

**MINUTE OF MEETING  
PARTICK HOUSING ASSOCIATION BOARD  
HELD IN THE PHA BOARDROOM  
UNIT 5, 22 MANSFIELD STREET  
6.00 PM –23 MARCH 2016**

**Present:** Leslie Milne (Chair)  
Annette Bonar  
Margaret Burke  
Alastair Firth  
Alan Howie  
Iain Mackenzie  
Helen Turner  
Jennifer Young

**Apologies:** Hazel Brown  
Eddie Jones  
Janet Napthine  
Iain Nicolson (Vice Chair)

**Attending:** Stewart MacKenzie, Chief Executive  
Georgina Kent, Operations Director  
Eamonn Hughes, Finance Director  
Nick Ronan, Development Director  
Marina Turner (Minute Secretary)

<p><b>Item 1</b></p>	<p><b>Chair's Welcome</b> The Chair welcomed Board members to the meeting and continued to the agenda items.</p> <p><b>Apologies</b> Apologies were noted as detailed above.</p> <p><b>Declaration of Interests</b> No interests were declared.</p>	
<p><b>Item 2 Doc 1</b></p>	<p><b>Approval of previous minutes – 10 February 2016</b> The minute of 10 February 2016 was proposed as a true record by Margaret Burke and seconded by Alan Howie.</p> <p>The previous minute was <b>approved</b>.</p>	

<p><b>Item 3 Doc 2</b></p>	<p><b>Review of Action Tracker</b> The action tracker had been updated, all items completed by their due dates and the remaining four items have completion dates in the future.  Board <b>noted</b> the Action Tracker.</p>	
<p><b>Item 4 Dec 1</b></p>	<p><b>Refinancing Update and 2016/17 Final Budget</b>  Confidential</p>	
<p><b>Item 5 Dec 2</b></p>	<p><b>Strategic Disposal of PHA Properties</b> In line with the Asset Management Strategy we seek to dispose of void properties which are within a block where PHA owns only one flat and where PWL is not the property factor. We are currently looking to dispose of four such flats.  A member sought clarification at item 2.2 of the paper referring to indicative provisions for small repairs and redecoration. It was noted that only minimal works should be carried out and limited expenditure incurred. Following discussion, it was agreed that confirmation of the actual out-turn cost of repairs would be reported back to Board.   <ul style="list-style-type: none"> <li>Board <b>agreed</b> in principle to dispose of the four PHA flats in line with the Asset Management Strategy and, subject to consent from the Scottish Housing Regulator:</li> </ul> </p>	<p>NR</p>
<p><b>Item 6 Dec 3</b></p>	<p><b>Car Parking</b> Glasgow City Council is currently consulting on the introduction of two controlled parking zones and parking restrictions across part of our area of operation. The Council is the elected authority responsible for parking policy within the area. It is not PHA's role to either support or oppose the parking control proposals, but we will need to consider how the Association mitigates any effects on service delivery to our service users.  It was noted that there have been some recent complaints about car parking provision at our new build development at Centurion Way. In 2011 it was agreed with the Council's Roads and Planning departments when we received planning and roads construction consent, that there would be 42 resident - only parking spaces on the north side and free public parking on the south side of the new road servicing this development. However, in 2015 the Council introduced a controlled parking zone in the Yorkhill area which has impacted on residents' ability to park on the south side of the road, thereby increasing demand for the free parking on the north side.  Given the introduction of controlled parking zones across our area of operation, it was noted that parking provision for any future new build developments will have to be carefully considered.</p>	

	<ul style="list-style-type: none"> <li>• Board <b>noted</b> the potential introduction of two Controlled Parking Zones in Partick and the efforts we would need to make to mitigate any effects on service delivery to our customers.</li> <li>• Board <b>agreed</b> not to allocate car parking spaces at Centurion Way beyond the allocated disabled parking spaces and to retain the status quo.</li> <li>• Board <b>noted</b> that any new build scheme within a Controlled Parking Zone will either require to have at least one allocated parking space per property or to be a car-free scheme.</li> </ul> <p>Board took a 10 minute break.</p>	
<p><b>Item 7 Dec 4</b></p>	<p><b>Policy Reviews</b> Six policies are up for Board consideration, four have been updated, two are new and they all tie into the policy review schedule previously agreed.</p> <p>a) Procurement This updated policy reflects recent changes in legislation and regulations relating to procurement.</p> <p>b) Compliments, Comments &amp; Complaints The new policy broadens our approach to collecting customers' views on the services we deliver and highlights the value of feedback to inform our commitment to continuous improvement. Quarterly reports will be produced which can be provided to Board.</p> <p>A customer guide to our updated Compliments, Comments &amp; Complaints Policy will be put on our website, including the quick guide diagram (page 56 refers).</p> <p>c) Lettings Policy – Mid Market Rent &amp; Market Rent This policy is designed to promote greater choice of tenure, to achieve sustainable communities and to address the growing portfolio of mid-market rent and potentially market rent properties.</p> <p>It was confirmed that deposits are lodged with a safe deposit scheme.</p> <p>d) Asbestos Management This policy is new and ensures compliance with landlord responsibilities around Asbestos Containing Materials in our domestic and commercial premises. It sets out our approach to minimise and manage the risk of exposure.</p> <p>Management will remain risk based and proportionate. We have recently commissioned asbestos surveys and the next stage will be to define how we manage asbestos when the surveys have been returned.</p>	<p>GK/ MT</p> <p>GK</p>

