

PAISLEY HOUSING ASSOCIATION

MINUTES OF THE BOARD MEETING HELD ON 30th MAY 2023 AT 6.30PM

This meeting was a hybrid meeting via Teams

Present in office: Ian Johnstone & Mairi Maclean

Present via Teams: Sandra Loney, Saroj Bains, Drew Mason, Neil McCall & Laura Clark

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

In Attendance via Teams: Alan Graham & Lorna Colville

1a) APOLOGIES

Apologies received from Karen McMillan, Michelle Hart, Elaine Templeton & Tina Russell.

b) RECORD ON ANY POTENTIAL CONFLICTS OF INTEREST

none

2a) MINUTES OF MEETING HELD ON 24.4.23

Minutes of meeting agreed. Proposed Sandra Loney and seconded by Drew Mason.

b) MATTERS ARISING

none

Board Noted.

3) KPI REPORT Q3 & Q4

Head of Asset Management confirmed that last year's performance was on a par with usual performances and so no concerns. Housing Manager is pleased with the figures as they are very positive. Head of Finance and IT explained that the cash balance figure was yellow as this was due generally to delays in spend which will now take place this year into next year. Question about the long term void figure. Housing Manager explained the reason was that a meter was removed from the wrong flat and no-one took ownership. This took a long time to resolve. All HA's are having issues with energy companies. We employ one person, part time, who solely deals with these issues. SFHA have also been querying why there has been delays and recently, hopefully a breakthrough with MSP giving a form of assurance that

service levels from bigger energy companies will improve. Also, if a smart meter is installed any changes can be completed remotely, which should save time.

Board Approved

4) ARC

Chief Exec confirmed that the ARC has been completed and is due to be uploaded tomorrow. If anyone would like a PDF version , please let Sandra know. Our internal auditors are doing a validation of our ARC figures in September.

Board Approved.

5) ANNUAL iFLAIR / COMMUNITY BENEFITS

Head of Asset Management updated the Board that this had been a challenging year for providing community benefits due to the difficulties we rave faced with various contractors. We are looking to re-vamp the community benefit programme with perhaps some penalties to be put in place.

Board Noted.

6) ANNUAL PROCUREMENT REPORT

Head of Finance and IT explained details on App 1,2 and 3. Then confirmed that we have to go back out to tender for the landscape contract and currently considering the dynamic purchasing system recently set up for some FLAIR members to do this. It was noted we are looking at ways to ensure that our process is quicker to improve payments to contractors within 30 days. It was also noted we are looking to get some limited community benefit within our Orchard Street contract and that draft Procurement Strategy will be given presented in August.

Board Approved the actions proposed in the report.

7) LANDSCAPE CONTRACT

[REDACTED]

[REDACTED] The introduction of 2 contractors required to carry out first cuts along with regular maintenance has resulted in an increase in our projected costs over the 3 month period from April to June. HM advised that we are now looking to procure a new contractor and that as part of new contract, we will be reducing amount of cuts to try to reduce costs moving forward. Question about costs going forward. Head of Asset Management confirmed that all

trade costs have increased, but he wouldn't expect the permanent contract to be as high as what we have paid in the last 3 months. Also ,as we are procuring permanent contractor through FLAIR Dynamic Purchasing System , this should reduce the timescales for securing a new contractor.

Board Approved.

8) ANNUAL WRITE OFF REPORT

Housing Manager provided an explanation of the rent arrears write-offs. HM expanded on large single amount that was written off and confirmed this tenant was evicted. HM confirmed that during this process, there were still restrictions in place due to covid which meant arrears had increased outwith our control and pre covid, this tenant would have been evicted earlier with a smaller balance.

Board Approved.

9) ANNUAL TENANCY SUSTAINMENT REPORT

Housing Manager confirmed that we have re-let 102 properties last year and this is our lowest figure. This has saved in rent loss. Our tenancy sustainment figure is 92%, which is above out 90% target this year. He explained how we look for patterns of source of let, reasons for leaving, household and property type to see what we can improve. our services. Tenants can move for reasons outwith our control, but we try to engage with our tenants to identify and resolve any issues. We now have a permanent tenancy support officer who supports and engages with vulnerable tenants and has helped to improve our sustainment score. Board member commented that there is a lot of good work being done here to retain tenants.

Board Approved.

