

**MINUTE OF MEETING  
PARTICK HOUSING ASSOCIATION BOARD  
HELD IN THE PHA BOARDROOM  
UNIT 5, 22 MANSFIELD STREET  
6.00 PM – 24 JUNE 2015**

**Present:** Leslie Milne (Chair)  
Annette Bonar  
Margaret Burke  
Alan Howie  
Eddie Jones  
Iain Nicolson  
Alastair Firth

**Apologies:** Paul Robertson (Vice Chair)  
Hazel Brown  
Janet Naphine  
Jennifer Young

**Attending:** Stewart MacKenzie, CEO  
Lynne Donnelly, Housing Services Director  
Eamonn Hughes, Finance Director  
Barry Shields, Head of ICT  
Marina Turner, Corporate Services Officer (Minute Secretary)

<p><b>Item 1 Doc 1</b></p>	<p><b>Chair's Welcome</b> The Chair welcomed all attendees to the meeting and covered the fire evacuation procedures.</p> <p>Board was advised that Paul Robertson had submitted his resignation and this has raised a number of items under governance which will be considered at the end of the meeting.</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 2</b></p>	<p><b>Approval of previous minutes 27 May 2015</b> The previous minute was <b>approved</b>.</p>
<p><b>Item 3 Doc 3</b></p>	<p><b>Review of Action Tracker</b> The Board <b>noted</b> the Action Tracker.</p>

<p><b>Item 4 Dec 1</b></p>	<p><b>Corporate Plan 2015-18</b> The Corporate Plan as presented builds upon previous drafts and discussions. Once the content is agreed it will be tidied up in terms of the house style and made available as decided appropriate. Action plans will be produced from the Plan for staff teams to work through.</p> <p>The intent was for a summarised version to be made public. Board felt some of the jargon needed to be changed and SMK agreed to address this.</p> <p>This is a very well written document which needs to be reflected in day to day workings of the organisation so that staff can demonstrate how they contribute. It would then be a 'living' document linked into staff appraisals and the setting of objectives.</p> <p>The customer version of the document should be no more than five pages. Board <b>agreed</b> that a summary version should be produced from the "in short" section, resulting in something more appropriate for customers, and both the long and short versions should be uploaded on to the website.</p> <p>A draft summary version produced and circulated to MB, EJ and LM to review in advance of publication. We should try to ensure that the summary be user-friendly and in plain English. SMK to pick up Board comments and drive this forward.</p> <p>Board <b>approved</b> the Corporate Plan 2015-2018 subject to producing a shorter version which will be customer friendly and will be in plain English. Board felt it was a very good document.</p>	<p>SMK</p> <p>SMK</p>
<p><b>Item 5 Dec 2</b></p>	<p><b>Staffing Structure Review 2015</b> PHA carried out a detailed structure review in 2013 which had been reviewed by the former CEO in late 2014. SMK advised that the staffing structure works reasonably well and therefore only minor changes were being presented to Board. The proposals are cost neutral.</p> <p>There will be no more additional growth at the moment, with a caveat on property factoring which may require further review.</p> <p>SMK advised that we were looking at possible apprenticeships and, if Board is happy with the principle, a proposal will be developed and presented to the Staffing Sub Committee for consideration.</p> <p>Board were pleased that the structure provided stability. The availability of grants to assist with community employment, interns and apprentices would also be investigated.</p> <p>Board noted the content of the report and <b>approved</b> the recommendations as detailed in the paper.</p>	

