

Minute of Board Meeting held at 5pm on Monday 30 March at the Office and Online (Teams)

Provanhall Housing Association Limited

Quorate – Yes

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

Registrations of Interest

None

0.1 Matters Arising (Rolling Action Schedule)

0.1.1 CE confirmed one item will be marked as complete following approval at the sub-committee earlier this evening and remaining outstanding items are progressing.

1 Items for Decision

1.1 Previous Meeting Minutes

1.1.1 Minute of Board Meeting 2 March 2026. Circulated prior to meeting. Minutes were **Proposed by Deborah Anderson and Seconded by Elizabeth McEwan.**

1.2 Local Letting Plan 2026-27

1.2.1 Paper circulated prior to the meeting.

1.2.2 OM confirmed 2025-26 Section 5 (S5) allocation had been 60% which is above the EHRA average of 55%. This represents a strong performance given we are second smallest within our peer group.

1.2.2 The Board are asked to discuss each of the three proposed variations in relation to Homelessness Allocations:

Option 1 – 60% – Maintain Current Commitment to Glasgow’s Homelessness Crisis

PHA would continue to uphold its existing commitment to supporting Glasgow City Council in responding to the homelessness emergency. This option reflects our current practice and maintains our contribution, demonstrating ongoing partnership working and alignment with city-wide priorities.

Option 2 – 67% – Increase Allocations to Meet HSCP Request of 67%

Under this option, PHA would increase its proportion of lets to homeless households to align fully with the HSCP request for a minimum of 67% of all social housing lets. This would represent an uplift in our contribution and would directly support the Council’s efforts to address the acute pressures within homelessness services.

However, this option will likely increase pressure on our waiting list applicants and transfer requests and may impact our ability to meet wider balancing a sustainable community.

Option 3 – 55% – Align with local Benchmarking

This option proposes setting our homelessness allocation target at a minimum of 55%, reflecting the current benchmarking position across many RSLs or aligning with the average contribution made by local peer RSLs.

1.2.3 The Vice Chairperson asked if we knew what young people thought? The Secretary said it is a regular discussion amongst tenants, and it is a concern.

1.2.4 The OM confirmed that locals can also seek a move locally through a mutual exchange.

1.2.5 The CE confirmed that anyone can be a S5 referral should they be assessed as homeless by the local authority. There are perceptions which revolve around the majority being those recently granted asylum and settled status are then S5 referrals, which is not always the case and is reducing across the city.

1.2.6 The CE advised that if PHA ever did Mid-Market Rent (MMR) a requirement for local connection can be part of the allocation criteria.

1.2.7 The Vice Chairperson noted an MSP recently saying the problem is that kids who do well end up forced to move out the area, taking their skillset with them because they are simply unable to get local housing allowing them to stay.

** Jillian Fernside (Observer) joined the meeting at 5.18pm

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

1.2.9 CE confirmed that to reduce the backlog of claims, the Home Office granted permission to reside to a large volume of Asylum Seekers within a short space of time. That resulted in many households requiring accommodation and an increase in what local authorities have to pay for temporary accommodation.

1.2.10 The OM also advised that if you are granted asylum, you can live anywhere in the UK, not just the area that granted it. This has resulted in a lot more people coming north seeking accommodation.

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

1.2.12 A member asked if it is really a big difference between 60% and 67% given how few lets, we have? The CE confirmed it is not 7% of 24 homes to let is 1.6 lets.

1.2.13 The board had no further questions or comments and decided to **Approved Option 1 (60%)**.

2. Items for Discussion

2.1 H&S Dashboard

2.1.1 Paper circulated prior to the meeting.

2.1.2 OM confirmed for the observers that this is a compliance report brought to Board each month and that PHA remains 100% compliant.

2.1.3 A member said they had mould and wondered if that should be in there. The OM confirmed the report is on reportable timescales and no new cases. The new windows are helping.

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

2.2 KPI (ARC Only) Update

2.2.1 Paper circulated prior to the meeting.

2.2.2 The OM confirmed the only blank figure is a quarterly figure which will be collated for the end of March and therefore will be in the next KPI update to board.

