

PARAGON HOUSING ASSOCIATION LIMITED
Minutes of Management Committee meeting
Hybrid Meeting
13 November 2024

Present: A Anderson
J Anderson (online)
D Boyak
E Campbell
S Gilbert
L McNally
E McNie
M Richards
J O'Meara

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

GOVERNANCE / MINUTES ETC

1. APOLOGIES

B Lees
D McLean (SLA)
K Menzies

M Torrance advised that D McLean has requested a special leave of absence as he is unable to attend the next few meetings due to work commitments – **approved**.

2. COMPOSITION OF COMMITTEE

M Torrance advised that she has received interest from two people to join the management committee and hopes to meet with them next week to discuss this. Both are members of the Association.

3. MANAGEMENT COMMITTEE CALENDAR

The updated calendar was emailed to committee members and is available on the committee sharepoint site.

4. GOVERNANCE ITEMS

No update

4a. Minutes of Previous Meeting – 23 October 2024

There were no amendments to the minutes.

Proposed: J O'Meara
Seconded: M Richards

Minutes Approved.

Note – S Gilbert joined the meeting.

4b. Matters Arising

All covered in agenda.

5. BUSINESS ITEMS

5c. KPIs

E Mathershaw took members through the housing management KPIs.

The outturn figure is the figure at 31 March the proceeding year.

The peer group – number of ways to benchmark – additional info provided in the dashboard.

The Scottish Housing Network do data benchmark and compile the averages.

The SHR publishes the ARC returns and comparisons.

There was discussion on what is done if a contractor is exceeds the target time for completing repairs. It was confirmed this would be discussed with contractors at regular progress meetings.

The HM&I sub committee look at KPI figures in depth.

The Tenant Scrutiny panel are interested in visiting a void property to see the process from start to finish. This will be followed up.

Note – M Thompson joined the meeting.

The survey process was explained. Knowledge Partnership carry out phone surveys with tenants on behalf of the Association and over the past 19 months they have carried out surveys for another 29 landlords and produced a benchmarking report.

Complaints

- The complaints report was discussed at the F&GP sub committee meeting on Monday.
- There has been an increase in the number of complaints received to date and there have been more stage 2 complaints registered. We are slightly over target on the response target for responding to stage 2 complaint but there are reasons known for this as they were complex stage 2 complaint.
- M Torrance and J Anderson attended a SHARE complaints seminar.
- The annual complaints report is available on our website. The Tenant Scrutiny Panel assisted with the production.

HR

- Sickness rate 0.63% - year to date
- WHO resilience rate - 58.30%. This is based on the surveys staff complete with wellbeing consultant.

Governance

- 0 notifiable events
- 92% of committee members elected. One co-opted member.
- 119 members
- 36% of committee members have attended at least 2 development session. If any members have completed training outwith paragon relevant to their role they should let us know.

BBOOMs

- Target 5 – 2 acquired to date. it has been difficult to purchase properties recently given market conditions.

Medical Adaptations

- The Association only received the grant offer on 7th Oct therefore work has only been instructed.

5a. Mid-Year / Q2 Management Accounts

M Thompson advised that there was good discussion at the F&GP sub committee on Monday on the management accounts.

M Thompson took committee members through the presentation on the mid year review and highlighted progress v budget. Note reactive maintenance costs. Being kept under review.

E Mathershaw advised that we are in the process of signing up with Energy Angels who we will advise when we have a void and they will deal with the utility suppliers and we will also advise them when a tenant moves into the property.

Some members noted interest in finding out more about Energy Angels. E Mathershaw will provide a presentation at the next HM&I sub committee meeting.

There was discussion on funding medical adaptations. It was noted that this will need to be explored and discussed in more detail. J Anderson advised that she is meeting with representatives from other agencies and will be discussing medical adaptations funding.

M Thompson noted that the covenant relaxation will revert back to original covenant next year however this coincides with refinancing exercise.

The F&GP sub committee recommend the virements to the management Committee to accommodate budget overruns in some areas which can be met by adjusting some budget areas.

Committee members approve the revised budget adjustments.

5b. Treasury Management Update

M Thompson has requested Ewing Somerville Partnership publish a quick quote for appointing an independent treasury advisor to support the refinance exercise.

6. FINANCE & GENERAL SUB COMMITTEE

6a. Finance & General Sub Committee

The last meeting was held on Monday 11th November. The draft minutes will be circulated for the next meeting.

6b. Code of Conduct Update / Standing Orders

The F&GP sub committee reviewed the SFHA updates and recommend for acceptance.

