

PAISLEY HOUSING ASSOCIATION

MINUTES OF THE BOARD MEETING HELD ON 30 NOV 2020 AT 6.30PM

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

Present: Jim Weir, Ian Johnstone, Karen McMillan, Eileen Graham, Saroj Bains, & Beth Arthur

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

1a) APOLOGIES

Apologies received from Lisa-Jane Dock, Sandra Loney, Scott Tsuru, Mairi Maclean and Michelle Hart.

b) RECORD ON ANY POTENTIAL CONFLICTS OF INTEREST

None

2a) MINUTES OF MEETING HELD ON 26.10.2020

Proposed by Jim Weir seconded by Karen McMillan

MINUTES OF MEETING HELD ON 2.11.2020

Proposed by Karen McMillan seconded by Jim Weir

b) MATTERS ARISING

None.

3) KPI'S 6 MONTHLY REPORT.

CE confirmed that this was the 6 monthly figures and it is noted how covid has impacted on our performance. The Board stated they are impressed with the figures considering the circumstances this year.

Board Noted.

4) Cx IMPLEMENTATION 6 MONTHLY REPORT

Head of Finance and IT provided an update that we have been liaising with Cx re the allocations model and we have been having issues with setting it up. Cx have brought in further resources to help to resolve these. It was noted this may result in a delay to DP6, which we will confirm at the January Board meeting.

Board Approved.

5) MANAGEMENT ACCOUNTS Q2 – SEPT 20

Head of Finance and IT went over the main variances, in particular covid related ones e.g. unable to complete certain projects and how we have received extra covid funding e.g., towards staffing costs . No further questions.

Board Approved.

6) UNIVERSAL CREDIT 6 MONTHLY REPORT

Head of Housing confirmed this was a detailed report to cover the challenges faced in the last year and how we have overcome these. How this has been compounded by the coronavirus as tenant's circumstances have changed e.g. furlough or potentially not working. Head of Housing confirmed that so far UC has not had big impact on sustainability. The housing team have worked hard under these difficult circumstances and constant challenges to have the average arrears figures actually for tenants in receipt of UC reducing.

Board Approved.

7) ETHICAL INVESTMENT POLICY

Head of Technical confirmed that this was a new policy, which confirmed what we take into account when dealing with new procurements and cash investments.

Board Approved.

Head of Finance and IT and Head of Technical both left the meeting at 18.50pm

8) DRAFT CHARTER REPORT TO TENANTS

Head of Housing confirmed that, due to the coronavirus, we have not had any events this year and therefore we have no pictures. But on the front cover we have a rainbow to show support for the NHS. Head of Housing confirmed that there were a couple of small slippages in the figures, but on the whole they were still good. There is an amendment to the Stage 1 complaints 1 figure, which should read 76 instead of 69 and average time to respond for Stage 2 complaints to 6 days. The text will also be amended to reflect the changes. Board member asked what sort of complaints did we get about services? Service complaints tend to be about close cleaning, bulk or garden maintenance – usually the contractor not turning up or they are not happy with standard of cleaning. We record all complaints to determine if there are any patterns. Covid adversely affected close cleaning, in that we could not deliver this service for a month. But we did not charge tenants for this month. We believe that good tenant communication through FAQ have meant that we received fewer complaints than anticipated. CE confirmed that we should count these figures in the same way as regulator. CE will provide updated copy of the stats to the Board and the Regulator. CE confirmed that we will e-mail the charter report to all those who have e-mail address. About 300 will be posted out.

Board Approved.

9) AUDIT SUB MINUTES 10/2/2020

Board Noted.

10) HR MINUTES 20/1/2020

Board Noted.

11) PSPS MINUTES 7/9/2020

Board Noted.

12) DEVELOPMENT 6 MONTHLY REPORT

CE provided an update of the ongoing development. Orchard St acquisitions are coming along, but it is still difficult. Next target are those who have not engaged with us. CE also confirmed that there has been a meeting with the Council about Foxbar. The Council seem very keen and CE is keen to think about the existing environment and stock and how this can be improved.

Westerfield and Glenburn are likely to be offsite quicker than expected.

