

**1.0 Sederunt**

**Action**

Present: Linda Cameron, ( Committee Member)  
Clarice Spaine, (Committee Member)  
Liz McEwan, (Chairperson)  
William Blunn (Committee Member)  
Cathie Reid ( Committee Member)  
Margaret Stewart, (Committee Member)  
Rodger Harley, (Committee Member)  
Christine Morris, (Secretary)

In Attendance: Patricia Gallagher, Director  
Scott McCready, Wylie Bissett, item 8 only  
Housing Services Manager, item 15 only

**2.0 Apologies**

2.1 Tracy Coutts, (Committee Member)  
Barbara McCluskey, (Committee Member)

**3.0 Registration Of Interest**

3.1 There were no registrations of interest noted.

**4.0 Approval of membership applications- verbal report by Director**

4.1 It was noted that this item was moved on the agenda as an application to join was expected from a potential new Committee Member, however it was not received.

**5.0 Appointment of Casual Vacancy**

5.1 Noted that this was on the agenda in anticipation of an application for membership being received as per item 4 above.

**6.0 Minutes of previous meeting of 29 March 2021.**

6.1 The previous minutes were approved by Linda Cameron and seconded by Margaret Stewart.

**7.0 Matters arising from previous meeting of 29 March 2021**

7.1 There were no matters arising from the previous meeting.

*Scott McCready from Wylie Bissett joined the meeting at this point.*

**8.0 Internal Audit feedback and action plan – written report by Director and Scott McCready, Wylie Bisset - Approved**

- 8.1 A written report by the Director and Wylie Bisset was circulated prior to the meeting and approved.
- 8.2 Scott went through the internal Audit reports from the Audit carried out in February 2021. Scott highlighted the recommendations in the report and items outstanding from the recommendations of the previous audit.
- 8.3 It was noted that the recommendations made were all low level and no causes for concern were raised.
- 8.4 There were no further queries on this report.

Scott McCready was thanked for his attendance and left the meeting at this point.

- 8.5 Management Committee approved a joint EHRA procurement exercise to appoint new internal Auditors for the period 2022-2025. D

**9.0 SHR Annual Engagement Plan – written report by Director - Approved.**

- 9.1 A written report by the Housing Services Manager was circulated prior to the meeting and approved.
- 9.2 The Management Committee noted that the SHR has advised that the association is compliant. Approval was given to put this report on to the website and into the next Newsletter. D

**10.0 Draft Attendance Management Policy – written report by Director - Approved**

- 10.1 A written report by the Director was circulated prior to the meeting and approved.
- 10.2 There were no further queries in relation to this report.

**11.0 Draft Staff Induction Policy Review – written report by Director - Approved**

- 11.1 A written report by the Director was circulated prior to the meeting and approved.
- 11.2 The Director advised that feedback from previous Staff inductions had been incorporated into the induction policy.

- 11.3 In response to a query from a Committee Member, the Director confirmed that the closing up of the office did form part of the induction. The Committee Member advised they were asking this as office lights had been left on. Committee Members were asked to report any issue with the Office to the Director as soon as they were aware of them as Staff are always available to attend the office to deal with these. D  
MC
- 11.4 There were no further queries in relation to this report.
- 12.0 Phase 13 Landscaping (Seating) – written report by Technical Services Manager – Approved**
- 12.1 A written report by the Technical Services Manager was circulated prior to the meeting and approved.
- 12.2 The Director advised that she had asked the Development Consultant to confirm if benches were a requirement of Planning approval. She advised that she is awaiting confirmation of this. D
- 12.3 The Management Committee selected option 4 as preferred bench design, should installation be required. TSM
- 13.0 SHARE membership renewal– written report by Director – Approved**
- 13.1 A written report by the Director was circulated prior to the meeting and approved
- 13.2 The Director update on all services provided by SHARE. There were no further queries on this report.
- 14.0 Annual Review of Tenant Participation Action Plan – written report by Director - Approved**
- 14.1 A written report by the Director was circulated prior to the meeting and approved
- 14.2 The Director tabled and went through the annual tenant participation timetable at the meeting and this was also approved. It was noted that the rent consultation should read Dec and not Jan as stated.

- 14.3 The Director advised that the Tenant Consultation timetable will be in the next Newsletter. D

Sean Douglas, Housing Services Manager joined the meeting at this point.

