

PAISLEY HOUSING ASSOCIATION

MINUTES OF THE BOARD MEETING HELD ON 24th MAY 2021 AT 6.30PM

Due to the Corona Virus, we are unable to have face to face meetings. This meeting was a virtual meeting using 8x8 platform.

Present: Jim Weir, Ian Johnstone, Karen McMillan, Eileen Graham, Saroj Bains, Michelle Hart, Sandra Loney, Beth Arthur and Mairi Maclean.

In Attendance: Kathleen McCutcheon, Lorna Gilroy, Elaine Thomson and Lorna Colville.

Observer:- Drew Mason

It was reported that the agenda and item 7 had not been issued with the papers.

1a) APOLOGIES

Apologies received from Scott Turo. Lisa-Jane Dock is on special leave.

b) RECORD ON ANY POTENTIAL CONFLICTS OF INTEREST

None

2a) MINUTES OF MEETING HELD ON 26.04.2021

Proposed by Jim Weir seconded by Karen McMillan

b) MATTERS ARISING

None.

3) KPI Q4 to 31st MARCH

Head of Housing advised the Board that there are errors on the report for the Housing Management performance figures. The correct figures were given verbally. The Head of Technical provided 2 updates on their figures which now reflect those being put into the Annual Return of the Charter (ARC). It was agreed that a revised KPI report would be issued to the Board tomorrow so they have the correct information.

Board Approved.

4) MANAGEMENT ACCOUNTS Q4 to 31st MARCH

Head of Finance & IT drew the Boards attention to the surplus being higher than budget and went on to explain the reasons for this being delays in spend and grants received against some areas of spend. The main carry forward into 2021.22 is planned maintenance, some cyclical/ environmental works and some reactive repairs

which were classed as non priority that are now being done as covid restrictions are easing. Out with repairs it is expected that legal fees will be higher in 2021.22 due to there being no court action in 2020.21.

Head of Technical advised that we have now caught up with the majority of non priority repairs and that the volume of repairs overall is down for the year.

Board Approved report.

5) CX IMPLEMENTATION REPORT

Head of Finance & IT confirmed to the Board the 2nd payment to Civica has been made. She advised on an update to the report regarding the go live date and sought approval from the Board to propose to Civica a September go live date being agreed.

Board Noted and approved the proposal.

6) ANNUAL iFLAIR REPORT /COMMUNITY BENEFITS

Head of Technical went over the report and highlighted that there were no new contracts in 2020/21 except Frews for fire safety work, which did not attract community benefits. Moving forward, she discussed the approach with the new IFLAIR framework which has been adjusted to give greater control to members in the choice of community benefits we receive. This means that PHA can focus on significant benefits such as apprenticeships which could be accessed by our tenants. This approach was agreed. An apprenticeship has been specified for our first contract of 2021/22 from the framework.

Karen asked whether community benefits were too onerous for some of the contractors. Elaine advised no, that providing community benefits were now expected by contractors and the level of community benefits is tied to the value of contracts.

Board Noted.

7) WSS

Head of Housing apologised to the Board as this report was not sent out with the papers. She advised the purpose of the report was to seek approval from the Board for PSPS's new WSS which has been reviewed following the issue of a new Code of Conduct. The new WSS has already been presented to the PSPS Board and approved at their meeting of the 17th May 2021. The Head of Housing then detailed the summary of changes made to the new WSS and confirmed the full WSS & summary of changes would be sent to the Board tomorrow.

Board Approved.

8) ARC

The Chief Executive advised Board the ARC has been completed and will be available in full via the portal from tomorrow and will be submitted to SHR on Thursday.

Board Approved.

9) ANNUAL SELF ASSESSMENT REPORT

The Chief Executive advised there had been a lot of progress made in completing the Action Plan as both internal audit and the complaints review have been undertaken. She highlighted the Business Plan review and sought approval from the Board to start the review process in October'21 with completion in March'22 rather than waiting until March to start the process.

Board Approved.

10) DEVELOPMENT REPORT

The Chief Executive advised we are on track for Westerfield and Glenburn with letting later this year. Orchard St is progressing well with acquisitions and it will be August when decisions will need to be made regarding the next stage of the development.

Board Noted.

11) BOARD COMPOSITION REPORT

The Chief Executive advised that an AOCB was relevant to this item as Scott Tsuru has tendered his resignation from the Board and as such the figures in the report should be reduced to reflect this. There was some discussion about the internal auditor's recommendation for an independent appraisal of Board members every 3 years. Questions on cost, using other FLAIR HAs as an alternative and if using external consultant were common place were raised. The Chief Executive asked the Board to consider the recommendation and advised it would be discussed further and agreed on when the Internal Auditors report is presented to them.

Board Noted.

12) COMPLAINTS/GDPR/FOI

The Chief Executive reported the numbers of complaints are down and this may be due to people not reporting during the pandemic and there being less interaction between staff and tenants. FOI is new this year, the numbers of requests are quite high and there can be quite a lot of work required to complete them.

Board Noted.

13) UPDATE ON CORONAVIRUS

The Chief Exec reported with the easing of restrictions, there is now 6 staff members allowed in Assurance House and various protocols are in place and working well.

Board Noted.

14) UPDATE ON AH & 64

We are in the fit out stage for Assurance House, setting it up as a working office. We have not yet received the Building Warrant from the Council so the Chief Executive is recommending she write to the head of Building Control regarding her concerns as it has now been outstanding for 6 months. Observer Drew Mason commented that in his line of work he regularly deals with RC and this is a common experience.

We are also currently awaiting the report from the Architect on the water ingress and this will be reported to the Board in due course.

There has been no response from the contractor regarding defects so the Chief Executive will issue a letter advising we will be using the retention money to rectify works.

Board Noted and Approved the proposed actions.

15) AOCB

- Scott Turo has tendered his resignation from the Board. A letter of thanks will be sent to Scott for his contributions over the years.

Board Noted.

- Mental Health Week – CEO advised on this and the importance of staff mental health and sought approval for spending £100 per person via the training budget for the coming year supporting activities to benefit their mental health.

Board Approved.

- Head of Housing Retirement – the Board thanked Lorna for her service to the Association and in turn Lorna thanked the Board for their support and wished them and the Association all the best in the future.

16) DATE OF NEXT MEETING

28th June 2021 6.30pm via 8x8 platform