

**MINUTE OF MEETING
PARTICK HOUSING ASSOCIATION BOARD
HELD REMOTELY USING VIDEO / CONFERENCE CALL
18 MANSFIELD STREET
6.15 pm Wednesday 26 January 2022**

Present: Alan Howie (Chair)
Annette Bonar
Scott Crawford (joined from item 5)
David Downie
Alastair Firth
Jeremy Kemp
Yvonne MacQuarrie
Patrick McGlinchey
Leslie Milne
Janet Napthine
Helen Turner
Jennifer Young

Apologies: None.

Attending: Stewart MacKenzie, Chief Executive (CEO)
John Duncan, Investment Director (ID)
Georgina Kent, Operations Director (OD)
John McIntyre, Finance Director (FD)
Jacqueline McCutcheon, Corporate Services Manager (CSM)
James Armit, Senior Corporate Services Assistant (Minutes)

Observers: Frances Manley, PWL Char (FM) (Item 4 only)

Item 1	<p>Chair's Welcome The Chair welcomed everyone to the meeting and thanked them for their attendance.</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 PHA Board – 10 November 2021 The minute of 10 November 2021 was agreed as a true record. On a proposal by Les Milne and seconded by Jennifer Young, the minute was approved.</p>

<p>Item 3 Doc 2</p>	<p>Review of Action Tracker The Board noted the action tracker.</p>	
<p>Item 5 Dec 1</p>	<p><i>Scott Crawford joined the meeting and declared an interest as a PHA tenant affected by rent setting proposals.</i></p> <p>Rent Setting Strategy & Final Budget 2022/23 The OD and FD introduced this report, which followed on from the Rent Setting Strategy 2022/23 paper agreed by the Board in November 2021.</p> <p>An update was provided on our recent tenant consultation where we sought feedback on a proposed 2.6% rent increase effective from 1 April 2022. As previously discussed, such an increase would equate to September 2021 CPI of 3.1% - 0.5%, so would be lower than increases in the cost of living. PHA's rent levels and proposed increase were considered with the context of our peers and reference was made to Arneil Johnston's recent rent affordability study which confirmed that PHA's rents were affordable. For 2022/23 if we applied the proposed rent rise of 2.6%, this would equate to an average weekly rent increase of around £2.05 per tenant.</p> <p>The OD confirmed we had written to every tenant who would be affected by the rent increase, asking them to complete a simple questionnaire and comment on our proposals. This year we received 58 responses (41 by post and 17 on-line), representing a response rate of 3.5% which is a reasonable response rate and comparable with recent years. Tenant feedback was summarised as follows:</p> <ul style="list-style-type: none"> • 81.03% thought the services provided by PHA represented value for money; • 75.86% thought that PHA strikes a balance between the level of service provided, the cost of services and how far customers can afford them; • 63.79% supported PHA's proposals to increase rents by 2.6% from April 2022. <p>Tenants were asked to rank their 'top three' service and investment priorities which concluded as follows: 1st - 97% delivering effective repairs, maintenance and home improvements; 2nd - 79% keeping closes, back courts and communal areas clean and tidy; 3rd - 62% providing new homes to meet local housing needs; 4th - 45% working in partnership with others to tackle anti-social behaviour; 5th - 14% providing more information and services through our website and online; and 6th - 12% working in partnership with others in the community to deliver services or events.</p> <p>The FD summarised business plan assumptions and the Final Budget 2022/23. Following discussion, it was noted that prudent assumptions and sensitivity analysis had been used to reflect different scenarios. PHA remains financially viable and able to continue delivering our key</p>	

	<p>operational strategic objectives. It was noted that the format and content of the financial information was easy to follow.</p> <p>The Board:</p> <ol style="list-style-type: none"> 1. Noted feedback from our recent tenant consultation on rents and approved the proposed 2022/23 rent setting strategy which is to increase rents by 2.6% effective from 1 April 2022. 2. Approved the final 2022/23 budget and updated 30-Year Financial Business Plan. 3. Noted the contents of the report. 	
<p>Item 4 Info 1</p>	<p>Partick Works Limited Update</p> <p>FM joined the meeting, thanked PHA Board for the opportunity to attend and provided a brief overview of PWL’s activities during 2020/21 and future direction in delivering the Group Corporate Plan objectives.</p> <p>There was a general discussion on PWL activities. PWL continued to report positive financial results. There was a clear focus on consolidating the core property factoring business and delivering key services to factored homeowners; managing the Mid Market Rent portfolio and planning for growth; and monitoring/ reviewing performance across the commercial premises portfolio and sustaining tenancies during a challenging period.</p> <p>PHA Chair thanked FM for her update. The Board noted the content of this report. FM left the meeting after this item.</p>	
<p>Item 6 Info 2</p>	<p>Customer Satisfaction Survey 2021: Action Plan</p> <p>The OD introduced this report to the Board and the draft PHA Customer Satisfaction Survey 2021 Action Plan.</p> <p>Research Resource presented their findings to the PHA Board in November 2021. These were based upon telephone surveys of a stratified sample of 706 PHA tenants (c40%) during September and October 2021. Research Resource’s findings included comparisons with previous surveys conducted in 2014, 2015 and 2018 (these previous surveys were carried out face-to-face).</p> <p>Contextually it was important to note that the Coronavirus pandemic during 2020 and 2021 had undoubtedly impacted satisfaction levels for most RSLs conducting customer satisfaction surveys during this period. There had been various restrictions imposed on service delivery and face-to-face contact. Also during this time, the Council had changed and reduced its arrangements for bulk uplift, pest control and other activities, which had affected on PHA tenants and local residents.</p> <p>Members noted that overall PHA’s performance had improved on opportunities for participation; quality of the home; but most notably on value for money. But performance had dipped slightly in terms of overall</p>	

