

Minute of Board Meeting held at 5pm on Thursday 28 May 2026 at the Office and Online (Teams)

Provanhall Housing Association Limited

Quorate – Yes

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

Registrations of Interest

None

0.1 Matters Arising (Rolling Action Schedule)

0.1.1 CE confirmed he is organising training through EHRA that will cover off the three outstanding training items.

0.1.2 CE asked the OM to email the Housing Syllabus to Board members.

1 Items for Decision

1.1 Previous Meeting Minutes

1.1.1 Minute of Board Meeting 27 April 2026. Circulated prior to meeting. Minutes were **Proposed by Claire Mckay and Seconded by Tom Irving.**

1.1.2 Minute of Operations Sub Meeting 27 April 2026. Circulated prior to meeting. Minutes were **Proposed by Linda Cameron and Seconded by Deborah Anderson.**

1.2 ARC Submission 2025-26

1.2.1 Paper circulated prior to the meeting.

- 1.2.2 CE confirmed that this has been a smooth process year for the ARC collation. Alex Cameron from Cameron Audits Ltd carried out an in-depth audit of the ARC data as one of our Internal Audit areas and only had a few minor points. A copy of the audit report has been provided. Particular attention was paid to Compliance data due to changes in the job management system, contractor and moving from the MOT date to annual inspection date. The report confirms we are fully compliant. A minor reporting improvement with EICR recording dates is being taken up by the OM with OmniLedger. The information is in the system; it's just not being pulled out properly in the report.
- 1.2.3 A member noted that there are 7 properties that did not meet SHQS and asked why that was. The OM confirmed they were due to cubic capacity of kitchen units provided. This is because their kitchens and galley style (long and narrow).
- 1.2.4 A member asked about the rent arrears recovered figure in the draft ARC report. It stated 97.3% and concerned it is not over 100%. The CE confirmed that figure has since been amended from the draft report and has changed to 100.03%.
- 1.2.5 The CE noted that no NOP's had been served and has asked the OM to look into. Is the arrears process being followed correctly. Whilst early intervention and working with tenants is always the preferred method, if arrears are not being paid then the process including NOP's and possibly court action should be taken when appropriate. The Chairperson advised they used to get a report which showed all the high arrears cases and what position they were at in the arrears process or if an arrangement is in place. CE asked OM to provide an arrears report to the next Board and agreed this will then be a quarterly report to the Operations Sub.
- 1.2.6 The board had no further questions or comments and **Approved the ARC being submitted. The CE submitted online at this time.**

1.3 Bank of Scotland Mandate Update

- 1.3.1 Paper circulated prior to the meeting.
- 1.3.2 The mandate proposes the following:
1. That the following person(s) be appointed as new signatories to all accounts:
Alan Hume
Thomas Irving
Gabriel Agbola
 2. That the following person(s) be appointed as non-signatories to all accounts:
Lorraine Sommerville
 3. That the following person(s) be removed as authorised signatories from all the accounts:
Patricia Gallagher
Christine Morris

1.3.3 The board had no questions or comments and **Approved. The CE & Secretary will sign, and the mandate will be provided to the bank.**

1.4 Nationwide Mandate Update

1.4.1 Paper circulated prior to the meeting.

1.4.2 The report is seeking the following addition and removal of signatories for the Nationwide account. Following changes are recommended add Gabriel Agbola (Secretary) and Lorraine Sommerville (Finance Manager) to the mandate in place of Christine Morris (previous Secretary) and Andrew Dickson (Previous Senior Finance Officer). Alan Hume is a current signatory and will remain so.

1.4.3 The board had no questions or comments and **Approved. A copy of these minutes once ratified in June will be submitted to the bank.**

1.5 Procurement Policy

1.5.1 Paper circulated prior to the meeting.

1.5.2 The OM confirmed that tracked changes had been provided, but there was only one minor change which was a previous audit recommendation to include that we may use Scottish Procurement Alliance (SPA) and Procurement for Housing Scotland (PfH) frameworks.

