

**MINUTE OF MEETING
PARTICK HOUSING ASSOCIATION BOARD
HELD IN THE PHA BOARDROOM
18 MANSFIELD STREET
6.15pm Wednesday 7 February 2018**

Present: Leslie Milne (Chair)
Annette Bonar
Margaret Burke
David Downie
Alistair Firth
Alan Howie
Iain Mackenzie
Janet Napthine
Jennifer Young

Apologies: Yvonne MacQuarrie
Iain Nicolson
Helen Turner

Attending: Stewart MacKenzie, Chief Executive (CEO)
Eamonn Hughes, Finance Director (FD)
Georgina Kent, Operations Director (OD)
Jacqueline McCutcheon, Corporate Services Manager (minute)

Brian Lochrie, Development and New Business Director (Observer)

Item 1	<p>Chair's Welcome The Chair welcomed all attendees to the meeting and thanked everyone for their attendance. A warm welcome was extended to the newly appointed Development and New Business Director. Fire and housekeeping procedures were covered.</p> <p>Apologies Apologies were noted as detailed above.</p> <p>Declaration of Interests No interests were declared.</p>	
Item 2 Doc 1	<p>Approval of previous minutes (15 November 2017) The Minute of 15 November 2017 was agreed as a true record on a proposal by Alistair Firth and seconded by Alan Howie. The minute was approved.</p>	
Item 3 Doc 2	<p>Review of Action Tracker The Board noted the Action Tracker.</p>	
Item 4 Dec 1	<p>Final Budget and Rent Setting Strategy 2018/19 The Finance Director (FD) provided an overview of the key highlights from the report. It was explained that the proposed 3% increase would deliver key business planning assumptions and maintain service quality. As</p>	

	<p>context, benchmarking figures provided by Glasgow West of Scotland Forum (GWSF) were also considered confirming a proposed average increase of 3.4% across 38 other landlords.</p> <p>The Board discussed in detail the potential impact on customers of the proposed rent increase, including the possible impact on those tenants who were also due to have an uplift in rent as a result of the introduction of rent harmonisation from 1 April 2018. It was acknowledged that the rent harmonisation plan would see a gradual uplift in rents over time and that this should help mitigate against sudden increases. It was noted that it would be important to engage specifically with those who were not in receipt of full housing benefit and who would be most affected. This would include an offer of money advice. The Operations Director (OD) confirmed that correspondence would provide details of support available.</p> <p>Following discussion the Board:</p> <ol style="list-style-type: none"> 1. Noted feedback from the recent tenant consultation on rents and approved the proposed 2018/19 rent setting strategy to increases rents by 3% effective from 1 April 2018. 2. Approved the final 2018/19 Budget and updated Business Plan. 3. Noted the contents of this report. 	
<p>Item 5 Dec 2</p>	<p>Performance Review 2017/18 Quarter 3</p> <p>The OD presented the performance report, noting generally good performance. On the void relet times, the Housing Services and Property Services teams are working together to improve processes and performance. Members were advised that the complaints handling process is currently under review and we are looking to co-ordinate these centrally through the Corporate Services team.</p> <p>The Board:</p> <ol style="list-style-type: none"> 1. Noted the 2017/18 Quarter 3 Performance Review. 2. Approved the proposed 2017/18 Quarter 3 write-offs set out in Appendix 4. 	
<p>Item 6 Dec 3</p>	<p>Policy Reviews</p> <p>The Chief Executive (CE) presented the following policy reviews.</p> <p>Customer Engagement Strategy</p> <p>The Board noted that the action plan contained within the report was useful. There was a brief discussion on the reference to Data Protection (page 51) and the forthcoming changes due to the new General Data Protection Regulations (GDPR), which will be considered further at the next Board meeting.</p> <p>Value for Money Strategy</p> <p>It was noted that this aligned with the updated Scottish Social Housing Charter outcomes produced by the Scottish Government in 2017.</p> <p>The Board:</p>	

	<p>1. Approved the updated Customer Engagement Strategy set out in Appendix 1.</p> <p>2. Approved the updated Value For Money Strategy set out in Appendix 2.</p> <p>3. Approved the updated Environmental Policy set out in Appendix 3.</p> <p><i>The Board took a 10 minute break.</i></p>	
<p>Item 7 Dec 4</p>	<p>CEO Report The CE presented the above report and by exception noted the following point.</p> <p>Development and New Business Director The newly appointed Director introduced himself to the Board and provided a brief overview of his background and experiences. He will start at PHA on 12 February 2018.</p> <p>The Board:</p> <ol style="list-style-type: none"> 1. Delegated authority to the Chair and Chief Executive to respond in appropriate terms to the Scottish Housing Regulator on behalf of PHA by the deadline of 30 March 2018 in relation to their discussion paper 'Our Regulation of Social Housing'. 2. Approved the updated list to authorised signatories set out in Appendix 3. 3. Noted the contents of this report. 	
<p>Item 8 Info 1</p>	<p>PWL Board Minutes – 9 August 2017 The CEO presented the PWL minutes of 8 November 2017.</p> <p>The Board:</p> <ol style="list-style-type: none"> 1. Noted the contents of PWL Board minutes for their meeting held on 8 November 2017, which were attached at Appendix 1 for information. 2. Noted the contents of PWL Board agenda for their meeting held on 28 February 2018, which was attached at Appendix 2 for information. 	
	<p>The Chair thanked everyone for their attendance and contributions. The meeting closed at 8.20pm.</p>	
	<p>Next meeting</p> <ul style="list-style-type: none"> • Wednesday 21 March 2018 at 6.15pm, PHA Boardroom 	

