

PAISLEY HOUSING ASSOCIATION

MINUTES OF THE BOARD MEETING HELD ON 28TH MARCH 2022 AT 6.30PM

This meeting was a virtual meeting using 8x8 platform.

Present: Jim Weir, Karen McMillan, Saroj Bains, Sandra Loney, Drew Mason.

In Attendance: Kathleen McCutcheon, Lorna Colville Sandra Marshall and Steffani McDonald

Observer: Emmanuel Dufegha

1a) APOLOGIES

Apologies received from Michelle Hart, Ian Johnstone, Neil McCall & Mairi MacLean
Laura Clark is on special leave.

b) RECORD ON ANY POTENTIAL CONFLICTS OF INTEREST

Discussion of EVH Pay Ballot which will be at AOCB.

2a) MINUTES OF MEETING HELD ON 21.02.2022

Minutes of meeting agreed. Proposed by Karen McMillan and seconded by Jim Weir.

b) MATTERS ARISING

Chief Exec confirmed that all the internal recruitment is now complete. We have our new Head of Housing, Senior Housing Officer and Senior Projects Officer. We have had an excellent response to our Head of Asset Management post – 20 applications and have a short list of 8 candidates. Interviews will be in April and will provide an update at next month's meeting.

Board Noted.

3) ANNUAL BUYING AND SELLING STRATEGY

Factoring and Development Officer confirmed there was not much change to this strategy. We will review this once our new Head of Asset Management joins us. There was brief discussion on how the actual housing market can affect what we can do. Sometimes it's a buyers market, sometimes a sellers. This strategy is a tool to allow us to prevent blockers and the actual number of properties we buy / sell is very low.

Board Approved.

Factoring and Development Officer left the meeting 18.42

4) 5 YEAR FINANCIAL PLAN

Head of Finance and IT confirmed that there were not many changes to the 5 year plan compared to the draft. The main changes were Property insurance and electricity charges costs have both significantly increased , plus the planned maintenance spend between 21/22 and 22/23 had been updated to reflect revised programme,

Query about the reduced surplus figure for 24/25. Head of Finance and IT confirmed we are doing mechanical engineering works at Oliphant Court and that this was classed as revenue rather than capital spend, unlike most larger component spend.

Board Approved the 5 year financial plan and the assumptions therein and Delegate to the Head of Finance & IT, the authority to submit the SHR 5 Year Financial Plan Return, on behalf of the Board

5) ICT DISASTER RECOVERY

Head of Finance and IT confirmed that most of the changes reflect changes that were planned due to upgrades or due to the increased use of remote during the pandemic. Moving to holding data in the 'cloud', additional back ups in the cloud, and additional security when working from home. It was noted there are also appendices to the document which include 'How To Manually Operate' guides for staff in the case of an ICT disaster.

Board Approved.

6) INFORMATION SECURITY

Head of Finance and IT confirmed that we have amended our back up processes and updated the fire wall which all tie in with our Disaster Recovery Plan to protect the Association. Main change is the password procedure in App 1 which shows that we are moving towards a more complex passwords.. Chief Exec commented that the Regulator has been sending out reminders to be aware of cyber attacks, so it is high on agenda at the moment.

Board Approved.

7) COMMUNICATION POLICY

Head of Finance and IT confirmed that this policy has been updated to fit better with the other 2 updated policies. Changes mainly due to remote working and is still based on EVH model Policy.

Board Approved.

Head of Finance and IT left 18.55

8) COMPLAINTS PROCESS FOR SENIOR OFFICER

Chief Exec confirmed this process is based on our Code of Conduct and highlights that it allows the board to seek independent assistance in the event a complaint is made against the Senior Officer.

Board Approved.

9) PROPOSAL FOR STAFF HYBRID WORKING

Chief Exec provided an update on Hybrid working. Most associations are having a 50/50 split with 2 days in office, 3 at home the next week and vice versa the following week. We have been looking at the individual roles and assessed what is needed to ensure we provide a service to the public. Not everyone will have the same pattern. We intend from mid-April to open to the public. Customers will then have a choice to pop into office, arrange an appointment to come into the office or continue to use phone or virtual methods of engagement. Other associations who have opened have said that there was not much customer footfall.

There was some discussion around how we would know what tenant's views are and suggestion is to include some questions within our Tenant Satisfaction Survey due this year.

Chief Exec also confirmed that this will be a trial and it can be rescinded if it doesn't work, we can agree at short notice to amend the working patterns due to cover for holidays/ sickness/ training etc.

Discussion about how we manage performance, in particular, by less experienced staff members. All new staff have a training needs analysis form completed. They are never on their own in the office. We continue to have full virtual staff meetings and we are looking to complete staff appraisals in June this year too.

Chief Exec will provide quarterly updates to the board and intends to consult with staff this week.

Board Approved.

10) REMOTE WORKING POLICY

Chief Exec confirmed this was an EVH Model policy to complement hybrid working. There is no intention by PHA to pay any additional allowances to staff if they are working from home.

Board Approved.

11) CUSTOMER CARE POLICY

Chief Exec confirmed these are basic standards as to how customers are treated.

Board Approved.

12) CEASED MEMBERSHIP

Corporate Services Officer confirmed there is only 1 ceased member and we still have 32 members within Paisley Housing Association.

Board Approved.

13) GB TO REVIEW NOTIFIABLE EVENTS REGISTER ANNUALLY

Corporate Services Officer confirmed there was only one notifiable event last year and that she will arrange to get this register countersigned by our Chair.

Board Approved.

14) PSPS NOV 21 MINUTES

Board Noted.

15) COMPLAINT ABOUT RENT INCREASE

Chief Exec has brought this to the Board as this is the first time that we have had a complaint after the rent consultation proposal. It may go to a Stage 2 if the tenant gets back in touch with us. It was agreed it was a very robust and detailed response. Suggestion that this tenant could be asked to come onto the board. Chief Exec thinks that we have already asked this and will confirm next month.

Board Noted.

16) AOCB

a) Andrew Paterson has decided not to become a Board member.

Board Noted.

b) SHR quarterly return for Covid will finish with the input of details at the end of March this year.

Board Noted.

c) Level of Engagement from the Regulator – it has been confirmed that we are fully compliant and will have no engagement from the Regulator.

Board Noted.

d) Mairi MacLean is requesting Special Leave for April and May.

Board Approved.

e) Chief Exec has suggested that we potentially try out a hybrid meeting in April. Those that wish to come to the office can do so and those that want to join virtually will be able to do this too. Bear with us while we try this out.

Board Noted.

f) EVH Pay Ballot was discussed by the Board and unanimously agreed.

Board Approved.

20) DONM

Monday 25th April 2022

Chair thanked members and observer for their attendance.

Meeting Ends 7.45pm