1.5.3 The board had no questions or comments and **Approved the policy.**

2. Items for Discussion

2.1 H&S Dashboard

2.1.1 Paper circulated prior to the meeting.

2.1.2 OM confirmed PHA continues to remain 100% complaint for Compliance items such as Gas and EICR's. Confirmed there are no current open damp or mould cases.

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

** Gabriel Agbola joined the meeting at 5.26pm

2.2 KPI Update (ARC only)

2.2.1 Paper circulated prior to the meeting.

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

2.3 Internal Audit Update

2.3.1 Paper circulated prior to the meeting.

2.3.2 The CE confirmed the report provides an updated position on all previous internal audit recommendations. CE also confirmed that the 2025-26 ARC audit and the Annual Assurance Statement audit from October 2025 are this year's internal audits. Both are now complete and have received 'Compliant' assurance.

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

3. Items for Noting

3.1 Five-Year Financial Plan (FYFP) Submission

3.1.1 CE confirmed this is for information only and confirmation of the FYFP that Board approved has been submitted.

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

3.2 EDI update

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

3.3 EVH update

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

3.4 SFHA update

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

3.4.2 Deborah Anderson agreed to be a reserve in case anyone is unable to attend.

3.5 EHRA update

3.5.1 CE confirmed EHRA are having an Away Day in October and might suggest that PHA staff also attend. PHA is a small organisation, and it is good to network.

3.5.2 The Chairperson confirmed she has heard that the EHRA Hustings event has been widely discussed and described as one of the most well organised and attended events in Glasgow. Wishes to again say a massive thank you to both the CE & G&CSO for their work in organising. As well as David Bookbinder for doing an incredible job in hosting.

3.6 GWSF update

3.6.1 None

3.7 Staff & Board Event

- 3.7.1 The CE confirmed the joint staff, and Board event has been arranged for Wednesday 17 June at Provan Hall from 3pm to 7pm. Deborah Anderson submitted her apologies as she is unable to attend.
- 3.7.2 The CE also provided a quick verbal update on the Staff and Board Away Day on Friday 14 August will be in Glasgow at the Corinthian Hotel. Guest speaker being arranged.

3.8 Membership

- 3.8.1 G&CSO confirmed no new memberships. The CE noted PHA normally has a good take up rate of membership, but there hasn't been very many in recent months. CE asked OM to speak to the Housing Officer to find out why that is and stress the importance of tenants becoming members.

3.9 Correspondence Received

- 3.9.1 Email received from GCC thanking each member of staff for our involvement in the 2025/26 acquisition programme. And for helping achieve a great result last year and our efforts to reduce homelessness. They are looking forward to working with us all again this year. Email has been forwarded to all Board members today for information as not included in the Board pack.
- 3.9.2 Email received from Easterhouse Sports Centre to PHA and Glasgow City All Trades thanking everyone for their efforts in getting their new kitchen fitted. These works were undertaken as part of community benefit as part of our Void and Reactive Maintenance contract. Email has been forwarded to all Board members today for information as not included in the Board pack.
- 3.9.3 Email received from Easterhouse Sports Centre thanking Sidey for their £300 donation to the Sports Centre. This was done as part of community benefit within the Window Contract. Email has been forwarded to all Board members today for information as not included in the Board pack.

3.10 A.O.C.B.

- 3.10.1 CE advised that Board member Daniel Hughes submitted his resignation from the Board with effective immediately on 27 May 2026. The Chairperson asked for a card to be sent thanking Daniel for all his hard work.

3.11 Review of Meeting

- 3.11.1 A member stated it isn't ideal joining the meeting online and hopes to mainly attend in person wherever possible. But enjoyed the meeting and looking forward to seeing everyone in person at the next one.

3.12 Date of Next Meeting

- 3.12.1 The next Board Meeting is Monday 22 June 2026 at 5pm.

There being no further business the meeting was brought to a close at 5.43pm.

Signed by (Chairperson)

A handwritten signature in black ink, appearing to read "A. James".

Date 29 June 2026