

PARAGON HOUSING ASSOCIATION LIMITED

Minutes of Management Committee meeting

Online Video Conference Meeting

13 July 2022

Present: J Anderson
E McNie
K Menzies
R Murray
M Richards
F Wallace

Staff: M Torrance
E Mathershaw
W Baxter
M Thompson
M Binnie

GOVERNANCE / MINUTES ETC

1. APOLOGIES

E Campbell
F Speirs
S Young

2. COMPOSITION OF COMMITTEE

No changes

3. MANAGEMENT COMMITTEE CALENDAR

No changes

4. GOVERNANCE ITEMS

Notifiable Events – previously noted reported cases are closed.

Attendance Register – no issues

4a. Minutes of Previous Meeting 8 June 2022

Amendment to the minutes: agenda item 10a – the last H&S committee meeting was held in March 2022.

There were no other amendments to the minutes.

Proposed: M Richards
Seconded: L McNie

Minutes Approved.

4b. Matters Arising

Covered in agenda

5. BUSINESS ITEMS

5a. PHA Route Map Progress

The office is now open to the public 2.5 days a week. Staff are not required to wear face masks in the office. However, staff will wear masks if it makes visitors feel more comfortable. Not all staff are working in the office at the same time. Covid cases are on the rise and staff have been affected by covid however no known cases have been transmitted within the workplace and staff have been generally able to work from home. The current arrangements will be reviewed as part of the staff wellbeing days next week. Committee members are welcome to attend part of the wellbeing days.

5b JRW Contract

As from the 4th July 2022 our contract with McGill ended and the interim arrangements with Saltire ended and Everwarm are officially appointed as our reactive repair contractor.

Everwarm have been actively working to get the contract up and running.

The out of hours emergency repairs have been passed to Everwarm and tenants had been advised of this with the temporary number to call. Everwarm have since set up the actual number for tenants to call and tenants were issued with a letter yesterday with the updated phone number.

Our repairs team have been working with Everwarm planners and have a good handle on outstanding matters. Our repairs team have been in touch with tenants who have had work delayed. There were 260 work orders handed back / outstanding. This includes 26 voids. At a meeting yesterday with Everwarm it was agreed they would look at ways to catch up with the work orders outstanding.

Note – J Anderson joined the meeting.

Good liaison arrangements are in place with Everwarm including face to face contact. There is a manual system in place for passing on work orders until full IT systems in place. Everwarm planners will work from their Hillington office.

There are regular meetings with Everwarm and will move to weekly service meetings and monthly strategic meetings.

Everwarm staff working on the contract have branded vans, id and workwear and the aim is to promote the new service to tenants..

Everwarm staff will attend the next Tenant Scrutiny meeting on the 29th July to meet some tenants and will also attend the AGM.

It was noted that W Baxter, K Urbanowicz and the repairs team have put in a lot of work to make sure the process of changing contractors has run smoothly.

Repair timescales are still suspended and this is being monitored week to week and once the backlog is caught up we will look at re-introducing timescales.

M Richards provided positive feedback on his own interaction with our repairs team and Everwarm.

Everwarm are keen for management committee members to visit their Bathgate office to see the set up and meet with them. M Torrance will look to arrange in the near future.

5c Development Project Opportunity – Project Proposal

M Torrance made a presentation on a possible development opportunity.

A question come up about capitalised interest if turnkey route used. A full paper will be brought to committee at a later date once this is clarified and quantified. The presentation is therefore for information at this stage.

The properties will be built to bronze standard with gas boilers (allowance for solar).

There was discussion on tackling poverty and the use of gas in the future. The aim is to have an energy strategy in place and this is an action in the IMP. W Baxter is looking at options.

It was noted that Link development services is now called Curb but our contractual relationship would still be with Link.

5d. Management Committee Elections & Succession Planning

There are currently 9 elected members. A third are required to stand down. Therefore 3 committee members must retire. The longest serving members with 3 years' service are required to stand down - this is M Richards and F Spiers. Another one member will need to stand down from those who have

served 2 years and this affects 4 members J Anderson, K Menzies, S Young and E Campbell. Members can decide this for the next meeting.

Since the F&GP sub committee looked at succession planning M Torrance has placed adverts for committee members and has so far received expressions of interest. M Torrance along with F Wallace and J Anderson met with one of the people who is going to submit their membership application and will be invited to attend the next meeting as an observer. M Torrance has a meeting on 19th July with one of the others who expressed an interest.

Office Bearer Succession – F Wallace can serve another year as Chair and is willing to do this. J Anderson will continue to be Vice Chair for another year and may consider Chair. This action will require follow up during the coming year and appointing a joint Vice Chair would be helpful if developing candidates.

5e. Internal Management Plan 2022/23 to 2024/25

Covered under 5c.

