

PAISLEY HOUSING ASSOCIATION

MINUTES OF THE BOARD MEETING HELD ON 21st FEBRUARY 2022 AT 6.30PM

This meeting was a virtual meeting using 8x8 platform.

Present: Jim Weir, Ian Johnstone, Mairi Maclean, Karen McMillan, Michelle Hart, Saroj Bains, Sandra Loney, Drew Mason.

In Attendance: Kathleen McCutcheon, Elaine Thomson, Sandra Marshall, Tracy Fraser and Lorna Colville who joined at 6.35.

Observer: Andrew Paterson

1a) APOLOGIES

Apologies received from Neil McCall and Claire French.

Laura Clark is on special leave.

b) RECORD ON ANY POTENTIAL CONFLICTS OF INTEREST

None

2a) MINUTES OF MEETING HELD ON 24.01.2022

Minutes of meeting agreed. Proposed by Sandra L and seconded by Karen McMillan.

b) MATTERS ARISING

Head of Technical confirmed that the lawyer has not got back to us yet regarding the MCN Bathroom contract. Update should be due for next month's meeting.

Board noted.

3) CONSULTATION RENT AND SERVICE CHARGE REPORT 2022/23

Housing Manager explained that we had a very high response to our consultation, in part mainly due to trialling texting tenants for feedback. We sent 400 texts and it proved the most popular way for tenants to respond to us with their feedback.

Housing Manager advised that a lot of responses from tenants this year commented on concern over increase in general cost of living. Housing Manager went on to explain the feedback, providing examples of comments from tenants as detailed in Appendix 1 of the report.

Board discussed the outcome of the consultation and the feedback given by tenants and stakeholders and the proposed increase at length. More information was

requested from the Head of Finance and IT regarding what the effect would be on the Association's financial position should the Board not approve the 4.5% increase. Head of Finance and IT provided the Board with financial positions for an increase of 3.5%, 4% & 4.5% (£56k and £28k respectively) with 4% being in between these figures. The Board . The Board discussed this further and agreed that 3.5% was not suitable. As there was differing opinions on 4% and 4.5% a final vote was taken using these options.

Voting outcome was three board members voted for 4% and five board members voted for 4.5%, therefore 4.5% standard rent increase was approved. Chief Exec commented that this was a sign of the times, having to have a final vote and learning for us would maybe to provide a broader range of options in future.

The Board also discussed and considered the feedback on the Service Charges for 22/23 and these were approved as per the consultation.

4) CONSULTATION PLANNED & CYCLICAL MAINTENANCE 2022/23

Head of Technical confirmed there was a high level of responses, mainly due to the texting option and went over some of the feedback information. Head of Technical also confirmed the considerable amount of work due to be completed in the next few years. New kitchens that are due, prices are fixed for these but for windows and doors, prices have gone through the roof, mainly due to Brexit, as difficult to get materials. The money we have budgeted for may not be enough.

Board considered the feedback given by tenants and approved the draft planned maintenance programme without amendment.

Housing Manager left 19.20

5) Cx UPDATE

Head of Finance & IT confirmed that we officially gone live with Phase 1, while replicating info onto UH during Feb. Phase 2 includes additional functionality, but there needs to be more discussion regarding the number of days required. Board agreed that the SMT would be given authority to negotiate with Civica to arrange the best outcome for PHA. CE confirmed that if negotiations become unacceptable, they will be brought back to the board.

Board Approved to delegate authority to the SMT agree a revised CNN and for the Head of Finance & IT to sign the revised CNN.

6) MANAGEMENT ACCOUNTS Q3 – DEC 21

Head of Finance and IT provided an update of the Management Accounts confirming we are in a better financial position partially due to delayed spend of £300k during pandemic.

Board noted the content of this report.

7) GAS SAFETY POLICY

Head of Technical confirmed that we have been working through the EVH Landlord Safety Manual. This is a review of our existing policy with a few amendments including now using competent person, named roles to reflect staff changes and explaining that gas work has been divided up more than it was previously.

Board Approved

8) ELECTRICAL POLICY

Head of Technical confirmed this is also a review of our original policy. Main change is the new legislation regarding 5 year periodic inspection is now mandatory and the amended arrangements for forced access, same as what we do for forced access for Gas Safety.

Board Approved.

9) ASBESTOS POLICY

Head of Technical confirmed there were not many amendments to this policy. We already do detailed checks which had been recommended previously.

Board Approved.

10) LIFT SAFETY POLICY

Head of Technical confirmed this was a new document setting out what we have been doing. We follow all the legislation and have now formalised the policy. Board member pointed out a small typing error. At 5.2 – 2nd bullet point. Change worm to worn.

Board Approved

11) CONTRACTOR MANAGEMENT POLICY

Head of Technical explained that most of the big contracts would be selected via iFLAIR. This policy has formalised what we already do.

Board Approved

12) H & S REPORT TO SHR

Chief Exec confirmed that the H & S report had been requested recently by the Regulator and we wanted to keep the Board up to date. As it looks like the SHR is focusing on H & S, we want to ensure we are ahead of the game.

Board Approved.

Head of Technical left 19.47

13) DELEGATED AUTHORITIES AND AUTHORISED SIGNATORIES FOR DEVELOPMENT

Chief Exec has confirmed this has been updated to reflect remit if the new Development Sub group.

Board Approved

14) COMPLAINTS PROCESS FOR BOARD MEMBERS

Chief Exec confirmed that we had been asked to make this a separate document by the auditors. Info has been taken directly from the Code of Conduct and it will be in the complaints section of our website. The Senior staff complaint process will be on agenda next month.

Board Approved

15) VERBAL UPDATE ON RECRUITMENT

Chief Exec provided an update on Recruitment:-

1. Head of Housing- interview tomorrow. This will be face to face at Assurance House with Chief Exec, Head of Finance & IT and Chair of HR sub Group.
2. Aspen won the tender process for the Head of Technical replacement. Job description, person specification and advert will be sent out to panel of Chief Exec, Head of Finance & IT and Chair of HR sub Group
3. We have some internal recruitment going ahead during Feb / March.
4. There are some other minor internal changes in staff in Housing and Technical Services.
5. Head of Technical is going to work on 3 days a week to concentrate on 2 specific tasks during May and June.

Chief Exec will be meeting with the Technical section this week and confirmed that recruitment is taking up a huge amount of time at the moment.

Board noted.

16) HR MINUTES OCT 21

Board noted.

17) AUDIT SUB MINUTES AUG 21

Board noted.

18) PSPS MINUTES AUG 21

Board noted.

19) AOCB

Head of Finance and IT confirmed that we had had some correspondence from SHAPS stating that the deficit payments will not cease when originally thought and we will be due to get an update in Aug 2022.

20) DONM

Monday 28th March 2022

Chair thanked members and observers for their attendance.

Meeting Ends 8.00pm