

**MINUTE OF MEETING  
PARTICK HOUSING ASSOCIATION BOARD  
HELD IN THE PHA BOARDROOM  
18 MANSFIELD STREET  
6.15pm Wednesday 20 March 2019**

**Present:** Leslie Milne (Chair)  
Annette Bonar  
Margaret Burke  
Alan Howie  
Patrick McGlinchey (from item 4)  
Iain Mackenzie  
Yvonne MacQuarrie  
Helen Turner  
Jennifer Young

**Apologies:** David Downie  
Alastair Firth  
Janet Napthine

**Attending:** Stewart MacKenzie, Chief Executive (CEO)  
Georgina Kent, Operations Director (OD)  
Brian Lochrie, Development and New Business Director (DD)  
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 them 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 from Board members. Staff attending noted an interest at Item 6, section 12 EVH Salary Negotiations 2019.</p>	
<b>Item 2 Doc 1</b>	<p><b>Approval of Previous Minutes</b></p> <p><b>PHA Board – 29 January 2019</b> The minute of 29 January 2019 was agreed as a true record. On a proposal by Margaret Burke and seconded by Annette Bonar, the minute was <b>approved</b>.</p>	
<b>Item 3 Doc 2</b>	<p><b>Review of Action Tracker</b> It was confirmed that a number of the items on the action tracker were to be discussed later in the agenda or have been completed.</p>	

	The Board <b>noted</b> the action tracker.	
<b>Item 4 Dec 1</b>	<p><b>PHA Customer Satisfaction Survey 2018: Action Plan</b> The CEO presented the above report to the Board to consider the draft PHA Customer Satisfaction Survey 2018 Action Plan.</p> <p>Members discussed the information on tenants who use the internet (59%) and acknowledged that it would be useful to explore how we could build on this to encourage tenants to access services and participate. This would be discussed at future meetings.</p> <p>Members agreed this was a good report, liked the format of information and suggested including details on the website for information to customers.</p> <p>The Board:</p> <ol style="list-style-type: none"> <li><b>Considered</b> the draft PHA Customer Satisfaction Survey 2018: Action Plan as set out in Appendix 1.</li> <li><b>Noted</b> the content of this report.</li> </ol>	<b>CSM</b>
<b>Item 5 Dec 2</b>	<p><b>Policy Reviews</b> The CEO introduced policies scheduled for routine review but noted that there were no significant changes. Full policies were within the Board Pack and will be uploaded to the intranet once approved.</p> <p><b>Comments, Compliments &amp; Complaints Policy</b> The wording of the policy had been updated to reflect legislative changes, including references to the First-tier Tribunal for Scotland (Housing and Property Chamber) and new SPSO contact address. We routinely report updates on our complaints handling and customer feedback through our quarterly performance reviews to the PHA Board.</p> <p><b>Business Continuity Policy</b> There were only minor changes of wording reflecting legislative changes (e.g. GDPR).</p> <p><b>Procurement Policy</b> There were only minor changes of wording proposed – these related to the phased roll out of certain elements of the procurement legislation and these measures were now fully in force.</p> <p>Another minor but important change related to the financial thresholds to be used in relation to procuring large contracts –the updated thresholds confirmed by the Scottish Government are over £181,302 for services and over £4,551,413 for works. We will comply automatically with any future updates to regulations, revised procurement thresholds, etc.</p>	<b>CSM</b>

	<p>We have also updated the references to the use of framework agreements, as this is something that PHA has been actively progressing in recent times.</p> <p><b>Asbestos Management Policy</b> As the legislation and regulations relating to asbestos management remain unchanged, there was only one minor wording to reflect the introduction of GDPR. We monitor our asbestos management processes to ensure that these are being effectively implemented. In October 2018, the Audit Committee noted strong assurance from the findings of Wylie &amp; Bisset's Gas Safety, Legionella, Asbestos Safety and Fire Audit.</p> <p>Following discussion, the Board <b>approved</b> the following policies:</p> <ol style="list-style-type: none"> <li>1. Comments, Compliments and Complaints Policy set out in Appendix 1;</li> <li>2. Business Continuity Policy set out in Appendix 2;</li> <li>3. Procurement Policy set out in Appendix 3; and</li> <li>4. Asbestos Management Policy set out in Appendix 4.</li> </ol>	
<p><b>Item 6 Dec 3</b></p>	<p><b>CEO Report</b> The CEO summarised the main headlines within the report, including plans for PHA to acquire two properties from PWL and EVH's proposed three-year pay deal for staff.</p> <p>It was confirmed the properties to be acquired from PWL were tenanted but they were scheduled to move out in summer 2019 and this is when any acquisition of the flats by PHA would take place.</p> <p>There was some discussion on Freedom of Information, which will apply to Scottish registered social landlords from 11 November 2019. Training will be arranged for all staff and Board Members in the coming months.</p> <p>As previously reported, Employers in Voluntary Housing (EVH) have been in negotiations with Unite the Union to reach a new salary agreement for future financial years (2019/20, 2020/21 &amp; 2021/22). On 4 March 2019 we were notified that the EVH negotiators are recommending a three-year deal on salaries within full member organisations and seeking responses by 28 March 2019. We have updated the PHA Chair and members of the Human Resources Committee. Assurance was provided that adequate provision has been made within our budget planning assumptions to accommodate EVH's suggested pay award.</p> <p>The Board:</p> <ol style="list-style-type: none"> <li>1. <b>Approved</b> PHA to acquire two flats at 0/1 and 0/2 112 Beith Street from PWL for use as social rented accommodation.</li> <li>2. <b>Approved</b> in principle the three-year pay deal proposed by EVH as follows and agreed to advise EVH accordingly: <ul style="list-style-type: none"> <li>- from 1 April 2019 an increase of 2.30% on all salary points;</li> </ul> </li> </ol>	<p><b>CSM</b></p> <p><b>CEO</b></p> <p><b>CEO</b></p>

	<ul style="list-style-type: none"> <li>- from 1 April 2020 an increase of October 2019 CPI plus 0.1% on all salary points; and</li> <li>- from 1 April 2021 an increase of October 2020 CPI plus 0.1% on all salary points.</li> </ul> <p>3. <b>Noted</b> the contents of the report.</p>	
<b>Item 7 Info 1</b>	<p><b>Committee Minutes</b></p> <p>The Board:</p> <ol style="list-style-type: none"> <li>1. <b>Noted</b> the content of the Audit Committee minute of 30 October 2018 as set out in Appendix 1.</li> <li>2. <b>Noted</b> the content of the PWL Board minute of 21 November 2018 as set out in Appendix 2.</li> </ol>	
	<p><b>AOCB</b></p> <p>Members who attended the training session 'Operating Effectively as a Board' on Monday 18 March 2019, commented that the session was excellent and well delivered. The information from the session will be uploaded to the intranet.</p>	<b>CSM</b>
	<p>The Chair thanked everyone for their attendance and contributions. The meeting closed at 7.15pm. Officers left the meeting to allow members and the CEO to complete their post-meeting review.</p>	
	<p><b>Next Meeting</b></p> <ul style="list-style-type: none"> <li>• PHA Board meeting: Wednesday 15 May 2019 at 6.15pm.</li> </ul>	