

Minute of Management Committee Meeting held at 5.00pm on Monday 25 August 2025 at the Office and Online (Teams)

Provanhall Housing Association Limited

Sederunt

Members Present	Linda Cameron	(Chairperson)
	Deborah Anderson	(Vice Chairperson)
	Ayodeji Olorunsogo	(Committee Member)
	Moir Bayne	(Committee Member) Online
	Daniel Hughes	(Committee Member) Online
	Claire McKay	(Committee Member) Online
	David Carse	(Co-opted Member)
	Tom Irving	(Co-opted Member)
	Gabriel Agbola	(Committee Member)
Staff	Alan Hume	(Director)
	Mark Tedford	(Operations Manager)
	Heather Elder	(Corporate & Governance Officer - Minute Taker)
Apologies	Calum O'Donnell	(Committee Member) (Leave of Absence)
	Elizabeth McEwan	(Committee Member)

Registrations of Interest

OM & CGO for Item 1.1.2 & 2.5

1 Items for Decision

** OM & CGO left the meeting.

1.1.2 This is a confidential item and available to MC members separately.

2.5 This is a confidential item and available to MC members separately.

** OM & CSO re-joined the meeting.

1.1 Previous Meeting Minutes

1.1.1 Minute of MC Meeting 7 July 2025. Circulated prior to meeting. **Proposed by Gabriel Agbola and Seconded by Deborah Anderson.**

1.2 Internal Transfer Policy

1.2.1 A member asked for the numbering to be checked, but otherwise happy with the policy. CGO agreed to review the policy numbering prior to publishing.

- 1.2.2 A member suggested an update table or tracked changes to enable members to see what has been changed. The Director agreed that with having new MC members in particular, having a summary of changes could be useful and will look to implement.
- 1.2.3 A member asked if this would extend to all EHRA members. The Director said it is a sensible suggestion, but there has been a lack of collaborative working in recent years which also includes a joint application form. Hopeful this can improve in the future.
- 1.2.4 PHA has its own web portal for applications, which is intuitive, customer focused and is an online form that submits the information directly into our housing management system. Theoretically there is no reason why that couldn't be used to allow customers to apply to more than one RSL as all of the basic generic information would be collated. RSL's can then still apply their own lettings policy. Our data sharing agreement would need to be updated to be explicit to confirm information is being shared.
- 1.2.5 MC had not further questions or comments and the policy was **Approved**.

2. Items for Discussion

2.1 Tenant Safety Dashboard

- 2.1.1 Paper circulated prior to the meeting.
- 2.1.2 The OM confirmed there is a dashboard for both June and July and asked if everyone is still happy with the format of the report. All MC happy with it.
- 2.1.3 Confirmed there is only a few EICR's due to be done this year.
- 2.1.4 OM ran over main reactive timescales for both dashboards. Confirmed there has been no damp and mould reports due to the time of year.
- 2.1.5 The OM took the opportunity to provide an update on the stock condition surveys. Govan Home Team are now carrying these out. Approximately 56 visits have been booked in for the next two weeks. They will issue reminders by letter, calls and texts to try and ensure tenants are in for their appointment.
- 2.1.6 The Chairperson asked if we have caught up where we should have been. The Director said we are aiming to have all surveyed by the end of the financial year. The OM confirmed surveys are covering the inside of properties, internal common areas and externals of buildings.
- 2.1.7 The Vice Chairperson asked about a new sign they saw at a property. The OM said it's H&S sign for the void contractor as they should be getting used.
- 2.1.8 MC had no further comments or questions and **Noted**.

2.2 Complaints, FOI & DSAR Analysis 2025/26

- 2.2.1 Paper circulated prior to the meeting.
- 2.2.2 The Chairperson asked if the number of recorded complaints looked low. The Director said he reminds staff at all staff meetings to record any dissatisfaction. It is an opportunity to learn. All stats go in the newsletter for residents.
- 2.2.3 A member asked how we handle spurious complaints. The Director said we have an Unacceptable Actions policy and we have used this to manage spurious or vexatious complaints in the past.
- 2.2.4 MC had no further comments or questions and **Noted.**

2.3 H&S Report

- 2.3.1 Paper circulated prior to the meeting.
- 2.3.2 MC had no questions and **Noted.**

2.4 Q1 Staff Sickness Report

- 2.4.1 Paper circulated prior to the meeting.
- 2.4.2 The Director noted that staff attendance / availability for June was low again, particularly in the Housing Team. Hopes that due to the staff changes approved by MC and once all newly recruited staff are in position, that there will be an improvement in Q3.
- 2.4.3 MC had no questions and **Noted.**

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 EVH update

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

3.3 EHRA update

- 3.3.1 The Chairperson advised EHRA's AGM is 11 September. Is stepping down as EHRA Chairperson but agreed to stay on as Vice Chairperson. The Secretary is retiring too.
- 3.3.2 The Chairperson is aware that some staff are trying to get more joint working underway within EHRA. For example, Virtual College, the online training portal, has been organised by PHA and being used by some EHRA members.

- 3.3.3 The Chairperson confirmed EHRA is organising a Gala day on Friday 10 April 2026. PHA will be 35 years old and having spoken with the Director has agreed to combine both events to get value for money. They will be looking for MC and staff volunteers for the event. They are also looking for a steel band & piper and requested if anyone has a contact to please pass on.
- 3.3.4 A member said they will contact the Chairperson as they are working with a group who may well want to have a stall at the Gala day.
- 3.3.5 The OM also mentioned the Marmite project. They might be really good to have in attendance.

3.4 SFHA update

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

3.5 Correspondence Received

- 3.5.1 None

3.6 A.O.C.B.

- 3.6.1 The Director advised Jennifer Spence from Azets (external auditor) has been promoted to Audit Director within Azets. There was one error noted from PHA. The Director spoke to our Chartered Accountant today and they have confirmed it is not of material significance and has also arranged a meeting tomorrow with the Chartered Accountant and the Senior Finance Officer to finalise the process. Will then check in with Jennifer and is still confident the AGM will proceed on 17 September.
- 3.6.2 The Director confirmed we have appointed a new Housing Officer, Diane Miles. Due to start 15 September.
- 3.6.3 Membership applications 863, 864, 865, 866, 867, 868, 869, 870 & 871 received and **Approved.**
- 3.6.4 The Director took the opportunity to congratulate the Chairperson on her election to the board of Glasgow West of Scotland Forum (GWSF). The CGO will share the photographic biography.

3.7 Review of Meeting

- 3.7.1 The Vice Chairperson said that again there was some really useful information.

3.8 Date of Next Meeting

- 3.8 The next Management Committee Meeting will be on Thursday 11 September 2025 at 5pm.

There being no further business the meeting was brought to a close at 5.50pm

Signed by (Chairperson)

A handwritten signature in black ink, appearing to read "J. Lamer", with a small dot at the end.

Date 11 September 2025