

**MINUTE OF MEETING  
PARTICK HOUSING ASSOCIATION BOARD  
HELD IN THE PHA BOARDROOM  
18 MANSFIELD STREET  
6.15pm Wednesday 8 November 2023**

**Present:** Alan Howie (Chair)  
Annette Bonar  
David Downie  
Alastair Firth  
Sharon Flynn  
Les Milne  
Arlene Robertson  
Janet Stitt  
Helen Turner

**Apologies:** Scott Crawford  
Paul D’Arcy  
Jeremy Kemp  
Lauchlan Mitchell  
Janet Napthine  
Jennifer Young

**Attending:** Stewart MacKenzie, Chief Executive (CEO)  
John Duncan, Investment Director (ID)  
John McIntyre, Finance Director (FD)  
Jacqueline McCutcheon, Corporate Services Manager (CSM)  
Abira Sarwar, Finance Manager (FM)  
James Armit, Corporate Services Officer (CSO) (Minutes)

Lorna Shaw, Research Resource (Joined at Agenda Item 2 by Zoom)

**Item 1**

**Chair's Welcome**

The Chair welcomed everyone to the meeting and thanked them for their attendance.

**Apologies**

Apologies were noted as detailed above.

**Declaration of Interest**

No interests were declared.

Arlene Robertson and Sharon Flynn declared an interest in Item 5, Section 3.1 relating to the EVH Pay Award 2023 part of the agenda.

<p><b>Item 2 Pres 1</b></p>	<p><b>Presentation: Customer Satisfaction Survey 2023</b> <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 720 customers to measure satisfaction with their homes, the quality of housing and other services. It provided statistically robust data on customer perceptions of what works well and those areas where we can improve.</p> <p>The headline results were summarised. They showed positive and improved performance across a range of indicators compared to our last survey in 2018 and earlier surveys.</p> <p>The full detailed survey results had been provided to the Leadership Team and give valuable insight into customer perceptions of where we perform well and where there is scope to do things differently. An action plan will be presented to the next Board meeting for consideration.</p> <p>Following discussion, the Board noted the headline survey findings and thanked Lorna for her attendance. The Chair noted overall positive and improved performance and thanked staff for their efforts in delivering high levels of customer satisfaction.</p> <p><i>Lorna Shaw left the meeting.</i></p>	<p><b>CEO/ OD/ CSM</b></p>
<p><b>Item 3 Doc 1</b></p>	<p><b>Approval of Previous Minutes</b> <b>PHA Board – 23 August 2023</b> The minute of 23 August 2023 was reviewed and <b>approved</b> on a proposal by Sharon Flynn and seconded by Arlene Robertson.</p> <p><b>PHA Board – 5 September 2023 (post AGM)</b> The minute of 5 September 2023 was reviewed and <b>approved</b> on a proposal by Arlene Robertson and seconded by Janet Stitt.</p>	
<p><b>Item 4 Doc 2</b></p>	<p><b>Review of Action Tracker</b> Items on the action tracker had been completed or were covered later within the agenda for this meeting.</p> <p>The Board <b>noted</b> the action tracker.</p>	
<p><b>Item 5 Dec 1</b></p>	<p><b>Shareholder Membership Applications</b> The Board: 1. <b>Approved</b> two new shareholder membership applications as detailed within the report.</p>	<p><b>CSM</b></p>
<p><b>Item 6 Dec 2</b></p>	<p><b>Rent Setting Strategy 2024/25</b> The CEO and FD introduced this report summarising our rent setting and tenant consultation strategy for 2024/25.</p>	

	<p>Sections 1 &amp; 2 of the report provided the context to how we consult tenants and set rents. A further report will be presented to the next Board meeting for approval of our 2024/25 rent increase. Section 3 considered inflation, key cost pressures, rent trend comparisons and our operating environment, as we look to balance financial viability, value for money and affordability.</p> <p>Our rent consultation would take place in two phases:</p> <ol style="list-style-type: none"> <li>1. Views on affordability, value for money and ranking of priorities (November/ December 2023); and</li> <li>2. Views on proposed level of rent increase for 2024/25 (January 2024).</li> </ol> <p>It was noted that our reference point for rent setting was September Consumer Prices Index (CPI), which at September 2023 equated to 6.7%. Our default business planning assumptions would mean an increase of CPI + 1%, which would equate to 7.7%. However due to the ongoing cost-of-living crisis it was proposed to consider a lower than CPI increase. Subject to tenant consultation and Board approval, we have assumed a rent increase of 5% for 2024/25.</p> <p>The Board:</p> <ol style="list-style-type: none"> <li>1. <b>Agreed</b> to consult tenants on a proposed rent increase of 5% for 2024/25, subject to PHA Board approval in January 2024.</li> <li>2. <b>Noted</b> that consultation feedback, budget plans and the final recommended rent increase for 2024/25 will be presented to the Board in January 2024 along with PHA's finalised 2024/25 budget for approval.</li> <li>3. <b>Noted</b> the contents of this report.</li> </ol>	<b>CEO/ FD</b>
<b>Item 7 Dec 3</b>	<p><b>CEO Report</b></p> <p>The CEO summarised this report, which included updates on governance; forthcoming legislation; risk, cost of living crisis, charitable donations; ICT; audited financial statements; human resources; new housing supply; and health &amp; safety.</p> <p>The Board:</p> <ol style="list-style-type: none"> <li>1. <b>Considered and approved</b> the updated Risk Appetite Statement, set out in Appendix 1.</li> <li>2. <b>Agreed</b> to make a charitable donation of £500 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.</li> <li>3. <b>Removed due to commercially sensitive information.</b></li> <li>4. <b>Removed due to commercially sensitive information.</b></li> <li>5. <b>Removed due to commercially sensitive information.</b></li> </ol>	<b>CSM</b>

