



MARYHILL HOUSING ASSOCIATION LIMITED

MINUTES OF THE BOARD MEETING HELD ON THURSDAY 30TH NOVEMBER 2021 AT 6.30 PM VIRTUAL MEETING VIA TEAMS VIDEO CALL

Board Members	Attended	Apologies
Roger Popplewell (RP)	✓	
Caitlyn Maccabe (CM)	✓	
Colin O'Hara (CO)	✓	
Isabella McTaggart (IM)	✓	
Jenny Crowe (JC)		✓
Lindsay Forrest (LF)		✓
Paul Imrie (PI)	✓	
Tim Holmes (TH)	✓	
Valerie Wilson (VW)		✓
Raphael Rickson (RR)		✓

Officers	Items
Bryony Willett (BW)	1-13
Jennifer Simon (JS)	1-13
Rebecca Wilson (RW)	1-13
Karen Fee (KF)	1-13
Debbie Watt (DW)	1-13
Observer	
John McCann (JMcC)	1-13

Item No.	Issue	Action By
1.	Welcome	
1.1	In LF's absence RW welcomed everyone to the meeting and requested a volunteer to chair this evening's meeting.	
1.2	RP volunteered to Chair the meeting which Board approved.	
1.3	Apologies were noted for LF, JC, VW, RR.	
1.4	RP welcomed JMcC who was observing the meeting as a potential new Board member.	
1.5	No Declarations of Interests were declared.	
2.	Approval of previous minutes – 28th October 2021	
2.1	The Board agreed that there were no changes for the previous Minutes from 28 th October 2021.	
2.2	The Board approved previous minutes.	
3.	Action Tracker	
3.1	The Board approved the six items proposed for closure, as set out in the action tracker.	
4.	Feedback and Approvals from Audit & Risk Committee	
4.1	RP provided feedback from the Audit & Risk Committee held on 11 th November 2021.	

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4.2	VW was appointed Chair of the Audit & Risk Committee.	
4.3	The Committee noted that the Allocations & Voids and Factoring internal audit reports which were due to be presented to November meeting would now come to February meeting, this is because senior managers have concerns that the reports show too positive a position.	
4.4	The Committee also approved the delay of the Blended Working post COVID 19 audit until January 2022 to tie in with the work being completed on the new Remote Working Policy along with the IT audit being postponed from January 2022 to June 2022 to tie in with first stage Cyber Essentials work.	
4.5	The Committee noted the Treasury Management Quarterly Report.	
4.6	The accounts to end of September 2021 were approved but the Committee raised questions regarding void rent loss and void repairs costs running above budget. RP confirmed that these issues have been addressed in the updated management accounts presented to Board this evening within Assurance Item 9D.	
4.7	The Committee noted progress of the tracker items from the previous audit points.	
4.8	For Third Line of Defence Reviews the Committee received presentations from Housing H & S Compliance on the Fire and Water H & S Audits and from North Start Consulting on the Collaborative Governance review.	
4.9	<p>The Committee then:</p> <ul style="list-style-type: none"> • Approved the water/legionella audit and management comments. • Approved the fire audit and management comments. • Approved the governance review and management comments. 	
4.10	Committee also noted that they felt the collaborative approach on the governance audit had been very beneficial and would like to see more of this type of collaborative review.	
5.	Feedback from Board Training / Conferences	
5.1	Board confirmed that there had been no training to update on.	
6.	Voids Contract Beyond September 2022	
	<i>Removed as commercially sensitive.</i>	
7.	Acquisitions and Asset Rationalisation – Discussion Paper	
7.1	RW explained that this paper was designed to have a discussion with Board on the broad principles as currently we do not have a policy for this area.	
7.2	<p>The paper was reviewed and discussed, and the Board agreed the following:</p> <ul style="list-style-type: none"> • To extend the overarching objectives to include land purchases 	RW

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7.3	<ul style="list-style-type: none"> • The strategic aims for property purchases as set out in the report. • The strategic drivers for property sales, but that the Not improvable driver to be reworded “where investment work required to make a property fit for purpose would be uneconomical and would result in a property delivering a negative NPV”. • The assessment process. • Delegation for property purchases but decided that all sales proposals would come to Board rather than being delegated. <p>Board also noted that further work needs to be done to assess the issue where the Association has no remaining ownership interest in a block of flats and only provides a factoring service. Where this occurs, the Association could consider serving notice as Factor and ceasing to deliver the service. This will come back for Board consideration later.</p>	
8.	COVID Impact Analysis and Relaunch	
8.1	RW stated that the report was for noting.	
8.2	A Board member asked for clarification on the current rent arrears impact figures. JS confirmed that the non tech arrears for October 2021 should state 3.9%.	
8.3	Board recognised that the plans outlined for potential further easing of restrictions are dependent on any change in covid measures which may occur over the next short period of time.	
9.	Overall Assurance Position	
9.1	BW explained this Overall Assurance Position report would usually be less detailed, however, we are seeking additional approvals, and these are the key items that she would like to highlight.	JS
9.2	BW discussed void expenditure and explained that we are seeking Board approval for a significant potential void budget overspend which will have an impact on our other ratings around financial management and rent affordability.	
9.3	Discussion took place around reasons for the overspend and the control measures that the Association has already put in place.	
9.4	Board approved the void budget overspend of up £290k.	
9.5	Board approved an external review of voids as it is recognised that the improvements that have been implemented by the Association are not showing the necessary improvements. The standards and specifications that we adopt for voids must be included in the review. Board also asked that officers include learning from other Associations and the staff team as part of this project.	
9.6	Board approved to increase the risk ratings for rent affordability (from 9 to 12) and financial controls (from 8 to 12).	
9.7	Board approved the assurance ratings which are set out in Appendix A of the report.	

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9.8	BW provided an overview of the complaints & customer feedback paper. The increase in complaints is mainly driven by complaints about reactive repairs. The Board noted the paper.	
9.9	JS discussed the Performance Report with Board focussing by exception.	
9.10	A Board member highlighted a drop in section 5 referrals and JS confirmed that this is due to the delay in receiving referrals from GCC and having to constantly chase for section 5 referrals.	
9.11	A Board member queried YTD figure for arrears. This was clarified by JS and accepted by the Board.	
9.12	A Board member highlighted call waiting times have seen a significant increase from 2.1 minutes to 4.7. This is still an area of concern and resources have been increased within the Customer Contact Team and we hope that the launch of the My Home portal will help ease the pressure on telephone calls.	
9.13	KF discussed the Overall Performance Against Budget Report with Board, again focussing by exception. KF highlighted a typo in the planned maintenance direct costs which should state £775,088 which is correct in Appendix 2. The board noted the paper.	
9.14	RW discussed the Risk Register Report and confirmed rent affordability and financial control risks have been increased due to the impact of the voids overspend as discussed. The Board noted the paper.	
10.	CEO Report	
	<i>Removed as confidential.</i>	
11.	Governance Report	
11.1	RW discussed the report with Board.	
11.2	RW thanked JMcC for observing the meeting.	
11.3	Board approved the paper and approved JMcC becoming a member of the board.	
13.	Meeting Review	
13.1	The usual meeting review did not take place as the meeting overran.	
13.2	<i>Removed as commercially sensitive.</i>	
13.3	Everyone was happy with the balance of the meeting.	
13.4	Board members highlighted ongoing problems with Decisions and IT issues.	

Signed:

R. Eppwell

A handwritten signature in black ink, appearing to be 'R. Eppwell', written in a cursive style.

Date: 30th January 2022