

**MINUTE OF MEETING  
PARTICK HOUSING ASSOCIATION BOARD  
HELD REMOTELY USING VIDEO / CONFERENCE CALL  
6.15pm Wednesday 12 May 2021**

- Present:** Alan Howie (Chair)  
Annette Bonar  
David Downie  
Alastair Firth  
Jeremy Kemp (joined meeting from item 6)  
Patrick McGlinchey (left meeting after item 9)  
Yvonne MacQuarrie  
Les Milne  
Jennifer Young
- Apologies:** Iain Mackenzie  
Janet Napthine  
Helen Turner
- Attending:** Stewart MacKenzie, Chief Executive (CEO)  
Georgina Kent, Operations Director (OD) (joined meeting from item 6)  
John McIntyre, Finance Director (FD)  
Jacqueline McCutcheon, Corporate Services Manager (CSM)  
James Armit, Senior Corporate Services Assistant (Minutes)

<b>Item 1</b>	<p><b>Chair's Welcome</b> The Chair welcomed everyone to the meeting and thanked everyone for their attendance.</p> <p><b>Apologies</b> Apologies were noted as detailed above.</p> <p><b>Declaration of Interest</b> No interests were declared.</p>	
<b>Item 2 Doc 1</b>	<p><b>Approval of Previous Minutes: PHA Board – 24 March 2021</b> The minute of 24 March 2021 was agreed as a true record. On a proposal by Les Milne and seconded by Jennifer Young, the minute was <b>approved</b>.</p>	
<b>Item 3 Doc 2</b>	<p><b>Review of Action Tracker</b> A number of the items on the action tracker had been completed or were included within the agenda for this meeting.</p> <p>The Board <b>noted</b> the action tracker.</p>	

<p><b>Item 4 Info 1</b></p>	<p><b>Corporate Strategy 2018-2023: Action Plan Review Year 3 - 2020/21</b>  The CEO provided a summary of the highlights achieved within Year 3 of the Group Corporate Plan noting some achievements including:</p> <ul style="list-style-type: none"> <li>- commissioned an updated Stock Condition &amp; Energy Efficiency Survey and despite Covid19 restrictions continued limited stock investment works as part of Asset Management Strategy, including fire safety, SHQS and EESSH works;</li> <li>- completed our new housing supply project at Laurel Street and progressed new housing supply projects at Purdon Street and St Peters, as well as applied for planning consent for pipeline projects at Great Western Road and Bearsden Road in Anniesland;</li> <li>- achieved Customer Service Excellence reaccreditation;</li> <li>- continued with 'zero based' approach to budget setting; and</li> <li>- within the context of Covid19 restrictions, continued to sustain strong performance operationally across a wide range of service areas and customer priorities.</li> </ul> <p>Priorities for Year 4 (2021/22) were reported. However it was proposed that that 2021/22 would be the final year of our current Group Corporate Plan, so that we can review and refocus our strategic priorities to reflect our changing operating environment and future ambitions. When Covid19 restrictions permit we aim to have a facilitated strategic 'away day' for PHA and PWL Board members later in 2021.</p> <p>The Board:</p> <ol style="list-style-type: none"> <li>1. <b>Noted</b> the contents of this report.</li> </ol>	<p><b>CEO/ CSM</b></p>
<p><b>Item 5 Info 2</b></p>	<p><b>Performance Review 2020/21 Quarter 4</b>  The CEO introduced this report, reviewing performance against a number of indicators for 2020/21 Quarter 4, noting continued good performance within the context of the ongoing Coronavirus pandemic. The Board passed on their thanks to staff for their continued good performance and hard work during the pandemic.</p> <p>The Board:</p> <ol style="list-style-type: none"> <li>1. <b>Noted</b> the contents of this report.</li> </ol>	
<p><b>Item 6 Dec 1</b></p>	<p><b>Annual Return on the Charter 2020/21</b>  The CEO and OD presented this report to the Board to update them on performance against a range of Key Performance Indicators (KPIs) for the financial year 2020/21.</p> <p>There was some discussion on the positive arrears management where we were reporting arrears of 1.93% (compared to 2.29% reported for 2019/20). Members acknowledged this to be strong performance given the challenging circumstances of the Coronavirus pandemic.</p>	

