



MARYHILL HOUSING ASSOCIATION LIMITED

MINUTES OF THE BOARD MEETING HELD ON THURSDAY 25 MAY 2023 AT 6.30 PM HYBRID MEETING FROM 45 GARRICOH ROAD, GLASGOW, G20 8RG

Board Members	In Person	Remote	Apols	Absent	Officers	Items
Lindsay Forrest (LF) - Chair	✓				Bryony Willett (BW) – CEO	1-12
Paul Imrie (PI) – Vice Chair			✓		Jennifer Simon (JS) – Director of Operations	1-12
Caitlyn Maccabe (CM)		✓			Rebecca Wilson (RW) – Director of Resources	1-12
Isabella McTaggart (IM)			✓		Debbie Watt (DW) – Performance & Governance Manager	1-13
Jenny Crowe (JC)	✓				Siobhan Harvey	1-12
Tim Holmes (TH)			✓			
Valerie Wilson (VW)			✓			
Raphael Rickson (RR)			✓			
Viola McDade (VM)	✓				Observer	Items
Sonia Jordan (SJ)	✓					
William McNeilly (WMc)	✓					
Leave of Absence	Raphael Rickson (RR)					

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1.	Welcome	
1.1	The Chair welcomed everyone to the meeting.	
1.2	Apologies were noted for PI, IMc, TH, and VW.	
1.3	RR continues to be on leave of absence as approved at March meeting.	
1.4	There were no declarations of interest declared.	
2.	Approval of Board Minutes – 27th April 2023	
2.1	The Board approved the minutes of the meeting held on 27 th April 2023.	
3.	Action Tracker	
3.1	The Board approved the 5 items proposed for closure.	
4.	Feedback from Training/ Events	
4.1	Board members had attended the recent workshop for tenants which had been held regarding the new high heat retention heating system. They highlighted that it had been well attended and finished on a positive note. Dimplex, the	

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	manufacturer, had not attended, however, there would be an opportunity for them to attend future workshops.	
5.	Damp and Mould Policy and Action Plan	
5.1	JS introduced the report and provided a summary on the process of developing the Damp and Mould Policy and Action Plan.	
5.2	The Board thought the policy was very comprehensive and that it would be important to ensure procedures are put in place to enable the policy to be fully implemented.	
5.3	The Board queried whether there was sufficient resource to implement the policy and CD confirmed that there was.	
5.4	The Board noted the progress that had been made in implementing the Damp and Mould Action Plan.	
5.5	The Board approved the proposed Damp and Mould Policy.	JS/DW
6.	Customer Insight and Engagement Plan	
6.1	DW introduced the report and explained that the Plan would ensure the Association meets its regulatory requirement to engage with customers and that the plan links back to our strategic objective around improving customer satisfaction.	
6.2	DW emphasised the difficulty in engaging with under-represented groups. A Board member suggested that it would be good to review the National Standards for Community Engagement as it described the main elements of effective community engagement. DW agreed that this would be beneficial.	
6.3	Board members also suggested utilising pop ups at other community events. For example, the Maryhill Festival would be a good event to attend.	
6.4	The Board agreed that the Customer Insight and Engagement Plan should be brought back to the June Board meeting which would allow DW to investigate the National Standards for Community Engagement and update the action plan, where appropriate.	DW
7.	Digital Strategy	
7.1	SH introduced the report and provided a summary on the review process undertaken to develop the proposed Digital Strategy.	
7.2	The Board fed back that the strategy looked great, really engaging and they were excited to see how the plan progressed.	
7.3	The Board asked if poor support from suppliers may impact on the Strategy. SH confirmed that the changes within SDM had impacted service levels, however this is being monitored closely and this was one of the reasons why the review of the housing management software was included in the plan.	
7.4	The Board approved the proposed Digital Strategy.	SH/DW

