

PAISLEY HOUSING ASSOCIATION

MINUTES OF THE BOARD MEETING HELD ON 29 MAY 2018 AT 6.30 PM AT FOXBAR COMMUNITY CENTRE, PAISLEY

Present: Jim Weir, Eileen Graham, Ian Johnstone, Sandra Loney, John Sweeney, Mairi Maclean and Annie Patrick

In Attendance: Kathleen McCutcheon, Elaine Thomson, Lorna Colville, Sandra Marshall, Andy Walker and Laura Kennedy

1. a) **APOLOGIES**

Apologies received from Saroj Bains and Karen McMillan. Observers Barry Shields and Scott Tsuru also sent in apologies. Barry has now got a job in Liverpool and will be unable to attend further meetings.

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

None.

2. a) **MINUTES OF THE PREVIOUS MEETING HELD ON 30 APRIL 2018**

Eileen Graham proposed the minutes, Ian Johnstone seconded them.

b) **MATTERS ARISING**

Property for sale - Director provided update that the Scottish Government confirmed we can go ahead with the sale of the property at Broomlands Street.

Item 5 – Pensions. Finance Manager confirmed that we had received update of the overall position of the pension and it is looking much better. Shortfall which had been 24% has reduced to 13%

As previously agreed, the Audit Sub committee will review in Aug and make recommendation to the Board.

Board noted.

3. **KPI Reports Q4 (Apr 17 – Mar 18)**

Director confirmed that the sickness figure was higher than target, but was not a bad figure. We had 3 staff off long term sick.

Tenancy sustainment figure – no particular issue, it is just difficult to achieve.

Technical Manager confirmed the reactive repairs – right first time figure is 96.6% and the average time to complete non emergency repairs is 3.18 days.

Board noted.

4. **Management Accounts Q4 (Jan 18 – Mar 18)**

Finance Manager confirmed surplus of 1.5million against the budgeted figure of £800,000. The Finance manager went over the significant variances which were noted in section 4, including cyclical maintenance and environment project. Finance Manager also highlighted that the voids continue to be higher than budget and the void cost per unit was higher than originally hoped for.

Board noted.

5. **Cx Implementation Report Q4 (Jan 18 – Mar 18)**

Finance Manager confirmed that have installed most of the infrastructure. Training is now all completed. Finance Manager confirmed we were not comfortable with the live date of Aug and are in discussion with Cx to put this back, We have been finding lots of errors, plus delays in training have hindered time to create reports. We are looking to revise live date towards end of January 19 / beginning of Feb19.

Board approved both Cx Implementation Report and the delayed live date.

6. **Information Security Policy**

Finance Manager went over the main amended points, which include adding in GDPR and Serious Crime Act. As we now have a dedicated Business Development Officer role, this was also included. This policy will be available on the website. Board were advised feel they would like further training in GDPR or IT Security, they should mention this at their appraisals in October.

Board approved.

Technical Manager, Finance Manager, Andy Walker and Laura Kennedy left the meeting 7.25pm.

7. **Land Strategy Q4 (Jan 18 – Mar 18)**

Director provided update on current position – Orchard Street has been tough going and now the Council need to escalate their activities. A progress meeting with Scottish Government is due in June. Westerfield – we are working on procurement of a design team. Development Services – FLAIR are considering working with Maryhill/Queens X HA who operate a Development Hub. We are quite keen to get this on board. Board agreed this would be a good idea.

Board noted.

8. **Annual Return of the Charter 2017/18 (ARC) and EESSH 2017/18**

ARC is now 100% complete, and will be sent to the Scottish Housing Regulator Wednesday or Thursday. The Regulator then produces a report in August, which we then use for our Annual Report. There is a separate EESSH return. Board provided approval to submit ARC and EESSH.

Board approved ARC and EESSH returns.

9. **Complaints 17/18**

Director confirmed that complaints continued to reduce. One of the main causes of complaints previously had been the landscape contractor, as we have now changed contractor these numbers have reduced. Director mentioned that the number of Stage 2 Complaints has also reduced and one reason for this is that a letter is sent by front line staff providing a detailed explanation, which reduces the need for the complainer to come back to us with further queries. We have performed well with complaints this year.

Board noted.

10. Equal Opportunities Monitoring

Director provided the Equal Op's information from both the ARC and the Job applications advertised last year.

Director also confirmed that staff had been on Equalities training this month, which was funded by PATH. Staff found this to be a very informative and enjoyable session. Director herself had also been to a training session, Unconscious Bias, which highlighted how we make decisions / assumptions unconsciously and how to be aware of this.

Board noted the Report

11. Board Composition Report

Director confirmed that we are still slightly low on numbers – but this is quite common. We have had 3 observers recently which if some potentially join our committee, will help in the age category which we are looking to increase.

Board approved

12. FLAIR Academy

Director provided information about FLAIR Academy, which has seen new Board members throughout FLAIR going through 9 training sessions which provides a good grounding for joining a Board. There will be an evaluation in August after training sessions completed.

Board noted

13. PSPS Minutes 12.2.18

Board noted

14. Audit Sub Minutes 12.2.18

Board noted

15. Assurance House Update

Director provided verbal update of amendments to plans for Assurance House after staff consultation. The Board are to think about who they would want to invite for our official opening to celebrate our new location. This is likely to be in April 2019. We may also have an open day for Tenants and Factored Owners. The Board requested another visit to Assurance House – this is to be arranged for Thursday 7th June (am)

Board noted

16. CORRESPONDENCE, TRAINING AND FEEDBACK

Correspondence

EVH – dinner dance to celebrate 40 Years – John S and Ian J to attend.

Share - Networking event at Seamill Hydro

Review of Community Level Governance Arrangements- e-mail only

Training / Events

FLAIR Conference – Sandra M to confirm via e-mail preferences for those attending.

SHAPS event 30/5/18 – Jim Weir to attend

Feedback

- GWSF – Open Meeting. This seemed to be a repeat of the last meeting, no new information. Disappointing and not well attended.
- CIH conference – Director said it was a good conference although the spokesperson for the Regulator did not attend the event which was disappointing.

17. AOCB

None

18. DONM

Next meeting is Monday 25th June 2018 at Foxbar Community Centre at 6.30pm.

Meeting finished 8.30pm.