

Minute of Board Meeting held at 5pm on Monday 27 April 2026 at the Office and Online (Teams)

Provanhall Housing Association Limited

Quorate – Yes

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

Registrations of Interest

None

0.1 Matters Arising (Rolling Action Schedule)

0.1.1 CE confirmed he will review outstanding items for next meeting.

0.1.2 A member asked for clarification on the audits planned to be carried out this year and the period they will be auditing. The CE apologised for any confusion. Previous audits were completed Feb/Mar 2025. However, they did bid for the new contract. After a competitive tender, the contract was awarded to Cameron Audit Ltd who also completed ad-hoc audits for PHA. Audits are now planned in for August 2026 and will be to review information for 2026-27 financial year.

1 Items for Decision

1.1 Previous Meeting Minutes

1.1.1 Minute of Board Meeting 30 March 2026. Circulated prior to meeting. Minutes were **Proposed by Tom Irving and Seconded by David Carse.**

1.1.2 Minute of HR, Audit & Finance Sub Meeting 30 March 2026. Circulated prior to meeting. Minutes were **Proposed by Tom Irving and Seconded by David Carse.**

1.2 Additional Spend Paper

- 1.2.1 Paper circulated prior to the meeting.
- 1.2.2 The FM advised the Final Budget for 2026/27 was presented to the HR, Audit and Finance Sub-committee for approval at the meeting held on 30 March 2026. The additional request is being presented to the Board for approval.
- 1.2.3 This paper seeks approval for an additional £36k to support delivery of the additional kitchens and bathrooms approved at the March sub-committee. The increase is required to maintain timely delivery of the programme and to protect the long-term financial benefits associated with reduced reactive repair costs.
- 1.2.4 The FM confirmed there is likely to be an overspend.
- 1.2.5 A member asked if this is the likely outcome for 2025/26. The FM confirmed it is a forecast just now, but it is the likely outcome for 2025/26.
- 1.2.6 The board had no further questions or comments and **Approved**.

1.3 Counter Fraud, Bribery and Corruption Policy

- 1.3.1 Paper circulated prior to the meeting.
- 1.3.2 CE passed his CIPFA Diploma and as part of that course, part of the learning outcomes was to have a robust policy covering more of the risks.
- 1.3.3 The board had no questions or comments and **Approved**.

2. Items for Discussion

2.1 H&S Dashboard

- 2.1.1 Paper circulated prior to the meeting.
- 2.1.2 CE noted that the number of emergency repairs is high. As likely discussed at the earlier Ops Sub, a new procedure is being put in place, all reactive repairs will be based on SoR codes and staff are to follow revised Reactive Repairs procedures to drive down spend. More focus on delivering planned and cyclical projects.
- 2.1.3 The Chairperson asked about training for staff. The CE confirmed there has been a delay in implementing the new Reactive Repairs procedure to allow time for staff to be trained. This should be completed in the next few weeks.
- 2.1.4 The Board had no further comments or questions and **Noted**.

2.2 KPI Full Update

- 2.2.1 Paper circulated prior to the meeting.

- 2.2.2 The OM confirmed the full KPI update has been provided as it is the end of the year. There are quite a few metrics being captured that are out with the ARC as we gather stats for other submissions such as Scottish Housing Network.
- 2.2.3 A member asked if everything is meeting or better than the set target? The OM confirmed that majority are, with the exception of void days and right first-time stats which are not quite there yet. However, everything else we have performed really well at.
- 2.2.4 The Board had no further comments or questions and **Noted.**

