

# Minute of Management Committee Meeting held on Monday 25 April at 6:00PM via ZOOM

## Provanhall Housing Association Limited

### 1.0 Sederunt

### Action

Present: Elizabeth McEwan (Chairperson)  
Linda Cameron ( Committee Member, Chair)  
Christine Morris (Secretary)  
Catherine Reid (Committee Member)  
Barbara McCluskey (Committee Member)  
Tracy Coutts (Committee Member)  
Clarice Spaine (Committee Member)  
William Blunn (Committee Member)

In Attendance: Alan Hume (Director)  
Samantha Cosgrove (Receptionist)

### 2.0 Apologies

2.1 Margaret Stewart (Committee Member)  
Rodger Harley (Committee Member)

### 3.0 Registrations of Interest

3.1 There were no registrations of interest declared.

### 4.0 Minutes of previous meeting on 28 March 2022

4.1 The minutes of the previous meeting were agreed to be a true representation of the meeting. They were proposed by Barbara McCluskey and seconded by Christine Morris

### 5.0 Matters arising from previous meeting of 28 March 2022

5.1 There were no matters arising from the previous meeting.

### 6.0 Minutes of the Housing Services Sub Committee Meeting of 21 March 2022

6.1 The minutes of the previous meeting were agreed to be a true representation of the meeting. There were no matters arising from

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the meeting. The minutes were proposed by Christine Morris and seconded by Catherine Reid

## **7.0 SHR Annual Engagement Plan – Written Report by Director, Approved**

- 7.1 The engagement plan was circulated prior to the meeting
- 7.2 Provanhall HA has been classified as compliant in regulatory status. The engagement plan has been noted to be low engagement with the Regulator.
- 7.3 The MC were asked to approve the promotion of this status via the newsletter, website and social media. This was approved.

## **8.0 SHARE Membership Renewal– Written Report by Director, Approved (provisionally)**

- 8.1 The invitation to renew the association's subscription with SHARE was circulated prior to the meeting.
- 8.2 The MC were asked to consider is the value of SHARE training for both staff and the committee. The MC spoke highly of the benefits of membership and the quality of training provided. MC also highlighted that EHRA make use of SHARE for joint training across the member HAs.
- 8.3 The benefits of SHARE are to be investigated by new Director, to confirm value for money and training is relevant. Provisional approval on renewal.

## **9.0 Annual Review of Tenant Participation Action Plan – Written Report by Director, Approved**

- 9.1 The Tenant Satisfaction Survey was circulated prior to the meeting.
- 9.2 The MC have suggested no amendments to the draft plan. They are strongly in favour of a face to face survey to be carried out rather than a telephone survey.
- 9.3 The MC have approved promotion of the results of the survey and the reporting of interim results of the full Tenant Satisfaction Survey.

**10.0 Estate Management Contracts 2022 / 23 – Written Report by Housing Services Manager**

- 10.1 The Estate Management Contract quotes that had been assessed by the Housing sub-committee and the contractor selected by this committee was approved in the interim before full approval sought at this meeting. However, the selected contractor can no longer fulfil the contract laid out and has stepped away.
- 10.2 MC has granted the management team powers to seek out a new contract and provision approval until the next MC meeting and full approval.
- 10.3 The feasibility of “in-house” grounds maintenance as a social enterprise shall be investigated. This is a desirable feature for the association. MC support this proposal.

**11.0 Quarterly FOI return – Written Report by Director - Noted**

- 11.1 The quarterly return for Q4 of FOI’s was one. This FOI request was responded to in full and is published on the PHA website.
- 11.2 Also to be noted is that new Director Alan Hume is registered for FOI responses.

**12.0 Quarterly Complaints Report – Q4 Jan-March 2022 – Written Report by Director – Noted**

- 12.1 The quarterly complaints report for Q4 was circulated prior to the meeting and the data was noted
- 12.2 The MC noted the downward trend year on year for Q4. The MC noted that whilst complaints come in, there were six, only one was a complaint that could be upheld and resolved.

**13.0 Annual Notifiable Events Report 2021 / 22 – Written Report by Director – Noted**

- 13.1 The report on the two notifiable events was circulated prior to the meeting

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13.2 There were two notifiable events for the reporting year. Both of those were closed in March 2022.

### **14.0 Annual Complaints Report - April 2021 – March 2022 – Written Report by Director - Noted**

14.1 The annual complaints report was circulated prior to the meeting.

14.2 The main point noted in the report was all complaints received were resolved within the timescales. There were no surprises with the majority of complaints relating to repairs but all complaints were resolved.

### **15.0 SFHA update - Verbal Report by Director - Noted**

15.1 Verbal update noted that email with updates is received and distributed amongst MC and staff.

15.2 Highlighted event is the in-person AGM at the Radisson Blu 14 & 15 June. Hot topic is attracting younger members into the housing sector. MC thought this was relevant as the board is looking to recruit younger and fresher voices.

### **16.0 EHRA update – Written Report by Director - Noted**

16.1 The EHRA meeting was attended by guest speaker Sally Thomas, she was discussing climate change. The topic was received well and changes considered.

16.2 The Husting event is being held at Blairtummock Community Halls on 26 April 2pm – 4pm. There are 6 candidates expected.

16.3 EHRA meeting discussed the special meeting to be held on 27 April at 2pm for the decision on the use of the old sports centre. Main considerations for The Circle, Glasgow Rocks and Basketball Federation.

16.4 The EHRA training which was postponed has a scheduled date of 17 May.

16.5 EHRA are pushing for the Easterhouse Festival to be restarted with a provisional date of 15 August. Applicants for stalls are encouraged to get in contact. The location central to all is The Bridge.

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## 17.0 EVH update – Written Report by Director - Noted

- 17.1 The report was circulated prior to the meeting and the contents noted.
- 17.2 The 4.1% one year deal was voted through by all management committee and shall be applied effective immediately. Locally the budget will be re-evaluated and funding found to support this pay rise without compromising services to tenants.

## 18.0 Correspondence Received

- 18.1 There was no correspondence received relating to MC matters.

## 19.0 A.O.C.B.

- 19.1 Energy Advisors – they are now in place at The Connie and holding clinics. Additional evening employment advice for those in employment is held the last Wednesday of each month.
- 19.2 New member – New tenant presented to MC for membership approval. Approved, SHARE number 769
- 19.3 Auchinlea Action Group – the back lands require an action group. There needs to be ideas generated, recruit volunteers to run the group and progress actions. Create a permanent feature to celebrate success.
- 19.4 Return to Office – MC and staff want to bring meetings back into the committee room. The time is right. First scheduled event is on 4 May for the chairs and vice-chairs meeting.

## 20.0 Review of the meeting

- 20.1 The meeting was swift. Lots of information made available. Next meeting should contain more visuals shared on screen. Successful welcome for the new Director.

## 21.0 Date and time of the next meeting

- 21.1 The next meeting shall be held in person at PHA MC room on Monday 30 May 2022 at 3.30PM

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Signed by:

A handwritten signature in black ink, appearing to be 'EM' followed by a flourish.

Date: 30 May 2022