Provanhall
Housing Association

Minute of Board Meeting held at 5pm on Monday 29 June 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)
	Elizabeth McEwan	(Board Member)
	David Carse	(Board Member) Online
	Christopher Kelly	(Co-opted Member)
	Ayodeji Olorunsogo	(Board Member) Online
	Claire Mckay	(Board Member)
	Jillian Fearnside	(Co-opted Member)
Staff	Alan Hume	(Chief Executive)
	Mark Tedford	(Operations Manager)
	Heather Elder	(Governance & Corporate Officer - Minute Taker)
Apologies	Deborah Anderson	(Board Member)

Registrations of Interest

None

0.1 Matters Arising (Rolling Action Schedule)

0.1.1 CE advised this has been updated. CE still to verify the query regarding staff expenses in the Q4 accounts.

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

1 Items for Decision

1.1 Previous Meeting Minutes

1.1.1 Minute of Board Meeting 28 May 2026. Circulated prior to meeting. Minutes were **Proposed by Linda Cameron and Seconded by Claire McKay.**

1.1.2 Minute of HR, Audit & Finance Sub Meeting 28 May 2026. Circulated prior to meeting. Minutes were **Proposed by Tom Irving and Seconded by Gabriel Agbola.**

1.2 31.5hr Trial Outcome Report

1.2.1 Paper circulated prior to the meeting.

1.2.2 CE spoke to EVH who recommended (should the change be approved) that we move to annualized hours for leave.

1.2.3 A member asked if there is anything else PHA needs to consider. CE advised there is always a risk where staff may not get through the work, but staff have demonstrated accountability, self-leadership and commitment to contribute extra during busy periods. CE noted this is industry leading T&C's and part of a suit of benefits the Board has approved to attract and retain staff. Performance expectations and addressing this informally is included within the behavioural and competency framework which all staff have received 2 days training on.

1.2.4 The Chairperson asked if there could be any issues from annual leave or staff absences, whereby the workload on those covering is too great. CE advised no staff identified any issues with that during the trial period or as part of their End of Year Reviews and staff surveys. Staff have been identifying efficiencies, such as making better use of the arrears automation process in the system which will generate letters for staff rather than them having to be manually typed, the online housing application form, the automated collation of statistics and the automation of completion data for repair orders. We have a staff team who will speak up and highlight if there are any areas of concern.

1.2.5 CE noted there has been no increase in complaints from services users, either in delays in receiving our services or due to the office being closed on a Friday afternoon.

1.2.6 A member asked if there is an ability to review in 12 months. CE advised that if approved, it would be a permanent change to staff contracts so if approved tonight, no there is no opportunity to re-visit in 12 months. Any issues with performance would be managed informally through 1-2-1's, performance improvement plans, End of Year Reviews and Competency Framework and if necessary, through the disciplinary policy.

1.2.7 The board had no further questions or comments and **Approved a permanent change to 31.5 FTE.**

1.3 Authorised Signatory List for NRS Housing Services 2026-27

1.3.1 Paper circulated prior to the meeting.

1.3.2 The board had no questions or comments and **Approved the Authorised Signatory List for NRS.**

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 including Gas annual landlord certificates and EICR's. Timescales for responding to emergency and non-emergency repairs remain comfortably within target timescales. Tenant satisfaction also remains high.

2.1.3 The Vice Chairperson asked if it is too early to see a difference in the number of reactive repairs being raised given our new focus on moving from reactive to planned. OM advised there has already been a reduction, and this is due to the new repairs process. CE also noted that we are now coming into school holidays and it is inherently a quieter time for repairs. We can expect that to pick up again in late August.

2.1.4 A member asked about the 0.4% in the Damp and Mould Pie Chart. The OM confirmed there is two open cases at that works out at 0.4% against our current stock level.

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

2.2 KPI Update (ARC only)

2.2.1 Paper circulated prior to the meeting.

2.2.2 CE confirmed there is a lot of effort that goes into collating these stats monthly. We have moved to a Schedule of Rate (SOR) contract and made improvements to how we close repair orders in the system. We used to have to manually closed every single job line, but we now have automations in place to assist with this. This helps to reduce the amount of staff time required and ties back to efficiencies staff are finding. It also means jobs are closed quicker, allowing for KPI's to be collated more easily.

