

**MINUTE OF MEETING  
PARTICK HOUSING ASSOCIATION BOARD  
HELD REMOTELY USING VIDEO / CONFERENCE CALL  
6.15pm Wednesday 27 January 2021**

**Present:** Alan Howie (Chair)  
Annette Bonar  
David Downie  
Alastair Firth  
Jeremy Kemp  
Yvonne MacQuarrie  
Patrick McGlinchey (joined from item 4)  
Les Milne  
Helen Turner  
Jennifer Young

**Apologies:** Iain Mackenzie  
Janet Napthine

**Attending:** Stewart MacKenzie, Chief Executive (CEO)  
Georgina Kent, Operations Director (OD)  
John McIntyre, Finance Director (FD)  
Jacqueline McCutcheon, Corporate Services Manager (CSM)  
James Armit, Senior Corporate Services Assistant (Minutes)

**Observers:** Frances Manley, PWL Chair (FM) (Item 4 only)  
William Harris, PWL Vice-Chair (WH) (Item 4 only)

<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 – 11 November 2020</b> The minute of 11 November 2020 was agreed as a true record. On a proposal by Alastair Firth and seconded by Les Milne, the minute was <b>approved</b>.</p>	

<p><b>Item 3 Doc 2</b></p>	<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>Partick Works Limited Update</b> WH and FM thanked PHA Board for the opportunity to attend the meeting. 2020 was William's fourth and final year as PWL Chair and Frances took over as PWL Chair in December 2020. In line with the Independence Agreement, WH provided an overview of PWL's activities during 2020/21 and future direction in delivering our Group Corporate Plan priorities.</p> <p>There was a general discussion on PWL business, noting that it was profitable and that there was a continued focus on the core property factoring where performance was good; consolidation and growth of the Mid Market Rent portfolio; and monitoring/reviewing the performance across the commercial premises portfolio.</p> <p>PHA Chair thanked WH for his update. The Board <b>noted</b> the content of this report. WH and FM left the meeting after this item.</p>	
<p><b>Item 5 Dec 1</b></p>	<p><b>Final Budget &amp; Rent Setting Strategy 2021/22</b> The OD and FD introduced this report confirming that tenant consultation had recently taken place on the proposed 1% rent increase effective from 1 April 2021.</p> <p>This equated to a typical proposed rent increase from 1 April 2021 of September 2020 Consumer Prices Index (CPI) of 0.5% + 0.5%, which was equivalent to around an average of around 83p per week for those paying an average rent.</p> <p>Information was presented on current rents set by other comparator RSLs and an indication of their rent setting proposals for 2021/22.</p> <p>Consultation included discussion with the Customer Advisory Panel who had agreed that the proposed increase was reasonable considering the ongoing improvements and development works.</p> <p>The OD confirmed we wrote to every tenant who would be affected by the increase asking them to complete a questionnaire and comment on the proposed increase, the response rate from our customers was 3.7%, up from 3.1% the previous year.</p> <ul style="list-style-type: none"> <li>• 70.5% thought the services provided by PHA represented value for money;</li> </ul>	

- 67.2% thought that PHA strikes a balance between the level of service provided, the cost of services and how far customers can afford them; and
- 62.3% supported PHA's proposals to increase rents by 1% from April 2021.

Tenants were asked to rank their 'top three' service and investment priorities which concluded as follows:

1<sup>st</sup> - 90%; delivering effective repairs, maintenance and home improvement repairs;

2<sup>nd</sup> - 75%; keeping closes, back courts and communal areas clean and tidy; and

3<sup>rd</sup> - 61%; providing new homes to meet local housing needs.

As part of our phased roll out of rent harmonisation introduced from 1 April 2018, a small number of remaining tenants would move to their 'target rent' from 1 April 2021 at which point the harmonisation exercise would have been completed. We offer our free money advice service to all tenants when notifying them of changes to their rent charges.

There was some discussion on our planned maintenance budget requirement for 2021/22. This had increased from £787k to £1,189k. The FD explained that this was largely due to the inclusion of a provision of £450k for the planned investment in replacing water tanks and pumps at Fortrose House. It was noted that due to Coronavirus restrictions there had been only limited spend on planned maintenance during 2020/21, but subject to these restrictions being eased this work and underspend would be carried forward into 2021/22.

The Board:

1. **Noted** feedback from our recent tenant consultation on rents and **approved** the proposed 2021/22 rent setting strategy which is to increase rents by 1% effective from 1 April 2021.
2. **Approved** the final 2021/22 budget and updated 30-Year Financial Business Plan.
3. **Noted** the contents of the report.