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

3. Items for Noting

3.1 EDI update

- 3.1.1 The CE has arranged EDI training for board members and will be extending to EHRA board members as well. Helen Brown will run the session at Wellhouse HA on 23 April 2026 from 10am to 2pm. The CE confirmed the Chairperson will likely want to attend. The Vice Chairperson stated they would like to attend.
- 3.1.2 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 SFHA update

- 3.3.1 The CE met with SFHA's Chief Executive recently with other EHRA landlords to discuss what SFHA could be assisting the sector with. The CE mentioned the removal of VAT for refurb works.

3.4 EHRA update

- 3.4.1 None

3.5 GWSF update

- 3.5.1 GWSF Summer conference is Friday 19 June at Royston Community Hub 9.15am to 3.40pm. The Chairperson will be attending and should be booked on through GWSF. The Vice Chairperson, Secretary and a member stated they wished to attend. GCO to arrange booking for those three places.

3.6 Membership

- 3.6.1 None.

3.7 Correspondence Received

- 3.7.1 GCHSCP Temp Accom Strategy Survey. The board had no questions or comments and **Noted.**
- 3.7.2 Secretary Resignation (received after pack issued – tabled on the night). The CE thanked the Secretary who stepped in at short notice to take over this office bearer post. However, due to personal reasons they now wish to resign. The CE said following a discussion with board member Gabriel Agbola, he wished to be considered for this position. The Board unanimously voted and agreed. The Board had no further questions or comments and **Approved Gabriel Agbola as the Secretary.**

3.7.3 Follow up from EHRA meeting - VAT on retrofit, EPCs & toolkit attachments (received after pack issued – tabled on the night). Discussed already under SFHA update earlier in the meeting. The Board had no questions or comments and **Noted.**

3.8 A.O.C.B.

3.8.1 The CE intends to issue staff surveys. Partly to check in on how the 31.5hr working week is going as we are now halfway through the trial period. The Secretary said so far tenants think it's a good idea and hasn't heard of any issues. CE confirmed we will bring a report to the next board showing the call stats during the Friday afternoon closure.

3.8.2 The CE confirmed the Reactive Maintenance contract is on the basis of Schedule of Rates (SOR) contract which aims to manage costs. Emergency repair orders are 33% which places unnecessary pressure on the team and contractors and is likely miscategorised as the timescales for actioning repairs is detailed in the Tenancy Agreement. Role of an emergency repair is to make safe. Remaining works are then done under Urgent (3 days), or Routine (10 days) works orders using SoR codes. Current provision exceeds legal, budgetary and tenancy obligations which is unsustainable when we have one of the lowest rents in Glasgow.

3.8.3 OM to engage with team to ensure we are acting in accordance with Tenancy obligations and remind tenants of the works we can and cannot complete. For example, we carry out grass cutting for front and back doors and no other local RSL does that. We need to invest in the stock which can be funded by scrutinising and reducing unnecessary reactive repairs. Whilst it is possible complaints will rise as a result, our spend is around 20% higher than our comparative cohort in reactive maintenance costs. This could and should be reallocated to our planned maintenance spend.

3.8.4 A Member asked where we were up to with the no-accesses for the window replacement programme. The OM confirmed we will continue to engage and try to gain access throughout the remainder of the programme.

3.8.5 The CE thanked the two Observers for attending the meeting and asked if they wished to join the board. They both indicated they would like to and the Board unanimously voted and **Approved both Christopher Kelly and Jillian Fernside on as Co-optees.**

3.9 Review of Meeting

3.9.1 The Board thanked staff for all their hard work in collating the information provided to them. The papers are providing really good information to allow the Board to make informed decisions. Two members stated the financial information has particularly improved as well answers being provided to any of their questions.

3.10 Date of Next Meeting

3.10.1 The next Board Meeting is Monday 27 April 2026 at 5pm.

There being no further business the meeting was brought to a close at 6.32pm.

Signed by (Chairperson)

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

Date 27 April 2026