took committee through loan balances and current and investment account movements to 31/12/17. Committee considered the maturing deposits due to June 2018 and recommendations made in line with existing investment strategy.</p> <p><u>Decisions Made:</u> Committee approved continuation of ongoing investment strategy</p> <p>6.5 Management Accounts to 31/12/17: Committee noted the report and considered its content. HD took committee through the management accounts. Noted surplus on statement of comprehensive income greater than budgeted due to timing of spend and savings in costs to 31/12/17. HD explained variances and advised that HD, KB & DMc will review void costs and report back as this was an area of greatest variance. HD took committee through the changes in the statement of financial position highlighting the changes due to component replacements during the year. Committee considered the statement of cashflow and were pleased to see a projected positive and healthy cashflow position over the 12 month period. HD took committee through the KPI report and explained rent arrears are being reviewed by KB as discussed under Item 4.3 earlier. Committee noted all banking financial covenants met.</p> <p><u>Decisions Made:</u></p> <ul style="list-style-type: none"> - Management accounts approved for onward transmission to lenders. - Update on review of void costs to be included in March Housing Services Update Report. <p>6.6 Long Term Projections Draft 2: HD presented the second draft of the long-term projections (LTP) explaining the changes made from the November 2017 1st draft. HD explained that the projections had been extended to 2057 as the life cycle costing information was available to this date. HD advised that the change to the staff team had been implemented. Committee considered the assumptions used to develop the base model. HD took committee through the positive, negative and mixed sensitivities used and their outcomes. HD advised that the base model used a prudent approach, for example, planned maintenance costs per unit appear high when compared to other LTPs but are based on what the Association is currently paying and a margin to take account of the future impact of Brexit. JO advised that other Associations LTP per unit cost for planned maintenance may appear lower but their assumptions and costs may have been determined prior to knowledge of Brexit and likely impact on component costs. HD presented KPI financial ratios comparing with Drumcog members. Committee discussed the need to ensure long-term financial viability and be prudent with assumptions whilst ensuring affordability of rent for tenants. HD explained that the LTP were about 90% completed and following some report tidying would be ready to present to Paul McNeil for his independent review. HD explained that when the projections are completed it is intended that they will be updated each year following the completion of the previous year's annual financial statements so that opening balances are always up to date and any other required changes considered.</p> <p><u>Decisions Made:</u></p> <ul style="list-style-type: none"> - LTPs approved to be forwarded to Paul McNeil for review. 	<p>JO KB</p> <p>HD</p>	<p>01/03/18 27/03/18</p> <p>20/03/18</p>

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<p>Item 7 – Housing Services Reports</p> <p>7.1 Housing Services Update Report: Committee noted the report and considered its content. JO presented the report in KB absence, all items noted and the following items discussed in detail.</p> <p>7.1.2 District Heating Conversion Maintenance Proposal - discussed the options for maintenance and servicing of heating systems in previous district heating properties.</p> <p>7.1.3 Cyclical Maintenance - discussed proposal for Open Space/Ground Maintenance tender opening and contract award.</p> <p>7.1.4 Planned Renewal Programme - considered the proposed 2018/19 planned maintenance programme (in line with the life cycle costings) and procurement.</p> <p>7.1.9 Tenant Satisfaction Survey Follow Up - considered and discussed the proposal to engage Research Resource to undertake some follow up work from the 2016 tenant satisfaction survey. JO explained that the cost of the work had not been budgeted for 2018/19 but could be included in the midyear budget review.</p> <p><u>Decisions Made:</u></p> <p>7.1.2 - District Heating Conversion Maintenance Proposal - Frews proposal for year 1 to be accepted, with immediate effect, for reactive maintenance cover and first annual service, and properties to be removed from City Building contract with effect from 01/04/18. Report on Frews option for year 2 onwards to be brought to Jan 2019 CoM following review of service received during 2018.</p> <p>7.1.3 - Cyclical Programme – Open Space Tender and Contract Award – MF & JB to attend tender opening (details to be confirmed) Request to allow decision between meetings for award of contract approved.</p> <p>7.1.4 - Planned Renewal Programme - Association to procure framework for planned maintenance works for 2018 – 2021 with assistance of Atkinson Partnerships. March 2018 housing services update report to provide details and timeline.</p> <p>7.1.9 - Tenant Satisfaction Survey Follow Up – Committee approved proposal, timeline and costs.</p>	<p>KB</p> <p>KB</p> <p>DMc/KB</p> <p>KB</p> <p>KB</p> <p>KB</p>	<p>13/03/18</p> <p>29/01/19</p> <p>05/03/18</p> <p>27/03/18</p> <p>27/03/18</p> <p>06/03/18</p>
<p>Item 8 – Policy Reviews</p> <p>None.</p>		
<p>Item 9 – Correspondence Committee noted correspondence issued during month and thank you letter received from Glasgow City Mission.</p>		
<p>Item 10 – A.O.C.B</p> <p>None.</p>		
<p>There being no other business, the meeting closed at 8.05pm.</p>		

Minute

Approved by: Gail Boyle

Seconded by: Jean Black

Signed by

Chairperson: Josephine McGinty

Date: 27 March 2018