	<p>There was some discussion on gas safety compliance, where due to the pandemic there had been a small number of annual gas services that we were unable to complete during Quarter 1 due to customers self-isolating or shielding. These had been reported as ‘notifiable events’ to the Scottish Housing Regulator, but all gas safety checks had now been carried out and the SHR required no further assurance in this regard.</p> <p>The Board:</p> <ol style="list-style-type: none"> <li>1. <b>Approved</b> the submission of the Annual Return on the Charter (ARC) 2020/21 to the Scottish Housing Regulator.</li> <li>2. <b>Delegated</b> authority to the Chair and Chief Executive to review and approve the information in the ARC prior to submission to the SHR.</li> </ol>	<b>CEO</b>
<p><b>Item 7 Dec 2</b></p>	<p><b>Policy Reviews</b></p> <p>The CEO introduced three policies and a service standard scheduled for review, noting that there were no significant changes but with revisions explained and shown as tracked changes for ease of reference.</p> <p>The Board Membership Policy was discussed at the PHA Board in March 2021, where it was agreed to seek legal clarification at section 4.2 of the updated draft policy that covered the process for nomination to the PHA Board. Our solicitor has advised that section 4.2 of the policy is entirely consistent with PHA’s Rule 40.2.</p> <p>In terms of the ICT Acceptable Usage Policy, following discussion at the PHA Board in March 2021, this has been further reviewed and the wording in section 13 of the draft policy has been updated which relates to social media usage.</p> <p>There was some discussion on the risk appetite section within the Risk Management Policy. It was noted that this would be discussed further at the upcoming Risk Appetite training session for Members, which was scheduled for 24 May 2021.</p> <p>Following discussion the Board:</p> <ol style="list-style-type: none"> <li>1. <b>Approved</b> the updated PHA Customer Charter &amp; Service Standards set out in Appendix 1.</li> <li>2. <b>Approved</b> the updated Risk Management Policy set out in Appendix 2.</li> <li>3. <b>Approved</b> the updated Board Membership Policy set out in Appendix 3.</li> <li>4. <b>Approved</b> the updated ICT Acceptable Usage Policy set out in Appendix 4.</li> </ol>	
<p><b>Item 8 Dec 3</b></p>	<p><b>CEO Report</b></p> <p>The CEO summarised the main headlines within the report, including updates on Coronavirus &amp; Business Continuity; Money Advice Service;</p>	