As part of the updates we need to adopt a new breach protocol and the draft was considered. ***Committee members agree to adopt the breach protocol.***

Standing Orders – there are minor changes in the job description for Chair and Vice Chair. It is proposed to add the new responsibilities from the code of conduct to the standing orders and bring to the next meeting to adopt.

6c. Quarterly Reports Q2 2024/25

These were covered under KPIs.

6d. Equalities Action Plan Update

The F&GP sub committee reviewed the action plan and progress continues to be made.

We have a new Equality Impact Assessment tool which has been deployed in the policy paper.

We are currently reviewing the report for equalities data collected. Noted progress on data collection.

7. HOUSING MANAGEMENT & INVESTMENT

7a. Housing Management & Investment

The draft minutes of the last meeting held on 21 October were circulated.

7b. Arrears / Voids / Repairs

Covered as part of KPIs.

Noted the Tenant Scrutiny report is interesting and worth reading.

7c. Programme Report

W Baxter advised that the report was not produced due to other commitments. There are no major updates since the last meeting.

W Baxter attended the F&GP sub committee to discuss the programme Spend as part of the mid year review..

Medical Adaptations

- The Association received a grant offer of £33.5k.
- Currently have £36k of priority 1 requests dating back to June 2023 which will be dealt with first.
- There is around £50k of priority 2 and 3 requests on our waiting list.
- Looking at incorporate some bathrooms and kitchen replacements from P1s if there are current replacement contracts in the areas. Bathroom surveys are underway.
- SFHA obtaining Kings Council opinion on this on some areas around this funding

8. COST PLAN / TENDER APPROVALS

Roofing / Rendering

W Baxter took committee members through the tender report and members considered the report.

Committee members approve option 3.

9. AUDIT COMMITTEE

9a. Audit Committee

The last meeting was held on 19th August and the draft minutes were previously circulated.

9b. Internal Audit Update

The internal audit programme is ongoing.

The IT internal audit is at the beginning of December. M Binnie had a planning meeting with the internal auditor this morning.

Dates are to be arranged for the other topics being audited this year – gas servicing, cash in bank and ASB.

10. HEALTH & SAFETY

10a. H&S Workplace Committee

The next meeting is being held on Tuesday 10th December.

We are looking to upgrade the office fire alarm system, security system and cctv.

ACS carried out a Fire Risk Assessment in the office. This will also be done for a sample of stock. We will then review the priority for fire door replacement.

There was a Fire Safety event held at Balfour Court this week. The Fire Safety Team from Scottish fire & Rescue Service was in attendance offering free fire risk assessment for tenants. Our Energy Advisor was also there to provide energy advice specifically targeting tenants who will not receive the winter fuel payment this year. Information was given on an Octopus energy scheme.

10b. H&S Stock Sub Committee

The next meeting is being held on Tuesday 10th December.

10c. STEPS Group Update

The group are meeting on Friday 15th November.

The group have produced an annual report to show the work done during the year. Once this has been approved by the group it will be circulated to staff and committee members.

11. REGULATORY ISSUES

11a. Annual Assurance Statement (AAS)

To note AAS was submitted.

12. POLICY ISSUES

12a. Factoring Arrears and Debt Recovery Policy

E Mathershaw advised that the report highlights the changes to the policy.

Equalities gathering data from owners. Used SIMD as base data.

We have had limited feedback from owners in terms of the consultation but have received individual good feedback from owner who we have been involved with lately.

We will now need to review our written statement of service.

Committee members approved the Factoring Arrears and Debt Recovery policy.

13. STRATEGY, POLICY & RESEARCH DEVELOPMENTS

13a. Grangemouth Housing Masterplan

No update

13b. Clackmannanshire Wellbeing Economy Anchor Partnership

The last meeting was cancelled. A date has been arranged for the next meeting.

14. TRAINING / INFORMATION

14a. Training Plans / Appraisals

Members needs to agree dates for induction refresher and training sessions.

It was agreed M Torrance would circulate dates to committee members – a mixture of daytime, evening and a weekend date.

D McLean has offered to do a session on sharepoint and S Gilbert will do a session on SHARE e-learning.

Included in the report is a list of what training members are looking for.

14b. Conference & Training Schedule

To note

E Mathershaw and S Gilbert attended the TIS annual conference along with other members of the Tenant Scrutiny Panel and good feedback has been received.

15. ANY OTHER BUSINESS

None

DATE OF NEXT MEETING

The next meeting will be held on Wednesday 11th December 2024 at 1.30pm.

| | |
|--------------------------------|--|
| Signed: Chairperson | |
| Date: | |