



Minutes of the Board meeting held on Wednesday 24th May 2023 in the Boardroom, Parkhead Housing Association, 40 Helenvale Street, G31 4TF

Present: John Buchanan, Jimmy Reilly, Izabela Trzcielinska, Robert Donnelly, Fatih Vursavas, Kayla Roden, Linda Pike, Liz Kennedy and Jon Cowlan.

In Attendance: Aileen McGuire, Laurie Boles, Gillian McKenzie, Matthew Reid, Graeme Aitken, Andy Duffus, Karen Edgar, Myles Millar

1. **WELCOME & APOLOGIES**

Apologies were received from Adele Edwards, William Pearson, Susan McKeown, Sher McKenzie.

The Board also welcomed our new Finance Manager Gillian McKenzie.

2. **ARC REPORT**

The Board agreed to a request from the Director of Operations to bring the discussion relating to the 22/23 ARC report forward to the beginning of the agenda.

The Board were advised that we are seeking approval for the ARC return head of its submission before the 31st May deadline. The Board noted that once SHR makes public all RSL ARC returns later in the year then the Association will look to produce a benchmarking report with national averages and some peer group RSLs.

It was noted by the Board that all the information contained in the ARC is verifiable, with a clear audit trail and calculations where required. The information reported across the Indicators was for the year ended 31st March 2023 and the Board were also notified that all calculations follow the technical guidance published by SHR.

The Director of Operations drew the Board's attention to some key highlights as follows –

- PHA has 1732 properties an increase of 5 from last year, 28 shared owners, down one on last year, 3 hostels with 87 bed spaces and 4 special needs projects with 21 bed spaces.
- We also have under our subsidiary PLC, 8 mid-market rent properties.
- Including PDC we employ 58.25 whole time equivalent staff and last year the sickness rate was up to 8% as compared with 4.8% the year previous.
- We let 142 properties during the year, an average of 12 per month being lower than the year previous although that year also included the completion of a new build project
- 51% of PHA lets went to the external waiting list, 27% to section 5 homeless applicants and 22% to existing transfer tenants. These statistics were similar to the previous year.
- We took an average of 27 days to let these 142 properties, the days being counted from the day the previous tenant gave the property up to the day the new tenant signed up for the house. The Board noted the strong performance in this area as the Association struggled to get below 30 days pre covid.
- At the year end we had 13 voids and the Board noted a trend of lower stock turnover and lower numbers of voids at year and period ends. The two previous years were 16 and 15 respectively and our void loss in financial terms was down to 0.59% of our annual rents raised, from 0.7% the year previous.
- We completed 4595 reactive repairs in the year slightly below last years figure with 92% being on time. As previously explained at the P&P sub this figure was adversely impacted by the gas emergency contractor being hit hard by the very low temperatures causing frozen flues just before Christmas and another reactive contractor suffering staff retention issues.
- We are required to service gas appliances annually and there were no visits overdue during or at the end of the year. Similarly we were scheduled to carry out 404 EICR maintenance visits this year and all were completed.
- We responded to 28 formal complaints this year up from 20 last year

and again this was the subject of a previous report to P&P sub. Only 1 wasn't responded to on time being in relation to a new build contractor and an ongoing issue now resolved.

- 49 anti social cases were reported to us over the year and all were resolved on time.
- Gross rent arrears were down to 5.96% of the annual debt from 6.23% last year. The Board welcomed this result and thanked the staff for their hard work in his area.

The Board discussed the outcomes contained within the paperwork and commented favourably regarding the nature of the report which showed comparisons with last year's results.

Further general discussion took place and the Board approved the ARC ahead of its submission to the SHR.

Graeme Aitken left the meeting at this point.

3. **MINUTES OF THE PREVIOUS MEETING**

The minutes were moved by Robert Donnelly and seconded by Izabela Trzcielinska

4 **MATTERS ARISING**

[REDACTED – PERSONAL DATA]

Casual Vacancy – The Board were advised that the Corporate Services Manager had met with a potential new Board member.

