

PARAGON HOUSING ASSOCIATION LIMITED
Minutes of Management Committee Meeting
Hybrid – Paragon Office / Online
12th July 2023

Present: J Anderson (online)
A Anderson
E Campbell
E McNie
K Menzies (online)
M Richards
F Wallace

Staff: M Torrance
W Baxter
E Mathershaw
M Thompson

GOVERNANCE / MINUTES ETC

1. APOLOGIES

C Munro (co-optee)
B Lees
R Murray
F Speirs

2. COMPOSITION OF COMMITTEE

No changes

3. MANAGEMENT COMMITTEE CALENDAR

No changes

4. GOVERNANCE ITEMS

Membership Applications

There were two membership applications considered for approval (details noted on the membership paper).

The memberships were approved. The use of the seal was approved by the Management Committee.

Total number of members – 129

4a. Minutes of Previous Meeting – 14th June 2023

There were no other amendments to the minutes.

Proposed: E Campbell

Seconded: M Richards

Minutes Approved.

4b. Matters Arising

Business plan submitted.

5. BUSINESS ITEMS

5a. Elections & AGM 2023

In accordance with the Rules 4 members of the Management Committee are required to step down at the AGM. It was agreed that E Campbell and K Menzies with 3 years' service will stand down and F Wallace and L McNie will stand down with 2 years' service. All standing for re-election.

Succession arrangements are in place for the Chair with A Anderson willing to stand.

Adverts will be issued to attract new members for the committee. Noted that this had been very successful last year with 3 new members.

AGM timetable noted.

5b. Pensions Consultation Options

A paper had been issued with various options set out around the SHAPS schemes in operation. M Thompson presented the paper to members. The various risks and costs including withdrawal costs around the schemes were highlighted. Noted specialist advice taken.

M Torrance, W Baxter and E Mathershaw declared an interest and withdrew from the meeting. There was a discussion and it was agreed that Option 3 should form the basis for consultation.

Staff members rejoined the meeting.

Noted that if the decision is to withdraw then there will require to be consideration of the repayment mechanism for any withdrawal costs. This will be taken into account of in the review of Treasury Management.

5c. KPI Q1 2023/24

The dashboard was presented and E Mathershaw explained that the benchmarking figures for 2022/23 were from ARC data provided by SHN so will not have data for all landlords at this time. The Peer Group used is Group 7- LSVT. Each section on the dashboard was considered.

Quarter 1 figures were considered.

Repairs

- Emergency repairs – reviewing figures
- Right to Repair – 1.09 days – noted that these response times are between 1 and 3 days
- Urgent - 3.39 days – over target due to catch up issues
- Gas – 100% compliant on safety checks
- Noted Repairs Satisfaction figures under target but had been increase in June. Pattern indicates that the figures impacted by an increase in “neither/nor” category. An update was provided on actions being taken.
- Noted increasing void costs due to condition of property at end of tenancy.

ASB / Estate Management

- 100% ASB resolved in timescales and no cases over 90 days.
- Close gradings – reduction in A grade numbers and increase in D grade.
- Noted that Falkirk Council’s Waste Management Team had been in touch
- regarding some education/promotion work in estates on waste
- management.

Tenancy Management

- Tenancy Sustainment – 3 “failures” but only 1 considered to be for negative reasons.
- 100% of new tenants satisfied when moving in – impact of Warm Welcome Home project has been positive.
- Rent Arrears – 4.43% current tenant / 1.13% former tenant – combined 5.56%
- There has been 1 eviction to date.

E Mathershaw highlighted a forward challenge as tenants on legacy Benefits such as housing benefit now facing a move to Universal Credit. May have an impact of around £50k on arrears. Looking at ways to mitigate this. No clear information from DWP at this time regarding the timing of the changes.

Relet times are reducing and legacy issues from change of contractor being dealt with.

Noted significant proportion of lets to homeless households. All local

authority Section 5 referrals converted to offers and tenancies.

There was a discussion around definition of statutory homelessness and the Association's allocations policy.

There have been few refusals of housing offers.

Noted figures on open space maintenance between invoices issued and amounts recovered are largely around timing.

Complaints

M Torrance took members through the complaints indicators. Level of complaint on par with previous period and average response times within target. Trends are being analysed. Full Q1 report to be issued.

Acquisitions

Target on 5 BBOOMs. There were none completed in the period but some in the pipeline.

6. FINANCE & GENERAL PURPOSES SUB COMMITTEE

6a. Finance & General Sub Committee

Staffing – noted RQSO has been offered a permanent post in another Association. Consideration being given to repair / maintenance role going forward and will tie in staffing with the planned maintenance survey work about to commence. Plan is to use consultant Clerk of Works to support both planned maintenance and JRW work in the medium term.

