

**MINUTE OF MEETING
PARTICK HOUSING ASSOCIATION BOARD
HELD IN THE PHA BOARDROOM
18 MANSFIELD STREET
6.15 pm Wednesday 10 November 2021**

Present: Alan Howie (Chair)
Annette Bonar
David Downie
Alastair Firth
Jeremy Kemp
Patrick McGlinchey
Leslie Milne
Janet Napthine (left at Agenda Item 8)
Helen Turner
Jennifer Young

Apologies: Yvonne MacQuarrie

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

Lorna Shaw, Research Resource (Joined at Agenda Item 2 by Zoom)
Gillian Houston, Arneil Johnston (Joined at Agenda Item 3 by Zoom)

Observers: Scott Crawford, potential new PHA Board Member

Item 1	<p>Chair's Welcome The Chair welcomed everyone to the meeting and thanked them for their attendance and introduced potential new Board Member, Scott Crawford, who was observing the meeting.</p> <p>Apologies Apologies were noted as detailed above.</p> <p>Declaration of Interests No interests were declared.</p>
Item 2 Pres 1	<p>Presentation: Customer Satisfaction Survey 2021</p> <p><i>Lorna Shaw of Research Resource joined the meeting by Zoom.</i></p> <p>Lorna Shaw presented the headline findings from the recent Customer Satisfaction Survey. This was an independent survey of a representative sample of customers to measure satisfaction with their homes, the quality</p>

	<p>of housing and other services. The aim in collating such statistically robust information was to understand customer perceptions on what works well and also identify those areas where we can improve in response to customer feedback.</p> <p>The results showed overall that our performance had dipped slightly against some measures, however our performance had remained fairly positive and our rents remained affordable when compared to our last survey in 2018. This was against a backdrop of pandemic and service restrictions as well as remote working during 2020 and 2021, so other RSLs had also seen some dips in satisfaction.</p> <p>The full detailed survey results had been provided to the Leadership Team and would help us understand customer perceptions of PHA and PWL, where we perform well and where there is room to improve or redesign how we deliver services in future.</p> <p>It was noted that in the coming months the Board and Leadership Team would be meeting review our Group Corporate Plan and update our strategic objectives. We will consult tenants and involve staff as we look to transform the business, so that we are fit for the future and develop our customer focus.</p> <p>Following discussion, the Board noted the headline survey findings and thanked Lorna for her attendance.</p> <p><i>Lorna Shaw left the meeting.</i></p>	LT
Item 3 Pres 2	<p>Presentation: Rent Affordability Study 2021</p> <p><i>Gillian Houston of Arneil Johnston joined the meeting by Zoom.</i></p> <p>Gillian Houston presented the key findings from the recent Rent Affordability Study. This was a follow up to a similar study in 2018.</p> <p>It was explained that the model was looked at a number of factors in order to provide a true picture of income, expenditure and affordability in our local housing market. The model considers different affordability criteria within the broad context of no more than 25%-35% of household income spent on housing costs.</p> <p>It was reported that the findings demonstrated that PHA’s social rent charges were affordable using a number of different measures and compared favourably with other RSL rent charges. The introduction of ‘rent harmonisation’ had ensured that PHA’s rent charges were transparent, equitable and affordable.</p>	