5f. KPIs Report Q1 2022/23 & Target Setting

E Mathershaw provided commentary to the Housing Management KPIs.

- Repair – CTS are performing within target. No data for 3rd qtr for bulk of reactive repairs because we were changing contractor. We have not breached any RTR targets and emergency repairs are being attended to.
- Repair Satisfaction – increase in repair satisfaction as reported through Knowledge Partnership's rolling survey.
- Voids - seeing a high number of voids. Will have costs for voids for the next report.
- ASB – 91% of cases being resolved within locally agreed targets. We have 2 ongoing low level cases where complainant is reluctant to close the case but both have now been closed.
- Close Gradings - good performance in terms of close gradings. Still inspecting every close once a month.
- Good feedback from tenants on standard of home.
- Drop in % saying satisfied with quality of home
- Satisfaction data to end of June. Report tab provides more info
- Gross Rent Arrears – June saw an increase in rent arrears. This is due to a some tenants not increasing their standing order and a couple of court cases have been continued for longer than anticipated.

From today there is a new guidance procedural note issued to all sheriff courts. A case taken forward for rent arrears can only be continued once for 12 weeks and only in exceptional circumstances will be allowed to sist a case. Options for cases in court – either get a decree or a proof hearing set if looking for a continuation for tenant to stick to arrangement. When back to court the sheriff won't agree to sist but will

dismiss the case. Looking at additional cost implications because if go to court get a continuation go back to court and the case is dismissed then need to serve notice again. Early stages – solicitors given little warning – current solicitor has provided information on implications and require to monitor over couple of months to establish any practices / processes need changed.

- % of rent loss due to properties being empty – 0.36% reflection that voids
- Allocations – drop in relet times but will go back up due to contractor situation.
- Section 5 – converted to offers but had first refusal but was a no contact – will talk to council that before they make a section 5 they should contact the applicant to make sure there circumstances have not changed.
- % of offers refused – 16.66%
- Owner recharges – in June issued open space maintenance invoice and included arrears letter. Meeting held with sheriffs officers to discuss recovery. There has been a positive approach taken to making arrangements with factored owners.
- Tenant recharges – issued few - reflects few cases going to court. Noted one repairs figure attributed to one tenant.

M Torrance provided commentary to the complaints and governance KPIs.

The SPSO has introduced different types of KPIs that require to be reported on and provided recent performance figures.

- Target and contextual target
- 100% responded to within timescale.
- Have to report on what upheld and what not etc – in KPIs
- The majority of complaints relate to repairs and maintenance,
- SPSO requires a learning report which is in place but requires review.. The tenant scrutiny group will be approached regarding what kind of format they would like to see this report in.

The other Corporate KPI's were reviewed

- Sickness rate – 0.08%
- Notifiable Events - 2
- Members Elected - 100% elected
- Membership - 130 members – changed target to 150
- Skills Development – members need to attend 2 development sessions – this figure will increase during the year

W Baxter provided commentary to the investment KPIs.

- BBOOMs – acquired 2 from target of 5 last year, therefore carried 3 over so target of 8 this year. Progressing well - 4 now purchased 4, made an offer on a fifth and approached by an owner on a sixth and discussions ongoing
- Medical Adaptations – no data for 1st qtr due to the timing of the grant award from the Scottish Government.

6. FINANCE & GENERAL SUB COMMITTEE

6a. Finance & General Sub Committee

Next meeting date to be confirmed.

6d. F&GP Quarterly Reports Q1 2022-23

Covered as part of KPI report.

M Binnie declared an interest and left the meeting.

6c. Staffing Matter

A confidential matter was considered. Note the recommendations for EVH report and these were approved.

M Binnie re-joined the meeting.

7. HOUSING MANAGEMENT & INVESTMENT

7a. Housing Management & Investment

The last meeting was held in March.

A date will be arranged for the next meeting.

7b. Arrears / Voids / Repairs

E Mathershaw advised the figures were covered in KPIs.

E Mathershaw recently attended a Child Poverty workshop with Falkirk Council who are looking to pull together a directory of resources and a child poverty strategy.

E Mathershaw has also been invited to join the steering group for Forth Valley Self-harm and Hoarding Strategy.

Have access to online training - through the Adult Support and Protection Forum (Falkirk Council) - on a range of Adult and Child Protection Matters.

Attempting to engage with Clacks Council in terms of social work on child and adult protection issues. E Mathershaw has contacted the chief social worker to take this forward. It was discussed arranging a meeting with Clacks Council to discuss various matters.

7c. Eviction Reports

There were none for consideration.

7d. Programme Report

W Baxter provided an update on the report.

