

PAISLEY HOUSING ASSOCIATION

**MINUTES OF THE BOARD MEETING HELD ON 28th NOVEMBER 2022 AT
6.30PM**

This meeting was a hybrid meeting via Teams

Present in office: Karen McMillan, Mairi MacLean, Elaine Templeton and Ian Johnstone.

Present via Teams: Drew Mason, Saroj Bains, Michelle Hart, Sandra Loney, Neil McCall, Emmanuel Dufegha, Laura Clark

In Attendance in Office: Kathleen McCutcheon, Craig Reid, and Sandra Marshall

In Attendance via Teams: Lorna Colville, Tracy Fraser & Alan Graham

Ian welcomed Guest Olwyn Gaffney from SHARE who was observing tonight.

1a) APOLOGIES

Apologies received from Tina Russell. Jim Weir is on special leave.

b) RECORD ON ANY POTENTIAL CONFLICTS OF INTEREST

Agenda Item 17 – EVH Wages Ballot

2a) MINUTES OF MEETING HELD ON 31.10.2022

Minutes of meeting agreed. Proposed by Karen McMillan and seconded by Elaine Templeton.

b) MATTERS ARISING

- Our Assurance Statement has been updated to the SHR portal and is also available on our website.

Board Noted

- Development update from last month. [REDACTED] were not successful in purchasing the land at Maxwellton Street.

Board Noted

- Head of Finance and IT confirmed that the loans approved last month to be repaid, have been repaid. Also looking for approval to repay one further loan from RBoS. It has less than £30k remaining and there is no early settlement fee.

Board Approved

3) KPI REPORT Q2 TO SEPT 2022

Head of Housing advised that although our void reletting time is nearing our target this is going to be impacted later in the year due to an issue over a meter in a void property. We have one property void since March 22 that we are unable to relet at present due to a dispute between energy companies as to who actually owns the meter. While this dispute is ongoing we cant relet the property as we cant carry out void safety checks.

Our technical section has a part time member of staff whose job it is to try and clear up these issues and the current issue has been referred to the Energy Ombudsman.

Over the last couple of years there has been increasing issues with meters affecting our ability to make properties ready to let. Our Housing & Technical sections record all properties affected through this and information is gathered for reporting in our ARC as our relet times and void rent loss are affected due to this issue which is outwith our control.

Board member questioned if we could rent out the property, but could PHA pay the energy charges. If tenant pays rent, we wouldn't lose as much income. Head of Asset Management advised we cant let the property without having a gas safety check completed which we are unable to do at present due to the amount of debt on the meter. As we cant complete the gas safety check, we cannot rent out the property as we cant ensure tenant safety.

EPC – Energy Performance Certificate – required for each of our properties
YTD – Year to Date

Board Approved.

Head of Asset Management left at 18.50

4) COST OF LIVING REPORT UPDATE

CE confirmed that SFHA are collating evidence that HAs have provided, which will then be passed onto Scottish Govt in December. Announcement due from Scottish Govt middle of January.

Board member queried if the eviction expected late November had gone ahead. Head of Housing advised that eviction was planned for 30th November so we would have to wait until then to see if the tenant made payment to avoid eviction. The tenant had indicated was trying to obtain money to avoid eviction.

Board Approved.

5) UKRAINIAN RESETTLEMENT PROGRAMME

Head of Housing confirmed that 4 tenants have settled in well and we are looking to extend the programme up to 8 tenants, but only in properties where we have no-one on our waiting lists.

Board member asked if there was some funding from Govt for renovation works. CE thought that this funding was for long term voids (which we don't have any) but would ask GWSF if there are aware of any HAs receiving any money.

Board Approved.

6) TENANT SATISFACTION SURVEY OUTCOMES

Senior Projects Officer confirmed that this was our first survey in 3 years and that the satisfaction levels have decreased since then. SPO highlighted some emerging themes from the survey, in particular communications, repairs, maintenance and neighbourhoods.

Due to the fact that the survey was anonymous there was insufficient information to identify reasons for some of these. As such it was proposed that communication was addressed through starting a bi-monthly e-bulletin and recruiting tenants in the new year to participate on a tenant focus group and "Your views" network producing more detailed information.

A board member asked if we could track who reads the e-bulletin and SPO agreed to find out and let us know what technology is needed to do this.