Rent Consultation – The Housing Manager provided the Board with a summary of comments from the rent consultation as agreed at the last Board meeting.

EVH Nomination – The Board congratulated Izabela on her appointment to the EVH Executive Committee.

Eviction Reports – The Housing Manager provided the Board with an update relating to the two eviction reports presented at the Board meeting in April. The Board noted that both evictions had taken place as outlined in the reports previously circulated.

Board / Senior Staff Event – It was noted by the Board that this will take place on Friday 25th August at The Corinthian.

5. **REDACTED MINUTES**

The Board approved the redacted minutes.

6. **MINUTES FOR NOTING**

The Board noted the following minutes –

HR Sub Committee – December 2022

Audit & Risk Sub Committee – February 2023

Performance & Policy Sub Committee – February 2023

7. **SUB COMMITTEE SUMMARY REPORT**

The Board noted the summary report from the recent round of sub committee meetings.

8. **DECLARATIONS OF INTEREST**

There were no declarations of interest.

9. **EXTERNAL BODIES FEEDBACK**

Izabela and Liz provided the Board with an update regarding the recent EVH Annual Conference.

10. **ITEMS FOR APPROVAL**

Treasury Management Report – The Director of Finance & ICT presented the Board with his annual update on treasury management activity. The Board noted that the Association has increased its cumulative cash funds from £10.1m to £10.4m as at 31st March 2023. The Board were also advised that the Association had cash deposits on 95 day notice accounts with RBS and BoS, noting the respective amounts and interest rates.

The Board then reviewed appendix 1 which is a table outlining each of the Association's 5 loans, displaying the loan amount, current balance, average interest and the term. The loans total just over £17.5m. The Board noted that while we have seen increases in interest rates, we are hopeful that we will begin to see these fall again as interest rates normalise.

The Board noted £505,962 total interest payable compared to £271,050 in the previous year which is a significant increase. The Board also reviewed the borrowing requirements which haven't changed since last year with no requirement for further borrowing in the short term.

Some general discussion took place and the Board approved the Board and provided The Director of Finance with delegated authority to submit the loan portfolio return to the Regulator.

Insurance Renewal – The Director of Finance & ICT apologised to the Board for the late additional of the insurance renewal paper to the meeting pack. The Board were advised that there has been a great deal of turmoil in the insurance market in the last 12 months and it is an untimely coincidence that our insurance is now due for renewal. The Board noted that the current provided Protector through our Broker Marsh has been in place for 5 years, an initial 3 plus a 2 year extension.

The Board were also advised that a number of major providers have withdrawn from the RSL sector and this has been reflected in the premiums across the Board.

[REDACTED – PERSONAL DATA]

Kayla asked how this increase in premiums would affect rents and service charges. Kayla was advised that the rent levels have been set for 23/24 and these wont change, however the increase in premium would affect any owners that are currently paying into the block buildings insurance policy.

Following some general discussion the Board decided to stay with current insurance providers Protector through our broker Marsh. The Board then reviewed the options and it was agreed that the Association would proceed with a direct offer with a contract award notice with due consideration of any other notices that may mitigate against any legal challenges.

11. **POLICIES FOR APPROVAL**

The Board approved the following policies that had been reviewed at Sub Committee level –

- Customer Service Standards
- Communications Strategy
- Mould and Dampness Policy
- Fire Safety Policy

The Board also reviewed a policy update relating to Entitlements Payments and Benefits. The Board noted that the policy had been updated to reflect the latest SFHA model with some local changes including –

- The PHA policy encourages staff not to use contractors however if a staff member does they need to be able to demonstrate that market value has been paid for the work via quotes, invoices and receipts confirming no preferential treatment has been received.
- Changes to the upper limits for gifts/hospitality contained within the appendix.

Some general discussion took place and the Board approved the policy.

12. **AOCB**

Drainage Issue – Liz Kennedy raised an issue relating to the street drains locally.

The meeting closed at 19.40