

**MINUTE OF MEETING
PARTICK HOUSING ASSOCIATION BOARD
HELD IN THE PHA BOARDROOM
18 MANSFIELD STREET
6.15pm Wednesday 8 May 2024**

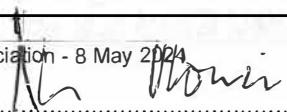
Present: Alan Howie (Chair)
Annette Bonar
Scott Crawford
David Downie
Alastair Firth
Jeremy Kemp
Lauchlan Mitchell
Janet Napthine
Arlene Robertson
Janet Stitt
Helen Turner
Jennifer Young

Apologies: Paul D'Arcy
Sharon Flynn
Les Milne

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, Corporate Services Officer (Minutes)
Julie-Ann Cloherty – SHARE (Observer)

Item 1	<p>Chair's Welcome The Chair welcomed everyone to the meeting and thanked them for their attendance. Julie-Ann Cloherty from SHARE was introduced as an observer and would be carrying out Board member appraisals over the next few weeks.</p> <p>Apologies Apologies were noted as detailed above.</p> <p>Declaration of Interest No interests were declared.</p>	
Item 2 Doc 1	<p>Approval of Previous Minutes PHA Board - 20 March 2024 The minute of 20 March 2024 was approved on a proposal by Jennifer Young and seconded by Helen Turner.</p>	

<p>Item 3 Doc 2</p>	<p>Review of Action Tracker Items on the action tracker had been completed or were covered later within the agenda for this meeting.</p> <p>The Board noted the action tracker.</p>	
<p>Item 4 Doc 1</p>	<p>Annual Return on the Charter 2023/24 The CEO summarised how PHA had performed against a series of prescribed Key Performance Indicators (KPIs) for the financial year 2023/24.</p> <p>Performance was strong across the range of Charter indicators and the report included contextual trend information covering 2018/19 to 2023/24 and explanatory notes.</p> <p>It was noted that due to a contractor IT error, 1 gas maintenance service had been completed outwith the 12-month time limit. Tenant health and safety is a priority, so this was not acceptable. We have reviewed our internal controls and processes with our contractor to ensure effective monitoring and future compliance so that all servicing and certificates are completed on time.</p> <p>There was discussion about ASB cases and while the number reported was relatively low there had been a trend of a steady increase. It was noted that some of these cases related to multiple complaints in relation to particular incidents or perpetrators. It was agreed that the OD would provide further information to a future Board meeting.</p> <p>The Board acknowledged the work and commitment of staff and thanked them for delivering positive outcomes in 2023/24.</p> <p>The Board:</p> <ol style="list-style-type: none"> Noted the contents of this report. Approved the submission of the Annual Return on the Charter (ARC) 2023/24 to the Scottish Housing Regulator. Delegated authority to the Chair and Chief Executive to review and approve the information in the ARC prior to submission to the SHR. 	<p>OD</p>
<p>Item 5 Doc 2</p>	<p>30-Year Financial Business Plan 2024-2025 & SHR 5-Year Financial Projections Return 2024-2029 The FD introduced this report, summarising key points and noting a strong financial position overall.</p> <p>Removed due to commercially sensitive information.</p> <p>The Clydesdale Bank RCF currently runs until</p>	



