

Minute of Management Committee Meeting held at 5pm on Monday 31 March 2025 at the Office and Online (Teams)

Provanhall Housing Association Limited

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| Members Present | Linda Cameron | (Chairperson) |
| | Deborah Anderson | (Vice Chairperson) |
| | Elizabeth McEwan | (Committee Member) |
| | Moira Bayne | (Committee Member) Online |
| | Daniel Hughes | (Committee Member) Online |
| | Gabriel Agbola | (Committee Member) |
| | Claire Mckay | (Committee Member) Online |
| | Ayodeji Olorunsogo | (Committee Member) |
| | Calum O'Donnell | (Committee Member) Online |
| Staff | Alan Hume | (Director) |
| | Heather Elder | (Corporate Services Officer - Minute Taker) |
| | Mark Tedford | (Repairs & Asset Manager) |
| | Andrew Dickson | (Finance Officer) |
| Presenter | Eileen Barr | (TC Young Solicitors) |
| Observer: | David Carse | (Potential Committee Member) |
| | Tom Irving | (Potential Committee Member) |
| Apologies | Christine Morris | (Secretary) – Leave of Absence |

Registrations of Interest

None

2.1 This item was brought forward

2.1.1 Eileen Barr from TC Young attend to give training on the Code of Conduct for Management Committee.

2.1.2 The presentation detailed the principled behind the ethical standards referred to in the Code for those working in the public sector.

2.1.3 The presentation slides are available on the Portal.

** Eileen Barr left the meeting at 5.45pm

Non-Agenda Item – The Chair informed the MC that Christine Morris (Secretary) had requested a Leave of Absence and the MC approved the granting of this. Elizabeth McEwan was nominated and unanimously appointed as Secretary and Convenor of the HR, Audit & Finance Sub-Committee.

1 Items for Decision

1.1 Previous Meeting Minutes.

1.1.1 Minute of MC Meeting 4 February 2025. Circulated prior to meeting. **Proposed by Deborah Anderson and Seconded by Gabriel Agbola.**

1.1.2 Minute of Housing Services Sub-Committee meeting 24 February 2025. Circulated prior to meeting. **Proposed by Linda Cameron and Seconded by Deborah Anderson.**

1.2 Code of Conduct for MC

1.2.1 Paper circulated prior to meeting.

1.2.2 All MC members confirmed they have read the policy and are happy to have their electronic signatures used if required.

1.2.3 The policy was **Approved.**

1.3 Code of Conduct for Staff

1.3.1 Paper circulated prior to meeting.

1.3.2 MC had no questions and happy to approve.

1.3.3 The policy was **Approved.**

1.4 Former Tenant Arrears Write-Offs

1.4.1 Paper circulated prior to the meeting from the Housing Services Manager.

1.4.2 The Chairperson asked about two high arrears cases in particular and how they had gotten so high. In addition, if we should consider using a different tracing company if the current one is failing to find former tenants.

1.4.3 The Director advised that arrears can build whilst we work through all of the pre-action requirements for court, are then at the mercy of court times and in one high arrears case we were required to wait for the outcome of a criminal case before we could take action to evict.

1.4.4 The Director confirmed that it could be difficult to trace former tenants, as they often do not have credit. It can become uneconomical to continue to pursue these debts.

1.4.5 The Director advised that he would be bring a new policy for Rechargeable Repairs. This will include a review of when it is appropriate to recharge a repair, as it can often be tenants with vulnerabilities.

1.4.6 MC had no further questions and all write-offs were **Approved.**

2. Items for Discussion

2.1 Code of Conduct Training Session

2.1.1 This item was brought forward and is noted further up.

3.9 A.O.C.B – Q3 Treasury Management Report (Brought forward)

3.9.1 This item was brought forward on the Agenda

3.9.2 Paper circulated prior to meeting from the FO.

3.9.3 This is a confidential item and available to MC members separately

3.9.4 Interest income double the projected amount, which is good.

3.9.5 MC thanked Andrew for the information and the contents of the report have been **Noted.**

** Andrew Dickson left the meeting at 6.06pm

2.2 H&S Report

2.2.1 Paper circulated prior to meeting from the CSA.

2.2.2 MC had no questions and the contents of the report have been **Noted.**

2.3 Tenant Safety Dashboard Report

2.3.1 This item was provided and discussed in the Repairs & Audit Sub-Committee held before this meeting.

2.3.2 MC had no questions and **Noted.**

2.4 Internal Audit Presentation

2.4.1 The Director confirmed the presentation would now take place in April's MC.

3 Items for Noting

3.1 EDI update

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

3.2 Share update

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

3.3 EVH update

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

3.4 EHRA update

3.4.1 None

3.5 SFHA update

3.5.1 All updates published on the MC portal. MC requested to read and keep themselves informed.

3.6 Stock and Commercial Insurer 2025

3.6.1 Information circulated prior to meeting from the Director.

3.6.2 The Director confirmed the premium for 2025 is unchanged. This was due to the Association undertaking a detailed stock reinstatement valuation along with stock valuation assessment earlier in the year. The data provided our insurers with assurance that the stock valuation is in-line with the sum insured which placed us in a stronger position to achieve no increase in charge this year which is welcome.