	<p>This analysis provided assurance in terms of our business planning assumptions on rent setting.</p> <p>Following discussion, the Board noted the study findings and thanked Gillian for her attendance.</p> <p><i>Gillian Houston left the meeting.</i></p>	
<p>Item 4 Doc 1</p>	<p>Approval of Previous Minutes PHA Board – 18 August 2021</p> <p>There was some discussion on the last paragraph of item 8 in the CEO Report in relation to a notifiable event. The CEO confirmed this information would be redacted before the minutes were published online.</p> <p>Following discussion, the minute of 18 August 2021 was agreed as a true record. On a proposal by Les Milne and seconded by Alastair Firth, the minute was approved.</p> <p>PHA Board – 8 September 2021 (post AGM)</p> <p>The minute of 8 September 2021 was agreed as a true record. On a proposal by Annette Bonar and seconded by Les Milne, the minute was approved.</p>	
<p>Item 5 Doc 2</p>	<p>Review of Action Tracker</p> <p>The Board noted the action tracker.</p>	
<p>Item 6 Dec 1</p>	<p>Rent Setting Strategy 2022/23</p> <p>The OD introduced this report noting that the two presentations earlier on the agenda on Customer Satisfaction and Rent Affordability had shown that our rent setting policy objectives remained relevant in terms of openness, transparency, fairness and affordability so no major revisions were proposed.</p> <p>The FD commented on the rent comparison and trends information detailed within the report and confirmed that the rent increase proposal of 2.6% would allow us to sustain delivery of our business plan priorities within the context of uncertain economic times.</p> <p>As part of our Rent Setting Strategy for 2022/23, it was agreed to consult affected tenants on a proposed rent increase of 2.6% from 1 April 2022. This equated to September 2021 Consumer Prices Index (CPI) of 3.1% - 0.5%. This increase would be lower than the cost of living but equivalent to around £2.05 per week for those paying an average rent.</p> <p>We will be sending out rent consultation letters during the week commencing 15 November, with a deadline for responses by 13 December 2021. We will report the findings to the Board in January 2022, along with a final version of our 2022/23 budget.</p>	<p>OD/ FD</p>

	<p>The Board:</p> <ol style="list-style-type: none"> 1. Agreed to consult tenants on a proposed typical rent increase of 2.6% from 1 April 2022. 2. Noted that feedback from tenant consultation and the final recommended rent increase for 2022/23 will be presented to the Board in January 2022 along with PHA's finalised 2022/23 budget for approval. 3. Noted the contents of this report. 	
<p>Item 7 Dec 2</p>	<p>CEO Report</p> <p>The CEO summarised the main headlines within the report, including updates on Coronavirus & Business Continuity; Governance Update; Human Resources Update; Treasury Update; New Housing Supply Update and Health & Safety.</p> <p>A verbal update was provided by the CEO in relation to suspicious email activity that we had recently advised Board members of. It was confirmed we had reported the incident to our Data Protection advisers, the Information Commissioners Office (ICO) and the Scottish Housing Regulator by way of transparency and to provide assurance that we take these matters seriously, as well as included an update note on our website. We had apologised to those affected and assured them that we took our responsibility for data seriously. It was further discussed and confirmed that no customer's personal data had been breached.</p> <p>Board members discussed a letter from EVH regarding the current position with inflation and the EVH pay award for 2022. Following discussion, the Board agreed on points 1-3 within the letter and to confirm our position with EVH before their deadline of 15 November 2021.</p> <p>It was noted that Iain Mackenzie, the current PHA Vice Chair, will be stepping down from the Board for health reasons. Members passed on their thanks to Iain for his input and commitment over a number of years and wished him the best for the future. Following this the CEO welcomed nominations for a new Vice Chair, Alan Howie nominated David Downie and Les Milne seconded this. David Downie was appointed by the Board as the new Vice Chair of PHA.</p> <p>The Board:</p> <ol style="list-style-type: none"> 1. Approved the appointment of David Downie as PHA's Vice Chair. 2. Approved the appointment of Scott Crawford and Isobel Scally to fill casual vacancies on the Board of Partick Housing Association under Rule 41. 3. Agreed to establish and recruit a new post of Asset Manager (Grade 8), reporting to the new Investment Director, focussing on asset management and investment planning, etc. 4. Agreed PHA's response to EVH in relation to the proposed 2022 pay award, as presented in Appendix 1. 	<p>CEO</p>

