

## PAISLEY HOUSING ASSOCIATION

### MINUTES OF THE BOARD MEETING HELD ON 19<sup>th</sup> FEBRUARY 2024 AT 6.30PM

**This meeting was a hybrid meeting via Teams**

Present in office: Karen McMillan, Elaine Templeton & Emmanuel Dufegha

Present via Teams: None

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

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

THIS MEETING WAS NOT QUORATE AND SO WE CONTACTED BOARD SIX MEMBERS VIA E-MAIL TO CONFIRM DECISION ON AGENDA ITEMS 4 & 5.

#### **1a) APOLOGIES**

Apologies received from Ian Johnstone, Neil McCall, Michelle Hart, Laura Clark & Sandra Loney

**Special Leave:** Mairi Maclean

#### **b) RECORD ON ANY POTENTIAL CONFLICTS OF INTEREST**

none

#### **2a) MINUTES OF MEETING HELD ON 29.1.24**

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

#### **b) MATTERS ARISING**

Head of Housing advised that the rent setting policy review is not scheduled to start until 2025/26, not 24/25 as stated in last month's minutes. The current 10 year rent phasing programme doesn't complete until 2024/25 and the review is scheduled for the following year.

Chair noted a couple of spelling errors which will be amended.

#### **3) Advice Team Internal Audit Report**

Advice & Projects Manager was pleased with the Internal Audit report which confirmed High Assurance with 4 minor procedural issues which are now on an Action Plan. The Audit Sub Committee will monitor the Action plan at their meetings.

**Board Approved.**

#### **4) Consultation feedback for Rent & Service Charges**

Head of Housing updated the Board advising;

The methods of consultation used this year including, email, letter and text messages confirming our response rate was higher than last year. We received feedback from a cross section of our tenants based on age, ethnicity, house type & those in receipt or not in receipt of benefits.

Head of Housing explained that all tenants who asked specific questions or raised specific issues received individual contact from staff. Any tenant who advised that cost was an issue for them received contact from our advice team offering their services.

Feedback received regarding the service charges indicated that the garden maintenance service for 23/24 was poor given the issues we had obtaining a contractor for 23/24 however we have a contractor in place for 224/25. There was also some feedback regarding the bulk service with some advising they think should pay per use however we demonstrated the comparison with Renfrewshire Council's pay per use system and our believe that our system is both good value and good for the maintenance of our estates.

There were no questions from the Board, however they were pleased to note we respond to queries individually.

The 3 Board members in attendance approved the proposed rent & service charges for 2024/25.

A further 4 Board members replied via e-mail that they approved the proposed rent and service charges 2024/25

**Board Approved the proposed rent & service charges for 2024/25.**

Head of Housing & Advice & Projects Manager left the meeting at 18.54

#### **5) Consultation feedback for Planned & Cyclical Maintenance**

Head of Asset Management confirmed an increase in responses this year, with more than half in favour of proposed planned works. It was confirmed that we issue the Year 1 planned maintenance details to our tenants. Asset Management also contact everyone who has made a comment and considering the issues we have had this year, we think that this has been a very positive response. Hopefully the issues with contractors will be less than previous year.

4 Board members replied via e-mail that they approved year 1 of the draft planned maintenance and cyclical programme for 2024 -2029.

**Board Approved year one (2024-2025) of the draft planned maintenance and cyclical programme for 2024-2029.**

## **6) Management Accounts Q3**

Head of Finance and IT briefly went over Management Accounts Q3. It was noted actual performance was better than budget to Q3 and projected to the year end. It was noted additional costs for planned maintenance & reactive repairs have been compensated by savings elsewhere.

**Board Approved the management accounts for Q3.**

The Head of Finance & IT left the meeting at 19.10.

## **7) Tenant Safety Report**

Head of Asset Management confirmed that the appendix with this report is in a different format, more like the scorecard similar to our KPI report, but should be easier to read and update. The most recent internal auditor had recommended some small improvements, which we are working our way through. The Fire Safety Risk Assessment for low risk areas, we intend to deliver in-house. The risk assessments, although not a legal requirement are considered good practice. With regard to RAAC, we think we have identified this at Assurance House but have this plus 5 other stock types to check. A tender process to appoint a structural engineer to provide surveys and a report is currently underway. Board commented that the scorecard format is much better and easier to read and also a little more detail required in the fire risk assessment comment box. Head of Asset Management will look into bringing this report to the board at the same time as the KPI report. This was noted on Agenda as to be Approved, but it is to be Noted rather than Approved.

**Board Noted.**

## **8) Update on CE Retirement**

CE confirmed that a recruitment agency has been selected. The next meeting will be Tuesday 27<sup>th</sup> Feb where they will come up with a schedule and announcement. Chair to confirm update to SHR.

**Board Approved.**

## **9) FLAIR SHARED SERVICES – OUTCOME REPORT**

CE provided a bit of background as to why this feasibility study was commissioned. After some discussion the board thought that although the scoring was difficult to understand, the text was easy to follow and the outcomes made sense.

**Board Approved.**

## **10) PAY NEGOTIATIONS – EMPLOYEE BALLOT**

CE confirmed this was no longer valid as union members rejected the offer. This will now be passed to ACAS. No decision required by the Board.

**Board Noted**

## **11) ORCHARD STREET – URGENT MATTERS**

[REDACTED]

**Board Approved**

## **12) DEVELOPMENT SUB -PROPOSAL TO DISBAND**

CE confirmed that we used to have 4 members on the Development Sub, but in the last year Jim and recently Drew have resigned. That left 2 members and we need 3 to be quorate. No other Board member was volunteered to join development sub so now we will need to bring any development issues to the full board. After discussion it was agreed to suspend, rather than disband, the development sub meantime. We are looking to advertise for new board members and maybe if we get some new members, someone will want to join the development sub. We will also look to be as flexible as possible with timings of further sub meetings to ensure as much attendance as possible.

**Board Approved to suspend the Development Sub meantime.**

## **13) AOCB**

a) CSO asked for update on how the resetting of password for access to portal on website is doing. 1 board member has changed password, but having difficulty accessing the documents. Other 2 board members still to reset password. They will provide feedback once completed.

**Board Noted.**

b) Colours for Cladding at Assurance House in the office. Board members agreed with selection.

**Board Noted.**

c) 64 Espedair Street – Offer of Purchase pending. Once completed we are hopeful of an entry date mid March.

**Board Noted.**

**12) DONM**

The next meeting will be 25<sup>TH</sup> March 2024.

Meeting finished 7.55pm