	<p>Asset Management Update; Procurement Update; Health &amp; Safety; New Housing Supply; and Governance Matters.</p> <p>The report also covered other matters, including Website Development; FCA Group Accounts exemption; and Treasury Management Update.</p> <p>There was some discussion on the leave of absence for Vice Chair for three months due to health reasons, this will be reviewed at the Board meeting on 18 August 2021. Members passed on their best wishes to Iain.</p> <p>The Board:</p> <ol style="list-style-type: none"> <li>1. <b>Approved</b> the award of the Fortrose House Water Supply Contract to Turner Property Services Limited for an estimated contract value of £262,398 (exclusive of VAT).</li> <li>2. <b>Approved</b> the Leave of Absence for the Vice Chair until August 2021.</li> <li>3. <b>Noted</b> the contents of this report.</li> </ol>	<b>CEO/ OD</b>
<b>Item 9 Info 3</b>	<p><b>Assurance Update</b></p> <p>The CEO presented this report to the Board to provide an assurance update. There was some discussion on a summary of assurance activities which would form part of the Annual Assurance Statement that we will submit to the SHR later in 2021.</p> <p>Our plan is to submit our Annual Assurance Statement to the SHR, following consideration by the Audit &amp; Risk Committee on 10 August 2021 and approval by PHA Board on 18 August 2021.</p> <p>The Board:</p> <ol style="list-style-type: none"> <li>1. <b>Noted</b> the Assurance Update as set out in Appendix 1.</li> </ol>	
<b>Item 10 Info 4</b>	<p><b>Annual Procurement Report</b></p> <p>The CEO and OD presented this report to the Board, summarising PHA's procurement activities and plans.</p> <p>The Board:</p> <ol style="list-style-type: none"> <li>1. <b>Noted</b> the contents of this report.</li> </ol>	
<b>Item 11 Info 5</b>	<p><b>PHA Strategic Risk Register 2020/21 Quarter 4</b></p> <p>The CEO presented this update to the Board on the Strategic Risk Register 2020/21 for Quarter 4. This had recently been reviewed by the Audit &amp; Risk Committee on 4 May 2021.</p> <p>There was some discussion on risks 'SR8 and SR9' as follows.</p> <p><b><u>SR8 Health &amp; Safety</u></b></p>	

	<p>Mitigation measures have included noting and confirming those small number of planned gas safety checks that could not be carried out due to tenants self-isolating or contractors unable to visit due to lockdown restrictions and we have updated SHR accordingly. However there are currently no outstanding gas services outwith the required 12-month maintenance cycle.</p> <p><b><u>SR9 Financial</u></b></p> <p>As previously reported to PHA Board and via the Investment Committee, due to the Coronavirus lockdown there have been some delays with our new housing supply projects. Nevertheless, the project at Laurel Street was now completed and Purdon Street was broadly on track and within budget, so should be completed in May 2021. St Peters was subject to continuing delays, exacerbated by the main contractor going into administration and the Covid19 pandemic, but a new contractor was now on site and work was progressing albeit slowly.</p> <p>On-Board Training consultants previously provided training for Board members on risk awareness. We have arranged a follow up session on risk appetite, which was scheduled for 24 May 2021.</p> <p>The Board:</p> <ol style="list-style-type: none"> <li>1. <b>Noted</b> the contents of this report.</li> </ol>	
<p><b>Item 12 Info 6</b></p>	<p><b>PHA Management Accounts 2020/21 Quarter 4</b></p> <p>The FD presented this report to the Board outlining PHA's Management Accounts for 2020/21 Quarter 4, which showed financial performance against budget.</p> <p>It was noted that the Management Accounts for the last 12 months to 31 March 2021 showed an overall surplus of £2.39m, which was £948k higher than budget. The accounts also reported net current liabilities of £843k and net assets of £48m.</p> <p>It was acknowledged that we planned to carry forward the £465k underspend on planned component replacements to the current year 2021/22 and we were developing a revised investment programme to reflect this. The budgets will be updated to reflect this within the 2021/22 Quarter 1 Management Accounts.</p> <p>The Board:</p> <ol style="list-style-type: none"> <li>1. <b>Considered and noted</b> PHA Management Accounts for 2020/21 Quarter 4, as set out in Appendix 1.</li> <li>2. <b>Noted</b> the financial position of PWL at 31 March 2021, as set out in Appendix 2.</li> </ol>	

<b>Item 13</b> <b>Info 7</b>	<b>Committee Minutes</b> The Board: 1. <b>Noted</b> the contents of the Investment Committee minute of 29 January 2021, as set out in Appendix 1.	
	The Chair thanked everyone for their attendance and contributions. It was suggested that we may try to arrange site visits to the new build projects at Laurel Street and Purdon Street if possible.  The meeting closed at 8.00pm.	<b>CEO</b>
	<b>Next Meeting</b> <ul style="list-style-type: none"> <li>• PHA Board meeting: Wednesday 16 June 2021 at 6.15pm (virtually).</li> </ul>	