

**FERGUSLIE PARK HOUSING ASSOCIATION
MINUTES OF MANAGEMENT BOARD MEETING**

**Held on 27 September 2023 at 5pm via Hybrid (zoom) and in The Associations
Offices, 76 Blackstoun Road, Paisley PA3 1NT**

1. Welcome, Sederunt & Apologies

Present:

Ian Williams	Chairperson
Laurie Kefalas	Board Member (zoom)
Kirsten Ferguson	Board Member (zoom)
Louise McNicol	Board Member (zoom)
Jim Strang	Board Member (zoom)
Helen Glassford	Board Member
Tracey Johnstone	Board Member

In Attendance:

Catrina Miller	Group Chief Executive
Ivor McCauley	Head of Operations
Greg Richardson	Housing Services Manager
Robert Findlay	Senior Welfare Rights Officer
Teresa Gallagher	Minute Secretary
Lorna Ravell	EVH

Apologies: Angela Chivers Aiden McGrogan

Absent:

The Chair welcomed everyone to the meeting.

2. Declarations of Interest

2.1 None

3. Minutes of Meeting 16 August 2023

The resolution was proposed by Ian Williams and seconded by Jim Strang.

Resolution; *the minutes of the meeting held on 16 August 2023 were approved as a true and accurate reflection of the proceedings.*

4. Matters Arising from Minutes 16 August 2023

4.1 None.

5. Draft Minute of the Annual General Meeting meeting held 30 August 2023

5.1 The Management Board noted the minute of the of the Annual General Meeting (AGM) held on the 30 August 2023.

6. Minute of the special meeting held 31 August 2023

6.1 The Group Chief Executive Officer (GCE) explained there had been a change in sub-committee compliment since that meeting.

6.2 Laurie Kefalas had agreed to join the staffing sub-committee and the GCE informed the meeting Howard Dales has resigned from the board due to studying and university commitments.

6.3 Jim Strang agreed to serve on the Audit & Risk Sub-committee as a temporary measure to ensure we are quorate with the view to seek a replacement member.

6.4 The GCE will seek to recruit a board member with a financial background. Members asked that we formally write to Howard to offer our sincere gratitude to him for his time spent serving on the Board and our appreciation for his commitment.

The resolution was proposed by Ian Williams and seconded by Jim Strang.

***Resolution;** the minutes of the special meeting held on 31 August 2023 were approved as a true and accurate reflection of the proceedings*

7. Draft Minute of the Audit & Risk Subcommittee meeting held 8 August 2023

7.1 The Management Board noted the minute of the of the Audit and Risk Sub Committee Meeting held on the 8 August 2023.

8. Minute of NTC Executive Committee held 14 August 2023

8.1 The Management board noted the minute of the NTC Executive Committee meeting held on 19 June 2023.

9. Membership Report

9.1 The GCE presented the membership report to seek approval for 6 cancellations, 5 of whom has missed 5 consecutive AGM's and 1 member who had sadly passed away.

- 9.2 Following on from the social event held after the AGM, some tenants and community members in attendance completed shareholder membership application forms submitted these along with the membership fee. A further 2 former members had submitted applications and fees to re-join.
- 9.3 A discussion was held around the high volume of applications but there were no concerns around the reasons or eligibility for membership.

The resolution was proposed by Helen Glassford and seconded by Jim Strang.

Resolution; *The Management Board approved to cancel the shares of 6 members as detailed within the covering report and approved 11 applications for membership, also detailed within the covering report.*

10. Welfare Rights Information Session

- 10.1 The Senior Welfare Rights Officer (SWRO) gave an introduction to the services he and his colleague deliver in welfare rights. He covered the benefit system and its complexities and gave some examples of the type of journey our clients are taken through.
- 10.2 The service can offer some basic debt advice and do an income and expenditure with clients but are unable to offer specialist advice in relation to debt such as negotiating with creditors.
- 10.3 He explained although we physically support clients, there is a psychological element to the service when people are stressed and anxious with claims and sanctions.
- 10.4 Members were interested to know how the service is managed and if there were any further support needed to ensure our tenants have the support needed. Robert explained the association support the service wholly and joint working with colleagues has helped improve communication and service delivery.
- 10.5 He stressed early intervention is key to helping and supporting clients on their journey. Both Robert and his colleague have built up good relationships over the years with tenants who trust them and stressed this is important because sometimes we have to ask intrusive questions.
- 10.6 The Head of Operations (HoO) explained the restructure has allowed for more help in tenancy sustainment and 2 staff members are trained up to deliver energy advice. These compliment the welfare rights service.

[Robert Findlay left the meeting at 17:45pm]

11. Business Plan Report

- 11.1 The GCE presented this report to seek approval from the Board to approve the textual information contained within the appendice.

- 11.2 There hadn't been much feedback from stakeholders and the views of the board were reflected in the draft business plan. Members requested the title deprivation be replaced with the index.
- 11.3 The next stage will be to produce the KPI's and delivery plan which will be presented to the Board at their next meeting.

The resolution was proposed by Jim Strang and seconded by Laurie Kefalas.

