

PAISLEY HOUSING ASSOCIATION

**MINUTES OF THE BOARD MEETING HELD ON
28 MAY 2019 AT 6.30 PM AT WELLMEADOW BOWLING CLUB, ARGYLE
STREET, PAISLEY**

Present: Eileen Graham, Karen McMillan, Ian Johnstone, Sandra Loney, Jim Weir, Mairi Maclean, Saroj Bains and Alison McKeown

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

Observer: Michelle Hart

Guest: Gerhard Oberholzer, Director GB Social Housing

1. a) **APOLOGIES**

Apologies received from Scott Turo. Special leave for Magda Pawlik and John Sweeney.

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

None

Agenda to be amended – Item 10 to be first on Agenda

10. **PRESENTATION TO BOARD ON FINANCIAL BONDS**

Gerhard Oberholzer provided a presentation about how the Bond market is available to RSL's looking for cash. It was noted rather than a loan, the RSL could take out a Bond such as using GB Social Housing, as an intermediary. With bonds, the rate is fixed for the term of the bond, approximately 20 years. Payment of the capital is a bullet payment at the end of the term, although there were options to refinance nearer the time.

After the presentation there were a number of questions answered by Gerhard and staff.

Gerhard Oberholzer left the meeting.

2. **MINUTES OF THE PREVIOUS MEETING HELD ON 29th APRIL 2019**

Board approved the minutes. Proposed by Jim Weir and seconded by Eileen Graham.

b) **MATTERS ARISING**

None

3. **SANDRA LONEY – SHORT PRESENTATION**

This item has been cancelled

4. **OLIPHANT COURT UPDATE**

Technical Manager confirmed that we have only one flat and one panel left to complete. The tenant is due back from holiday shortly and the contractor will return to complete the work. We will then be able to apply for a completion certificate from Building Control. The TM noted that Building Control have not visited to date to inspect the works, it is possible that they may do so on receipt of our application for completion certificate.

Board noted

5. **FACTORING POLICY**

Housing Manager confirmed that this has been brought to the Board after being approved by PSPS at their last meeting. The policy required to be tidied up. When we receive the new Code of Conduct we will revisit this policy to see if any amendments are required.

Board Approved.

6. **KPI REPORTS**

Brief explanation provided to the Board. Board pleased with the figures. Revised KPI's for 19/20 will be brought to the June meeting

Board Approved.

7. **MANAGEMENT ACCOUNTS Q4**

Finance Manager went over the key variances in the report. In particular she confirmed that there has been savings on voids and repairs. It was noted although the average cost for a void was more than we budgeted for, there have been fewer voids than expected. Board confirmed they were happy with the level of information given.

Board approved the Report.

8. **CX IMPLEMENTATION REPORT Q4**

Finance Manager informed the board that there was another staffing change, on the project, within Civica . It was noted the last upgrade did not solve all of our issues. Things are moving steadily rather than dramatically improving. We do need to look at replacing our BID Officer and the Board agreed that the SMT can decide when to advertise for this. Although still behind, it was noted it is unlikely that we will be able to walkaway from the project.

Board noted the report.

9. **30 YEAR FINANCIAL PLAN**

Finance Manager provided a brief explanation of the figures. It was noted potentially the labour market (inflation) could be an issue as a consequence of Brexit. Finance Manager confirmed these figures will be used as the base for going out to lenders for the private finance for the new developments.

Board approved the plan.

11. ANNUAL RETURN OF THE CHARTER 2018/19 AND EESSH 2018/19

Chief Executive confirmed that the ARC 18/19 and the EESSH 18/19 were now all complete. Board agreed with the signing off of both. We will save a PDF copy if any board member wishes to look at them.

Board approved

12. NEW REGULATORY FRAMEWORK

Chief Executive confirmed that this was a follow on from the agenda item last month. We have completed the ARC and our Tenant Satisfaction survey is due over the summer. Chief Executive explained an amendment to what has been written in the report. The Governance Review should be amended to Internal Audit. This would be more appropriate. Plan would be to tender in August so that when we send in our Finance information in September, we will be able to state who our internal auditor will be.

There is also to be a new toolkit for Board members which the FLAIR directors will be receiving further information on later this week.

The results from the survey on Assurance which was completed by board members last week was issued to everyone. Question 1 to Question 8 all had good results, with only 1 negative reply. But Question 9 – Do you consider there to be any overall weaknesses in the Governance of the Association? Nearly 40% have replied Yes to this question, which is very different from the replies to the previous questions.

The Office Bearers have suggested a board meeting to discuss this one item would be the best way forward. Sandra M to contact board to find date that would suit. The Board members would get together to discuss the results and then Chief Executive would join them.

This survey shows a snapshot of where we are now and the plan would be to do it again in October. The Board approved the amendment from Governance Review to Internal Audit and to meet regarding the results on perceived weaknesses in Governance.

Board noted

13. ASSURANCE HOUSE UPDATE

Chief Executive confirmed we have had the pre-start meeting with Clarks and that they are looking at their site set up. Plan to hand over to them on 2nd July with a completion date of 23rd September. Various samples which will be used at Assurance House have been brought in for Board to have a look over.

Board noted.

14. LAND STRATEGY Q4

Chief Executive confirmed that we may need a Board meeting in July as Board approval may be required for the Westerfield project.

When we have our stock tour in July, we will ensure that the board can review some of the work that the WET Team have completed.

Board noted

15. COMPLAINTS 18/19

Chief Executive confirmed that only the tenant complaints are input into the ARC. We have a fairly low level of complaints Chief Executive to check whether we had a complaint which had an Equality Issue. Some compliments to the staff were also included

Board noted

16. PSPS MINUTES 11.2.19

Board noted

17. AUDIT SUB MINUTES 11.2.19

Board noted

18. CORRESPONDENCE, TRAINING AND FEEDBACK

Correspondence

- EVH monthly report e-mailed to everyone
- EVH Code of Conduct e-mailed to everyone
- Special leave request from Magda Pawlik for 2 months. **Board approved**
- Special leave request for John Sweeney for 3 months. **Board approved**

Training / Events

- FLAIR - Succession Planning event – to attend Ian J, Jim W, Sandra L, Saroj B, Mairi MacL and Alison McK. As this is a FLAIR training the numbers may be restricted. Sandra M will confirm.
- FLAIR Conference – to attend Jim W, Karen McM, Sandra L, Saroj B.
- CIH and SHR Roadshow Ayr – to attend Ian J, Alison McK and Mairi MacL.

Feedback

Board noted

19. AOCB

Eileen G has visited John S in hospital and he says thanks for card and kind wishes.

20. DONM

Next meeting is Monday 24th June 2019, at 6.30pm.

Meeting finished 8.45 pm

Board had opportunity to view some of the samples to be used in Assurance House.

Initials	Date when reviewed
ET	31/5/19
LG	3.06.19

KMC	10/06/19
LC	12/6/19