10) ANNUAL TENANCY ENGAGEMENT STRATEGY

Advice and Projects Manager confirmed that we events are recommencing following COVID. In December we delivered our children's Xmas party at the Anchor Centre, which was well received.

We have also completed a litter pick and are re-launching our garden competition this year.

We are also send out a bite-sized bulletin every 2 months to promote our activities and keep tenants updated with what we are doing.

We are attempting to get tenant's involved with giving us their views.

No question from the Board.

Board Approved.

Advice and Projects Manager left the meeting at 7.25.

11) IT ANNUAL REPORT

Head of Finance and IT provided update confirming that as discussed on the planning day, we will not be going ahead with twitter, but will instead Instagram which links to Facebook. It was noted we have had training session with staff regarding digital security, now moving on to training on using Teams. Also confirmed that our various IT back-ups are back on track, but we will be monitoring closely.

Board noted the report.

12) MANAGEMENT ACCOUNTS – Q4

Head of Finance and IT wanted to highlight underspends in overheads, which was mainly due to delayed spend, which will be take place this year. It was noted there was significantly overspent in Day to Day repairs and Asset Management will be keeping a close eye on this going forward.

Head of Asset Management said this was not just due to higher inflation, but it seems since covid , more repairs have been requested. We continue to look for trends in this area. Construction costs have risen 20 -30% and we can't guarantee that these will come down to previous levels. The number of repairs has also increased, we are paying more and doing more.

Board Approved the Management Accounts

13) TREASURY MANAGEMENT ANNUAL REPORT (INCLUDING LOAN PORTFOLIO RETURN)

Head of Finance and IT confirmed that we would keep an eye on our cash flow this year and also confirmed that we invested with Standard Charter Bank as these rates were better. No questions from the Board.

The Board **noted** and **approved** the report, in particular:-.

- Approved that initially the shortfall after grant for the Orchard St Development will be funded by the Association via its cash reserves rather than loan and note this will be reviewed as part of the 23/24 5YFP review.
- Approved delegated authority to the Head of Finance & IT will arrange re valuation of the relevant secured stock with the CAF Bank's preferred valuer
- Noted, a letter of compliance with the financial covenants for the Clydesdale Bank Loans, signed by the Chair, and including a copy of the 5 Year Financial Return and the makeup of the Board following the AGM, will be submitted to the Clydesdale Bank, by the Head of Finance & IT for 30 September 2023
- Noted a Certificate from our auditors evidencing compliance with covenants will be submitted to the Royal Bank of Scotland, by the Head of Finance & IT for 30 September 2023.
- Noted All lenders will receive the Financial Statements to March 23 by end September 23

- Approved delegated authority to the Head of Finance & IT to invest available funds.
- Approved delegated authority to the Head of Finance & IT to submit the Loan Portfolio Annual Return to SHR in line with Appendix 1 as per the deadline 30/6/23
- Noted a report will be presented to the Board later in 2023 regarding the current review of Banking Services

Head of Finance and IT left the meeting at 19.42

14) ANNUAL REPORT ON PROGRESS OF STRATEGIC OBJECTIVES FOR 2024 ONWARDS

Chief Exec confirmed that it was really useful to have an in person event. There is an appetite from the Board to continue to do development, once Orchard Street and Foxbar are underway. There were minor changes in the report – highlighted in red. We have not achieved our EEESH target, but are still awaiting guidance on this. Strategic Risk has been added in as well as cost of living crisis - really important to reflect this situation.

Board Approved.

15) COMPLAINTS / GDPR / FOI

Chief Exec confirmed that although we are in a more difficult working environment, there has been no real increase in complaints. Staff are sensing that there is more 'frustration' out there and we will be trying to keep an eye on this .

Board Approved.

16) AOCB

- Chief Exec is still waiting for report from our Assurance visit. We think it went well. We provided a lot of information in advance.

- office closures – 30th June for staff away day and 15th & 16th June for internal repair works in AH (please note this has subsequently changed to 6th and 7th July)

- FLAIR Conference on Thursday 22nd June 9am – 2pm. We have 10 spaces, 5 for Board and 5 for staff. Sandra will contact you this week and anyone who wants to attend can let Sandra know.

- Another call for anyone who may want to join the Audit Sub group. There are only 2 meetings per year and Head of Finance and IT will bring this up at the September meeting.

17) DONM

Next meeting Monday 28.8.23

Meeting finished 19.55