

**PAISLEY HOUSING ASSOCIATION**

**MINUTES OF THE BOARD MEETING HELD ON 22<sup>nd</sup> August 2024 AT 6.30PM**

**This meeting was a hybrid meeting via Teams.**

Present in office: Ian Johnstone, Karen McMillan, Mairi Maclean, Elaine Templeton and Sandra Loney.

Present via Teams: Tina Russell & Michelle Hart.

In Attendance in Office: Fiona McTaggart, Lorna Colville, Craig Reid, Alan Graham & Andrew Eaglesham

In attendance via teams: Tracy Fraser & Sandra Marshall

Guest Present in Office – Steven Cunningham, Alexander Sloans

Guest via Teams – Ronnie Bell, Maryhill HA,

**Our Chair, Karen McMillan welcomed our new Chief Exec to her first Board meeting with Paisley HA.**

**1a) APOLOGIES**

Apologies received from Neil McCall & Laura Clark.

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

None

**2a) MINUTES OF MEETING HELD ON 29.5.24**

Minutes of meeting agreed. Proposed Elaine Templeton, seconded by Sandra Loney.

**b) MATTERS ARISING**

Head of Asset Management had said the report on Foxbar has been pushed forward to the meeting in October due to affordable housing cuts and awaiting answers from the council. However, the Chief Executive has a meeting with the council soon.

**Board Noted.**

**3) Update on Orchard Street**

Ronnie Bell (RB) provided an outline of the Pros and Cons on Orchard Street.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**Board Noted.**

Ronnie Bell left the meeting at 18.39

**Order of Agenda was amended to allow auditor to leave early.**

**6) Accounting Policy**

Head of Finance and IT (HOFIT) summarised the accounting policy, the only amendment was to Depreciation & Impairment of Non-Current Assets to reduce estimated useful life for 3 components: Roofs, insulated render and heating boilers.

**Board Approved the updated Policy.**

**7) Annual Audit Committee Report**

HOFIT summarised the report from the Audit & Risk Committee. It was noted some risks had been amended and other new ones brought in such as Assurance House Cladding. It was also noted the summary of key risks is in Appendix A.

No questions on the risks.

The Board were advised a new Internal Audit Plan will commence in 25/26. As agreed previously this was to allow time for the new Chief Executive to review and the service will be put out to tender later in the year. It was noted alternative 3<sup>rd</sup> party audits of Procurement and Health & Safety would be carried out this year.

**Board Approved the report**

## **8) Financial Statements (including Annual Online Accounts Return and SHAPS annual return)**

Head of Finance and IT introduced Steven Cunningham, from Alexander Sloan to present the Financial Statements for the year to 31<sup>st</sup> March 2024. Steven highlighted the key figures within the Financial Statement. Steven confirmed they were able to provide a clean audit report. HOFIT summarised the positive cash position, the surplus for the year and that balance sheet looks healthy.

No questions from the board.

Steven Cunningham advised he will require 2 board members to sign accounts on Docusign, along with Sandra Marshall as the Company Secretary. It was agreed Elaine Templeton & Karen McMillan will sign the financial statements and the Letter of Representation.

The HOFIT went over the other approvals required of the Board.

No questions from the Board.

**That the Board approved the report and in particular:**

- **Approved the Financial Statements for the year to 31 March 2024 and Board Statements there in.**
- **The Board delegated authority to the Secretary and two of the Board Members to sign the Financial Statements on behalf of the Board, via Docusign**
- **The Board delegated authority to the Chair and one other Board Member to sign the Letter of Representation**
- **As the Auditors' Management Letter noted no further actions are requested by the Auditor, therefore no formal response is required by the Board.**
- **Noted the Audited Financial Statement Return for 2023/24 will be prepared in accordance with the Scottish Housing Regulator's policy document "Financial Viability of Registered Social Landlords: Information Requirements" and the approved Financial Statements.**
- **The Board delegated authority to the Head of Finance & IT to submit, on the Board's behalf, the Audited Financial Statement Return to the Regulator, along with the 3 attachments requested by SHR, following the AGM but by the deadline 30<sup>th</sup> September 2024.**
- **The Board delegated authority to the Head of Finance & IT to submit the SHAPS annual financial viability return, based on the Financial Statements presented to the Board by the deadline 6/9/24**
- **The Board delegated authority to the Finance Manager to submit the OSCR return, based on the Financial Statements presented to the Board by 31/12/24.**
- **The Board delegates authority to the Finance Manager to submit the FCA return, based on the Financial Statements presented to the Board by 31/10/24.**

Steven Cunningham left the meeting at 18:56.