	<p>e) ICT Acceptable Use The only significant change to this updated policy is as item 16.4 on page 83, which now includes reference to Board members.</p> <p>f) Business Continuity This is a new policy but relates to previous discussions about business continuity planning. This policy seeks to ensure continuity of our service delivery to customers and other stakeholders following any disruptive event. Examples of such incidents are set out in Annex 1 and a Crisis Response &amp; Management Plan is being developed which will set out how we will respond. Much of what is included is already happening in practice and will be subject to internal audit review to provide assurance that appropriate measures are in place.</p> <ul style="list-style-type: none"> <li>• <b>Board approved:</b> <ul style="list-style-type: none"> <li>○ the Procurement Policy, set out in Appendix 1;</li> <li>○ the Compliment, Comments and Complaints Policy, set out in Appendix 2;</li> <li>○ the Lettings Policy – Mid Market Rent &amp; Market Rent, set out in Appendix 3;</li> <li>○ the Asbestos Management Policy, set out in Appendix 4;</li> <li>○ the ICT Acceptable Use Policy, set out in Appendix 5; and</li> <li>○ the Business Continuity Policy, set out in Appendix 6.</li> </ul> </li> <li>• <b>Board agreed</b> <ul style="list-style-type: none"> <li>○ that the following statement should be included in future policies. <i>“On request, the Association will provide translations of all our documents, policies and procedures in various languages and other formats such as on a computer storage device, or in large print, Braille etc. and these can be obtained by contacting the Association’s offices”.</i></li> </ul> </li> </ul>	
<p><b>Item 8 Info 1</b></p>	<p><b>Quarter 3 Performance Update</b> It was noted that performance was within target across most measures and Board wished to acknowledge the hard work of staff in achieving this outcome. Those areas where performance was out with target are being addressed.</p> <p>It was suggested there might be scope to review the format and content of information provided in future to provide assurance in terms of performance trends, evidence of continuous improvement, benchmarking and value for money, etc. GK agreed to make recommendations and report back to Board.</p> <p>Clarification was sought in terms of the two items relating to planned and reactive works expenditure and whether the reported figures were comparing performance against year to date or the annual budget figures.</p>	<p>GK</p>

	<p>EH agreed that going forward it would be better to include this information within the quarterly management accounts, comparing expenditure against clearly specified budget profiles, and this was accepted. The Chair noted the importance of providing assurance to Board by clearly profiling and reporting revenue and capital expenditure to demonstrate robust financial stewardship.</p> <ul style="list-style-type: none"> <li>• Board <b>noted</b> the content of the Quarter 3 Performance Update.</li> </ul>	<p>EH</p>
<p><b>Item 9 Info 2</b></p>	<p><b>PWL Board Minutes – 18 November 2015</b> The PWL Board Minutes of 18 November 2015 had been provided for information.</p> <ul style="list-style-type: none"> <li>• Board <b>noted</b> the content of the PWL Board minutes held on 18 November 2015.</li> </ul>	
<p><b>Item 10 Info 3</b></p>	<p><b>CEO Report</b> A meeting of the <b>Staffing Sub Committee</b> had been held on 18 February 2016. The sub committee reviewed the remit for Staffing Sub Committee, Senior Management Team and Operational Management Team all of which were broadly accepted. However, going forward it is proposed that the Staffing Sub Committee would be called the Human Resources Sub Committee and would hold at least two meetings per year with a slight increase in its the number of members.</p> <p>For Senior Management Team and Operational Management Team, it is proposed that in future these are called Leadership Team and Management Team respectively to differentiate their strategic and management focus.</p> <p><b>Staffing update</b> Confidential</p> <p><b>Health &amp; Safety Panel</b> – The Panel has held its first meeting in the new format. Our H&amp;S audit had been carried out by ACS who have provided positive feedback. It will be important to maintain this momentum. The H&amp;S audit report will go to the Audit Committee for information.</p> <p>Standing Orders were suspended at this point.</p> <p>The Broomlea official opening was discussed. NR to report back to Board with proposals so that Board members can consider the arrangements.</p> <ul style="list-style-type: none"> <li>• Board <b>noted</b> the content of the CEO Report.</li> </ul>	<p>NR</p>

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<b>Item 11</b> <b>Mem 1</b>	<b>Shareholder Membership Applications</b>  Three applications had been received for Shareholder membership from:  Board <b>approved</b> the shareholder membership applications.	
	The Chair thanked everyone for their attendance and the meeting closed at 8.10pm.	

A handwritten signature in black ink, appearing to read "A. McKe".

A handwritten date in black ink, "25/5/2016".