	<p>January 2025, but we have established a treasury short life working group to explore options to renew this. The current Plan has assumed an RCF will run until 2028/29.</p> <p>This updated Plan now reflects the final EVH pay award of 6% and includes 4 open market property acquisitions during 2023/24. Allowance has also been made for an additional 124 units of new housing supply, including the 46 units at Bearsden Road. This was in line with the Board's strategic objective to increase our income generating units to around 2,000 over the next few years.</p> <p>It was suggested that in future the business plans, budgets that have zero allocated should be removed.</p> <p>The Board:</p> <ol style="list-style-type: none"> 1. Approved the updated 30-Year Business Plan 2024-2054, set out in Appendices 1-5. 2. Approved the 5-Year Financial Projections Return for the period 2024-2029, set out in Appendix 6. 3. Delegated authority to the Finance Director to use the SHR online portal to submit our 5-Year Financial Projections Return for the period 2024-2029 electronically on behalf of the Association before the deadline of 31 May 2024. 	
<p>Item 6 Dec 3</p>	<p>CEO Report</p> <p>The CEO summarised this report, which included updates on Governance (including Audit Plan 2024/25); Board Appraisals & Succession Planning 2024; Tenancy Sustainment; Treasury; Human Resources; Asset Management; New Housing Supply; and Health & Safety.</p> <p>The Board:</p> <ol style="list-style-type: none"> 1. Delegated authority to the Chief Executive and PHA Chair to submit an appropriate response to the Scottish Government's consultation on the Housing (Scotland) Bill before the deadline of 17 May 2024. 2. Noted the contents of this report. 	
<p>Item 7 Dec 4</p>	<p>Policy Reviews</p> <p>The CEO introduced this report with details of policies scheduled for routine review. Full documents were included within the Board pack. Proposed changes were minor, with revisions explained and shown as tracked changes for ease of reference.</p> <p>There was some discussion in relation to the ICT Acceptable Use Policy specifically relating to Artificial intelligence (AI) and if staff were using this. The FD noted the potentially growing risk of external AI, which the ICT team would monitor and report on.</p> <p>The Board:</p>	<p>FD</p>

26th June 2024

	<ol style="list-style-type: none"> 1. Approved the updated PHA Customer Charter & Service Standards set out in Appendix 1. 2. Approved the updated Risk Management Policy set out in Appendix 2. 3. Approved the updated Board Membership Policy set out in Appendix 3. 4. Approved the updated ICT Acceptable Use Policy set out in Appendix 4. 5. Approved the updated Housing Allocation Policy – Local Letting Initiatives set out in Appendix 5. 	
<p>Item 8 Info 1</p>	<p>Corporate Strategy: Action Plan Year 2 2023/24 The CEO summarised key achievements from Year 2 (2023/24) of the Group Corporate Plan, including:</p> <ul style="list-style-type: none"> - delivering our stock investment plan 2023/24, commissioning our updated Stock Condition Survey and initiating major works at Fortrose House; - updating our Customer Engagement Strategy, continuing to monitor and review customer satisfaction data, commissioning our updated Customer Satisfaction Survey and Rent Affordability Study, implementing our updated customer satisfaction action plan, retaining Customer Service Excellence accreditation and facilitating our Customer Advisory Panel; - agreeing our Acquisitions Strategy, being proactive in growing and diversifying our stock portfolio, as we move towards our target of having 2,000 rented properties within the West End, through progressing our new housing supply project at Bearsden Road, evaluating other new housing supply opportunities, acquiring open market properties and acquiring St Simons church site; - continuing to promote positive partnership working with other agencies; - updating our PHA/ PWL websites and service offerings, to meet the changing needs and expectations of our customers and business partners; - implementing our ICT Strategy, including new Home Master IT system; and - continuing to be a top performing housing association and pursuing continuous improvement, good practice and value for money <p>Priorities for Year 3 (2024/25) included:</p> <ul style="list-style-type: none"> - reviewing and updating our Asset Management Strategy, delivering our stock investment plan 2024/25, reviewing our updated Stock Condition Survey data, progressing major works at Fortrose House and evaluating Scottish Government proposals in relation to EESSH2/ net zero; - reviewing and updating our Customer Charter & Service Standards, continuing to monitor and review customer satisfaction data, implementing our customer satisfaction action plan, achieving Customer Service Excellence reaccreditation and facilitating our Customer Advisory Panel; 	

