

## **PAISLEY HOUSING ASSOCIATION**

### **MINUTES OF THE BOARD MEETING HELD ON 25<sup>th</sup> November 2024 AT 6.30PM**

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

Present in office: Karen McMillan & Elaine Templeton

Present via Teams: Neil McCall, Sandra Loney, Laura Clark & Tina Russell

In Attendance in Office: Fiona McTaggart, Sharon McGarvey, Alan Graham, Ann Fraser & Sandra Marshall

Present via Teams: Craig Reid.

#### **1.0 APOLOGIES**

No apologies received

#### **2.0 MINUTES OF MEETING HELD ON 28.10.24**

Minutes of meeting agreed. Proposed Karen McMillan, seconded by Elaine Templeton.

**Board Approved.**

#### **3.1 MATTERS ARISING**

CSO confirmed that flowers were sent to Michelle and cost £35.00.

**Board Approved.**

#### **4.0 – ITEMS FOR APPROVAL**

##### **4.1 Template Approval**

CE confirmed the template Agenda made it easier to manage the Board meetings, knowing who was actioning each item. The template reports will show what is evidence for the Assurance statement. The template presentation will be used by everyone.

**Board Approved.**

##### **4.2 Management Accounts Q2**

Finance Manager confirmed we are predicting a small surplus at the year end. Also received confirmation of the Stage 3 grant of £89,200, which was less than expected. Some of this was used last year, so not a lot left. We have overspent our insurance and may tender for next year. We use insurance brokers for our tender. Our cash flow looks good his year but will be spent on next years planned maintenance.

**Board Approved.**

### **4.3 Annual Buying & Selling Strategy**

Head of Asset & Development presented the strategy for 24-25. Nothing has really changed since last year's strategy. The objective of acquiring stock within blocks where we are not the majority owner still remains.

HOA&D have been allocated £150k to purchase some of the properties identified in last year's strategy. We have identified around 3 properties within the strategy that we will look to acquire. The properties would need to be acquired and draw down on the grant the money by end of March 25. Board will be updated on the progress.

**Board Approved**

### **4.4 Customer Satisfaction Survey/ Customer Engagement Improvement Plan and Presentation**

Advice and Projects Manager provided a detailed presentation of the Customer Satisfaction survey results. Board member asked if we could track if a sent e-mail is actually opened. We don't at the moment, but will contact our IT dept. Board member can assist us with this if needed.

APM briefly went over some of the actions, including increasing visibility by getting branded clothing. There are lots of actions which are interlinked and agreed it would be good to have a staff working group to provide an element of buy-in from the staff, although agreed that this is really part of everyone's job. APM agreed we will review this every 6 months. The next full satisfaction survey is due in July 2025.

**Board Approved.**

### **4.5 Equality Data Action Plan**

CE confirmed this Equality Data Action Plan has been updated to show what actions are outstanding. CE will provide an update on the strategy early next year.

**Board Approved.**

### **4.6 HR Papers and Minutes**

This was discussed at the end of the meeting – see end of minutes.

### **4.7 Board / MT Strategy Day Outcomes**

CE confirmed we don't have the report from the facilitator yet, Another half day with Board and Management Team will be needed to agree further actions. CE will update Board when report is received.

This item was not approved as we don't have the report yet.

**Board Noted.**

#### **4.8 Review of Affiliations**

CSO confirmed there were no changes from the affiliations we had last year. The details of each organisation we are affiliated to is provided at induction to new Board members. Although we don't have the actual costs for year 25/26 yet, it was agreed that as long as the costs are not a huge increase we would continue to affiliate with the same organisations.

**Board Approved.**

#### **4.9 Calendar of Events 2025**

CSO confirmed the diary dates for next year. Chair has put in apologies for the January meeting. CE confirmed that next year we may look at rent increases earlier, and not leave it till the January meeting.

**Board Approved.**

#### **4.10 Annual Planning Programme**

CSO confirmed that this report details what the Management Team will be working on each month to comply with regulatory requirements.

**Board Approved.**

#### **4.11 Policies for Approval**

- Alcohol & Substance Misuse Policy
- Board Expenses
- Child Protection Policy
- Cycle to Work Policy
- Defects Policy
- Dignity At Work Policy
- Employee Expenses
- Flexible Working
- FOI & EIR Policy
- Lease Policy
- Membership Policy
- Neighbourhood Relations Policy
- Pension Policy
- Pet Policy
- Personal Protective Equipment
- Remote Working
- SSST Policy
- Service Charge Policy
- Smoke Free Policy
- Stress Policy

CE confirmed the policies were all on the portal for Board to review.

The Board Expenses Policy -The Board confirmed that they approved to pay the Scottish Living Wage ( which is higher than the National Living Wage) for care of dependants.

The Service Charge Policy – Housing Manager explained the proposed amendment to the current policy. Previously it was based on number of bedspaces but updated to increase range of charges to be based on both number of bedrooms and bedspaces effective from 28th March 2025. Board approved the changes.

**Board Approved all the updated Polices.**

## **5.0 ITEMS FOR DISCUSSION**

### **5.1 KPI Report Q1 & Q2**

CE mentioned that the complaints upheld figure seems quite high and we will be doing a review of these at the year end to confirm why they were upheld. We probably won't meet our sickness target this year, we have a few sickness issues so far this year. The Finance and HM figures are all good. For AM, the performance day to day figures are all good and above the Scottish average.

**Board Noted.**

### **5.2 Tenant Safety Quarterly Report**

HoA&D presented the Tenant Safety KPI report for Q2 and confirmed performance remains very high. We are complying with our obligations. Board will continue to receive performance reports on a quarterly basis.

**Board Noted.**

### **5.3 Update on Orchard Street**

HoA&D provided an update saying that Orchard Street is about 6 weeks behind schedule, but not too many concerns about the progress, given the overall context of the project.

Although as with the nature of CTI and similar extensive refurbishment projects, the costs do look to be going over the contracted amount. The figure from the recent cost report from the QS suggests around £200k. The main reasons for this are clearing out of the flats taking longer, additional dry rot works and more extensive stonework repairs. The design of the sprinkler system (as per Building Control requirements) also costing more than anticipated.

We will be meeting with the QS and development colleagues over the next few weeks to have a better understanding what the actual figure will be. At the moment a lot of the additional costs are anticipated amounts as the contractor is utilising labour

and resources from sub-contractors. Our development partners will also be looking to discuss any additional funding for the project from Scottish Government.

**Board Noted**

## **6.0 ITEMS FOR INFORMATION**

### **6.1 – Policies Approved By Board**

This is in conjunction with the updated policies for approval at item 4.11

**Board Noted**

## **7.0 AOCB**

a) We are going to tender for a feasibility study for Foxbar. CE and HoA&D met with the council recently.

b) Board invited to our Christmas Jumper Day lunch on 20<sup>th</sup> December

3) Laura Clark is resigning after 3 years on the Board. Chair wishes to thank her for all her support over the years,

4) Audit Sub committee is still looking for another member to be quorate. Chair has a recommendation for an accountant who may look to join the Board. Details to be provided to CSO.

## **8.0 Date of Next Meeting**

Date of next meeting will be 27<sup>th</sup> January 2025.

Sharon McG, Ann F, Alan G, Craig R & Sandra M all left at 8.00pm

## **4.6 HR Papers and Minutes**

Minutes will be provided separately.

**Meeting ended at 8:40pm.**

Date	Initials
28/11/2024	AG
27/11/24	AF
2/12/24	CR
09/12/24	SMcG
23/12/24	FMcT