

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

Present: Leslie Milne (Chair)
Annette Bonar
Margaret Burke
Alan Howie
Eddie Jones

Iain Mackenzie
Iain Nicolson (Vice Chair)
Helen Turner

Apologies: Alastair Firth
Janet Napthine
Jennifer Young

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

Item 1	<p>Chair's Welcome The Chair welcomed everyone to the meeting and outlined the fire evacuation procedure.</p> <p>Apologies Apologies were noted as detailed above.</p> <p>Declaration of Interests No interests were declared.</p>
Item 2 Doc 1	<p>Approval of previous minutes – 25 May 2016 The minute of 25 May 2016 was proposed as a true record by Iain Nicolson and seconded by Alan Howie.</p> <p>The previous minute was approved.</p>
Item 3 Doc 2	<p>Review of Action Tracker It was noted that no items were outstanding.</p> <p>Board noted the Action Tracker.</p>

<p>Item 4 Dec 1</p>	<p>Customer Satisfaction Survey Action Plan GK noted that this paper pulls together feedback from the tenancy visit programme and the customer satisfaction survey and also considers key performance indicators.</p> <p>Our performance is generally good, but we must seek to deliver continuous improvement. We are keen to make it clear to service users that we listen to and value their input. Using a 'you said, we did' format, the table within the report highlights key themes and how we propose to improve performance and demonstrate value for money.</p> <p>There are two emerging themes around improving our back court maintenance arrangements and responsiveness of our repairs service. We also need to improve our void turnaround time and provide better information to tenants on our investment plans.</p> <p>Board noted proposals to report back to tenants using a 'you said, we did' format through the newsletter and website, but the content and layout of this information needs to be in a style that is interesting and informative to customers. It was suggested that we split the reporting of this information into key themes over two editions of the newsletter.</p> <ol style="list-style-type: none"> 1. Board approved the draft Customer Satisfaction Survey Action Plan. 2. Board noted the content of the report.
<p>Item 5 Dec 2</p>	<p>Development Update NR noted that this report provided an update on a number of key development projects as well as a potential development opportunity.</p> <p>Laurel Street Site NR outlined proposals for developing this site, which would include the demolition of existing buildings and construction of two new buildings on the site, consisting of 28 flats and 16 parking spaces.</p> <p>Board sought clarification on how the housing mix had been drawn up and specifically queried the significant number of 2 bedroom flats given the prevalence of small households seeking accommodation especially if older households are being targeted.</p> <p>Board also sought clarification on the criteria to be used for allocating the flats. It was suggested a review of the existing allocation policy should take place. It would be important to seek to address the needs of existing tenants who may be in unsuitable accommodation and would be interested in transferring.</p> <p>Board noted that opportunities should be sought to involve existing PHA tenants and communities in the early stages of design for any new build</p>

	<p>developments to promote community engagement.</p> <p>NR to circulate a paper to Board, with the final decision in relation to the development of the site delegated to the Chair and CEO.</p> <p>Broomlea School Site The handover is now expected to be mid August for the flats and houses, and end of August for the supported accommodation block.</p> <p>With regard to a query about allocation timescales, Board was advised that MMR tenants have been advised of their allocation but social tenants have still to be advised. There has been a lot of interest in these properties.</p>	
	<p>St. Peter's School Site New cost plan figures have been received however these are estimates at the moment. A meeting has been scheduled with the GCC Housing Investment Team when we hope to get approval to go out to tender.</p> <p>Middlefield School Site The deadline for bids is 10 August 2016.</p> <ol style="list-style-type: none"> 1. Board noted progress in relation to the development of the former Broomlea School site and lessons learned in terms of improving our development processes in future. 2. Board noted progress in relation to the development of the former St Peter's School site and that Board will have the opportunity to review the project before any tender is issued. 3. Board noted the proposals in relation to the development of the site at Laurel Street. NR to circulate a paper to Board with the final decision in relation to the development of the site, decision delegated to the Chair and CEO. 4. Board delegated authority to PHA's Chair and Vice Chair to agree the amount to be offered and any conditions to be attached to any bid to acquire the site of the former Middlefield School site before the bid deadline. 5. Board noted the content of this report. 	
<p>Item 6a Dec 3a</p>	<p>Annual Loan Portfolio Return to SHR 2016 EH advised that this report requires to be updated and submitted every year to the Scottish Housing Regulator.</p> <ol style="list-style-type: none"> 1. Board approved the attached Loan Portfolio Return to be submitted to the Scottish Housing Regulator before the 30 June 2016 deadline. 	