	<ul style="list-style-type: none"> - reviewing and updating our Development Strategy, being proactive in growing and diversifying our stock portfolio, as we move towards our target of having 2,000 rented properties within the West End, completing our new housing supply project at Bearsden Road, developing proposals for the St Simons church site, acquiring Jordanhill Bowling Club site, evaluating other new housing supply opportunities, acquiring open market properties and renewing RCF private finance; - continuing to promote positive partnership working with other agencies; - updating our PHA/PWL websites and service offerings, to meet the changing needs and expectations of our customers and business partners; - reviewing and updating our ICT Strategy; and - continuing to be a top performing housing association and pursuing continuous improvement, good practice and value for money. <p>The Board:</p> <ol style="list-style-type: none"> 1. Noted the contents of this report. 	
<p>Item 9 Info 2</p>	<p>Assurance Update The CEO presented this report which provided an assurance update.</p> <p>It was noted that our finalised Annual Assurance Statement 2024 will be submitted to the Scottish Housing Regulator, following consideration by our Audit & Risk Committee on 13 August 2024 and approval by PHA Board on 28 August 2024.</p> <p>The Board:</p> <ol style="list-style-type: none"> 1. Noted the Assurance Update set out in Appendix 3. 2. Noted the contents of this report. 	
<p>Item 10 Info 3</p>	<p>PHA Strategic Risk Register 2023/24 Quarter 4 The CEO introduced this update on the Strategic Risk Register 2023/24 for Quarter 4, which Audit & Risk Committee had reviewed on 30 April 2024.</p> <p>During 2023/24 the works at Fortrose House had been reported to Audit & Risk Committee, Investment Committee, PHA Board and Health & Safety Panel. In response to discussions around insulation and cladding, during Quarter 2 the Strategic Risk Register had been updated.</p> <p>For SR7, we had increased the likelihood of residual risk from 2 to 3 (i.e. 'unlikely' to 'possibly') and increased residual impact from 2 to 3 (i.e. 'minor' to 'moderate'). Overall SR7 residual risk increased from 4 to 9. For SR8, we retained the likelihood of residual risk at 3 (i.e. 'possibly') and increased residual impact from 2 to 3 (i.e. 'minor' to 'moderate'). Overall SR8 residual risk increased from 6 to 9. For Quarter 3 and</p>	

	<p>Quarter 4 we had retained these risk scores. We will monitor, review and update these once remediation works have been completed.</p> <p>The Audit & Risk Committee monitor and review the Strategic Risk Register quarterly.</p> <p>The Board:</p> <ol style="list-style-type: none"> Noted the updated PHA Strategic Risk Register 2023/24 Quarter 4, set out in Appendix 1. 	
<p>Item 11 Info 4</p>	<p>Performance Review 2023/24 Quarter 4</p> <p>The OD presented this report, reviewing performance against a series of indicators for 2023/24 Quarter 4. Generally performance remained good across a range of indicators, including positive arrears management.</p> <p>It was noted that during Q4, we completed 93.23% of emergency repairs on time (our target is 100%). There were 47 emergency repairs where we were unable to meet our target, mainly due to a high volume of emergencies such as no heating or hot water over the winter period. Some jobs took longer to complete on site or required materials.</p> <p>Overall performance had remained strong. Following discussion, the Board praised staff for their continued hard work in delivering consistently positive performance results across the business.</p> <p>The Board:</p> <ol style="list-style-type: none"> Noted the contents of this report. 	
<p>Item 12 Info 5</p>	<p>PHA Management Accounts 2023/24 Quarter 4</p> <p>The FD summarised this report, outlining PHA's Management Accounts for 2023/24 Quarter 4. It showed positive financial performance against budget.</p> <p>The Management Accounts for the quarter to 31 March 2024 showed an overall surplus of £1,397k, which was £537k higher than budget. The accounts also reported net current liabilities of £1,905k and net assets at £45,759k.</p> <p>The Board:</p> <ol style="list-style-type: none"> Considered and noted PHA's Management Accounts for 2023/24 Quarter 4, as set out in Appendix 1. Noted the financial position of PWL at 31 March 2024, as set out in Appendix 2. 	
<p>Item 13 Info 6</p>	<p>Committee Minutes</p> <p>The Board:</p> <ol style="list-style-type: none"> Noted the content of the Health & Safety Panel minute of 6 December 2023, as set out at Appendix 1. 	

	<p>2. Noted the content of the Investment Committee minute of 16 January 2024, as set out in Appendix 2.</p> <p>3. Noted the content of the Audit & Risk Committee minute of 13 February 2024, as set out in Appendix 3.</p>	
	<p>The Chair thanked everyone for their attendance and contributions. The meeting closed at 8.20pm.</p>	
	<p>Next Meeting</p> <ul style="list-style-type: none"> • PHA Board - Wednesday 26 June 2024 at 6.15pm (PHA Board Room, 18 Mansfield Street). 	

Partick Housing Association - 8 May 2024

Signed:.....
 Chairperson

Date:.....
 26th Jun 2024

Page 7 of 7