

**MINUTE OF MEETING
PARTICK HOUSING ASSOCIATION BOARD
HELD IN THE PHA BOARDROOM
UNIT 5, 22 MANSFIELD STREET
6.15PM – 23 NOVEMBER 2016**

Present: Leslie Milne (Chair)
Annette Bonar
Margaret Burke
Alastair Firth
Alan Howie
Iain Mackenzie
Iain Nicolson (Vice Chair)

Apologies: Eddie Jones
Janet Naphine
Helen Turner
Jennifer Young

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

PHA's Tenant Liaison Assistant, and
Representative from the Tenant Scrutiny Panel

<p>Item 1</p>	<p>Chair's Welcome The Chair welcomed attendees to the meeting with a special welcome for PHA's Tenancy Liaison Assistant and the representative from the Tenant Scrutiny Panel. The Chair outlined the fire evacuation procedure.</p> <p>Apologies Apologies were noted as detailed above.</p> <p>Declaration of Interests No interests were declared.</p>	
<p>Item 2 Pres. 1</p>	<p>Presentation: Scrutiny Panel Board was provided with background around why the Panel had decided that Rent Setting was a topic worth researching and an outline of the Panel's findings was presented.</p> <p>Following research and discussion, the Panel had produced six recommendations for consideration by the Board and these were</p>	

	<p>sustainability going forward.</p> <p>The Board felt the report was very comprehensive.</p> <ol style="list-style-type: none"> 1. The Board agreed to consult tenants on an in principle rent increase of 2% for 2017/18 effective from 1 April 2017. 2. The Board authorised the Finance Director / Chief Executive in conjunction with the PHA Chair to agree to make a contribution to the one-off property purchase programme being funded by the Council if required, subject to available PHA funding. 3. The Board noted the indicative 2017/18 draft budgets and business plan assumptions. 4. The Board approved the submission of the updated business plan to our main funders. <p>The Board took a 10 minute break.</p>	
<p>Item 6 Dec 2</p>	<p>Quarter 2 Performance Review and New Performance Reporting Framework</p> <p>GK set out to the Board the new format for reporting and tracking performance on a quarterly basis.</p> <p>During Quarter 2 there had been three Stage 1 complaints and two Stage 2 complaints and these had been used to identify potential service improvements and learning points.</p> <p>The Board approved the new performance reporting framework for reporting and monitoring key performance indicators on a quarterly basis, including details of necessary performance improvements/ interventions required.</p>	
<p>Item 7 Dec 3</p>	<p>Updated Draft Standing Orders</p> <p>MT explained that this was a first draft of a lengthy document, which was last considered and discussed by the Board at a workshop held on 19 November 2014. We have been looking at examples of good practice from other organisations and there have been some helpful suggestions from our solicitors on how we can update the content and make it more user friendly. The Scheme of Delegation which sits beside the Standing Orders will also be updated.</p> <p>SMK advised that work is underway to review the respective remits of PHA and PWL, including any necessary revisions to the associated independence agreement.</p> <ol style="list-style-type: none"> 1. The Board approved the first draft of the updated Standing 	

	<p>Orders set out in Appendix 1.</p> <p>2. The Board Agreed that a final draft of the updated Standing Orders will be presented to PHA Board for consideration and approval in February 2017.</p>	
<p>Item 8 Dec 4</p>	<p>Corporate Memberships Update MT outlined proposals for joining the Plain English Campaign and Happy To Translate.</p> <p>The Plain English Campaign promotes the use of plain English and clear communication. For a relatively small fee, there can be significant benefits in communicating more clearly and effectively across the organisation and with our customers.</p> <p>Happy to Translate is a symbol for language and communication assistance for those who do not use English as their first language. It provides translation services and underlines our commitment to promoting equalities and seeking to improve communications and customer focus.</p> <p>1. The Board agreed to pursue membership and accreditation options in relation to the Plain English Campaign and Happy To Translate, taking these initiatives forward during 2017/18.</p>	
<p>Item 9 Dec 5</p>	<p>Policy Reviews Three policies were presented to the Board for approval:</p> <ul style="list-style-type: none"> • Repairs and Maintenance Policy; • Void Management Policy; and • Variations to Development Scheme Costs. <p>The Repairs and Maintenance Policy sets out how we deal with emergency and non-emergency repairs.</p> <p>The Void Management Policy outlines how we deliver an efficient and effective process for managing empty properties.</p> <p>The Variations to Development Scheme Costs Policy explains how we effectively manage the sums involved in development contracts and mitigate potential financial risks.</p> <p>1. The Board approved the updated Repairs & Maintenance Policy set out in Appendix 1.</p> <p>2. The Board approved the updated Void Management Policy set out in Appendix 2.</p> <p>3. The Board approved the updated Variations to Development</p>	

	Scheme Costs set out in Appendix 3.	
Item 10 Info 1	<p>Development Strategy SLWG Update NR provided a brief update of the four working group meetings over the last year. The first two meetings had considered and agreed our draft development principles. The third meeting considered potential development sites. The fourth meeting in September 2016 considered a new 'gateway' project management framework with a view to providing improved project planning, governance and risk management arrangements.</p> <p>It was noted that this was an excellent piece of work and a good step forward in clarifying our development processes, including the importance of effective community and stakeholder involvement at an early stage in the development process.</p> <p>The importance of having a clear development process was acknowledged, but also the ability and flexibility to act quickly if a development opportunity presents itself by having the ability to adopt an accelerated process.</p> <p>The Board noted the content of the report.</p>	
Item 11 Info 2	<p>Health and Safety Update A quote was being sought for a new fire alarm system for the PHA offices, which will cover and connect all work spaces. We are also reviewing staff safety at the front desk.</p> <p>EVH has published the Landlord's Health & Safety control manual which we will be working through over the next year.</p> <p>The Board noted the content of the report and the progress made in managing Health and Safety.</p>	
Item 12 Info 3	<p>Procurement Strategy NR explained that the value of our procurement activity is below the threshold where we are required to prepare a Procurement Strategy. However due to the timing of the enactment of the legislation, PHA will start procuring regulated contracts and as such will publish a Procurement Strategy.</p> <ol style="list-style-type: none"> 1. The Board approved the Procurement Strategy covering the period 1 January 2017 – 31 March 2018 set out in Appendix 1. 2. The Board noted that an Annual Procurement Report, measuring the extent to which our procurement activities complied with the strategy, will be produced for the first meeting of the Board in the 2018/19 financial year. 	NR

	Board for consideration.	
Item 14 Info 5	PWL Board Minutes – 10 August 2016 The Board noted the content of the PWL Board minutes.	
Item 15 Mem 1	Shareholder Membership Applications The Board approved the two new Shareholder Membership Applications.	
	The Chair thanked everyone for their attendance and the meeting closed at 8.45pm.	

