

Provanhall Housing Association Limited – Minute of Management Committee Meeting held on Monday 29th April 2019, at 3.00pm in the office of Provanhall Housing Association, 34 Conisborough Road, Provanhall, GLASGOW G34 9QG

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Action

Present: Christine Morris, (Chairperson)
Barbara McCluskey, (Committee Member)
Linda Cameron, (Committee Member)
Cathie Reid, (Committee Member)
Tracy Coutts, (Committee Member)
Margaret Stewart, (Committee Member)
Rodger Harley, (Committee Member)

In Attendance: Patricia Gallagher, Director

2.0 Apologies

2.1 Elizabeth McEwan (Committee Member)
William Blunn, (Committee Member)
Rosemarie Docherty (Committee Member) Special Leave
Clarice Spaine, (Committee Member) Special Leave

3.0 Registration Of Interest

3.1 There were no registrations of interest.

4.0 Minutes of previous meeting of 01 April 2019

4.1 The minutes from the previous meeting of 01 April 2019 were approved by Barbara McCluskey and seconded by Christine Morris.

5.0 Matters arising from previous meeting of 01 April 2019

5.1 There were no matters arising from the previous minutes.

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6.0 Minutes of Housing Services Sub Committee Meeting of March 2019.

6.1 Item to be carried forward to next meeting due to Annual leave of Staff member.

Steven Pringle from Wylie Bissett Auditors joined the meeting at this point.

7.0 Internal Audit Report – Written Report Director – Presentation By Stephen Pringle Wylie Bissett – Approved

7.1 A written report by the Director was circulated prior to the meeting and approved

7.3 Steven took the Management Committee through the Internal Audit final reports and advised that all areas covered only had low grade recommendations and much good practice was identified.

7.4 Steven also advised that the Auditors had checked that all actions required from previous audits had been checked and he could confirm that

all have been actioned.

7.5 Steven was thanked for his attendance and left the meeting at this point.

7.6 It was noted that the Management Team will be meeting with Wylie Bissett in May to discuss and agree the internal Audit action plan for next year, subject to approval from the Management Committee.

8.0 Sustainability Action Plan update – Written Report By Director - Approved

8.1 A written report by the Director circulated prior to the meeting and approved.

8.2 The Director took the Management Committee through the action plan and action to date.

8.3 Management Committee noted the progress of the action plan and advised that they were happy with the plan and action to date. No further changes to be made to the plan at present.

9.0 VFM Report Verbal Report - Approved

9.1 Following an update from the Director it was agreed to defer this issue to the August meeting to allow the Management team more time to pull together a more comprehensive report.

10.0 Risk Report - Written Report By Director - Approved

10.1 A written report by the Director circulated prior to the meeting and approved

10.2 The Management Committee discussed the report and agreed it was an accurate reflection of risks the Association faces/may face. No changes were required to this report.

11.0 Gas Appliance Service Contract Renewal - Written Report by Technical Service Manager (Attached)

11.1 A written report by the Technical Director was circulated prior to the meeting and was approved.

11.2 The Director discussed comparison prices with PHA - £27 per property and ERHA - average is £37.55 per property.

11.3 The Director also advised that from the report it could be seen that the per property prices, including repairs, were lower than the 3* contracts some of the other EHRA landlords had in place.

11.4 There were no further queries on this report and the Management Committee approved the continuation of the contract with Scotia Plumbing and Heating

TSM

12.0 Tenant Satisfaction Survey Action Plan – Written Report by Director – Approved

- 12.1 A written report by the Director was circulated prior to the meeting and was approved.
- 12.2 Director discussed the action plan in detail and work done to date.
- 12.3 Re home and content insurance committee member commented that many tenants did not purchase because they believed they would not be broken into but did not take into account leaks or other damage. Director advised inviting Thistle insurance to community conference.
- 12.4 Ways to improve community discussed, more toddler groups and events like the big band as this was successful.
- 12.5 It was noted that action plan has still to be discussed further by the Management Team and that regular updates will be provided to the Management Committee.

