

**MINUTE OF MEETING
PARTICK HOUSING ASSOCIATION BOARD
HELD IN THE PHA BOARDROOM
UNIT 5, 22 MANSFIELD STREET
6.00 PM – 25 NOVEMBER 2015**

Present: Leslie Milne (Chair)
Alastair Firth
Alan Howie
Eddie Jones
Iain MacKenzie
Janet Napthine
Helen Turner

Apologies: Annette Bonar
Hazel Brown
Margaret Burke
Iain Nicolson
Jennifer Young

Attending: Stewart MacKenzie, CEO
Eamonn Hughes, Finance Director
Georgina Kent, Operations Director
Nick Ronan, Development Director
Barry Shields, Head of ICT Business Services
Marina Turner (Minute Secretary)

Michael Monaghan, Housing Services Manager (Item 2 only)
Anna Goldthorp, Tenancy Liaison Assistant (Item 2 only)
Eileen Sparks, Scrutiny Panel Member (Item 2 only)

Item 1	<p>Chair's Welcome The Chair welcomed all attendees to the meeting, with a special welcome to Georgina Kent, PHA's new Operations Director and also extended a warm welcome to Michael, Anna and Eileen attending from the Scrutiny Panel.</p>
Item 2	<p>Presentation: Scrutiny Panel (Verbal) Michael Monaghan (MM) thanked the Board for the invitation to present tonight.</p> <p>MM advised Board why backcourt management was chosen as a Scrutiny Panel project. The complaint management project, previously presented to Board, had highlighted back courts as an area of concern for residents.</p> <p>The Panel had come up with seven recommendations:</p>

	<ol style="list-style-type: none"> 1. Provision for a designated Supervisor within the renewed environmental service contract; 2. Standardised environmental service contract across all PHA tenanted and factored properties; 3. Contract to be charged at an output specification rate rather than 'cost per job'; 4. PHA clarification regarding all elements of waste disposal; 5. Improved signage placed in prominent areas identifying waste disposal and bulk uplift area/s; 6. Raised PHA staff awareness of environmental and backcourt management issues; and 7. Feasibility study regarding the future replacement of metal ash bins. <p>Board was advised that there are certain areas where the Council has advised that we cannot use wheelie bins due to access issues.</p> <p>It was suggested that to improve the situation PHA should aim to strengthen its relationship with the Council's Cleansing Department (Land and Environmental Services).</p> <p>Board requested that an article be drafted for the next newsletter providing tenants with an update from the Scrutiny Panel.</p> <p>A response will be provided to the Scrutiny Panel from Board.</p> <p>Board noted the content of the presentation and thanked the attendees from the Scrutiny Panel for attending. Scrutiny Panel members left the meeting at this point.</p>	
	<p>The Board meeting resumed.</p> <p>Apologies Apologies were noted as detailed above.</p> <p>Declaration of Interests No interests were declared.</p> <p>Additional confidential verbal Item The Chair requested that an additional item on staff pensions be considered. This was agreed by Board</p>	<p>MM</p> <p>GK</p>
<p>Item 3 Doc 1</p>	<p>Approval of previous minutes 23 September 2015 The minute of 23 September 2015 was proposed as a true record by IM and seconded by EJ.</p> <p>The previous minute was approved.</p>	

