

PAISLEY HOUSING ASSOCIATION

MINUTES OF THE BOARD MEETING HELD ON 27 JANUARY 2020 AT 6.30PM AT WELLMEADOW BOWLING CLUB, PAISLEY

Present: Jim Weir, Eileen Graham, Karen McMillan, Sandra Loney, Mairi McLean, Saroj Bain, Michelle Hart and Scott Turo.

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

Observers: Beth Arthur.

1a) APOLOGIES

Apologies received from Ian Johnstone & Lisa Jane Dock on special leave.

b) RECORD ON ANY POTENTIAL CONFLICTS OF INTEREST

Item 11 - Pensions are a conflict of interest for staff.

Item 8 - Assurance House update now under AOCB.

2a) MINUTES OF MEETING HELD ON BOTH 24/11/2019 & 3/12/2019

Proposed Eileen Graham, seconded Karen McMillan for both meetings.

b) MATTERS ARISING

Chief Executive advised after PHA re-joining SFHA, anyone who would like a personal login for the online portal speaks with Corporate Services Officer. No scheduled meeting to go over SFHA member benefits yet but noted it would be very useful.

3) DRAFT RENT & SERVICE CHARGE REPORT

Head of Housing provided an updated Appendix 1 to the Board for the proposed target rents for 20.21 and went over the report highlighting the key areas for consideration in determining the proposed rent increase of an average of 2%. The Board were reminded the Association is in its 5th year of its 10 year rent restructure with a significant number of properties at their target rents. Those still to reach it would have higher than the average 2% increase. Therefore those on the target rent will only increase by 1.5%.

The average 2% increase is noted as necessary to deliver planned maintenance schemes and keep cash flow comparable to previous year. The SFHA's Affordability toolkit has been used this year with the results being highlighted in Appendix 3 showing some property sizes being unaffordable for certain household groups.

Comparison to other housing providers in Renfrewshire shows our rents to be in the middle of the range.

Head of Housing went over individual service charges proposals, noting an amendment to the garden service charge proposal from 10.99% to 7.62% due to confirmation by the contractor of no uplift in costs for the coming year.

Board member questioned who gets higher rent increases and it was confirmed by Head of Housing that it would be those who haven't reached the target rents.

Board member questioned if all tenants would know about the rent restructure and it was confirmed that it was referred to within the consultation letter sent to all tenants.

Head of Housing sought approval to go ahead with rent consultation based on an average of 2% increase and for increases in service charges as detailed within the report, subject to amendment in garden service charge as noted at the meeting.

Board Approved.

4) DRAFT PLANNED & CYCLICAL MAINTENANCE

Detailed report from Head of Technical on the proposed 5 year planned and cyclical programme. In addition an expected out turn for 2019/20 and a detailed forecast of expenditure for the 2020/21 programme was presented along with various actions taken to mitigate against the risk, such as from no access or delays in BW, of underspend. We are about to enter the final year of bathrooms, doors and re wiring to the 400 older Foxbar properties.

In addition to the above we propose to carry out drainage works in Mull. There are also provisions for Stage 3 adaptations done in advance of grant receipt, and for ad hoc component replacement.

The delay in the new i-FLAIR Framework was noted. This will not affect our programme.

The other main work for 2020/21 is to ensure compliance with new Fire Safety legislation. There was a Board discussion on the consequences of the high safety standards of internal fire doors, which require closers. It was noted that these can pose risks to younger tenants due to their heaviness or slamming shut. However it was agreed that fire safety was paramount in our actions.

Board Approved.

Elaine Thomson left the meeting at 7.20pm.

5) DRAFT 5 YEAR FINANCIAL PLAN

Head of Finance & IT showed draft figures for upcoming 5 year financial plan and confirmed this will be presented to the March 2020 Board meeting for final approval.

It was noted figures exclude Orchard Street but do include Glenburn/Westerfield as these should be on site for the start of the new year 20/21. The Board noted the Financial Plan assumes inflation at 2%, rent increases beyond 20/21 rising 0.5% above inflation and salary increases in line with the current EVH Salary Deal.

It was noted that reviews of the current vacant posts has still to be completed and may result in some amendment to the final plan. It was noted that assumptions had been made regarding future pension contributions but this was currently being reviewed. Discussed further as Item 11.

The Board agreed no additional information was required to be presented along with the final version in March.

Board approved the draft 5 year financial plan and the assumptions therein

6) GROUP SERVICE LEGAL AGREEMENT

Head of Housing reminded the Board of the new Intra Group Agreement recently approved by the PHA & PSPS and advised the Group Service Level Agreement supports this document by setting out the services provided by PHA to PSPS to deliver the factoring services.

Head of Finance & IT confirms updated memorandum for PSPS at Companies House.

Board Approved.

7) CX POSITION STATEMENT

It was noted the Services Delivery Director with higher authority attended the project Board meeting held in January 2020 in hope of making progress on IT system.

Review of project acknowledges the delays and that an updated plan is needed to help deliver CX effectively. [REDACTED]

[REDACTED]

There was some Board discussion over the ability of the company, the difficulty of the implementing the new housing system and resources used to date. It was noted commitments and guarantees were required from the IT company.

Board noted the current position and that there would be an update at the next meeting.

To avoid further delays the Board approved the acceptance of a contractual change, in the interim if necessary, prior to the next meeting so long as it does not increase the contract cost of the project.

[REDACTED]

Board Approved.

The Head of Finance & IT left the meeting.

12) WEST END PROJECT FINAL REPORT

No questions.

Board noted.

13) BUSINESS PLAN PROPOSAL

Moving forward, the Board approved the Business Plan review will be carried out by Allanpark. The Business Plan will cover the next 5 years 2020-2025. There was positive discussion regarding Alison Smith who had already facilitated our Board/SMT Away Day.

Board Approved.

14) CORRESPONDANCE TRAINING AND FEEDBACK

Board noted resignation of Board member Magda Pawlik.

Board/Staff speed meeting event not being held until office move complete.

3 Board members interested in the SHARE Women in Housing event: Sandra Loney, Karen McMillan and Mairi McLean.

SFHA Scottish Government consultation – Anyone interested to contact CSO.

15) AOCB – NOTIFIABLE EVENT, DATA BREACH & ACCESS TO SFHA WEBSITE

There was a staff error when sending out a group email to tenants. Dealt with and no further staff training necessary.

Anyone who would like a personal login for the online SFHA portal, speak with CSO.

Observer leaves 8.40pm.

8) UPDATE ON ASSURANCE HOUSE

[REDACTED]

[REDACTED]

[REDACTED]

Board noted.

16) DONM

Monday 24th February 2020.

Meeting ends 9.00pm.