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8.	Assurance Policy	
8.1	BW introduced the report and summarised the reasons why the Assurance Policy was developed.	
8.2	The Board did not have any questions and agreed that the policy reflected what was agreed at the Board Away Day.	
8.3	The Board approved the proposed Assurance Policy.	BW/DW
9.	Entitlements, Payments, and Benefits Policy	
9.1	BW introduced the report and explained that the Entitlements, Payments, and Benefits policy was based on the Scottish Federation of Housing Associations' model policy.	
9.2	The Board confirmed that they were happy for staff to receive gifts up to the value of £60, as set out in the proposed policy.	
9.3	The Board approved the proposed Entitlements, Payments, and Benefits Policy.	BW/DW
10.	Annual Return of the Charter Submission 2022/23	
10.1	DW introduced the report and confirmed that the return had been reviewed by the ARC Working Group.	
10.2	JS explained that Indicator 28 – Factoring had been updated since the paper had been issued. This was because the factoring fee received from shops had not been removed from the total annual service fee.	
10.3	JS also provided a verbal update on gas servicing at Rothes Drive which had expired CP12 certificates. Following investigation, an issue had been identified with the gas servicing report where properties that do not have a CP12 certificate are not shown on the report. JS also reported that properties that were part of the Association's acquisitions programme had been identified as not having valid CP12 certificates.	
10.4	Therefore, the ARC would be updated to report that approximately 23 properties failed to receive a gas service within timescale. JS to confirm the exact number and provide a new narrative for the submission.	JS/DW
10.5	JS highlighted that the gas servicing processes would be expediated to ensure all outstanding services were completed within a week and forced access undertaken, where necessary.	
10.6	JS confirmed that Learning from Incidents would be carried out to determine the root cause of these issues and would be reported at the June Board meeting.	JS
10.7	The Board approved the Association's Annual Return of the Charter for 2022/23, subject to the figures for the number of properties failing to meet gas servicing timescales being updated and relative narrative added.	JS/DW
10.8	Approved that the actual submission of the ARC be delegated to the Director of Operations, to take place before 31 st May 2023.	JS/DW

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10.9	The Board approved the correction for Indicator 28 – the number of residential properties factored for 2021/22 from 660 to 661 to the Regulator.	DW
11.	CEO Report	
11.1	BW introduced the report.	
11.2	BW explained that an additional approval was being sought from the Board to change the Leased Properties Policy to allow up to two properties to be leased to contractors. This would enable Flat 2/2 Glenavon Road to be leased to HSL McConnell as a base for the High Heat Retention project.	
11.3	The Board approved to update the Leased Properties Policy.	BW/DW
11.4	<i>Removed as confidential.</i>	
11.5	CD provided Board with an update on the Reactive Repairs contract and confirmed that a meeting would take place with the Managing Director of Everwarm on 6 th June 2023. CD also highlighted that the Customer Contact Team should be able to book appointments for repairs within a fortnight.	CD
11.6	A Board member highlighted an issue with the out of hours service provided by Everwarm. CD would raise this directly with Everwarm.	
11.7	BW provided a verbal update on an incident that took place at Hathaway Lane which resulted in tenants being decanted. JS and CD attended the site and ensured the tenants were booked into nearby hotels. All tenants were able to return to their homes the next day.	
11.8	RW provided an update regarding the loan covenant and confirmed that the bank had made a proposal to the Credit Team for the Association to move to EBITDA only option which would provide headroom and fix the load covenant breaches. A full report would be provided to the Audit and Risk Committee in June.	SB/RW
11.9	The Board approved the staffing establishment in the Finance Team by reducing the Finance Officer hours by 3 per week and increasing the Finance Assistant hours by 14 hours per week, at an additional annual cost of £6k.	
11.10	A Board member queried whether YOMO was exclusive for tenants living at Glenavon. BW confirmed that YOMO would welcome tenants and children from all areas of Maryhill and are very keen to get more people involved.	
11.11	BW provided an update on the Glenavon Render and confirmed that the experts had a meeting this week, but no update had been provided yet.	BW
11.12	Board members provided positive feedback regarding the implementation of the servicing for Air Source Heat pumps. They did highlight an issue where tanks required glycol to ensure that they do not freeze in the winter. BW confirmed that this was being investigated to find a solution.	
12.	Governance Report	
12.1	RW introduced the report.	

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12.2	The Board approved the addition of new actions set out at 4.4 of the report to the 2023-24 Governance Effectiveness Plan following the completion of the Whistleblowing Investigation.	DW
12.3	The Board approved the five-year financial plan submission to the Scottish Housing Regulator.	RW
13.	Meeting Review	
13.1	Board members asked Officers to consider whether the ARC working Group was required as they felt that it was too operational.	DW
13.2	Board also thought that the ARC should have been the first item on the agenda as this would have allowed more discussion. DW noted this for next year.	
13.3	Board agreed to move the date of the next Board meeting to Monday 26 th June 2023.	DW