<p>Item 4 Doc 2</p>	<p>Review of Action Tracker</p> <ul style="list-style-type: none"> • Equalities Training – NR will pick up on Equalities Training in the New Year. • Staffing Sub Committee vacancy – it was noted a vacancy remained on this committee; both Iain MacKenzie and Helen Turner confirmed interest and were accepted. MT to advise JY and update records. <p>Board noted the Action Tracker.</p>	<p>NR MT</p>
<p>Item 5 Doc 3</p>	<p>Feedback on Away Day – 13 November 2015 (verbal report) The Chair thanked all Board members who were able to attend the Board Away Day. A confidential report had been circulated to Board members of PHA and PWL, which detailed a number of actions.</p> <p>Board noted the feedback from the Away Day Session.</p>	
<p>Item 6 Dec 1</p>	<p>Quarter 2 Management Accounts</p> <p>EH stated that these accounts were coming to Board as the November Audit Committee meeting had been cancelled. This was a good set of accounts and savings continue to be made due to low interest rates.</p> <p>Board noted the Council has opened up the opportunity to buy flats from the open market, whilst providing grant assistance. EH advised that further details were included within the CEO Report along with a request for Board to delegate authority to approve such purchases. It would be unusual for PHA to acquire more than two such properties in one year, however if an opportunity does arise then we should seek to do so.</p> <p>Board approved the management accounts for the quarter ended 30 September 2015.</p>	
<p>Item 7 Dec 2</p>	<p>Treasury Management Update</p> <p>The Finance Short Life Working Group (SLWG) has met with our appointed specialist treasury financial advisors. Approval is now sought to take this to the next stage and the SLWG proposes putting together a funding proposal for consideration by Board. Any decision will be taken with input from our specialist treasury advisors.</p> <p>Board approved in principle the Finance SLWG's recommendation to pursue re-financing as set out in either Option 2 or Option 3 of the Board papers.</p>	<p>EH</p>

	<p>Board delegated authority to the Finance Director, in conjunction with our specialist treasury advisors, to put together a detailed proposal for Board to agree at a future meeting to enact the above.</p> <p>Board noted there is a fall back option, if an acceptable deal cannot be put together using bond finance.</p> <p>Janet Naphthine joined the meeting at this point and EH summarised what had been agreed.</p> <p>Board took a 10 minute break.</p>	EH
<p>Item 8 Info 1</p>	<p>St Peter's Development Update</p> <p>NR advised Board that we are moving forward with planning consent. Social rented and supported accommodation units are broadly in line with the grant targets. Further work requires to be done on reviewing the costs and grant associated with the mid market rent (MMR) units.</p> <p>A public consultation event was held on 17 November which generated a considerable degree of interest from the community and positive feedback on our proposals. Board went on to discuss the viability of MMR and shared equity properties.</p> <p>An acquisition approval will be put to Board in February 2016 and cost plan figures will also be available at that time. Board noted that their only concern at this time was the shortfall in MMR funding.</p> <p>Board noted the content of this report.</p>	NR
<p>Item 9 Info 2</p>	<p>Board Code of Conduct and Declarations of Interest Update (Verbal)</p> <p>MT advised that all Code of Conduct and Declaration of Interest forms had been returned. The information has been collated and a copy provided to the Chair. Everything is satisfactory from a governance point of view.</p> <p>Board noted the content of the verbal report as presented.</p>	
<p>Item 10 Info 3</p>	<p>Quarter 2 Performance Update</p> <p>The reporting format may be reviewed in the future to provide more useful information on trends and comparisons. Emergency repairs are very slightly off target, which has been picked up with the contractor and is being addressed. Sustained tenancy rates have come down slightly due to reasons out-with our control.</p>	

	<p>Rent arrears – the underlying issue is to do with our rent debits which we charge calendar monthly being out of synchronization with Housing Benefit payments which we receive four weekly.</p> <p>Board discussed the challenges around tenancy sustainability, rent arrears, Universal Credit, and how tenant’s personal situations varied.</p> <p>Board noted the content of the Quarter 2 performance update.</p>	
<p>Item 11 Info 4</p>	<p>Partick Works Ltd Board – previous minutes</p> <p>Board noted the content of the previous PWL minutes from 17 September 2014, 4 March 2015 and 13 May 2015, which had been circulated for information.</p>	
<p>Item 12 Info 5</p>	<p>CEO Report</p> <p>Rent setting As previously discussed, it is intended to apply future rent increases from 1 April to bring us into line with other housing associations. There would be a small pro rata increase of 0.6% from 1 April 2016. Subject to tenant consultation, further information will be provided to Board in February 2016.</p> <p>Staffing update The new Operations Director joined PHA on 23 November.</p> <p>The new Development Manager will commence on 1 December, the post was filled internally and we will be back-filling the post of Development Officer.</p> <p>One of our Finance Officers is retiring and it is proposed to replace this post with a Finance Assistant and Finance Apprentice.</p> <p>We are currently also recruiting for a Repairs Clerk and we have recruited one Apprentice to start in the New Year.</p> <p>Health & Safety Working Group This six month project has now come to an end and thanks are recorded to everyone involved. There will be a governance role going forward and the new Health & Safety Panel will meet quarterly, with MB and EJ as Board nominees.</p> <p>Customer Satisfaction Survey The survey has started and will consist of a significant sample of face to face interviews, comprising 700 PHA tenants and 600 PWL customers. Research Resource will present findings to PHA Board on 10 February</p>	

2015, which will also be attended by PWL Board members for this item.