2.2.3 OM confirmed we had looked at File Transfer Protocol Secure (FTPS) which is file transfer software, but the cost to both the association and the contractors were too high.

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

2.3 Arrears Report

2.3.1 Paper circulated prior to the meeting.

2.3.2 The OM confirmed Arrears are above target. As a total of rent due we are currently sitting at 3.60% against a target of 2%. However, 77.74% of cases in arrears have repayment arrangements in place. Any changes to Universal Credit (UC) are also monitored closely. One of the high arrears cases (over £1.5k) was due to the tenant being in prison. Now released and paid of a significant amount of the debt already and an arrangement in place to pay the rest.

2.3.3 Former tenant arrears are currently at 0.98% which is within our target of 1%. This may increase as the year goes on as we wrote off some former tenant arrears at the end of the last financial year. As previously mentioned, moving to a more automated arrears process to assist staff.

2.3.4 The Chairperson asked if arrears are being split into technical and non-technical. The OM confirmed they are. The Chairperson asked if a tenant left their tenancy owing arrears, do we pursue them. The OM confirmed we have a former tenant arrears procedure to follow, however collecting former tenant debts is inherently difficult to do. Using debt recovery firms and lawyers can increase the debt without increasing the chances of recovering the debt. The procedure sets out what is appropriate action and when.

2.3.5 A member asked if year to date figures could be added to the next report as it helps provide a reference point. The OM confirmed that is no problem.

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

3. Items for Noting

3.1 ARC 2025-26 Submission & Draft ARC Validation Report

3.1.1 Paper circulated prior to the meeting.

3.1.2 CE confirmed this is for information and to confirm what was submitted. SHR contacted CE with a few queries. CE confirmed staff turnover was misreported at 50%, the actual figure being 30%. CE confirmed the date provided in relation to the other two queries is correct.

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

3.2 Loan Portfolio 2025-26 Submission

3.2.1 Paper circulated prior to the meeting.

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

3.3 Staff Use of Approved Contractors

3.3.1 Paper circulated prior to the meeting.

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

3.4 SHN – Charter Insights 2025-26

3.4.1 Paper circulated prior to the meeting.

3.4.2 CE noted it is an interesting report and happy to take any questions.

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

3.5 H&S – Quarterly Office Walkabout

3.5.1 Paper circulated prior to the meeting.

3.5.2 Board had no comments or questions and **Noted.**

3.6 EDI update

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

3.7 EVH update

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

3.8 SFHA update

3.8.1 The Vice Chairperson attended the SFHA Annual Conference along with the Secretary and three PHA staff members. Felt it was a really good event and noted that one of the sessions on how to solve the housing shortage/crisis that all of the MP's and MSPs on the stage effectively agreed with one another. It will be interesting to see if they are able to work together.

3.9 EHRA update

3.9.1 The Chairperson advised that Bell Group attended a recent EHRA meeting to discuss a solar power project. It appears Wellhouse HA are progressing with it. There is no charge to the RSL. The Chairperson discussed with CE.

3.9.2 A long discussion took place around the various projects out there, benefits for tenants by reduced bills, funding opportunities, things to consider such as where/how is it installed on various building types, increase to insurance premiums, liability for repairs, are upgrades required to electricity boards to allow the backflow of electricity which would require input from Scottish power etc.

3.9.3 The OM has reached out seeking further information and will bring a full report to Board once in receipt of all the required information.

3.10 GWSF update

3.10.1 David Bookbinder is retiring this financial year.

3.11 Membership

3.11.1 Membership application 879 received and **Approved.**

3.12 Correspondence Received

3.12.1 Email circulated prior to the meeting. Confirming CE has submitted the Property Factor Register Submission.

3.13 A.O.C.B.

3.13.1 CE has booked Gavin Oattes from Tree of Knowledge to do a three-hour session at our upcoming Away Day in August.

3.14 Review of Meeting

3.14.1 A member really liked the ARC Validation Report. Full of really useful information and provided great assurance to Board.

3.15 Date of Next Meeting

3.15.1 The next Board Meeting is Monday 31 August 2026 at 5pm.

There being no further business the meeting was brought to a close at 5.55pm.

Signed by (Chairperson)

Date 31 August 2026