

Minute of Board Meeting held at 5pm on Monday 26 January at the Office and Online (Teams)

Provanhall Housing Association Limited

Quorate – Yes

Members Present	Linda Cameron	(Chairperson)
	Tom Irving	(Vice Chairperson)
	Elizabeth McEwan	(Secretary)
	Claire Mckay	(Board Member) Online
	Deborah Anderson	(Board Member)
	Gabriel Agbola	(Board Member)
	David Carse	(Board Member) Online
	Daniel Hughes	(Board Member) Online
	Ayodeji Olorunsogo	(Board Member) Online
Staff	Mark Tedford	(Operations Manager)
	Lorraine Sommerville	(Finance Manager)
	Heather Elder	(Governance & Corporate Services Officer Minute Taker)
Apologies	Alan Hume	CE

Registrations of Interest

None

1 Items for Decision

1.1 Previous Meeting Minutes

1.1.1 Minute of Board Meeting 15 December 2025. Circulated prior to meeting. Minutes were **Proposed by Tom Irving and Seconded by Deborah Anderson.**

1.1.2 A member asked how the 31.5 FTE and office closure on a Friday afternoon has been for the past few weeks. OM confirmed everything has been fine so far. No increase in Out of Hours call outs and not aware of any other incidents. We will continue to monitor and report back the number of missed calls, calls responded to by our contractors, KPI performance Tenant and Staff satisfaction.

1.2 EVH H&S Control Manual & Policy Statement

1.2.1 Paper circulated prior to the meeting.

1.2.2 A member asked if the chair lift is tested. GCSO confirmed it is tested 6-monthly.

1.2.3 The board had no questions or comments and **Approved.**

1.3 Rent Increase 2026/27

1.3.1 Paper circulated prior to the meeting.

1.3.2 A member asked the Finance Manager (FM's) view of the proposed 4.8% increase. The FM confirmed it maintains PHA's financial expenditure commitment and future viability.

1.3.3 A member asked if the Factoring Management Fee was being increased by 7%. The OM apologised and advised that is an error in the report. The OM confirmed the Management Fee is proposed to increase at 4.8%, same as the rent increase.

** Ayo Olorunsogo joined the meeting at 5.11pm

1.3.4 A member asked if the assumption in the Business Plan (BP) of CPI + 1 or 2 are both sustainable. The BP has a cash figure, whereas the rent increase proposal has percentages. The FM confirmed they are sustainable with increased headroom with the larger amount.

1.3.5 A member asked that within the 30-year BP, do we have years without a surplus income. The FM confirmed there are no years without a surplus of income. There are years where outgoing cash is more than incoming due to capital spend. The 4.8% increase allows PHA to build surplus to allow for this to ensure financial stability while improving the condition of our stock. Cash is always monitored and adjustments to capital spend would be taken to accommodate where necessary.

1.3.6 The OM confirmed that PHA would still be the second lowest in EHRA after the proposed rent increase.

1.3.7 The Board had no further questions or comments and **Approved the Rent and Management Fee increase of 4.8% for 2026/27**

2. Items for Discussion

2.1 H&S Dashboard

2.1.1 Paper circulated prior to the meeting.

2.1.2 OM asked if members are all still happy with the format of the report. Members confirmed they are, the report contains the necessary information and easy to follow.

2.1.3 The Board had no further comments or questions and **Noted.**

2.2 Complaints and FOI's

2.2.1 Paper circulated prior to the meeting.

2.2.2 A member noted there had been a Data Subject Access Request (DSAR) and asked about the processes. The GCSO confirmed the law sets out what can and can't be disclosed and timescales. PHA has policies that we adhere to as well.

2.2.3 The board had no further comments or questions and **Noted.**

2.3 Risk Register Update

2.3.1 Paper circulated prior to the meeting.

2.3.2 The GCSO confirmed the register had been reviewed and updated. One risk regarding the loss of Housing Management Software supplier was removed. Board are aware we changed supplier in January 2025 and therefore this risk is no longer applicable. The GCSO asked Board members to come back to staff if there is anything else they feel should be on the register.

2.3.3 A member asked if there was anything in regarding covering work if staff leave? GCSO said there is something in for attracting and retaining staff, but possibly not for cover during the period someone has left or absences. Our new software investment has provided greater data availability making it easier for other staff to pick up. PHA also has policies and procedures to follow. GCSO will update Risk Register to include the use of EVH temporary staff for absences and the use of other agencies if required.