7. HOUSING MANAGEMENT & INVESTMENT

7a. Housing Management & Investment

It was noted that most of the information in the performance reports had been considered as part of the KPI item earlier on the agenda and had been gone over in some detail at the HM Sub Committee meeting.

7b. Arrears / Voids / Repairs Performance Reports

As above

7bi. Tenant Scrutiny Report on Complaints

E Mathershaw presented the TSP Complaints Report. It had been a very positive process and searching questions had been asked by the Panel. There are 10 recommendations in the report and some already being put into action. There will be a progress report provided as this moves forward. The members asked that their thanks be given to the Panel for their assistance and hard work on the report.

7c. Programme Report

W Baxter advised that the Gas Quality Audit had provided positive feedback on the work of CTS engineers.

There are a number of contracts due to be let into Q2 of this year.

8. COST PLAN / TENDER APPROVALS

Looking at framework agreements for kitchens and painterwork

9. AUDIT COMMITTEE

9a. Audit Committee

Next meeting scheduled for 20th July 2023.

9b. External Audit

M Thompson provided an update on the progress of external audit. There is ongoing provision of evidence and testing. The Management Report is being subject to a final review.

9c. Internal Audit

Noted tender issued and now awaiting QS report.

10. HEALTH & SAFETY

10a. Health & Safety Update

Noted SHR letter issued to all landlords in July 2023 regarding the requirement for the AAS regarding health & safety and equalities.

10b. EVH Landlord Safety Manual Audit

Audit carried out on 26th June 2023 and noted no non compliances. Report had been issued to members. W Baxter explained how asbestos surveys being managed. There are no passenger lifts in operation and processes are in place regarding stair lifts. A written procedure will be put in place for the management of these. The audit was very positive about the level of health and safety compliance.

10c. EVH H&S Manual Audit (Workplace)

Audit carried out on 4th July 2023 and there were no non compliances or recommendations. The report had been issued to members. The audit was

very positive about the level of health and safety compliance and the positive culture around this in the organisation.

Members expressed their thanks for the hard work on this and were delighted to hear the very positive comments.

10d. STEPS Group

Next meeting due on 18th August 2023 and S Corrie, Wellbeing Consultant will attend. The aim is to have an emphasis on the positive work being done and what has been achieved.

11. REGULATORY ISSUES

11a. Five Year Financial Plan 2023

Updated plan had been issued to members as the document was resubmitted to reflect a small change to one section.

Noted SHR consultation on future of regulation . Session will be held to discuss response.

11b. Annual Assurance Statement Requirements

As noted above the SHR had issued a letter to all landlords regarding the content of the 2023 AAS in relation to health and safety and equalities.

The SFHA have updated the AAS Toolkit. There are minor changes and members had been issued with tracked changes version. The changes will be incorporated into the evidence monitor for the 2023 review.

12. POLICY ISSUES

12a. Policy Monitor

Not issued this month.

12b. HR Policies

M Torrance advised that there are 3 model EVH HR policies that should be considered for adoption. These have been issued to members and local changes incorporated. The intention is to seek staff views and bring drafts for approval at the next meeting.

13. STRATEGY, POLICY & RESEARCH DEVELOPMENTS

13a. Grangemouth Housing Masterplan

Noted that a catch up meeting with Link being organised.

13b. Clackmannanshire Wellbeing Economy Anchor Partnership

M Torrance is attending a Scottish Government workshop on Community Wealth Building on 25th July 2023 and will provide feedback to members.

14. TRAINING / INFORMATION / ADVICE

14a. Annual Appraisal Report & Training Plans

Noted progress – majority completed. There had been a useful group session as part of the process and members could discuss how things are working at Committee.

The Director's appraisal has been completed and arrangements in hand for the rest of the Management Team members.

There was a discussion on the importance of the process and providing feedback to staff.

The Chair offered her thanks to all for their work on this.

14b. Conference & Training Schedule

F Wallace, C Munro, A Anderson will attend the SFHA Governance Conference in September.

A Anderson and F Wallace will attend the Governing Body retreat.

Details of the EVH Leadership Course had been circulated.

M Thompson will organise some in house finance training around the production of the Management Accounts.

15. ANY OTHER BUSINESS

TIS Board – it was agreed to nominate E Mathershaw for a Board position.

16. DATE OF NEXT MEETING

The next meeting will be held on Wednesday 16th August 2023.

Signed: Chairperson	
Date:	