<p><b>Item 6a Dec 3a</b></p>	<p><b>Annual Loan Portfolio Submission</b> Board was provided with a verbal summary of the Loan Portfolio paper. We are quite comfortable with our working capital and borrowings are a lot less than predicted. Board was concerned about the implications for 10-20 years down the line and EH advised that the review by our recently appointed investment consultants, MURJA will consider this.</p> <ol style="list-style-type: none"> <li>1. Board <b>approved</b> the Annual Loan Portfolio return</li> <li>2. Board <b>authorised</b> the Finance Director to complete the online electronic return on behalf of the Association.</li> </ol>	
<p><b>Item 6b Dec 3b</b></p>	<p><b>SHR 5-year Financial Return</b> This is a routine annual report required by the Scottish Housing Regulator, which is used to review and monitor housing associations. .</p> <p>The auditors are currently on site. They will finish on 26 June and so far there are no issues. Bad debts are less than £2k this year.</p> <p>EH asked for approval for one other item. There may be a requirement to bring forward funds from 2019/20 budget for boiler replacement of around £200k. Board were provided with background on this subject.</p> <p>Board</p> <ol style="list-style-type: none"> <li>1. <b>Approved</b> the 5-year financial return.</li> <li>2. <b>Authorised</b> the Finance Director to complete the online electronic return on behalf of the Association.</li> <li>3. <b>Authorised</b> the Finance Director to make any minor changes required to reflect the actual final accounts once they are ready.</li> <li>4. <b>Approved</b> bringing forward an additional £200,000 from 2019/20 to 2015/16 to enable us to effectively address our EESSH energy saving targets. This is not additional money and the budget for 2019/20 will reduce by this figure plus inflation to reflect this change.</li> <li>5. <b>Agreed</b> that the finance sub group will receive and consider the refinancing options report from MURJA and come back with a recommendation for Board to consider at the next available Board meeting.</li> </ol>	
<p><b>Item 7 Dec 4</b></p>	<p><b>Rent and Service Charges Policy</b> In August 2014, some changes were proposed and approved by the Board subject to tenant consultation. LD advised the consultation exercise is now complete.</p> <p>Whilst this project has been successful in achieving its original aim, concerns are emerging that rent values for small properties are high and may potentially become unsustainable. It is proposed that PHA carries out a further, more detailed review of the Rent and Service Charge Policy during 2016/17. This review will further simplify and streamline the 'Points System' and ensure that rents levels are fair and equitable reflecting the overall size and amenity of our homes.</p>	

	<p>The contract for delivering common environmental services is due for renewal during 2016/17. It is anticipated that the specification and delivery of this service will change significantly. Any changes to the method of delivery will be reflected in the policy review.</p> <p>It was noted that as we do not always compare like for like it makes rent comparisons difficult. .</p> <p>Board</p> <ol style="list-style-type: none"> <li>1. <b>Noted</b> that consultation on the previously agreed changes is now complete;</li> <li>2. <b>Noted</b> the additional minor change to parking in 'additional amenities';</li> <li>3. <b>Considered and approved</b> the policy for adoption by Partick Housing Association; and</li> <li>4. <b>Noted</b> the intention to carry out a wholesale review of the 'Points System' used within the Rent and Service Charge Policy.</li> </ol>	
<p><b>Item 8 Dec 5</b></p>	<p><b>Equality Policy</b></p> <p>This was an updated version of the policy which had last been reviewed in 2012. Whilst there were no major changes in legislation, there have been changes in the PHA Corporate Plan, staffing and structure. Board were referred to the Equality Action Plan which would be the instrument for ensuring changes were implemented. The Action Plan would be published, monitored and reviewed by the Operational Management Team. Board received <b>confirmation</b> that results will be acted upon and this will not be just a monitoring process.</p> <p>It was <b>confirmed</b> there would be specific training for Board members and that we have accreditation from last year which we will be following up on.</p> <p>Board <b>approved</b> the updated Equality Policy <b>subject to</b> the above confirmations being implemented.</p>	<p>NR</p>
<p><b>Item 9 Dec 6</b></p>	<p><b>Health and Safety Policy</b></p> <p>Board was presented with an updated version of the H&amp;S policy which had been last reviewed in 2011. This is a statement of intent, underneath which will be policies and procedures. A member of staff is in place to run with this six month project and two Board members, EJ and MB, volunteered to be part of the Health &amp; Safety Working Group, the first meeting of which had been held today.</p> <p>Board</p> <ol style="list-style-type: none"> <li>1. <b>Approved</b> the updated Health and Safety Policy, as set out in Appendix 1.</li> <li>2. <b>Approved</b> that the updated Health and Safety Policy be signed by PHA's Chair and Chief Executive on behalf of the Board.</li> </ol>	