3.6.3 MC **Noted.**

3.7 Vote for New Committee Members

3.7.1 Tom Irving and David Carse both attended this evening's meeting as Observers. We had invited another Observer, however they did not attend. The CSO will contact them to find out whether or not they wish to attend the next MC.

3.7.2 The Chair asked if Tom and David wished to join, the MC and both confirmed they would.

3.7.3 MC unanimously voted both Tom Irving and David Carse on as Co-opted.

3.8 Correspondence Received

3.8.1 The Director confirmed there had been a correspondence received regarding Low Carbon & Renewable Energy Economy Survey.

3.9 A.O.C.B.

3.9.1 The Director confirmed Graeme McKee is leaving for a promoted post and final day with PHA is 11 April 25. The Director is assessing the current structure before committing to hiring a like-for-like replacement. This is to ensure we have appropriate resources to meet the needs of our business plan.

In the interim, Mark Tedford will become the Acting Operations Manager and Heather Elder will be Acting Corporate Services Officer. The Director will be covering strategy, policy & escalated housing issues.

MC member asked about staff satisfaction. The Director will be engaging with a HR partner to carry out independent staff surveys.

The Director has spoken with EVH who confirmed the sector is very fluid at the moment with lots of churn in terms of staff moving on to new opportunities particularly at managerial or specialist roles.

MC member agreed, they see a lot of movement in the housing sector. From what they have seen, PHA is a good place to work. Being small organisations limits progression opportunities so we need to find ways to sell what PHA can offer.

MC member asked if exit interviews are conducted and if all new staff meet the MC. The Director confirmed interviews are carried out and all new staff get to meet the MC. However, all staff who have left in the past few years have all been for retirement, promoted posts or more compatible with their work life balance for example five days working from home.

MC member asked if meeting more regularly with the staff could be brought back in. The Director said PHA has a combined staff & MC away day and held a gathering of both in December last year. The MC is the Governing Body and there does need to be clear separation between Strategic and Operational engagement.

3.9.2 The Director confirmed that our engagement plan with SHR is formally closed complete and our regulation plan for 2025-26 remains as Compliant with no further engagement beyond the standard Regulatory Requirements. The Chairperson thanked all staff for their hard work in working to address the Engagement Plan.

3.9.3 Membership applications 856 & 857 received and **Approved**.

3.9.4 The CSO emailed and handed out paper copies of our Equality, Diversity & Inclusion (EDI) form. Requested that all MC complete and return to CSO.

3.9.5 This is a confidential item and available to MC members separately

The Chairperson asked why it was so high. The RAAM advised that they are a small company servicing fewer properties. It can be cheaper to join other framework agreements where the contractor is servicing far more properties so there are economies of scale

By moving to a framework agreement, it could result in a saving of £70k for PHA, which means that despite our wish to retain a local contractor who does provide good service, the saving available means we need to consider moving. Further update at next meeting.

3.9.6 The RAAM confirmed that after a successful tender process through Public Contracts Scotland, we are moving to a multi-trade contractor for reactive repairs. This expands the number of contractors we use who bill via a Schedule of Rates, which encompasses labour and materials. .

3.10 Review of Meeting

3.10.1 One observer said there was great engagement in conversations but struggled with the abbreviations. The CSO said there is a Jargon buster at the end of the Corporate Governance Framework.

One observer said having worked in and around RSL's for years, he is acutely aware of the hard work done by MC to govern the organisations and benefit local communities. He too has noticed the amount of staff movement within housing and it is an issue being faced by many organisations who are struggling to get senior staff. Following Covid, quite many people have decided they are happy where they are and not looking for the additional responsibility.

** Calum O'Donnell left the meeting at 6.53pm

The RAAM attending an event recently and noted that in the not too distant future, 74% of staff will be GenZ. They insist of a much better work life balance. Therefore, there is a need to adapt and make the housing sector jobs attractive.

3.11 Date of Next Meeting

3.11.1 The next Management Committee Meeting will be on Monday 28 April 2025 at 5pm.

There being no further business the meeting was brought to a close at 6.55pm

Signed by (Chairperson)



Date 28 April 2025