Board Noted

13) AFFILIATIONS 21.22

CE confirmed the proposed affiliations for next year. Board agreed to the affiliations. There was discussion about whether to have this report on the same format next year or just provide any exceptions. It was agreed that this report would be more beneficial to new members at their induction as it will give them a better understanding of who we affiliate to. In future, Board members will only receive a report of any changes to these affiliations annually.

Board Approved

14) CALENDAR OF MEETINGS

CE said that if / when we are allowed to have 'normal' meetings again, we will update the Board and the Calendar of meetings will be amended. The briefing session topics are what came out of the Board appraisals.

Board approved

15) REVIEW OF HOSPITALITY AND GIFTS POLICY

CE confirmed that we don't get a lot of gifts anymore and certainly none this year as office is closed. SFHA are reviewing the model policy and if necessary we may need to review our policy at a later date. There was a recognition that some Contractors have provided vouchers for us to distribute to Tenants in need.

Board Approved

16) CE APPRAISAL OUTCOME

CE's appraisal was conducted by OB's and Chair of HR sub, who wrote up the appraisal report. The performance under covid had been tremendous. CE has confirmed that this is due to the hard work of the senior staff working well together under extremely difficult circumstances. The mental health and wellbeing of all staff was discussed during the appraisal with everyone keen to continue to bear this in mind. The Board want to thank the SMT and all the staff for their hard work during this pandemic.

Board Noted

17) ANNUAL PLANNING PROGRAMME 20/21

CE confirmed that this was our planning programme for this year and although some things were delayed due to covid, they will all be completed. CE also said that we had our pension's presentation by Tilney last week, which went very well. They provided good information and used language which was easy to understand. Outcome of the staff consultation will be provided at the Jan board meeting. Board member confirmed there was a good article in 'Inside Housing' in Oct or Nov issue which laid out the pension facts very well.

18) ASSURANCE HOUSE / 64 ESPEDAIR STREET UPDATE

Assurance House – inspections for roof warranty happening this week and handover due 3rd December. We will wait and see and will update board if this actually happens.

64 Espedair Street – CE has contacted Letting Agent who will market property – to let, may sell. It will be tricky and expensive to convert back into flats, so this won't be happening. We are looking to start to move to Assurance House and when we are finally able to open to the public, it will be from the Assurance House building. The target is to be in Assurance House for 1st April 2021.

Board Noted

19) CORONAVIRUS UPDATE

CE confirmed that this report highlights the key changes. The essential task list, which keeps the business going, has not had any negative comments from staff. There is a slightly amended version which incorporates that we are in Tier 4. Certain items can only be done from the office.

Head of Housing confirmed that we are suspending taking new Housing enquiries via the web-site from 1st Dec. This will allow us to catch up with the existing enquiries by the New Year.

Board member queried our process for allocating housing to homeless person, as another HA did not seem to have provided a lot of support. Head of Housing confirmed the process following Scottish Govt. guidelines and how potential tenants can get support, although there have been some delays with the council process.

Head of Housing confirmed that we have applied some flexibility in applying our tenancy requirement for rent due in advance seeking rent in advance for lets and we have made a couple of adjustments to rents for new tenants due to them not being able to move in straight away due to covid.

Board Approved

20) ASSURANCE STATEMENT 2020 DRAFT

CE confirmed that some of the paragraphs had been provided by SFHA as a template. We have highlighted delays due to covid. Assurance statement is due to be uploaded on 30/11/2020 ie after the Board meeting.

Board Approved

21) ATTENDANCE / LEAVING VIRTUAL MEETING

CE confirmed that if you are going to leave meeting or have joined meeting, while the meeting is in progress, please let Chair or Sandra Marshall know. This can be verbal, or using chat function or as a last resort e-mail to Sandra M. Times have to be recorded to ensure we are quorate.

Board Noted

22) AOCB

Winter Refuge Appeal – by Positive Action in Housing, to help migrant homelessness. Agreed to donate £50 – Sandra M to action.

Board Approved

GWSF draft Manifesto – Board are happy with the content.

Stakeholder Questionnaire (Pre-Consultation) - Developing Renfrewshire's new Local Housing Strategy - Board just received this today so any comments please let CE know as soon as possible

23) DATE OF NEXT MEETING

Next meeting will be on Monday 18th January 2021. This is early because of the rent consultation dates.

Hope everyone stays safe over Xmas.

Meeting finished at 7.50pm