

## PAISLEY HOUSING ASSOCIATION

### MINUTES OF THE BOARD MEETING HELD ON 23 SEPTEMBER 2019 AT 6.30 PM AT WELLMEADOW BOWLING CLUB, ARGYLE STREET, PAISLEY

Present: Karen McMillan, Sandra Loney, Jim Weir, Eileen Graham, Michelle Hart & Magda Pawlik

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

Office Bearers are as follows:-

Chair - Ian Johnstone

Vice-chair – Jim Weir

Secretary – Eileen Graham

We have 3 sub groups current members as follows:-

#### **HR Sub Group**

Karen McMillan (Chair)

Jim Weir

Eileen Graham

Ian Johnstone

#### **PSPS**

Sandra Loney (Chair)

Jim Weir

Eileen Graham

Ian Johnstone

#### **Audit Sub Group**

Jim Weir (Chair)

Ian Johnstone

Eileen Graham

Scott Tsuru

Magda has expressed an interest in joining the PSPS sub group, so can attend the November meeting as an observer

It was noted before the meeting that Lorna Shaw, Research Resource gave a brief description on our Customer Satisfaction results, which were very positive. Chief Executive presented information on the Glenburn development. Decisions made will be covered under the Land Strategy Item on the Agenda.

#### 1. a) **APOLOGIES**

Apologies received from Ian Johnstone, Saroj Bains and Mairi Maclean

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

None

#### 2. **MINUTES OF THE PREVIOUS MEETING HELD ON 27<sup>th</sup> AUGUST 2019**

Board approved the minutes. Proposed by Karen McMillan and seconded by Eileen Graham

#### b) **MATTERS ARISING**

None.

#### 3. **KPI Q1 (April – June 19)**

Chief Executive confirmed that these have been updated, where possible with the most recent FLAIR stats. Technical Manager confirmed that to

reduce no access, flats due to get re-wired then new bathrooms will not get the bathroom work unless re wired first. Housing Manager had the Scottish Average figures, which will be noted on the next report. Our % figures are very good compared to the Scottish average.

**Board Noted the Report.**

**4. Cx IMPLEMENTATION REPORT Q1 ( April – June 19)**

Finance and IT Manager provided update on Cx, including confirming the upgrade to IT Officer, the recruitment commencing for an addition IT position temporarily and that we have a new project manager at CX, but as he is based in Scotland it is hoped they will be more accessible and informed re issues such as factoring. Finance and IT Manager will continue to monitor progress.

**Board noted the report.**

**5. MANAGEMENT ACCOUNTS**

Finance and IT Manager confirmed that we were currently saving for the first quarter. The main overspend being asbestos spend in the first quarter.

It was noted the draft accounts had gone to the lenders for end August 19, as agreed with the lenders for the covenant compliance.

**Board noted**

**6. LAND STRATEGY Q1 (April – June 19)**

Chief Executive gave an update on the Westerfield project. We are due to get further information from Maryhill HA this week. There is a consultation event being held this week, with representatives from Maryhill HA, McTaggart and ourselves before the planning application is submitted.

Glenburn – Board approved going forward with the legal agreement with TC Young. Tebder for Glenburn due back Friday 11<sup>th</sup> October.

Orchard St – several meetings have taken place with the council recently and 2 further ones due in October. Chief Executive will agree strategy within the next 6 weeks. There are still 14 owners that are not engaging. This will be a intensive period over the next month or two. Chief Executive is to identify all the costs, if we purchase some of the flats. This whole process is proving to be very time-consuming.

West End Project – the mural in Castle Street is finished. There will be an article in PDE. Lots of positive comments have been received from the locals.

**Board approved the progress of the Glenburn development and noted the content of the rest of the report.**

**7. BULK UPLIFT SERVICE – TENDER OUTCOME**

Technical Manager provided details of the tender outcome. There was a discussion around the options available. Board agreed to proceed with Caledonian, keeping the service the same, but potentially may have to increase costs. The next steps are to notify the tenants in the October mailing prior to the usual consultation on service charges with tenants.