13.0 Balcurvie Road Action group update – Verbal Report by Director – Approved

- 13.1 The Director gave a verbal update on work that was being taken to address the issues in Balcurvie Rd and for on-going monitoring.
- 13.2 Director also gave an update on action GCC ahs taken to date including a letter sent to all residents in the area, that was also in the last Newsletter.
- 13.3 The Director advised that work in this area will be on-going for some time and that she will provide the Management Committee with relevant updates.

14.0 Approval of Share Application And Use of Seal –Verbal report by Director - Approved

- 14.1 A verbal report by the Director was given at the meeting.
- 14.2 The Director advised of two SHARE application received and approval was given for signing and sealing of the same (SHARE no 638 and 639).

15.0 Q3 Arc Report – Written Report By Director – Noted

- 15.1 A written report by the Director was circulated prior to the meeting and noted.
- 15.2 Management Committee noted the specific performance figures and changes in performance for each area. No items of concern were noted.

16.0 Quarterly Complaints Report - January – March 2019 and Annual overview - Written Report by Director - Noted

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

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- 16.2 Director discussed complaints received and advised that no policy amendments were required. .
- 16.3 Director discussed one stage 2 complaint went to the ombudsman but was not upheld.
- 16.4 Director discussed report of bin men damaging doors and committee member raised issues in this area also. Director advised that this will be passed to the Housing Services Manager to look in to.

HSM

17.0 Health and Safety Report Written by Director

- 17.1 A written report by the Director was circulated prior to the meeting and was noted.
- 17.2 Director discussed 2 incidents of phone charger being left plugged in and that all staff were sent a reminder.

18.0 Publication/ Training and Invitation - Written Report

- 18.1 A written report by the Director was circulated prior to the meeting and was noted.
- 18.2 Director advised that she will circulate the SFHA conference details. Any Management Committee member who required any other information in relation to this report was asked to advise the Director.

19.0 SFHA Update – Verbal Report by Director

- 19.1 A verbal report by the Director was given at the meeting.
- 19.2 A Committee Member who had attended a conference where she spoke on behalf of EHRA gave good feedback from the event.

20.0 EHRA update Written Report By Director

- 20.1 A written report by the Director was circulated prior to the meeting and approved.
- 20.2 Director discussed Joint work/training.

21.0 EVA update – Written Report By Director

- 21.1 A written report by the Director was circulated prior to the meeting and approved.
- 21.2 Any Management Committee member who required any other information in relation to this report was asked to advise the Director.

22.0 Correspondence Received

- 22.1 No Correspondence received.

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23.0 A.O.C.B

- 23.1 A written report by the Technical Director on the appointment of Consultants for the Phase 14 feasibility study was circulated at the meeting. Management Committee were given time to read over the report and following a short discussion it was approved. TSM
- 23.2 Director advised the meeting of the passing of Cathy Mulligan, a committee member at Blairtummock HA. She advised that EHRA would be making a donation to Marie Curie in Cathy's memory.
- 23.3 Director advised the Management Committee of the 'Make a pledge' campaign against Domestic Abuse. The Management Committee agreed to sign up to the pledge. Director will inform Staff and will report back to Management Committee once everything is in place.
- 23.4 Louise Kirkland, the Association's new Senior Finance officer was introduced to the Management Committee.
- 23.5 The Director advised that as agreed at a previous Management Committee meeting, a long term investment had been lodged with RBS at a rate of 0.65%.
- 23.6 It was agreed that Connect Community Trust be invited to the June Management Committee meeting to update on activities and plans.
- 23.7 The Director advised that a pro forma had been received from GCC DRS for confirmation of approved signatories. It was agreed that Liz McEwan - Chairperson, Patricia Gallagher – Director and Jim Wylie – Technical Services Manager would be approved as the signatories for DRS. The Chairperson duly signed the paperwork for return to DRS.

24.0 Review of Meeting

- 24.1 The Management Committee advised that they thought the meeting had run well, with some good discussion.

25.0 Date and Time of Next Meeting - 28th May – 3rd June TBC

Signed By Chairperson:

Date: