

PAISLEY HOUSING ASSOCIATION

MINUTES OF THE BOARD MEETING HELD ON 29 APRIL 2019 AT 6.30 PM AT WELLMADOW BOWLING CLUB, ARGYLE STREET, PAISLEY

Present: Eileen Graham, Karen McMillan, Ian Johnstone, Sandra Loney, Jim Weir, Scott Tsuro, Mairi Maclean, Magda Pawlik, Saroj Bains and Alison McKeown

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

Observer: Lisa Jane Dock

1. a) **APOLOGIES**

Apologies received from John Sweeney.

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

Item 15 – Director unpaid leave

2. **MINUTES OF THE PREVIOUS MEETING HELD ON 25th MARCH 2019**

Board approved the minutes. Proposed by Eileen Graham and seconded by Jim Weir.

b) **MATTERS ARISING**

Technical Manager confirmed that we are still meeting with and piloting services with alternative companies to determine how best to proceed with a longer term replacement for Oskar. Current pilot is with Total Homes, a third sector organisation.

CSO confirmed that PHA had 'bought a brick' to help save Coats memorial.

3. **Presentation from Chief Executive re New Regulatory Framework**

Chief Executive provided a presentation confirming the main changes in the new regulatory framework. There is a shift to ensure that the Board are fully trained and experienced to make the right strategic decisions. We have completed our self assessment and have an action plan to follow. Discussion followed about the recent effective Audit & Risk training, which most of our Board attended. The training was very good and we are looking to see if it will be applicable for staff too.

CE stated this item would remain on the Agenda until next month when the Board could confirm what, if any, further action they required for complying with Assurance.

Board noted.

4. **Reactive Repairs Procurement Outcome**

Technical Manager confirmed that we are following good practice in procuring through SG portal on a balance of quality and price basis. The latter is to demonstrate value for money, that is, not just accepting the cheapest quote, but by looking at the service as a whole. Our criterion for selection to quick quote was that the company be relatively local, to support the local economy. We did not get as many responses as hoped for and this will require, as per our procurement policy, re tendering in 2 of the 7 trades. References to date were all good, three are awaited. The exercise has demonstrated that we would have to take into account supporting smaller companies through the procurement process when considering our longer term options for reactive repairs.

Board approved the list of reactive contractors for 2019/20 subject to the receipt of satisfactory references.

5. **Oliphant Court Update**

Technical Manager confirmed that the works at Oliphant Court have started on site and we expect work to be completed in two weeks. Board approved recommendations.

Board Noted.

6. **Espedair Street Garage**

Technical Manager confirmed that as we have very little storage for use by the estates team, we want the option of using one of our garages in Espedair St. One has become vacant. Board approved the reduction in rent by removing the garage from the letting stock.

Board Approved.

7. **Buying and Selling Strategy**

Housing Manger confirmed that the buying and selling strategy looks at why we wish to buy / sell properties. Our focus remains the same. For purchasing properties we are looking to get 100% ownership, without which we are unable to undertake planned improvement to the building. If there are owner 'blockers', standards can deteriorate significantly and impact our tenants. For selling properties, we want to remove ourselves from a position of no influence within the block to get common works done. Housing Manager also confirmed that the Factoring Assistant has taken on a bigger role in the buying and selling of our properties.

Board approved.

Technical Manager left the meeting at 7.50

8. **Universal Credit Report**

Housing Manager provided a report which shows the current position and the challenges that we face since universal credit. Moving forward we are hoping that Invest Ren may use our new office for one afternoon per week to provide employment advice and we can direct our tenants towards that service.

Housing Manager explained that there are a reduced no of tenants with arrears on HB and an increased number for those on UC. Housing Manager provided a detailed explanation on how arrears are calculated, confirming how much staff time and resource are now taken up with UC. Board are happy with all the Actions and say well done to all HM staff for their hard work. Board also confirmed they would like to have a KPI which reflects the impact of UC on arrears for 19.20.

Board approved.

9. **Brexit Briefing**

Chief Executive confirmed that we don't have any control over this and we can't do anything about it, we will just have to react as we go along. Sandra Loney asked who the The Leadership Team is referred to in the report. CE advised this is our Senior Management Team and Brexit is in our Risk Strategy

Board noted.

10. **Make a Stand Campaign**

Housing Manager explained the pledge and confirmed that Housing staff are well placed to recognise domestic abuse. A new policy will be brought to the Board later in the year. HM will become the champion and training will be provided to ensure increasing awareness for staff. Board are happy to approve.

Board approved

11. **Whistleblowing Policy**

This is the standard EVH policy up for review due to regulatory requirements. Board approved.

Board approved

12. **Assurance House Update**

Clark Contractors is the successful candidate from the tender process. The Chief Executive is due to attend a pre-start meeting on Thursday. Potentially a 4 month programme, which will be confirmed at the meeting. For furnishings at Assurance House – samples of various items to be brought to the next meeting

Board approved

13. **Breach of Data Protection**

CSO confirmed the details of the Breach and the process which we followed. The breach was purely down to human error and staff were updated with the circumstances and how to ensure this would not happen again. This was also a notifiable event to the Regulator.

Board noted.

14. Correspondence, Training and Feedback

Correspondence

- EVH monthly report e-mailed to everyone

Training / Events

- EVH – Governing Body One Day Seminar Sunday -12th May – to attend – Ian Johnstone, Jim Weir & Sandra Loney
- GWSF event in June – Ian Johnstone also to attend.

Feedback

Chief Executive was at an FOI session today. A report for the Board will be due in October.

Board noted.

15. Director's Unpaid Leave request

Director had now changed title to Chief Executive. Unpaid leave approved by the Board.

16. AOCB

- At Audit & Risk training, it was said that the Chairperson should not be on the Audit sub committee. It was also said that no office bearers should be on the Audit sub – this has to be clarified. We will be looking for more members onto the Audit Sub committee after our AGM in September.

- Board member asked how CX was doing. Chief Executive explained that although some issues were resolved, there were others that were still due to be fixed. A quarterly report is due to the Board at next month's meeting.

17. DONM

Next meeting is Tuesday 28th May 2019, at 6.30pm.
Meeting finished 8.50 pm