Office opening hours

It is proposed that with effect from 1 January 2016, our new office opening hours will be:

- Monday, Tuesday, Wednesday and Thursday from 9.00am to 5.00pm; and
- Friday from 9.00am to 4.30pm.

The late opening on Wednesday mornings was a temporary measure during the staff restructure in 2013. The new opening hours are more customer-focused.

Freedom of Information

The Scottish Government now plans to consult formally with the RSL sector next year with a view to extending coverage of Freedom of Information legislation to Registered Social Landlord. We will report back to Board with more information in due course.

Procurement of Legal Services

SMK/MT have been progressing this procurement. The Pre Qualifying Questionnaire (PQQ) stage has been completed and the Invitations to Tender (ITT) which will be issued tomorrow (26 November 2015). Tenders are due back on 15 January 2016, which we will then assess. The successful bidders on this framework will start on 1 April 2016.

40th Anniversary

The event at Oran Mor went very well and very positive feedback has been received. Board felt that the event had been very successful and asked for their thanks to be passed on to everyone involved in organising it. A 40th Anniversary booklet has been produced, with an electronic copy having been circulated to Board.

Winterfest

On Thursday 10 December the lights will be switched on and there will be live music and craft stalls at Mansfield Park. It will run from 4pm-7pm and all are welcome (Update at 9 Dec 2015: Temporarily postponed due to severe weather).

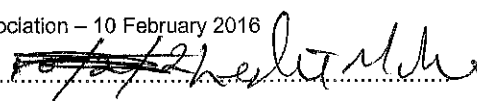
Board meetings schedule for 2016-17

The meeting schedule for 2016/17 had been circulated to Board members and was also included within the Board pack.

Board **noted** the content of this report.

Board **agreed** in principle to increase rents by 0.6% from 1 April 2016, subject to tenant consultation feedback which will be reported to Board on

EH/
GK



10/2/2016

	<p>10 February 2016.</p> <p>Board agreed to amend the staffing structure to replace the Finance Officer vacancy with a Finance Assistant and Finance Apprentice.</p> <p>Board agreed to establish an ongoing Health & Safety Panel, comprising Board representatives and key staff members to provide assurance to Board that Health & Safety matters are being appropriately addressed across the business. Board nominees will be MB and EJ.</p> <p>Board delegates authority to the Finance Director and Chief Executive in consultation with the Chair to instruct open market acquisitions in line with scheme and funding criteria set by Glasgow City Council and to continue to acquire a full share of any shared ownership properties if this option arises.</p>	<p>EH/ MT</p> <p>NR/ MT</p> <p>EH/ SMK/ LM</p>
<p>Item 13 Info 6</p>	<p>CEO Appraisal (Verbal) Confidential</p> <p>The Chair advised Board that the 6 monthly review/appraisal of the Chief Executive had been completed on schedule.</p> <p>Board noted the content of this verbal report.</p> <p>Board agreed to suspend Standing Orders.</p>	
<p>Confid ential</p> <p>Non agenda item</p>	<p>Confidential</p> <p>The Chair asked EH to provide a verbal update on staff pensions, as he had attended a presentation by the Pensions Trust yesterday (24 November 2015).</p> <p>Board noted this verbal update.</p>	
<p>Item 14 Mem 1</p>	<p>Shareholder Membership Applications</p> <p>Board approved the six new shareholder membership applications detailed within the report.</p>	<p>MT</p>
	<p>The Chair thanked everyone for their attendance and the meeting closed at 8.20pm.</p>	
	<p>The next Board meeting is scheduled for Wednesday 10 February 2016.</p>	