It was noted that we had a good response rate to our survey in particular double rate of response from owners.

Board Approved.

Head of Housing and Senior Project Officer left the meeting 19.10

7) Cx IMPLEMENTATION REPORT – PHASE 2

Head of Finance and IT explained the reasons for requesting to bring forward the planned replacement of the server.

Board Approved.

8) MANAGEMENT ACCOUNTS Q2 TO SEPT 2022

Head of Finance and IT went over the Management Accounts, which look good compared to budget and mentioned the rental property issue and the early repayment of the loans, previously approved by the Board. Both void costs and day

to day repairs have increased, reflecting on rising labour and costs. Question as to why the Board training was so overbudget. There was 1 training course and 2 members went to a conference. We have not used training budget in the last 2 years because of pandemic, but feel it is important for Board to be able to enhance skills. We will look at increasing for next year as there are more face to face events.

Board Approved.

9) IT STRATEGY

Head of Finance and IT explained how this strategy ties in with the Business Plan & Asset Management Strategy. In particular looking at foot fall into the office, which is now very low – so not sure what will be required to provide internet access to tenants at the office. We will also investigate to see if we can get any further funding towards residential access to the internet. A few abbreviations to be explained. JMP is John Martin Partnership is there software that was used to record the Property Component Replacement information. M3 is the repair diagnostic software company and is linked to Cx , the new Housing Management system. CF is Castleton Financials, the Finance system and MFA means Multi Factor Authentication. Also mentioned that if CX Phase 2 to be delayed to allow for the upgrade, we will also need to revisit our IT staff resources.

Board Approved.

Head of Finance and IT left the meeting at 7.30

10) REVIEW OF AFFILIATIONS

Corporate Services Officer confirmed that our Affiliations are part of the Board Induction process, and that the only one which was changing next year is the Renfrewshire Chamber of Commerce, which we did not feel was good value this year, so membership will be cancelled.

Board Approved.

11) CALENDAR OF MEETINGS 2023

CE confirmed that we will trial out having less meetings next year – only 7 Board meetings and 2 for each sub. This can be reviewed each quarter and we will have more if they are needed.

Board Approved.

12) ANNUAL PLANNING PROGRAMME 2023

CE has confirmed the Annual Planning Programme shows what we need to do and timescales. Also to be in line with the meetings we will have next year.

Board Approved.

13) SPA – EXECUTIVE BOARD MEMBERSHIP

SPA – Scottish Procurement Alliance. CE explained that our previous Technical Manager was on the Executive Board and that we require approval for our new Head of Asset Man to be on the Board. We will find out in the new year whether he has been successful. There is usually funding benefits if on the Board. There was some discussion around how SPA actually works and CE explained it is a framework in a similar way to the iFLAIR framework.

Board Approved.

14) UPDATE OF BUSINESS PLAN

CE confirmed that after the planning away day, the Business Plan has been updated. The Development section will be added after the next development Sub Committee meeting.

Board Approved

15) ASSURANCE HOUSE

CE apologised that this report had not been sent. We have not received the full information from the architect and this will be an Agenda item on the January Board meeting.

Board Noted.

16) EQUALITY DATA FOR APPLICANTS

CE confirmed that we have collated the information received from the Applicant survey. Results are anonymous but applicants can contact us individually should they wish to. Current tenants survey will be sent out shortly, with a closing date of 9th December. Board member said that some of the survey results may be useful for potentially getting some funding.

An annual report on equality outcomes will be provided to the Board in May or June 2023.

Board Approved.

17) EVH WAGES BALLOT

Both CE and CSO left the room while discussions took place.

The Board discussed the proposal and approved the EVH Recommendations. The CE will inform EVH.

Board Approved.

Olwyn Gaffney left the meeting 20.15

18) AOCB

- We asked the Board if they would still like the Board paperwork posted out each month and it was unanimously agreed that all should still be posted out.

- Board Xmas night out will be on Thursday 15th Dec, at Assurance House from 4pm to 7pm. Board members still to have their photo taken can come earlier- at 3pm, as photographer will be at Assurance House that afternoon too.

[REDACTED]

- Board member mentioned that St James's centre is now renting out sub divided space to individuals and small groups.

Board noted.

19) DONM

Next meeting 23RD January 2023

Meeting finished 20.35