

**MINUTE OF MEETING
PARTICK HOUSING ASSOCIATION BOARD
HELD IN THE PHA BOARDROOM
UNIT 5, 22 MANSFIELD STREET
6.15PM – 15 FEBRUARY 2017**

Present: Leslie Milne (Chair)
Annette Bonar
Margaret Burke
Alastair Firth
Alan Howie
Iain Mackenzie
Janet Naphine
Iain Nicolson (Vice Chair)
Helen Turner
Jennifer Young

Apologies: None

Attending: Stewart MacKenzie, Chief Executive
Eamonn Hughes, Finance Director
Georgina Kent, Operations Director
Nick Ronan, Development Director
Marina Turner, Corporate Service Manager (Minute Secretary)

Item 1

The Chair opened the meeting by paying tribute to Eddie Jones who had passed away on 28 January. Eddie's funeral was held on 6 February at Maryhill Crematorium. It was well attended by Eddie's family and friends, and included a number of representatives from both PHA and PWL. Everyone around this table has been saddened by Eddie's passing and will remember him as a kind man, generous with his time and having a very positive outlook. He will be sadly missed.

Chair's Welcome

The Chair welcomed attendees to the meeting and outlined the fire evacuation procedure.

Apologies

No apologies were received.

Declaration of Interests

No interests were declared.

<p>Item 2 Doc 1</p>	<p>Approval of previous minute – 23 November 2016 The minute of 23 November 2016 was proposed as a true record proposed by Iain Nicolson and seconded by Alastair Firth. The previous minute was approved.</p>	
<p>Item 3 Doc 2</p>	<p>Review of Action Tracker The Chair noted there were no actions outstanding. The Board noted the Action Tracker.</p>	
<p>Item 4 Dec 1</p>	<p>Final Budget and Rent Setting Strategy 2017/18 After consultation with tenants, a 2% increase effective from 1 April 2017 was recommended. 62 responses had been received which represented a 3.65% response rate and was a better return than previous consultations. The consultation revealed that over 70% of respondents believed that PHA provided good value for money. 59% agreed or strongly agreed that rents should rise by the proposed level of 2%. EH reminded Board that the PHA Business Plan assumed September CPI + 1% which equates to 2% this year.</p> <p>It was noted that the Tenant Scrutiny Panel had recently confirmed its strong support in favour of the principle of rent harmonisation. This was in line with what had been discussed by the Leadership Team and a draft timetable had been produced.</p> <p>Agreement was sought for the revised budget, a copy of which requires to be issued to the bank within 15 days of the financial year end. Financial Reporting Standard (FRS) 102 changes have now been incorporated into the budget and a risk analysis has been carried out.</p> <p>The Board was asked to give some consideration to allowing the buying out of shared owners. A methodology would be drafted and brought to Board for consideration.</p> <p>The movements in depreciation and interest were queried. EH advised the Board that the depreciation increase was a non-cash item and was entirely due to the Financial Reporting Standards FRS 102 changes. Previously we depreciated the book value of our assets less HAG, but now have to depreciate the entire value of the structure of our homes.</p> <ol style="list-style-type: none"> 1. The Board noted feedback from our recent tenant consultation on rents and approved the proposed 2017/18 rent increase of 2% effective from 1 April 2017. 2. The Board noted the draft timetable for reviewing our Rent Setting & Service Charges Policy and will nominate Board 	<p>EH</p>

	<p>representatives to take part in the short-life Rent Harmonisation Task Group.</p> <p>3. The Board approved the final 2017/18 budget and updated business plan.</p> <p>4. The Board noted the contents of this report.</p>	
<p>Item 5 Dec 2</p>	<p>Standing Orders and Scheme of Delegation</p> <p>The first draft of the Standing Orders had been considered by the November 2016 Board and this final version was presented for the Board approval.</p> <p>MT highlighted some of the changes for the Board's information. The Board members advised of some suggested changes and anomalies which MT noted and will amend.</p> <p>Whilst reviewing this document it had become clear that it should be reviewed and updated regularly, ideally as changes take effect, although it would be important to have clear version control to ensure that the current version could be identified. It was suggested that the Board agree to delegate authority for revisions and that the most current version of the Standing Orders should be made available on the Intranet where all Board members can access it.</p> <p>1. The Board approved the final draft of the updated Standing Orders and Scheme of Delegation as set out in Appendix 1.</p> <p>2. The Board approved the recommendation that authority to make changes be delegated to the Chief Executive and Corporate Services Manager, in consultation with the PHA Chair. This delegation would be in relation to cross referencing with other documents and ensuring that the Standing Orders and Scheme of Delegation remain operationally current. The next full Board review of the document is scheduled for February 2020.</p>	<p>MT</p> <p>MT</p>
<p>Item 6 Dec 3</p>	<p>Policy Reviews</p> <p>The Arrears Management Policy covers income maximisation and proposals for controlling arrears. The changes to this policy are fairly minor.</p> <p>The Tenancy Sustainment Policy is new and complements our Arrears Management Policy by focusing on how we ensure that tenants can remain in their own home.</p> <p>Board members asked a number of questions relating to record</p>	