	<ol style="list-style-type: none"> 5. Delegated authority to the Chief Executive and Finance Director to sign the amendment letter to the Clydesdale Bank confirming the switch from LIBOR to SONIA and use the BoE base rate as the reference rate for the RCF. 6. Agreed to the recommendation from Investment Committee that subject to feasibility work and professional advice, that in principle PHA proceeds to Gateway Stage 2 (site acquisition) in relation to the development site at Herschell Street, delegating authority to the PHA Chair, Investment Committee Chair, Chief Executive and Finance Director to finalise any heads of terms. 7. Delegated authority to the PHA Chair and Chief Executive to sign the Health & Safety Policy Statement on behalf of Partick Housing Association, as set out in Appendix 2. 8. Approved the draft Risk Appetite Statement, as set out in Appendix 3. 9. Agreed to make a charitable donation of £400 under Rule 79.2 to Glasgow City Mission which runs the Glasgow Overnight Welcome Centre for homeless people, including accommodation, food and assistance to those in the greatest housing need during the winter period. 10. Agreed to make a charitable donation of £200 under Rule 79.2 to Maggie's to support important work that they do in cancer care. 11. Noted the contents of this report. 	
<p>Item 8 Info 1</p>	<p>Performance Review 2021/22 Quarter 2</p> <p>The OD presented this report to the Board summarising generally positive performance across a range of indicators.</p> <p>It was noted during Q2 our percentage of rent loss due to empty properties was 0.44%, which was 0.18% higher than our target of 0.26%. Coronavirus had continued to impact on reletting properties, which in turn affected our void rent loss and void turnaround time. However the impact had greatly eased since Q1, and we were gradually returning towards pre-pandemic performance levels.</p> <p>We have been continuing to focus on improving aspects of our Property Services performance. We completed 98% of our emergency repairs within our 4-hour response target. There were 12 cases where reasons for late completion were due to the volume of emergency works received and resources available. We completed 96.6% of our non-emergency repairs within our 7-working day response target. There were 20 cases where reasons for late completion were due to the volume of non-emergency repairs received and resources available.</p> <p>The Board:</p> <ol style="list-style-type: none"> 1. Noted the Performance Review for 2021/22 Quarter 2. 	

<p>Item 9 Info 2</p>	<p>PHA Management Accounts 2021/22 Quarter 2 The FD presented this report outlining PHA’s Management Accounts for 2021/22 Quarter 2, which showed financial performance against budget.</p> <p>The Management Accounts for the quarter to 30 September 2021 showed an overall surplus of £887k, which was £372k higher than budget. The accounts also reported net current liabilities of £736k and net assets at £44.7m.</p> <p>There was a 14% underspend in the reactive and cyclical repairs in the period, the major variance being on void repairs where extra costs had been budgeted for this year in anticipation of stock turnover linked to new build completions. We forecast repair costs to be fully spent this year, but we expect that costs were likely to increase because of rising material and labour costs as a result of the pandemic.</p> <p>The Board:</p> <ol style="list-style-type: none"> Noted the PHA Management Accounts for 2021/22 Quarter 2, as set out in Appendix 1. Noted the financial position of PWL at 30 September 2021, as set out in Appendix 2. 	
<p>Item 10 Dec 3</p>	<p>Policy Reviews The CEO introduced one policy scheduled for routine review. The policy was included within the Board pack and was based upon SFHA’s template document. It was noted that the changes were relatively minor, with revisions explained and shown as tracked changes for ease of reference.</p> <p>The Board:</p> <ol style="list-style-type: none"> Approved the updated Entitlements, Payments, Expenses & Benefits Policy set out in Appendix 1. 	
<p>Item 11 Info 3</p>	<p>Committee Minutes The Board:</p> <ol style="list-style-type: none"> Noted the content of the Health & Safety Panel minute of 30 June 2021, as set out in Appendix 1. Noted the content of the Audit & Risk Committee minute of 10 August 2021, as set out in Appendix 2. Noted the content of the Investment Committee minute of 31 August 2021 as set out in Appendix 3. 	
	<p>The Chair thanked everyone for their attendance and contributions. The meeting closed at 8.50pm.</p>	
	<p>Next Meeting</p> <ul style="list-style-type: none"> PHA Board meeting: Wednesday 26 January 2022 at 6.15pm. 	