**15.0 Refuse collection service – verbal report by Housing Services Manager - Noted**

- 15.1 It Was noted that this item had been put on the agenda in response to a request from a Management Committee member.
- 15.2 The Management Committee advised of their concerns about the refuse collection services and complaints they had received from their neighbours.
- 15.3 Concerns were also raised re stair cleaning in certain closes.
- 15.4 The Housing Manager Advised of the current collection services and stair-cleaning servicethat should be in place and requested Management Committee to raise issues via their Housing Officers as they arise and to ask neighbours who approach them to do the same. This was agreed.
- 15.5 The Housing Services Manager advised that Staff Estate Management inspection had resumed on a weekly basis – although they may still be restricted somewhat - but Staff would be picking these issues up more as we go forward with the relaxation of restrictions.

Sean Douglas, Housing Services Manager, was thanked for his attendance and left the meeting at this point.

**16.0 Quarterly FOI return – written report by Director - Noted**

- 16.1 A written report by the Director was circulated prior to the meeting and approved.
- 16.2 The Director confirmed that the quarterly return has been submitted as required. She advised that there had been 1 request in this quarter which had been answered in full.

**17.0 Quarterly Complaints report – Jan –March 2021 – written report by Director - Noted**

- 17.1 A written report by Director was circulated prior to the meeting and noted.
- 17.2 The Director advised that Staff training on Complaints has been scheduled for May 2021.
- 17.3 It was agreed that more benchmarking on previous performance of the Association in this area be included in future reports. D
- 17.4 There were no further queries on this report.

**18.0 Annual Notifiable Events report 2020 – 2021 – written report by Director - Noted**

- 18.1 A written report by the Director was circulated prior to the meeting and noted.
- 18.2 It was noted that the items on the report had been highlighted to the Management Committee as they arose. There were no further queries in relation to this report.

**19.0 Annual Complaints report April 202 – March 2021 –written report by Director - Noted**

- 19.1 A written report by the Director was circulated prior to the meeting and noted.
- 19.3 It was agreed that a benchmarking report on complaints received be prepared for the Management Committee. D

**20.0 SFHA update - verbal Report By Director - noted**

- 21.1 A verbal report by Director was given at the meeting and noted.
- 21.2 It Was noted that Information received from SFHA was emailed to the Management Committee as it came in. Management Committee Members advised that they were happy with this process.

21.3 The Director advised that SFHA had circulated the new model Code of Conduct and Payment, Benefits and Entitlements policies. She advised that these would be brought to a future Committee meeting for approval.

**21.0 EHRA update – written report by Director - Noted**

22.1 A written report by the Director was circulated prior to the meeting and noted.

22.2 The appointment of the new Director At SHARE was noted.

22.2 There were no further queries in relation to this report.

**22.0 EVH update – written report by Director - Noted**

22.1 It was noted that the EVH monthly report did not come in on time to be circulated with the papers. It was agreed that it will be forwarded to the Management Committee upon receipt and any issues or queries Management Committee members have can be raised under this item, unless they are time constrained in which case they should be directed to the Director as they arise. MC

22.2 No Further issues re EVH were raised.

**23.0 Correspondence Received**

The following correspondence received was noted:

23.1 The Director advised of a letter received from GCC advising of a re-organisation of DRS.

**24.0 A.O.C.B.**

24.1 Cyber insurance D  
The Director advised that our Insurance Broker notified the Association to advise that any claim re cyber insurance would be limited to £50k if we did not have two facto authentication in place. The Director advised that plans to have this in use are underway.

24.2 Insurance Claim TSM  
The Director advised that she had contacted the insurer to enquire if a claim could be made for lost rent re a property being held by police Scotland re a recent incident in the area. It was advised that a claim could not be made for this, however if there had been damage to the property as a result of police activity, a claim may

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be able to be made for this. Technical Services Manager has been advised of this.

**24.3 NPRP**

The Director advised the Management Committee that the ban on eviction action has been extended to September 2021, which will mean that the ban will have been in place for 18 months. This was noted.

**24.4 New Build**

The Director was asked if a text could be issued to advise Tenants that the Association only has 26 units in Phase 13 which were all allocated to Tenants, and that the allocation of the remainder is down to GHA. This was asked in response to questions being asked of Committee Members re this.

**25.0 Review Of Meeting**

25.1 Members advised that they felt the meeting had been informative and a lot of good discussion had taken place.

**26.0 Date And Time Of Next Meeting**

26.1 The next meeting will be held on Monday 25<sup>th</sup> May 2021 at 3.30pm. It will be held via Zoom.



Signed By Chairperson:

Date: 24/05/2021