	<p><b>Matter of Delegated Authority</b> LD requested that Board consider a non-agenda item under matters of delegated authority.</p> <p>An action to review the Allocations Policy by March 2015 had been delayed. Board noted the delay and agreed a minor change to the policy in the interim to remove under-occupation points from owners applying directly to PHA for rehousing. PHA focused on the potential impact of the 2014 Act and did not consider the impact this change had on the principles supporting the wider allocations policy. Had this been considered the paper would have recommended that PHA revert to the previous policy by reducing the priority afforded to tenants who under-occupy their property. It was now proposed to remove the under occupation points from owners.</p> <p>The change will not have any impact on homeless applicants or PHA tenants as they will continue to benefit from the priority afforded to them through our allocations planning targets.</p> <p>Board is therefore asked to delegate authority to the Chair to review and consider this paper and approve implementation of this policy change. Should the Chair agree the proposal the Board will be advised through normal reporting protocols</p> <p>Board <b>agreed</b> that authority be delegated to the Chair.</p>	
<p><b>Item 10</b> <b>Info 1</b></p>	<p><b>CEO Report</b> The CEO report covered a number of topics and the following matters were highlighted.</p> <p>Item 7 – Board skills audit, training and appraisals. The Chair confirmed these are now progressing. However due to the holiday season it may be the end of July before these are completed.</p> <p>Item 3 – Benchmarking. SMK confirmed we do some benchmarking at the moment but through joining the Scottish Housing Best Value Network (SHBVN) there is scope for us to benchmark with a wider group of landlords.</p> <p>Item 4 – Customer Satisfaction Survey. It was felt we should go beyond our current survey every three years and introduced a rolling quarterly survey of service users. This will help provide assurance on service quality, ensure that we are maintaining standards and give us the opportunity to address any service failures.</p> <p>Board <b>noted</b> the content of the CEO report.</p>	

<p><b>Item 11 Info 2</b></p>	<p><b>PHA 40<sup>th</sup> Anniversary Update</b>          There has been a lot of recent activity, including the West End Festival on 7 June and the Community Festival on 20 June. Walking Tours have all generated significant interest. There have been discussions around Winterfest and a meeting has been organised with GCC..</p> <p>Board received confirmation that if the budget looks like going over the budgeted figure it will come back to Board for approval. Board requested more information on what the money was being spent on along with a more detailed update on the anniversary plans.</p>	<p>NR</p>
<p><b>AOB</b></p>	<p><b>Rules and Membership</b>          An application had been received today for Shareholder membership.</p> <p>Board <b>approved</b> the membership application.</p>	
	<p><b>Nominations for officer vacancies</b>          During the July/August period the process for electing office bearers will be circulated to Board</p> <p>Current vacancies are:          PHA Vice Chair          Staffing Sub Committee Chair          Staffing Sub Committee Vice Chair</p> <p>Board requested that a note of thanks be sent to Paul Robertson for his valuable contribution during his time on the PHA Board.</p>	<p>MT</p> <p>MT</p>
	<p><b>AOB</b>          Board noted that a dedicated Board area on the PHA website would be of great assistance to Board members in tracking items. BS stated that the plan was to have an intranet in place at the end of this financial year. Board asked that they be provided with a timescale for this happening and it be recorded on the action tracker.</p>	<p>BS</p> <p>MT</p>
	<p>The Chair thanked everyone for their attendance and the meeting closed at 7.55pm.</p> <p>A vote of thanks was proposed for the Chair.</p>	