2.3.4 The Board had no further questions or comments and **Noted.**

2.4 KPI update

2.4.1 Paper circulated prior to the meeting.

2.4.2 OM advised some lines have been added to collect data for Scottish Housing Network (SHN) submission. We do this quarterly for benchmarking.

2.4.3 A member said it is a good document and likes that fact that the ARC indicators are marked. Asked if it is not an ARC indicator is it an internal target. OM confirmed that is correct. The member stated it is a lot of information, especially if it must be collated monthly. The OM agreed it is a lot of information, and it is the same across the sector as aside from the ARC, there are other submissions, including benchmarking. There is a general agreement in the sector that the amount of reporting is too high and needs to be scaled back. The member asked if PHA can look to reduce. OM agreed to investigate.

2.4.4 The board had no further questions or comments and **Noted.**

3. Items for Noting

3.1 EDI update

3.1.1 All updates published on the Board portal. Board requested to read and keep themselves informed. **Noted.**

3.2 EVH update

3.2.1 All updates published on the Board portal. Board requested to read and keep themselves informed. **Noted.**

3.3 EHRA update

3.3.1 The Chairperson confirmed they are no longer having a Gala Day. Instead planning on working with a local college (Kelvin College) to have an open day and speak to local youths and find out what their aspirations are. The GCSO advised we had intended to have our 35-year celebration as part of the Gala Day and will now need to hold our own event. The Chairperson is speaking to Easterhouse Sports Centre regarding dates and options for having a celebration using their venue including stall holders. The Secretary will pass over details of people that might be interested in having a stall.

3.4 SFHA update

3.4.1 All updates published on the Board portal. Board requested to read and keep themselves informed. **Noted.**

3.5 Membership

3.5.1 None.

3.6 Quarterly Office Walkabout

3.6.1 The board had no questions or comments and **Noted.**

3.7 Company Name change (Quinn Internal Audit)

3.7.1 Information circulated prior to the meeting.

3.7.2 Internal Auditor Quinn Internal Audit Services Ltd changed their name with effect from 14 November 2025 to Cameron Audit Ltd.

3.7.3 The board had no questions or comments and **Noted.**

3.8 SHR Return Dates

3.8.1 The board had no questions or comments and **Noted.**

3.9 Correspondence Received

3.9.1 Details of Glasgow West of Scotland (GWSF) Open Day circulated prior to the meeting.

3.10 A.O.C.B.

3.10.1 The Chairperson is on the board of GWSF. They approved their increase last week and it is likely we will receive notification of the fee increase for 2026/27 shortly.

3.10.2 The Secretary advised there is issues with the Glasgow City Council's (GCC) new on street bins. Many residents are just leaving black bags of rubbish next to the bins and not putting them in. These are at times being ripped open and rubbish is ending up everywhere. The same for cardboard where it is not being broken down and put into the bins. Being left on top of or around the bins, again meaning it ends up everywhere especially when it's windy.

The OM advised GCC should be doing a litter pick and will chase that up. We have included another article in the newsletter. However, residents need to report issues directly to GCC as it is their service. It is new, we are still reviewing things and working with them to resolve, but ultimately GCC provide the service. We can send a text message out to tenants with a link to GCC's online form to report issues.

A member asked if GCC should be monitoring what is going on. The OM confirmed they should be during the trial. Part of that is assessing whether the bins are being emptied enough. A member stated that the general waste bins are not being emptied every 4 days.

The OM is aware of issues at Conisborough Path and in discussion with GCC for more bins at that location. GCC should be monitoring volume and distance.

A member stated that residents behaviours need to adapt to the new bins. Whilst wheelie bins were often not used properly previously, any mess was in the back courts. Now the bins are on the street, the mess is there for everyone to see. They have also reduced the carp parking as the bins are on the street.

The OM stated that GCC own the land and provide the service. We will continue to work with them to try and alleviate some of the issues.

3.10.3 A member asked when the flats purchased at Balcurvie Road will be let. OM advised there has been issues getting the meters replaced by Scottish Power. Both PHA staff have tried and so has an external agent to no avail. PHA has now raised a formal complaint with the Ombudsman. There are two sitting tenants just now, but none of the other flats can be let until the meters are renewed.

3.11 Review of Meeting

3.11.1 The Board acknowledged there was a lot of information to review and thanked staff for all their hard work in collating.

3.12 Date of Next Meeting

3.12.1 The next Board Meeting is Monday 23 February 2026 at 5pm.

There being no further business the meeting was brought to a close at 5.57pm.

Signed by (Chairperson)



Date 2 March 2026