**Board approved proceeding with the Caledonian tender.**

Technical Manger left the meeting

8. **ASSURANCE HOUSE**

Chief Executive informed the board that the programme is approx. 2 weeks behind and an extension of time has been requested. Chief Executive updated the board about an issue with the windows. There are no wall ties, which are necessary to keep the structure safe and secure. This has been independently assessed and there is a problem throughout the building. Chief Executive is going on site soon and will find out more about this then. Chief Executive has also been speaking to another company who may be interested in renting 64 Espedair Street.

**Board noted.**

9. **PRIVATE FINANCE REPORT - UPDATE**

Finance Manager provided details of potential private financing. Board confirmed that we cannot put ourselves in a detrimental position, given the risk with the other lenders covenant requirements and agreed to go with CAF Bank option.

**Board approved:-**

- **The option offered by CAF Bank**
- **To delegate to the Finance & IT Manager to work with the preferred lender to organise the required lending.**
- **The Board would be required to approve all formal documentation prior to any formal commitment / drawdown of the loan**

10. **COMMON HEATING SERVICE CHARGE**

Housing Manager explained about our Common Heating System, whose tariff is about to come to an end and new tariffs are significantly higher. We have been looking at ways to try to influence tenant behaviour and usage. For example, updating the heating manual, getting our Welfare Benefits Officer and Energy Advisor to speak with tenants concerned. It would be a considerable cost to replace system or to put in individual meters.

**Board noted.**

11. **TENANCY POLICY**

Housing Manager has reviewed the policy and gave a brief explanation of the changes which take effect from 1st November.

**Board approved.**

12. **CHILD PROTECTION POLICY**

Housing Manager confirmed that we are one of the few HA's which have a Child Protection Policy. This is seen to be good practice. This policy has been updated to reflect current practices.

**Board approved**

13. **SSST POLICY**  
Housing Manager confirmed the changes within the policy.  
  
**Board approved.**
14. **DRAFT CHARTER REPORT**  
Housing Manager issued the draft Annual Tenants Report, highlighting that the results have improved from last year. This will be issued to everyone next week.  
  
**Board approved.**
15. **AGM MINUTES**  
AGM Minutes approved. Proposed by Sandra Loney, seconded by Jim Weir.  
  
**Board approved.**
16. **Entitlements, Payments & Benefits – review of policy**  
Chief Executive confirmed that this policy is due for review and the only change is the list of contractors and consultants that we use.  
  
**Board approved.**
17. **Effectiveness of Website**  
Board found this report to be very interesting  
  
**Board noted.**
18. **Major Incidents & Business Continuity Planning**  
Chief Executive explained this was a new policy. We have thought of various incidents and how we would react. This has also been issued to FLAIR. If anyone thinks there is something missing, please let us know. This policy will be reviewed after each incident. This is a re-assurance to the Board that we know what to do in an emergency. The Chair would be notified of any incidents.  
  
**Board approved.**
19. **Membership Policy**  
Chief Executive confirmed the few minor changes to this policy.  
  
**Board approved.**
20. **Unacceptable Actions Policy**  
Chief Executive confirmed that this is the model policy taken from the SPSO.  
  
**Board approved.**

**21. Pre Assurance statement report**

Chief Executive confirmed that the Assurance statement has to be sent to the Regulator. There was a brief discussion about the contents and the plan for approval of the Assurance statement.

**Board approved.**

**22. Board Composition report**

Chief Executive provided brief update on the Board composition. The gaps are with people under age 35 and from the West End and Town Centre.

**Board approved.**

**23. Correspondence, Training & Feedback**

**Correspondence**

- EVH monthly report
- Special leave request for Mairi Maclean for 2 months – **Board approved**

**Training / Events**

Board / SMT Away day – Thursday 24<sup>th</sup> October. This will only be till lunchtime for the Board.

SHAPS governing body event – 25<sup>th</sup> Oct – Jim to attend.

**Feedback**

Chief Executive said that the speakers at the Engage AGM were very good.

**Board noted.**

**24. AOCB**

- Board members to get their appraisals this month
- engaged the services of Ross Wilson to assist us with publicity. Targeting PDE, Nationals, Housing press, etc Lots of things happening at the moment – mural, west end project, charter, tenant satisfaction survey.

**25. DONM**

**Next meeting is on Monday 28<sup>th</sup> October 2019 at 6.30pm in Wellmeadow Bowling club.**

Meeting finished 8.50pm