- Painterwork (Stirling and mid cycle gutter cleaning Alloa) - approved at budget meeting –prestart meeting held and newsletter ready to be issued.
- Pre-planned maintenance – working on and will come back at later date
- EICR – approved at budget meeting – new contractor Valley Group started year 1 of 5 year programme.
- Electrical works – 67 units of upgrade works for fire alarm upgrade Balfour Court
- 2 year legionella checks due – will come back with tender report
- Minor roofing works – approved by Director as cost below limit required for committee approval.
- Rendering and roofing insulation works – look to procure August / September
- Gas boiler and systems – approved at budget meeting – continuation from last year
- Gas Servicing - CTS are performing well and there have been no failures.
- Medical Adaptations – awarded £69k, committed around £35k and around £34k left in the budget.
- Minor Adaptations Budget – circa £500 worth of work to book in.
- Insurance Claims – There has been a few fires/floods over the past couple of years. Total amount of claims £185k and the total settled is £41k.
- BBOOMs – progressing well this year as update earlier in meeting.

8 COST PLAN / TENDER APPROVALS

None

9. AUDIT COMMITTEE

9a. Audit Committee

Minutes of last meeting were previously issued.

9b. External Audit

M Thompson advised the external auditors will be onsite Thursday and Friday to look at more sampling.

9c. Internal Audit

M Torrance advised that we still await two reports for the year end on the Governance audit and the IT audit and she has contacted IA for the reports.

9d. Risk Report Q1 2022/23

M Torrance presented the top risks in a presentation and referred members to the reports for more detail.

The risk register is due for review in August by the audit sub committee.

10. HEALTH & SAFETY

10a. Health & Safety Update

Minutes were issued for previous meeting held in March.

The next meeting is being held on 29th July.

10c. Healthy Working Lives / STEPS Group

M Torrance advised that she received an email today advising that HWL is changing format and a different approach to how they will deliver the programme. The award system is ending. This will be discussed at the next H&S meeting.

Wellbeing days being held next week.

11. REGULATORY ISSUES

11a. Five Year Financial Projection Return 2022-23

The return was previously approved, authorised and uploaded for 31st May. However the SHR queried if there any properties pre 1919 and asked for breakdown of planned works for the properties over next 5 years to be split out over the plan. There are 7 properties pre 1919 and the return was updated and re-submitted. The return update was provided to members

12. POLICY ISSUES

12a. Policy Monitor

To note.

The Procurement policy will be brought to the next meeting.

12b. Factoring Policy

E Mathershaw advised of the proposed changes to the policy.

The policy acknowledges that the factoring code of conduct is being revised and reissued and section 16 around payments and charges has been updated.

Propose to bring insurance costs in line with when invoices are being issued and to issue invoices twice a year covering April to Sept and Oct to March so it is in line with the financial year.

If approved today a letter will be sent to all 88 fully factored owners to advise of the change in timings and when next invoice goes out in January it will either delay to March or will proportion.

Included in the policy the ability to review the management charge annually and it is proposed to do that at same times as rent increase.

The policy has been reviewed by the owners group and the SFHA factoring forum.

Committee members approved the factoring policy.

12c. Sale of Land Policy

Further advice sought from solicitor to review regarding regulation and legal factors in relation to disposal. On receipt of the advice the policy will be brought to a future meeting.

12d. Gas Policy

Updated to include specific mention of any open flue appliances as part of servicing and audit. We have 1 oil and 2 solid fuel. This was highlighted at an audit to include. The only minor change is highlighted in the policy.

Committee members approved the gas policy.

13. STRATEGY, POLICY & RESEARCH DEVELOPMENTS

13a. Grangemouth Housing Masterplan

Last meeting was cancelled. M Torrance will feedback once next meeting held. Any proposals will require to be modelled in forward business plan.

13b. Clackmannanshire Wellbeing Economy Anchor Partnership

No recent meetings to report on.

14. TRAINING / INFORMATION / ADVICE

14a. Annual Appraisal Report & Training Plans

Progress made on completing appraisal.

Report on training requirement highlight focus on succession planning, pensions, energy, H&S landlord manual audit.

M Binnie will contact committee members to arrange completing appraisals.

In relation the succession plan and options appraisal requirements M Torrance will organise a session with committee on how the options appraisal works and the aim is to use a facilitator with experience in this field so members are aware of requirements.

Pensions Update –noted consultation by SHAPS on 16th June due 22 July – feedback from members is there has not been enough time to engage with it. SFHA webinar attended and this was the consensus of the feedback. Noted potential increases in contributions and M Thompson will be arranging meeting of working group to progress the issue.

14b. Conference & Training Schedule

Noted F Wallace is booked to attend the EVH Annual Conference in September.

15. ANY OTHER BUSINESS

None

16. DATE OF NEXT MEETING

The next meeting will be held on Wednesday 17th August 2022. Time TBC.

Signed: Chairperson	
Date:	