

## **Minute of Management Committee Meeting held at 5.10pm on Monday 7 July 2025 at the Office and Online (Teams)**

### **Provanhall Housing Association Limited**

#### **Sederunt**

Members Present	Linda Cameron	(Chairperson)
	Deborah Anderson	(Vice Chairperson)
	Elizabeth McEwan	(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)
Staff	Gabriel Agbola	(Committee Member)
	Alan Hume	(Director)
	Mark Tedford	(Operations Manager)
Apologies	Heather Elder	(Corporate Services Officer - Minute Taker)
	Calum O'Donnell	(Committee Member) (*)
	Ayodeji Olorunsogo	(Committee Member)

(\*) The Director advised he had received a Leave of Absence request from Calum O'Donnell. The MC approved with immediate effect.

#### **Registrations of Interest**

OM & CSO for Item 1.2 & 1.7

#### **1 Items for Decision**

\*\* OM & CSO left the meeting.

#### **1.2 Staff Restructure (Brought forward agenda item)**

1.2.1 This matter is minuted separately

1.2.2 The Restructure was **Approved**

#### **1.7 Report for Authorisation (Brought forward agenda item)**

1.7.1 This matter is minuted separately

1.7.2 The proposed report was **Approved**

\*\* OM & CSO re-joined the meeting.

## **1.1 Previous Meeting Minutes**

- 1.1.1 Minute of MC Meeting 28 May 2025. Circulated prior to meeting. **Proposed by Linda Cameron and Seconded by Elizabeth McEwan.**

## **1.2 Staff Restructure – see brought forward agenda item above – Approved**

## **1.3 Internal Management Plan**

- 1.3.1 Paper circulated prior to the meeting.
- 1.3.2 The Director confirmed we would be going over this in more detail at the Away Day.
- 1.3.3 The Chairperson is concerned at how close together the action dates are given the volume of work staff currently have. Does not want to over burden staff and wondered if it could be spread out a bit more. The Director said quite a few of the items are nearly completed, but yes, we can have a look at the dates at the away day and move some if needed.
- 1.3.4 A member feels priorities could be added to the document, perhaps colour code, red, amber green so we can see at a glance, which ones need, addressed first. The Director agreed and said this can also be looked at during the away day.

## **1.4 Entitlements, Payments & Benefits Policy**

- 1.4.1 Paper circulated prior to the meeting.
- 1.4.2 The Director advised this was updated following advice from our solicitor.
- 1.4.3 MC had no questions **Approved.**

**\*\*** CSO left the room for the next agenda item having declared an interest

## **1.5 Gas Appliance Servicing Policy**

- 1.5.1 Paper circulated prior to the meeting.
- 1.5.2 The Director confirmed we currently have a few properties where residents have at some point installed open / balanced flu appliances in living rooms. These represent a potential risk to residents of carbon monoxide poisoning.
- 1.5.3 PHA needs it to be clear that we do not permit these on H&S grounds and the policy now reflects this.
- 1.5.4 The OM will engage with the tenants who still have these types of appliances and work with residents to have them removed and replaced with an alternative heat source.
- 1.5.5 The Chairperson asked if there would be much disruption and damage caused to decoration. The Director said it would be done with as minimal damage as possible.

1.5.6 A member asked if this would have any Net Zero implications. The Director advised it would have a positive impact. Open / balanced flu appliances are very energy inefficient.

1.5.7 MC had no further questions and **Approved**.

## **1.6 Internal Transfer Policy – postponed to next meeting**

**1.7 Report for Authorisation – see brought forward agenda item above – 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 only a few EICR's scheduled this year.

2.1.3 Lots of work has been done with tenant satisfaction surveys for the new gas contractor. The overall satisfaction figure of 4.33 out of 5 is excellent and reassuring that tenants are receiving a high standard of service. More details are included in item 2.5.

2.1.4 A member asked if the tenant satisfaction survey is too much. The Director and OM both confirmed that as they are a new contractor, and are taking customer calls directly, it is important for PHA to carry out our own satisfaction surveys to ensure they are performing.

2.1.5 The OM asked if MC are happy with the format of the report as it different due to the change of computer system. All MC said they like it, it's clear, concise and the graphs are very useful.

2.1.6 A member asked if staff have more time now they aren't taking all the gas calls. The OM said it has definitely reduced the calls and a great deal of administration for example in invoice processing which has freed staff up to progress other tasks.