#### **9) Management Accounts Q1 - 24/25**

Head of Finance & IT explained our surplus is lower than projected for this quarter for various reasons which are listed in the report. Few reasons being higher interest rates, more investments but hopefully by the end of the year we will be more in budget.

It was highlighted that we have not yet received a grant offer from Scottish Government for Stage 3 adaptations, so they've have been halted and a waiting list created.

Repairs looking a lot better but still overspending. Head of Assets & Development said repairs costs still a touch volatile, very up and down due to various issues but believes we'll get on top of it this financial year.

It was noted there is a delay in the replacement heating systems for the flats in Oliphant Court and it is unlikely to be fully undertaken this year. Still waiting for an update on the Net Zero grant funding as there has been no further announcements for funding windows. The feasibility study is nearing completion, expected around November this year. In the meantime, a pilot exercise will be explored.

Voids Spending is still significant, but the void turn around times continue to be very good.

Board Member questioned if we still have garages.

HOFIT advised we have 2 but only 1 rented out to a resident. The other is used for storage.

**Board Approved the Management Accounts and their submission to the lenders.**

#### **4) New KPI's for 24/25**

Chief Executive (CE) looking for approval for KPI targets for 24/25. The target for complaints has not yet been set. CE is going to review 23/24 complaints in September before setting the target for 24/25. A report to the Board will be provided before setting the complaints target for 24/25.

No questions.

**Board Approved.**

## **5) Annual Tenant Engagement Strategy**

Advice & Projects Manager (APM) gave a summary of the actions on Tenant Engagement over the last year. There has been a focus on surveys to gather a good basis of quantitative data. We have conducted sent 6 surveys this year, all with a good response rate ranging from 150 to 300 responses.

Head of Finance & IT and Head of Asset Management left the room at 19:14.

We have just concluded an interim tenant satisfaction survey, the outcomes of which will be reported to the board at the next meeting. The methodology of this is slightly different to the tenant satisfaction survey carried out by Research Resource, in that tenants have had the option to give us their details which will allow us to analyse for patterns involved in dissatisfaction.

We continue to issue our Tenant Bulletin, every 2 months. The main focus for the next year is getting qualitative information for needs, wants and aspirations, through developing small tenant groups.

Head of Asset Management back in room at 19:17.

Head of Finance and IT back in room at 19:18..

**Board Approved.**

Head of Housing & Advice and Projects Manager left meeting at 19:21

## **10) Provision and Write off of Bad Debts Policy**

Head of Finance and IT presented the report and noted the main changes were to update was to reflect the update in the average rent and the requirement not to allow more than 12 months for debt repayments.

**Board Approved the updated Policy.**

## **11) Risk Management Policy**

Head of Finance and IT highlighted the policy had been approved by the audit & risk committee. It was noted there is now more focus on department risk monitoring. Board member suggested putting cover sheet at the front of policy as well as the compliance report at the start of the Risk Management Policy, to highlight to the Board the main changes. This was noted for future Policy reviews

**Board Approved the updated Risk Management Policy.**

## **12) Repairs & Maintenance Policy**

Head of Asset Management provided short brief to say the policy has been updated and condensed. Suggested to bring it all in one document. There are no changes, it's laid out better, easier for staff to read.

No questions from the board.

**Board Approved.**

## **13) Asset Management Strategy**

Head of Asset Management provided brief update on strategy, not a huge amount of changes. Will review and update in 2/3 year period. Will be progressing with CTI project which is noted in action plan of strategy. Expecting it to be reviewed next year with regulator for the ARC.

Board member questioned some wording in the policy in relation to tenants responsibilities for installing white goods i.e washing machines.

Board member questioned if tenants maintain these or the Landlord.

HOAM explained that white goods are the responsibility of the tenant and not maintained by the Association, however there will be individual circumstances depending on specific tenancy and or lease agreements.

HOAM agreed to update the wording in the new policy in relation to this to make it clearer.

