

Minute of Management Committee Meeting held on Monday 30 May at 3pm via Hybrid

Provanhall Housing Association Limited

1.0 Sederunt

Action

Present: Elizabeth McEwan (Chairperson)
Linda Cameron (Committee Member, Chair)
Christine Morris (Secretary)
Tracy Coutts (Committee Member)
William Blunn (Committee Member)
Margaret Stewart (Committee Member)

In Attendance: Alan Hume (Director)
Louise Kirkland (Senior Finance Officer)
Samantha Cosgrove (Receptionist)

2.0 Apologies

Barbara McCluskey (Committee Member)
Rodger Harley (Committee Member)

3.0 Registrations of Interest

3.1 There was nothing to declare.

4.0 Minutes of previous meeting on 25 April 2022

4.1 The minutes were proposed by Linda Cameron and seconded by Christine Morris.

5.0 Matters arising from previous meeting of 25 April 2022

- 5.1 There were no matters arising from the minutes of the previous management committee meeting of 25 April 2022

6.0 Code of Conduct (Management Committee) - Approved

- 6.1 The Code was tabled at the meeting for approval. The MC fully support and agreed with the Code. The Code was approved.

- 6.2 During the discussion of the Code it was agreed that each committee member needs to have a skills-set reference profile. This way each member's skills in their certain areas can be utilised to the maximum.

- 6.3 The Code is to be distributed amongst all MC members and signed off by each of them to show compliance and accountability with the document.

Recep

7.0 Code of Conduct (Staff) - Approved

- 7.1 The Code was tabled at the meeting. The staff Code is similar to the MC Code as we all must adhere to the governance no matter our position within the association. The Code was approved.

8.0 Entitlements, Payments and Benefits – Approved

- 8.1 The EPB policy was tabled at the meeting for approval and discussion by the Management Committee. The policy was approved.

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8.2 This this policy applies to staff and MC members as we all need to be equally responsible.

8.3 The policy will be distributed and signed by all staff and MC members. There is a slight amendment to be made regarding the approval date. Direct
Recep

9.0 Equality Diversity and Inclusion – Verbal update provided by the Director

9.1 The Director provided a verbal update to keep the MC informed of processes and procedures.

9.2 The assessment form once ready will be used to create a training session to deliver to all staff and members of the management committee.

9.3 The MC discussed the importance of capturing the EDI information for shaping the Association at present and in the future. The services the community needs can be tailored specifically using the data from the assessments.

9.4 The Chair proposed setting up a working group to manage the implementation of the assessment, where the data collected is stored. How the data is accessed or controlled. Full details of the group will be discussed at the next MC meeting.

10.0 SHARE update – Verbal update provided by Director

10.1 The update from the director was to provide the MC with shared training dates:
24 August 2022 – Being an Ambassador
14 July 2022 – Recruiting Senior Staff
23 June 2022 – Supporting Senior Officers

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- 10.2 | There is also a notable occasion this month:
28 June 2022 – Australian Visitors with EHRA

11.0 Tenant Satisfaction Survey – Verbal update by Director

- 11.1 | The Director informed the MC there was an update on the TSS being carried out by an external partner – Research Resource. Of the 250 target they have interviewed 139. The initial feedback has presented no cause for concern.

12.0 Management Committee Application Pack - Approved

- 12.1 | The new application pack for those interested in becoming a member of the committee was presented to the MC at the meeting. They were all in agreement that it should be used immediately. The pack itself was determined to be informative, easily understood and straight forward to complete.

13.0 Annual Return on Charter to Scottish Housing Regulator

- 13.1 | The ARC was presented to the MC from the live version available on SHR landlord portal.
- 13.2 | The MC agreed the figures presented were a true representation of the work by PHA as an organisation and as a RSL. Reflecting on the figures and the position this puts PHA in against other Scottish RSL's and Greater Easterhouse RSL's, the MC are proud.
- 13.3 | Particular points of note were the success of the complaints procedure; the recording of complaints, the resolving of complaints and the reporting of the complaints. Another point of note was the zero abandonments during the reporting year; the MC accredited this to the staff and the relationship between them and the tenants. Tenants can approach the Association for help and not resort to abandonment.

14.0 SFHA update – Verbal update by Director

14.1 | Upcoming event – the Radisson Blu Glasgow hosting the Housing Scotland Annual Conference Tuesday 14 June 2022 and Wednesday 15 June 2022.

14.2 | The event is focussing on youth in housing. Management Committees are getting old and need a fresh, youthful injection. The same applies to the staffing of RSL's. EHRA Chair and PHA MC member Linda Cameron is talking at the conference.

15.0 EHRA update – Verbal update by Director

15.1 | The August Festival has been confirmed for 2022. The first one since lockdown began. The event is being held at The Bridge on Friday 12 August 2022 at 12pm – 4pm

15.2 | EHRA has a calendar full of combined training with the member housing associations. As always these can be added to if there is an interest in a course not already covered.

16.0 EVH update – Verbal update by Director

16.1 | EVH provides training to colleagues and mc members. Take advantage. The training can always be expanded if there is a big interest in a particular course not provided.

17.0 Correspondence received

17.1 | There was no correspondence received.

18.0 AOCB

- 18.1 | **Chairs' Retreat feedback** – The in-person event was well received. No zoom meeting can provide the atmosphere an in person event can have. Drawbacks were the days were similar. The speakers were different but the content was nearly identical. This being said the content was fantastic and inspiring. There were many old network connections refreshed and new ones fostered. These alliances have been affected by zoom meeting and the inhuman nature of them.
- 18.2 | **Grass** – Director noted the poor state of common and individual gardens around the estate. The Association has went from a dedicated contractor of over 20 years service to seeking a new contractor with very little notice in March 2022. This lack of notice restricted our options as most competent contractors will have planned their client base and workload some months in advance. The Association appointed a contractor after a tender process. The successful contractor did not commence the contract as agreed in April. This put us further behind. The current contractor was secured and began on-site on 10 May 2022, five weeks behind the grass growth and cut season. Despite assurances the timeline has extended. First cut for the entire estate should be complete by 10 June 2022.
- Noted that initially there were several operatives every day, now only two young operatives three days a week and no clear plan in place as to how and when areas will be maintained. Agreed that a joint estate walk about visit on Thursday 9 June to assess the standard of work with management, the contractor and MC representatives.
- 18.3 | **Finance** – report presented for the last 12 months up to 31 March 2022. Finances were presented by Senior Finance Officer, Louise Kirkland. The projections for 2021/22 exceeded budget. This was due to unforeseen events; in particular rising cost of labour and materials for reactive and void repairs. Additional costs from necessary medical adaptations, higher than usual number of voids and remedial works and two property buy-backs.
- The MC was asked to provide approval for items not quite ready but draft versions were provided. These approvals were 5 year plan and 30 year plan amendments

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New budget with the new figures
Loan Portfolio Return due by end of June 2022

19.0 Review of meeting

19.1 | Everyone was so happy to be back around the table, sharing ideas, talking to each other and not to a screen.

20.0 Next meeting 27 June 2022 at 3pm via Hybrid

Signed by:



Date: 27 June 2022