2.3 31.5hr Trial Period Report

- 2.3.1 Paper circulated prior to the meeting.
- 2.3.2 The CE confirmed we are 4 months into a 6-month trial of 31.5hr FTE. A permanent change won't be recommended unless PHA is performing and all staff agree to the change. CE carried out a staff survey to get feedback on how they feel the trial is going. In the main, staff seem to be really enjoying the 31.5hr working week. However, there was a few comments that were disappointing and staff have the opportunity to speak to their line manager or the CE with any concerns that they have.
- 2.3.3 A member stated that it is also good to see honest feedback. The CE agreed but noted that it is not the staff who will make the final decision at the end of the trial period, Board will. Therefore, it needs to be clearly demonstrated that it is working for everyone.
- 2.3.4 The Vice Chairperson noted a comment about pushing everyone to use department email properly instead of copying Repairs and Asset Maintenance staff members & the repairs email into nearly every email. The CE will ask the OM to speak to staff to find out what seems to be going wrong and how to fix. CE can gain access to check emails if required.
- 2.3.5 A member noted a comment about communications from management. The CE confirmed staff will be invited to speak to their line manager or the CE to try and assist with addressing any issues.
- 2.3.6 A member stated that there are also some really good comments around improved work life balance due to the trial. Perhaps it's worth re-iterating to staff that that is the aim of the reduced FTE.
- 2.3.7 The Vice Chairperson asked if we are using windows Pro. The CE confirmed all staff are on M365 but it's on Windows 11 as the current laptops don't have MS Pro. However, staff are due to get new laptops as the current ones are now end of life and the new laptops will all have MS Pro. We will look to see what efficiencies it can bring.
- 2.3.8 CE conformed there have been no complaints raised for the office being closed and a Friday afternoon was deliberately picked as it inherently had reduced footfall.

2.3.9 Working from Home (WFH) has been a recent contention raised by some staff. CE is happy for operational staff to WFH provided it comply with the WFH Policy approved last year.

2.4 Complaints, FOI & DSAR Analysis 2025-26

2.4.1 Paper circulated prior to the meeting.

2.4.2 CE noted that complaints are being handled within timescale and there has been a reduction since last year particularly in RAM. However, as discussed previously, this may increase as we restrict Reactive Repairs to lease obligations.

2.4.3 The Board had no comments or questions and **Noted.**

2.5 Notifiable Events Register

2.5.1 This is a confidential statement and available to Board members separately.

2.5.2 The CE asked that all Board members ensure they fully understand what a Notifiable Event is. G&CSO will issue a link to the regulator's website post meeting.

2.5.3 The Board had no comments or questions and **Noted.**

2.6 H&S Report

2.6.1 Paper circulated prior to the meeting.

2.6.2 The Board had no comments or questions and **Noted.**

3. Items for Noting

3.1 EDI update

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

3.2 EVH update

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

3.3 SFHA update

3.3.1 SFHA Annual Conference, Chairperson, Vice Chairperson & Secretary will be attending along with three PHA staff members.

3.3.2 Updates published on the Board portal. Board requested to read and keep themselves informed. **Noted.**

3.4 EHRA update

- 3.4.1 A successful Husting's event was hosted in April. It was well attended with lots of questions put to the candidates. There seems to be a noticeable upturn in EHRA events which is great to see.
- 3.4.2 A member gave congratulations to all those involved in arranging such a well-attended Husting event. Majority of them have moved online as it is hard to get enough to attend in person.
- 3.4.3 The CE gave a big thank you to the Chairperson and David Bookbinder from GWSF who chaired the event, along with the four SP Candidates

3.5 GWSF update

- 3.5.1 Updates published on the Board portal. Board requested to read and keep themselves informed. **Noted.**

3.6 Membership

- 3.6.1 Membership applications 877 & 878 received and **Approved.**

3.7 Correspondence Received

- 3.7.1 This is a confidential statement and available to Board members separately.
- 3.7.2 The OM confirmed that he attended a recent event regarding setting up a Community Council for Easterhouse. Ward 21 is the only ward without a Community Council, and one is needed. Trying to get as many Stakeholders involved, but it is early stages and more information will be provided to Board in due course. The Board had no questions or comments and **Noted.**

3.8 A.O.C.B.

- 3.8.1 CE confirmed all Balcurvie Road properties have now been. The Board had no questions or comments and **Noted.**
- 3.8.2 The CE is looking to organise a get together for Board and Staff one Friday afternoon in the coming weeks. More information to follow. The Board had no questions or comments and **Noted.**
- 3.8.3 CE confirmed other staff survey updates will be brought to the next Board. The Board had no questions or comments and **Noted.**
- 3.8.4 The Chair proposed to abolish the Telephone Allowance which was previously granted to certain Board Office Bearers who were using their own mobile phone minutes to make calls on behalf of PHA. That's no longer required and therefore seeking approval to abolish as of the end of April 2026. The Board unanimously **Approved.**

3.9 Review of Meeting

3.9.1 Members felt everyone contributed to the meeting and as always, the hard work done by staff is greatly appreciated.

3.10 Date of Next Meeting

3.10.1 The next Board Meeting is Monday 18 May 2026 at 5pm.

There being no further business the meeting was brought to a close at 6.03pm.

Signed by (Chairperson)



Date 28 May 2026