	<p>keeping for length of tenancy, if there were procedures for moving out of supported to non-supported tenancy, how people sustained their tenancy if circumstances changed and how we work in partnership with people needing assistance.</p> <p>The Mortgage to Rent Policy has not been updated for some time but is a means of preventing homelessness and growing our stock within our area of operation.</p> <ol style="list-style-type: none"> 1. The Board approved the updated Arrears Management Policy set out in Appendix 1 2. The Board approved the new Tenancy Sustainment Policy set out in Appendix 2. 3. The Board approved the updated Mortgage To Rent Policy set out in Appendix 3. 	
<p>Item 7 Dec 4</p>	<p>CEO Report</p> <p>SMK introduced the CEO report.</p> <p>SMK referred to the review of the independence agreement between PHA and PWL. There had been discussion between the Chairs and the main focus was on ensuring greater clarity and accountability in terms of development roles and responsibilities.</p> <p>Board membership – there are 10 members on PHA and 6 members on PWL. We need to review Board membership regularly to ensure that we have the right balance of skills moving forward; recruit to fill vacancies where necessary; and have clear succession plans.</p> <p>Laurel Street – Board members had received an email update in mid-January 2017 and Appendix 2 to the report provided the revised mix of house sizes and types.</p> <p>A social survey across Partick has been commissioned which will provide a clearer picture of the size and type of housing required for all future housing developments. Results will be reported to the Board at a future meeting.</p> <p>Boardroom refurbishment plans are progressing. This will provide level access from Mansfield Street for Board meetings and this new area can also be used as a meeting room and community resource. The Board asked what would happen to the current Boardroom once the new one was operational. SMK confirmed that we will be considering options and will bring proposals to the Board.</p>	

	<p>Wages ballot – EVH and Unite concluded discussions on pay and have jointly recommended a two-year deal with a pay increase of 1.85% from April 2017 and then a formula relating to the cost of living for the year after. A response is required by the end of this week. Board had no objections to the pay proposals and SMK will respond on behalf of PHA.</p> <p>EH advised that our VAT advisors will be attending the March 2017 Board meeting and the Board will have an opportunity to ask them questions.</p> <ol style="list-style-type: none"> 1. The Board agreed in principle, subject to discussion with PWL, to update the remits of PHA and PWL as described in Appendix 1. 2. The Board delegated authority to the PHA Chair, PWL Chair and Chief Executive to review Board membership skills gaps and take steps to recruit as appropriate to address these and ensure effective governance and succession planning. 3. The Board considered EVH’s salary recommendations for 2017/18 and 2018/19, as outlined in Appendix 3, and agreed an appropriate response to EVH. 4. The Board noted the content of this report. 	SMK
Item 8 Info 1	<p>Performance Review: 2016/17 Quarter 3</p> <p>PHA’s performance remains very good.</p> <p>Our void modernisation programme has now stopped in line with our new Void Management Policy.</p> <p>We are reviewing our complaints module to improve how we track and manage communications with our customers to ensure that we learn from complaints and pursue continuous service improvement. We also review quarterly feedback from our ongoing customer satisfaction surveys with a view to improving services.</p> <p>Current Tenant Arrears – Only 12 out of 445 cases have arrears in excess of £1,250, but there will be a determined focus going forward on preventing arrears and limiting any escalation.</p> <ol style="list-style-type: none"> 1. The Board noted performance trends in relation to 2016/17 Quarter 3. 	

<p>Item 9 Info 2</p>	<p>Shareholder Membership Applications</p> <p>The Board approved the five new shareholder membership applications detailed within the Board report.</p>	<p>MT</p>
	<p>Margaret Burke took the opportunity to remind all Board members that there will be a meeting on Thursday 23 February 2017 in Partick Burgh Hall in respect of the Byres Road upgrade proposals.</p>	
	<p>The Chair thanked everyone for their attendance and the meeting closed at 8.30pm.</p>	