Resolution; *The Management Board approved the FPHA Business Plan 2023 – 2026.*

12. Group Chief Executive Report

- 12.1 The GCE explained EVH had issued a consultation document on salary negotiations and the board were asked how they would like to see the 2024 salary award structured and views were sought on the level of award.
- 12.2 Members compared the last few years cost of living increases and noted these fell below CPI.
- 12.3 Lorna Ravell gave an overview of the briefing attached to this report and explained EVH were seeking a steer from RSL's when they go to negotiate the 2024 salary increase.
- 12.4 Members initiated we must keep in mind affordability but to consider an increase matching CPI but keen to make it a 3-year deal.
- 12.5 The GCE presented the loan agreement amendment letter from the Royal Bank of Scotland and members queried if the amended loan agreement required to be looked over by our lawyers however the GCE reassured members that she is confident there are no areas of concern within the document.
- 12.6 Members noted the staff restructure has been completed and we have since had a staff team building day.
- 12.7 We have appointed a finance consultant Jim Aird of Aird Associates in the interim who will present our 2nd quarterly accounts in November and will revisit our current budget to identify any changes that may be required.

The resolution was proposed by Ian Williams and seconded by Tracey Johnstone.

Resolution; *The Management Board*

- i) Noted the update provided by EVH and gave feedback to the consultation question;*
- ii) Approved signing of the Royal Bank of Scotland amended loan agreement following the recent re-payment of a loan; and;*
- iii) Noted the staffing update in relation to the staff re-structure and the Finance & Corporate Services Manager vacancy.*

13. Head of Operations Report

- 13.1 The HoO presented this report to updated members on operational performance in the first quarter.
- 13.2 The number of refusals for properties was higher than target for various reasons as discussed at the meeting.
- 13.3 Voids remained quiet in the first period but these are set to rise in the 2nd period as we face an influx this coming 4 weeks. The team are well prepared for these.
- 13.4 Arrears have increased and this was expected due to discretionary housing benefit payments received after period 1.
- 13.5 Antisocial behaviour complaints were higher for the period but nothing to be concerned about at this stage.
- 13.6 Complaints are not of concern at this stage but may rise as staff are made aware on how to recognise a complaint.
- 13.7 Members noted the update given on repairs, gas maintenance and asset management.
- 13.8 Members held a discussion around void target days and the HoO intimated meeting target dates doesn't always ensure quality. A paper will be brought to the board at a future date for discussion.

Resolution; *The Management Board noted the content of the performance report.*

14. Procurement Report

- 14.1 The HoO presented the procurement report to seek approval to issue a tender for the replacement of a programme of windows, doors, boilers and a replacement of an underground surface water pump.
- 14.2 The windows and doors would be for 53 properties with the view of extending the appointment to undertake a window and door replacement programme in 2024 as contained within the 30-year projections.
- 14.3 There have been 17 properties identified as needing boiler replacements and these costs are contained within the planned investment budget.
- 14.4 A quote to replace the underground pump in Blackstoun Road has been received and members were assured this was good value for money.

Resolution; *The Management Board;*

- i) *Approved* recommendation the issue of a tender for windows and door replacements, proposed by Jim Strang and seconded by Helen Glassford;

- ii) Approved the issue of a tender for 17 boiler replacements, proposed by Jim Strang and seconded by Helen Glassford; and;
- iii) Approved the quote for the replacement of an underground surface water pump, proposed by Jim Strang and seconded by Helen Glassford.

15. Governance Policy Review

- 15.1 The GCE presented 4 policies which have been reviewed and updated for approval.
- 15.2 The Standing Orders required minimal changes which were tracked in the document and therefore presented for approval.
- 15.3 Members queried whether these should be checked by our lawyers but were informed legal advice was taken when these were introduced in 2017. The only amendments were the change to the rules in 2020 and therefore would not require further advice.
- 15.4 The tracked changes for the protocol for declaring interest and managing conflict of interest was presented again with no substantial changes and recommended for approval.
- 15.5 After a review, the minute taking protocol was deemed still fit for purpose.
- 15.6 Lastly the Board member roles & responsibilities along with the NTC Terms of Reference was presented for approval and the GCE welcomed any questions in relation to the proposed documents.

Resolution; The Management Board approved;

- i) The Standing Orders, proposed by Ian Williams and seconded by Jim Strang;***
- ii) The Protocol for Declaring & Managing Conflicts of Interest, proposed by Helen Glassford and seconded by Tracey Johnstone;***
- iii) The Minute Taking Protocol, proposed by Jim Strang and seconded by Louise McNicol; and;***
- iv) The Board Members Roles & Responsibilities and the NTC Terms of Reference, proposed by Ian Williams and seconded by Helen Glassford.***

16. Shared Ownership Policy

- 16.1 The Housing Services Manager (HSM) presented this report to seek approval of the shared ownership policy.
- 16.2 The HSM explained the progress to date in relation to the exclusive occupancy agreements.

16.3 Members discussed the detail of the policy and the issues surrounding shared owner properties. Members suggested clarification surrounding the legal process of action to be taken if a sharing owner refuses to sign.

The resolution was proposed by Jim Strang and seconded by Laurie Kefalas.

Resolution; *The Management Board, subject to any amendments following legal advice, approved the Shared Ownership Policy.*

17. Assurance Statement Report

17.1 The GCE presented the draft annual assurance statement and self-assessment report and invited members to discuss the content.

17.2 Members suggested adding the planned tenant safety internal audit into the self-assessment document with dates of approval. This would evidence the Board of Management are aware of the tenant safety audit and outcomes of the report.

Resolution; *The Management Board*

i) *noted the content of the draft annual assurance statement for consideration in preparation for its submission by 31 October 2023.*

ii) *Noted the content to date of the Associations self-assessment report on how we meet the SHR Regulatory Standards.*

18. AOCB

18.1 The chair gave his thanks to fellow board members and staff.

The meeting ended at 7.15 pm

Date of next meeting

Board meeting 25 October 2023 at 5pm

I certify that the above minute has been approved as a true and accurate reflection of the proceedings:

Signed (Chair)

Date.....