	<p>satisfaction with PHA; keeping tenants informed; repairs service satisfaction; and most notably on management of the neighbourhood.</p> <p>The Board:</p> <ol style="list-style-type: none"> 1. Considered the draft PHA Customer Satisfaction Survey 2021: Action Plan, set out in Appendix 1. 2. 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 & Service Delivery; Governance; Human Resources; Treasury; New Housing Supply and Health & Safety.</p> <p>The Board:</p> <ol style="list-style-type: none"> 1. Noted and approved the appointment of Mike Campbell to the Board of Partick Works Limited. 2. Agreed in principle with the Investment Committee's recommendation that the sites at the Methodist Church, 524 Dumbarton Road (ref GS6A), combined with Arderly Street (GS6B), should progress to Gateway 1 (project initiation). 3. Noted the contents of this report. 	
<p>Item 8 Info 3</p>	<p>PHA Management Accounts 2021/22 Quarter 3</p> <p>The FD presented this report to the Board outlining PHA's Management Accounts for 2021/22 Quarter 3, which showed financial performance against budget.</p> <p>The Management Accounts for the period to 31 December 2021 showed an overall surplus of £1,481k, which was £701k higher than budgeted. The accounts also reported net current liabilities of £7k and net assets at £45.3m.</p> <p>In terms of the draft income and expenditure account and statement of financial position of PWL, there was a surplus of £33k for the period to 31 December 2021 after making a gift aid payment to PHA of £110k. The statement of financial position showed net current liabilities of £151k and net assets of £2.6m.</p> <p>The Board:</p> <ol style="list-style-type: none"> 1. Noted PHA Management Accounts for 2021/22 Quarter 3, as set out in Appendices 1a-1h. 2. Noted the financial position of PWL at 31 December 2021, as set out in Appendix 2. 	
<p>Item 9 Info 4</p>	<p>Performance Review 2021/22 Quarter 3</p> <p>The OD presented this report to the Board, noting generally positive performance across a range of indicators.</p>	

	<p>During Q3, our percentage of rent loss due to empty properties was 0.35% which was higher than our target of 0.26%. During Q3, Coronavirus continued to have some impact on re-letting properties, which in turn affected our performance in terms of void rent loss and void turnaround time.</p> <p>99.15% of our emergency repairs were completed within our 4-hour target response time. There were 4 cases where reasons for late completion were due to the volume of emergency works received and resources available due to Covid. 98.14% of our emergency repairs were completed within our 7-working day target response time. There were 11 cases where reasons for late completion were due to the volume of non-emergency repairs received and resources available.</p> <p>The Board:</p> <p>1. Noted the Performance Review for 2021/22 Quarter 3.</p>	
<p>Item 10 Dec 3</p>	<p>PHA Write Offs 2021/22 Quarter 3 The OD introduced this report.</p> <p>The Board:</p> <p>1. Approved the proposed PHA write-offs for Quarter 3 of 2021/22 detailed within the report totaling £6,148.99.</p>	<p>FD</p>
<p>Item 11 Dec 4</p>	<p>Policy Reviews The CEO introduced and highlighted those policies scheduled for routine review. Full policies, including minor tracked changes, were set out as appendices within the Board pack.</p> <p>The Board:</p> <ol style="list-style-type: none"> 1. Approved the updated Rent Setting & Service Charges Policy set out in Appendix 1. 2. Approved the updated Estate Management Policy set out in Appendix 2. 3. Approved the updated Anti-Social Behaviour Policy set out in Appendix 3. 4. Approved the updated Anti-Fraud Policy set out in Appendix 4. 5. Approved the updated Anti-Bribery Policy set out in Appendix 5. 	
<p>Item 12 Info 5</p>	<p>Committee Minutes The Board:</p> <ol style="list-style-type: none"> 1. Noted the content of the PWL Board minute of 4 August 2021, set out in Appendix 1. 2. Noted the content of the Health & Safety Panel minute of 1 September 2021, set out in Appendix 2. 3. Noted the content of the Investment Committee minute of 19 October 2021, set out in Appendix 3. 	

	The Chair thanked everyone for their attendance and contributions. The meeting closed at 8.10pm.	
	Next Meeting <ul style="list-style-type: none">• PHA Board meeting: Wednesday 23 March 2022 at 6.15pm.	