	<ol style="list-style-type: none"> Board delegated authority to the Finance Director to complete PHA's electronic return on line using the Scottish Housing Regulator's portal. Board delegated authority to the Finance Director to make any minor changes required to reflect the actual final accounts once they are ready, with any such changes being agreed with the PHA Chair before being made. 	
<p>Item 6b Dec 3b</p>	<p>5-Year Forecast Return to SHR 2016 EH advised that this report also requires to be updated and submitted every year to the Scottish Housing Regulator. The return is positive, but he summarised key changes since the updated Business Plan was approved in March 2016.</p> <ol style="list-style-type: none"> Board approved the attached 5-Year Forecast Return to be submitted to the Scottish Housing Regulator for the period 2016 – 2021 before the 30 June 2016 deadline. Board delegated authority to the Finance Director to complete PHA's electronic return on line using the Scottish Housing Regulator's portal. Board delegated authority to the Finance Director to make any minor changes required to reflect the actual final accounts once they are ready, with any such changes being agreed with the PHA Chair before being made. 	<p>EH</p> <p>EH</p> <p>EH</p>
<p>Item 7a Info 1</p>	<p>Refinancing Update - Confidential EH advised Board that discussions were ongoing.</p> <ol style="list-style-type: none"> Board noted the refinancing update. 	
<p>Tabled document Item 7b Dec 4</p>	<p>Finance Short Life Working Group Remit and Delegated Authority Confidential This paper was tabled by EH.</p> <ol style="list-style-type: none"> Board approved the change of the name of the SLWG from Pension Options & SORP Review SLWG to Finance SLWG with a quorum of 3. Board confirmed the expansion of the remit of the Finance SLWG be expanded to include pensions options, SORP review and refinancing. Board agreed to hold a special Board meeting in the week commencing 25 July 2016 to take all the necessary decisions associated with refinancing. <p>Standing orders were suspended at this point.</p>	

<p>Item 8 Info 2</p>	<p>Corporate Plan 2015-2018 Update SM noted that the Corporate Plan was agreed a year ago and this update reviews progress during 2015/16, as well as priorities for 2016/17 and 2017/18.</p> <p>Short Life Working Groups had been established to progress a number of the key themes and a series of conclusions and recommendations are being progressed.</p> <p>It was noted in Appendix 2 that most activities have progressed during 2015/16, although some are work in progress. Significant work has been done in terms of shaping our development strategy, taking forward our refinancing plans and commissioning detailed customer satisfaction feedback.</p>	
	<p>1. Board noted progress with the implementation of the Corporate Plan during 2015/16, as summarised in Appendix 2.</p> <p>2. Board noted the content of this report.</p>	
<p>Item 9 Info 3</p>	<p>CEO Report Insurance services tender – following a recent tendering exercise our insurance services have been awarded, broken down into four lots.</p> <p>Board appraisals – these are in progress and a summary report will be presented to Board in August 2016 summarising key outcomes and actions.</p> <p>PHA Board membership – There is scope to seek to fill Board vacancies if there are skills and equality/diversity gaps. Board agreed the Chair and CEO should give this some thought.</p> <p>Community Festival – the community festival is scheduled for Saturday 25 June in Mansfield Park. This is an opportunity to engage with our customers and Board members are welcome to attend.</p>	<p>LM/ SMK</p>
<p>Item 10 Mem 1</p>	<p>Shareholder Membership Applications Board noted that no Shareholder Membership applications had been received.</p>	
	<p>The Chair thanked everyone for their attendance and the meeting closed at 8.10 pm.</p>	