2.1.7 The Director said thanks to RO & CSA who checked every single properties gas certificate, updated and saved a copy of the certificate in our new database. The verified data was provided to the new gas contractor. This will avoid potential for any gas safety failures.

2.1.8 MC had no further questions and **Noted**.

### **2.2 Monthly Budget Variance Report (BVR)**

2.2.1 Paper circulated prior to the meeting.

2.2.2 The Director thanked the FO for all the hard work that goes into pulling this together.

- 2.2.3 A member asked if the colour coding was the RAG system (Red-Amber-Green) where red signifies a high level of risk or issue, amber indicates potential problems or a need for attention, and green represents a positive or satisfactory status. The Director confirmed it is.
- 2.2.4 A member asked if it is possible to also have an expected spend/budget column for each month. Hard to know if we are on budget at any given point in the year if they don't know how much should be getting spent throughout the year. The Director said it can be added, but it can become a cumbersome document with too many columns. Will discuss with FO and see what can be added and also ask him to attend the next MC.
- 2.2.5 A member said they didn't understand the % column and was looking for more narrative. This is the percentage of the budget spent to date. Comments are for where MC need to be made aware of something.
- 2.2.6 MC had no further questions and **Noted.**

### **2.3 Q4 Treasury Management Report**

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

### **2.4 Tenant Satisfaction Survey (TTS)**

- 2.4.1 Paper circulated prior to the meeting.
- 2.4.2 The Director confirmed that we commissioned Research Resource to carry out a tenant satisfaction survey to assess satisfaction with the Association and the services it provides. A big thank you Research Resource for all of their efforts. Achieving such a high response rate is not easy and requires a lot of work. Also a big thank you to all of the tenants who participated.
- 2.4.3 A total of 265 interviews were carried out between 13th of May and the 9th of June 2025. A 58% response rate was achieved from PHA's tenants. Interviews were spread across PHA's stock which provides robust and representative data.
- 2.4.4 The Director gave a presentation with the survey results and they confirm that PHA is performing to a high standard, and achieved improved results in several areas.
- 2.4.5 The overall satisfaction with the service provided by PHA has increased to 94%. Given the operating background this is a very positive outcome.
- 2.4.6 The majority of tenants now prefer to be kept informed by text message. We were aware of that trend and the new computer system allows us to easily message tenants both to keep them informed but also to collect their feedback.
- 2.4.7 99% of tenants feel PHA keeps them informed about our service and decisions. That is a fantastic result and shows the hard work we put into our quarterly newsletters has paid off.

- 2.4.8 99% of tenants are also satisfied with the opportunities given to participate in PHA's decision making. Again, that is a really positive result and shows the community feels engaged and empowered.
- 2.4.9 86% of tenants are satisfied with the quality of their home. Whilst this is a slight increase on previous years, it still need further improvement. PHA has a significant programme of works scheduled for the coming years and we hope this will improve tenants satisfaction with their home.
- 2.4.10 86% of tenants are satisfied with the last repair they had carried out. It is worth noting these results are largely based on contractors we are no longer using and we hope the change of contractors and streamlining of the service will provide a much better repair experience. We now also have the ability to send a text message asking for feedback as soon as a repair is completed, meaning we will get real time responses allowing us to take remedial action if required.
- 2.4.11 95% of tenants think our rent represents value for money. We hope that residents now understand the number of services included in their rent, which most other RSL's either don't do at all or charge service charges for. And if they wish to have reduced rent or reduced rent increases, then they will need to nominate the service(s) they want removed.
- 2.4.12 97% of tenants are satisfied with PHA's contribution to the management of the neighbourhood. The Director confirmed that we hope this will be even further improved once the new staff structure is in place and more estate management inspections will be carried out by operational staff.
- 2.4.13 96% of tenants are happy with the quality of PHA's customer care and the Director said that ties in with both him and the MC knowing how hard staff work to assist residents.
- 2.4.14 A member said they were surprised at how many tenants want correspondence by text message.
- 2.4.15 The Chairperson said the survey was well done and that there was a large diversity of tenants involved. Very happy with the overall results and PHA is performing extremely well in what are very difficult times.
- 2.4.16 MC had no questions or comments and **Noted.**

## **2.5 Customer Feedback Survey**

- 2.5.1 Paper circulated prior to the meeting.
- 2.5.2 This report provided an update on contractor performance for Glasgow City All Trades (our new multi-contractor procured and appointed for April 2025) and Saltire our new gas servicing and safety contractor appointed through a framework agreement.
- 2.5.3 As new contractors who are taking calls directly from customers, it is vital that PHA carries out their own customer satisfaction to ensure the contractors are performing. We need to closely monitor the quality of works to ensure improved

customer satisfaction and value for money in addition to the statutory reporting data we collect separately.