**Item 6  
Info 2**

**PHA Management Accounts 2020/21 Quarter 3**

The FD presented this report to the Board outlining PHA's Management Accounts for 2020/21 Quarter 3, which showed financial performance against budget.

The Management Accounts for the period to 31 December 2020 showed an overall surplus of £1.67m, which was £630k higher than budget. The accounts also reported net current liabilities of £548k and net assets at £47.2m.

There was some discussion on the draft income and expenditure account and statement of financial position of PWL. This showed a

	<p>surplus of £162k for the period to 31 December 2020 before a gift aid payment to PHA of £181k. The statement of financial position showed net current assets of £117k and net assets of £2.5m.</p> <p>The Board:</p> <ol style="list-style-type: none"> <li><b>Noted</b> PHA Management Accounts for 2020/21 Quarter 3, as set out in Appendix 1.</li> <li><b>Noted</b> the financial position of PWL at 31 December 2020, as set out in Appendix 2.</li> </ol>	
<p><b>Item 7 Dec 2</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, Governance, New Housing Supply update, Scottish Housing Regulator monthly returns, Procurement update and Health &amp; Safety Panel update.</p> <p>There was discussion on proposals for a Special General Meeting that will take place on 24 March 2021 via Zoom. This will be to consider a number of minor revisions to SFHA Model Rules (Scotland) 2013 which PHA's constitution is currently based upon.</p> <p>The Board:</p> <ol style="list-style-type: none"> <li><b>Agreed</b> in principle to update PHA's Rules as summarised in Appendix 1 and with effect from 1 March 2021 instruct the Secretary to convene a virtual Special General Meeting on 24 March 2021.</li> <li><b>Agreed</b> in principle for Partick Housing Association to acquire the block at 1660 Great Western Road, Anniesland (ref BC7) for a sum of £400,000 and delegates authority to the PHA Chair and Chief Executive to progress. The offer would be conditional on receiving planning consent, agreement with the Council on the availability of HAG funding and compliance with all clauses and conditions set out within the Heads of Terms of the purchase agreement.</li> <li><b>Noted</b> the contents of this report.</li> </ol>	<p><b>CEO</b></p> <p><b>CEO/ Chair</b></p>
<p><b>Item 8 Info 3</b></p>	<p><b>PHA Performance Review 2020/21 Quarter 3</b></p> <p>The OD introduced this report, reviewing performance against a number of indicators for 2020/21 Quarter 3, noting strong performance considering the Coronavirus pandemic.</p> <p>There was some discussion on our repairs completed within target time. Members felt performance was good particularly due to the Covid-19 situation and the recent change in contractor. It was further discussed by the CSM there had been an increase in Freedom of Information and Subject Access requests, 5 were received within Quarter 3 all responded to within target date.</p> <p>The Board:</p> <ol style="list-style-type: none"> <li><b>Noted</b> the contents of this report.</li> </ol>	

<b>Item 9</b> <b>Dec 3</b>	<b>PHA Write Offs 2020/21 Quarter 3</b> The Board: 1. <b>Approved</b> the proposed PHA write-offs for Quarter 3 of 2020/21 detailed within the report totalling £2,887.40.	<b>FD</b>
<b>Item 10</b> <b>Dec 4</b>	<b>Policy Reviews</b> The CEO introduced two strategy and one policy scheduled for routine review and noted that there were no significant changes. Full policy and strategy documents were within the Board Pack and would be uploaded to the intranet once approved. It was noted that changes were summarised and explained with the report, however it may be useful to show revisions as track changes.  The Board: 1. <b>Approved</b> the updated Customer Engagement Strategy as set out in Appendix 1. 2. <b>Approved</b> the updated Value for Money Strategy as set out in Appendix 2. 3. <b>Approved</b> the updated Environmental Policy as set out in Appendix 3.	
<b>Item 11</b> <b>Info 4</b>	<b>Committee Minutes</b> There was a query about Committee Minutes being considered towards the end of Board meetings. It was noted that the agenda is agreed with the Chair in discussion with the CEO. Matters for approval and discussion were generally considered near the start of the agenda, with committee minutes for information and noting being presented towards the end.  The Board: 1. <b>Noted</b> the contents of the PWL Board minute of 6 August 2020, as set out in Appendix 1. 2. <b>Noted</b> the content of the Investment Committee minutes of 20 October 2020 as set out at Appendix 2.	
	The Chair thanked everyone for their attendance and contributions. The meeting closed at 8.10pm.	
	<b>Next Meeting</b> <ul style="list-style-type: none"> <li>• Special General Meeting (SGM): Wednesday 24 March 2021 at 6:00pm (virtually).</li> <li>• PHA Board meeting: Wednesday 24 March 2021 at 6.15pm (virtually).</li> </ul>	