<p><b>Item 8 Dec 4</b></p>	<p><b>Fortrose House Update</b> The ID presented an update on Fortrose House in terms of planned works and fire safety, including insulation and cladding requirements.</p> <p>The Board:</p> <ol style="list-style-type: none"> <li><b>Approved</b> the recommendation of Investment Committee to accept a quote of £100k per annum to provide ‘top-up’ insurance cover at Fortrose House to continue cover at the full rebuild value for the next 12 months.</li> <li><b>Approved</b> the recommendation of Investment Committee to instruct works required within Phase 1 to remove the existing zinc cladding and associated insulation at Fortrose House.</li> <li><b>Approved</b> the recommendation of Investment Committee to appointment a design team to review our future options for Fortrose House.</li> <li><b>Approved</b> the recommendation of Investment Committee to present an options appraisal report to the PHA Board in January 2024 regarding Fortrose House.</li> <li><b>Noted</b> the contents of the report.</li> </ol>	<p><b>FD</b></p> <p><b>ID</b></p> <p><b>ID</b></p> <p><b>ID</b></p>
<p><b>Item 9 Dec 5</b></p>	<p><b>Policy Reviews</b> The CEO introduced the updated Business Continuity Policy which was scheduled for routine review. It was noted that changes were minor, with revisions explained and shown as tracked changes for ease of reference.</p> <p>The Board:</p> <ol style="list-style-type: none"> <li><b>Approved</b> the updated Business Continuity Policy set out in Appendix 1.</li> </ol>	
<p><b>Item 10 Dec 6</b></p>	<p><b>PHA Write Offs 2023/24 Quarter 2</b> The CEO introduced this report.</p> <p>The Board:</p> <ol style="list-style-type: none"> <li><b>Approved</b> the proposed PHA write-offs for Quarter 2 of 2023/24 detailed within the report totalling £7,148.77.</li> </ol>	<p><b>FD</b></p>
<p><b>Item 11 Info 1</b></p>	<p><b>PHA Performance Review 2023/24 Quarter 2</b> The CEO presented this report, reviewing performance against a series of indicators for 2023/24 Quarter 2 (Q2).</p> <p>Generally performance remained good and on track across a series of key indicators, including arrears management, repairs response times and gas safety compliance. Void relet time was slightly outwith target, but we aim to be close to target by the end of 2023/24.</p> <p>The Board:</p> <ol style="list-style-type: none"> <li><b>Noted</b> the contents of this report.</li> </ol>	

<p><b>Item 12 Info 2</b></p>	<p><b>PHA Management Accounts 2023/24 Quarter 2</b> The FD introduced this report outlining PHA's Management Accounts for 2023/24 Quarter 2, which showed financial performance against budget.</p> <p>The Management Accounts for the quarter to 30 September 2023 showed an overall surplus of £1,055k, which was £389k higher than the budget to date. The accounts also reported net current liabilities of £517k and net assets at £46.46m. The FD provided clarification and assurance in response to questions.</p> <p>The Board: 1. <b>Noted</b> the contents of this report.</p>	
<p><b>Item 13 Info 3</b></p>	<p><b>Committee Minutes</b> The Board: 1. <b>Noted</b> the content of the Investment Committee minute of 15 August 2023, as set out in Appendix 1. 2. <b>Noted</b> the content of the Audit &amp; Risk Committee minute of 16 August 2023, as set out in Appendix 2.</p>	
	<p>The Chair thanked everyone for their attendance and contributions. The meeting closed at 8.10pm.</p>	
	<p><b>Next Meeting</b></p> <ul style="list-style-type: none"> <li>• PHA Board – Wednesday 24 January 2024 at 6.15pm (PHA Board Room, 18 Mansfield Street).</li> </ul>	