2.5.4 Some of the Glasgow City All Trades results based on 84 calls made and 31 responses are:

- 94% of tenants agreed the contractors turned up on time
- 100% agreed the contractor polite and courteous
- 100% agreed the contractor tidies up after they completed the work

2.5.5 Some of the Saltire results based on 6 calls made and 5 responses are:

- 100% of tenants agreed the contractors turned up on time
- 100% agreed the contractor polite and courteous
- 100% agreed the contractor tidies up after they completed the work

2.5.6 MC said it is good to know the new contractors are performing. They said the report gave them all of the information required and had no questions. **Noted.**

## **2.6 New Monthly KPI Report**

2.6.1 Report tabled on the night.

2.6.2 The Director advised that a great deal of effort has been made to establish this report which contains the majority of metrics used in the ARC along with more contextual information, graphs and narrative for board members.

2.6.3 The Director identified some areas for improvement particularly in our Housing Management function with a significant increase in higher value arrears cases over the first quarter. This has been addressed by recruiting a temporary Housing Officer to provide cover for a member of the team who is absent due to sickness. The report provides a visual point of reference for staff and MC.

2.6.4 It is proposed to bring this report to MC Quarterly in an Operations Sub-Committee. Where there are significant concerns, these will be brought to MC monthly.

2.6.5 Our Void performance is noted as being an area for improvement. Since June, we have trialled using one contractor to complete all void works in accordance with the approved Schedule of Rates pricing with a maximum 10 working day target for completion. This (so far) is being met and we expect to have improved performance to report in Q2.

2.6.6 OM confirmed there will be a further breakdown into Urgent and Routine Repairs. The ARC lumps them together and has emergency repairs separately, but the report will have all three categories to allow MC full oversight. The OM provided the following stats:

Month	Average Emergency Repairs response (hours)	Average Non-Emergency Repairs response (days)
April	1.49	5.07
May	3.06	4.2

- 2.6.7 A Member asked if we are able to let a property to someone who cannot move in straight away. The Director advised usually not unless the rent is being covered. This can occasionally happen when social work might cover the rent until the person is ready to move in but that is rare.

## **2.7 Cyclical Expenditure Report**

- 2.7.1 The Director apologised as this had not been included in the pack. It will be emailed out to MC this week and it will be added to the Portal.

## **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 None.

### **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 Letter from HSCP regarding the implementation of the local letting plan.
- 3.5.2 A member feels the letter seems to greatly favour allocations being given to section 5's and locals who have lived and worked in the area have fewer chances at receiving a move within their local area. The Director confirmed that PHA has strict policies and procedures to adhere to for letting properties and as a social landlord, our remit it to house those with the most need.
- 3.5.3 A member stated that most people's idea of a homeless person is not necessarily correct. Homelessness affects a huge variety of people from all different walks of life. The Director agreed and confirmed that our lettings policy is designed to ensure we don't discriminate and that we have a good mixture of tenants within our stock.

### **3.6 A.O.C.B.**

- 3.6.1 OM said there has been some really good things happening at Easterhouse Sports Centre.

3.6.2 OM also invited contractors to provide donations. Sidey has donated £500, Clyde Valley donated £300 and Glasgow City All Trades are going to assist them with their kitchen refurb. It was proposed PHA match fund the £800 contractor donations. All MC agreed and therefore a total donation of £1,600 will be made.

3.6.3 Membership applications 861 & 862 received and **approved**.

### **3.7 Review of Meeting**

3.7.1 The Secretary said there was a lot of in-depth and useful information.

3.7.2 The Vice Chairperson said they liked the graphs in the reports as they add value along with the written text.

3.7.3 The Chairperson wanted to say a special thank you to all the staff who have worked so hard to continue our good service delivery. It does not go unnoticed and is very much appreciated by all MC and the wider community.

### **3.8 Date of Next Meeting**

3.8 The next Management Committee Meeting will be on Monday 25 August 2025 at 5pm.

There being no further business the meeting was brought to a close at 7pm

Signed by (Chairperson)



Date 25 August 2025