

PAISLEY HOUSING ASSOCIATION

MINUTES OF THE BOARD MEETING HELD ON 25th APRIL 2022 AT 6.30PM

This meeting was our first hybrid meeting via Teams

Present in office: Jim Weir, Sandra Loney, Drew Mason and Ian Johnstone.

Present via Teams: Karen McMillan, Saroj Bains, Michelle Hart, Neil McCall, Laura Clark & Emmanuel Dufegha

In Attendance in Office: Kathleen McCutcheon, Tracy Fraser and Sandra Marshall

In Attendance via Teams: Alan Graham and Elaine Thomson.

Observer In office: Tina Russell

Chief Executive welcomed everyone to our first hybrid meeting and asked that people speak slowly and clearly. CE informed the Board that Jim Weir will be taking over as Chair for this meeting and also welcomed Tina as an observer.

1a) APOLOGIES

No apologies. Mairi Maclean is on special leave.

b) RECORD ON ANY POTENTIAL CONFLICTS OF INTEREST

None

2a) MINUTES OF MEETING HELD ON 28.03.2022

Minutes of meeting agreed. Proposed by Sandra Loney and seconded by Jim Weir. It was noted the date on the agenda said 21.2.22 instead of 28.3.22.

b) MATTERS ARISING

Chief Exec confirmed that we have commenced our hybrid working trial as well as opening to the public today, although we did not have any tenants come into the office today.

Board Noted.

3) ANNUAL WRITE OFF REPORT

Head of Housing provided details of our write-offs for 21/22 which included one larger than normal write-off. Tenant was a foreign national and it took over a year to get his universal credit sorted. The tenant was then given the UC payment direct from DWP and then abandoned the tenancy and didn't pay anything to us. Head of Housing also confirmed that due to covid restrictions we could not serve notices or take any further actions, as we would normally do. There was a question about what

debt collectors do to trace tenants. Head of Housing explained that we use debt collectors on trace and collect basis which means that we pay commission only on any payments made. If agents do not recover any payments for us then we do not pay any fees. Debt collection agency carries out a trace if necessary to locate the former tenant and then pursues payment up to door step collection. We used to pay for trace to pursue the debtors ourselves, however, as we had to pay for each trace it was not cost effective as very rarely get any money back from the individual themselves.

Head of Housing also explained that former tenants seeking rehousing with ourselves or other RSLs need to have arrangements in place they are adhering to so we may get arrangements this way, however, if the applicant is referred as a homeless applicant, they don't need to have arrangement in place for any former tenant arrears.

Board Noted.

4) UNIVERSAL CREDIT ANNUAL REPORT

Our new Senior Projects Officer introduced himself to the Board. He confirmed the proposal that this would be the last Universal Credit report. We now have more tenants claiming UC rather than HB and our processes for dealing with UC cases is well embedded. Senior Projects Officer confirmed that rent arrears owed by applicants on UC reduced despite tenant numbers increasing, which shows the procedures in place are robust.

Board Approved.

Head of Housing and Senior Projects Officer left meeting at 18.51

5) LANDLORD HEALTH & SAFETY AUDIT

Head of Technical explained that we have had our first audit of our Landlord H & S processes. Our compliance level is acceptable but there were a few items which we need to complete- various statements to be signed, training to be arranged and a common area fire risk assessment. The Board have to sign a responsibility statement (similar to what is done for Office H&S), but also our HR sub have to sign a statement as they are more involved with the H&S processes. A policy statement also has to be signed by Chair. Our Corporate Services Officer will arrange to get Board members to sign what is needed. The training identified for appropriate staff has been arranged for April and May. It was agreed to defer play park inspection training, which ACS does not currently provide, as EVH is looking into its provision. The fire risk assessment will take place after the fire door contract at O.C is carried out. There was a question about gas safety, with particular emphasis on gas appliances. It was confirmed that certified gas engineers carry out our CP12, but that landlords are not legally responsible for appliances. There is no history of tenants trying to tamper with gas which might require us to consider getting involved..

Board Approved including waiting to see EVH response to play park inspection training.

6) ASSET MANAGEMENT PLAN UPDATE

Head of Technical provided update of Asset Management Plan, which shows there is not much outstanding. Additions to this plan have been deferred to after the Board / SMT business planning meeting due in May.

Board Approved.

Head of Technical left meeting at 19.12

7) SELF ASSESSMENT – ANNUAL ASSURANCE STATEMENT

Chief Exec provided detailed explanation about where we are regarding our Annual Assurance Statement. These include completed Internal Audits, recent Landlord H&S audit, Fire Inspection due in April, office H&S audit due in the autumn, recruiting of new Head of Asset Management, Equalities Guidance, although new process, there have been several amendments, New Tenant Satisfaction survey due in September. There was a question about why we were outwith the annual timescale for gas safety inspections. Chief Exec explained that our trigger is at 10 months, where we contact tenant to arrange access. If nothing arranged, after a send letter, we then arrange forced access. Some of the no access were due to covid – isolating or shielding.

Board Approved

8) UPDATE ON RECRUITMENT

Chief Exec confirmed that we had used a private company called Aspen to handle the recruitment of our new Head of Technical. We had 21 applicants, of which we interviewed 8. For second interview, we had 4 candidates, but covid related issues have delayed this slightly and last interview will be this week. Outcome will be provided next month.

Board Approved.

9) ANNUAL SIGNING OF CODE OF CONDUCT & DECLARATION FOR

Corporate Services Officer confirmed that the Code of Conduct Acceptance forms and Declaration of Interest forms will be e-mailed to those attending the meeting virtually. Those attending in person will complete the forms in the office.

Board Approved.

10) AOCB

- Board welcomed back Laura Clark after her special leave to have her new baby.
- Corporate Services Officer informed the Board that the Appraisals will be due again in June – so she will contact the board to get their availability for dates when they have been confirmed.
- Chief Exec asked how everyone found the ‘hybrid’ meeting. Some of the virtual attendees said there was some ‘echo’ and some times was a bit hard to hear. We will monitor this. Someone also said they had difficulty in signing in – recommended you join as a guest.

Board Noted.

11) DONM

Monday 30th May 2022 – Hybrid meeting.

Meeting finished 7.30pm