**Board approved.**

## **14) Election and AGM**

Corporate Services Officer (CSO) explained the AGM is on 12<sup>th</sup> of September 2024 at 6:30pm. The following people will be re-elected Neil McCall, Laura Clark & Emmanuel Dufegha. The AGM paperwork is ready to go. CSO asked if board members can attend , to check we will be quorate. The Board confirmed they will all attend.

**Board Approved.**

## **15) Secretary Report**

Corporate Services Officer (CSO) advised that all minutes were signed for previous meetings and everything was all in order.

**Board Approved.**

## **16) Annual Self Assessment for Assurance**

Chief Exec explained the process will be the same as last year but we will extend the statement as recommended by the SHR.

**Board Approved.**

## **17) Pre – Assurance Statement**

Chief Exec will issue a statement to the regulator. The CEO met with the regulation manager and analyst. The Regulation Manager confirmed that Paisley HA had no issues (1 notifiable event for RAAC at office premises which was updated when required by Craig) or regulation plan. The CEO confirmed that she would work with the regulator in the same way as she always had, early notifying, checking with the regulator if not sure of correct action e.g. notifiable or not etc. No need for approval, it will get approved in October.

**Board Approved.**

## **18) Equality Data Collection – Annual report**

This Report has been moved to the October Meeting.

## **19) Outcome of Board Appraisals**

Chief Exec checked over method for actions, it was recommended to ask the board to identify if there were any areas for training and development needed.

Check Appendix 3 for fulfilling.

There's nothing drastic, just a refresher needed on a few things. Most felt the questions were all answerable. There's still 2 board members to have their appraisals but this will happen in September. Overall it's good news.

**Board Approved.**

## **20) Tenant Safety Quarterly report**

Head of Asset Management had summarised facts and figures noted for Q1 of the financial year in Appendix A. Overall in a really good place, regulator has confirmed this. Unfortunately there was 2 late gas safety checks, thankfully that's all there was. Have spoken to the contractor and believe it was purely due to human error.

Fire risk assessments are going well. Asset Management staff attended training and worked with a consultant which went well. Staff will be attending Tenant Safety Conference later this year. It's recommended to issue updates on tenant safety.

No questions from the Board

**Board noted.**

### **21) RAAC Update – Assurance House**

Head of Asset Management gave brief refresher of RAAC update. We don't have any properties with RAAC however there are RAAC panels in the 2<sup>nd</sup> floor of Assurance House Office. They were in good condition but the structural engineer has said due to water ingress on the 2<sup>nd</sup> floor bathroom / kitchen area and the plant room the condition of them has deteriorated. They advised that they need to be removed. Will be beginning external work in September, staff can work from home while this is happening. Still need a building warrant from the council. No immediate issue in terms of the structure collapsing. Will have more information in September while working with the architects. Overall nothing to be concerned about, next steps are to get underway.

Any Questions?

Board member asked if there'll be scaffolding issues with the council for upcoming events.

Head of Asset Management advised that scaffolding will be up for 8 weeks and doubts there'll be issues with council.

**Board Noted.**

### **22) PSPS Minutes 11/03/2024**

No questions.

**Board noted.**

### **23) AOCB**

#### **1) Health and Safety Training**

Corporate Services Officer advised before AGM meeting on 12<sup>th</sup> September 2024 at 6:30. There's health and safety training before it at 6 o'clock. Can attend in person or hybrid.



## 2) GWSF Consultation

Due to server issues at Paisley Housing Association this was not sent out.

Customer Services Officer has emailed and posted out GWSF consultation form for board to read and return by Thursday 29<sup>th</sup> August 2024.

3) Head of Finance and IT (HOFIT) added to AOCB regarding Finance Manager request to go back to working 5 days a week instead of 3 days. HOFIT believes they are a valued staff member and doesn't want to potentially lose them as they may be looking at other jobs. Chief Executive agreed it's best to keep Finance Manager as other housing associations are struggling to find people in finance.

HOFIT can negotiate starting date for this.

Board member advised regulator may have issues if this is not fully assessed.

HOFIT asked to call a HR meeting to discuss facts and figures.

HR Sub Meeting has been scheduled for Friday 30<sup>th</sup> August at 2pm.

**Meeting ended at 8:20pm.**

