



MARYHILL HOUSING ASSOCIATION LIMITED

MINUTES OF THE BOARD MEETING HELD ON THURSDAY 22nd AUGUST 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	1-10	
Paul Imrie (PI) – Vice Chair			✓		Jennifer Simon (JS) – Director of Operations	1-10	
Roger Popplewell (RP)			✓		Rebecca Wilson (RW) – Director of Resources	1-10	
Caitlyn Maccabe (CM)			✓		Debbie Watt (DW) – Performance & Governance Manager	1-10	
Isabella McTaggart (IM)	✓				Alistair McArthur (AMc) – Head of Development	1-10	
Jenny Crowe (JC)	✓						
Tim Holmes (TH)		✓					
Valerie Wilson (VW)	✓						
Raphael Rickson (RR)				✓			
Viola McDade (VM)			✓				
Leave of Absence	Caitlyn MacCabe						
					Observer	Items	

Item No.	Issue	Action By
1.	Welcome	
1.1	The Board approved VW chairing meeting in the absence of the Chair and Vice Chair.	
1.2	Apologies were noted for LF, PI, and VM. RR was noted as absent. CM continues to be on a leave of absence which she requested to extend. This was discussed further at agenda item 10.	
1.3	No declaration of interests were declared.	
2.	Approval of Previous Minutes – 23rd June 2022	
2.1	The following points were added to agenda item 16 of the minutes, after they had been issued to Board: <ul style="list-style-type: none"> Board have seen an improvement in using Decisions with Board papers opening more easily. Board highlighted papers could be long and perhaps background reading could be saved to a resource library. 	

Item No.	Issue	Action By
2.2 2.3	<ul style="list-style-type: none"> • Board asked for papers to be more clearly labelled to highlight if they are required or additional reading. • Board highlighted there had been a lack of discussion of the Audit and Risk approved papers. <p>Board agreed that a Note to Chair would be produced for the Chair of the Audit and Risk Committee to provide a more detailed verbal update to the Board following an Audit and Risk meeting.</p> <p>The Board approved the minutes for 23rd June 2022 subject to the updates detailed in 2.1.</p>	DW
3.	Action Tracker	
3.1 3.2 3.3 3.4	<p>A Board member asked for clarification around action point 8.3 of the action tracker. RW confirmed that legally the lease between Maryhill Housing and Maryhill Living needs to be for a defined period, so we have set this at 30 years. Realistically it is very unlikely that the lease would be ended, as Maryhill Housing is not able to provide mid-market rent tenancies because it is a registered social landlord.</p> <p>A Board member asked what HAG funding was. BW confirmed this was Housing Association Grant which was the money the Association could access from the Scottish Government (via Glasgow City Council) to build new homes.</p> <p>BW highlighted that action point 7.6 had been on the action tracker since January and asked if this could be closed as the indemnity agreement would need to be brought back to Board prior to the compulsory purchase order being submitted to the Scottish Government. Board agreed that this action point should be closed.</p> <p>The Board approved the nine items proposed for closure, as set out in the action tracker and action point 7.6 as detailed in 3.3.</p>	DW
4.	Approvals required following inquorate Audit and Risk Committee	
4.1 4.2	<p>RW introduced the report and explained that the approvals had been brought to Board as the Audit and Risk Committee meeting held on 11th August 2022 was inquorate.</p> <p>The Board approved:</p> <ul style="list-style-type: none"> • Quarter 1 Management Accounts • Risk Register Extract 	
5.	Feedback from Training/ Events	
5.1	No training has been attended since the previous meeting.	
6.	External Audit	
6.1	RW introduced the report and highlighted that three Board members gave detailed consideration to the papers at the non-quorate Audit and Risk Committee meeting on 11 th August 2022.	

Item No.	Issue	Action By
6.2	The Board confirmed that there have been no post balance sheet events that had not been disclosed to the auditor and that there are no going concern issues.	
6.3	A Board member queried why operating costs increased by £500k, however, the turnover had not increased. RW explained that note 5 of the Financial Statement showed where the variances are attributed to, however, turnover did not increase as there had been a rent freeze for year 2021 and increased costs for voids and planned maintenance contracts.	
6.4	The Board also queried if there was a risk that pensions would require more money. RW highlighted that the Auditor had advised the Audit and Risk Committee that increasing interest rates would improve the performance of the pension fund and therefore reduce the likelihood of deficits.	
6.5	The Board approved the Financial Statements, Audit Findings Letter and Letter of Representation.	
6.6	The Board named IM and VW as the Board members who would sign the Financial Statements and noted that the Financial Statements would be amended to reflect this.	RW
7.	Shawpark Street	
	<i>Removed as confidential.</i>	
8.	Assurance Approach	
8.1	BW introduced the report and provided an update on how officers would present the assurance information to Board using a presentation.	
8.2	JS provided an update on Quarter 1 Performance Report.	
8.3	A Board member queried what repair performance data was missing. JS confirmed this included satisfaction data and performance related data i.e., time to complete repairs for Gas Call but gave assurance that work was underway to implement the same monitoring systems that were used for the reactive repairs contract.	
8.4	The Board highlighted that the arrears performance had failed to meet target for a while and the report detailed the same improvement plan as the previous quarter. The Board sought clarification on the action officers were taking to manage arrears.	
8.5	JS confirmed that monthly sampling continued to be carried out to identify trends and that Housing Officers had been given individual reduction targets for arrears with each Housing Officer being scored on how they are performing.	
8.6	BW provided an update on the Quarter 1 Investment Report.	
8.7	The Board queried why the heating upgrade at Glenavon had been delayed. BW confirmed that this was due to key people being away from work who would carry out the investigation work needed for the project to progress.	

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8.8	A Board member highlighted an issue with the emersion switch and asked if this would be considered as part of the project. BW confirmed that this would be included.	BW
8.9	DW provided an update on Quarter 1 Complaints performance. The Board asked if benchmarking had been carried out with other Associations. DW confirmed that this had still to be carried out but would be available for the next Assurance Board meeting.	DW
8.10	RW provided an update on risk management.	
8.11	RW highlighted that inflation would remain at red and that not all risks could be fully controlled due to the uncertainty in this area.	
8.12	A Board member queried why lack of effective management is recorded as such a high risk. RW confirmed that this was due to the delay in implementing the project to deliver good manager and performance management training.	
8.13	KF and RW provided a summary of the Quarter 1 Financial Management reports. No comments or questions were received from Board members.	
8.14	AMc summarised the Quarter 1 Development Report. No comments or questions were received from Board members.	
8.15	BW provided a Summary of the landlord and organisational health and safety KPI reports. No comments or questions were received from Board members.	
8.16	The Board approved the assurance ratings set out in the Assurance Dashboard Report.	
9.	CEO Report	
9.1	BW introduced the report.	
9.2	The Board approved amending the definition of the strategic key performance indicator for factoring debt so that it showed the debt level before the quarter invoices were raised.	
9.3	<i>Removed as confidential.</i>	
9.4	<i>Removed as confidential.</i>	
9.5	JS confirmed that the void contract would be managed much more effectively to ensure it provided value for money.	
9.6	The Board approved adding the Pest Policy into the Policy Schedule with approval by Senior Management Team.	
9.7	The Board approved adding Subject Access Requests, Data Breaches and actions taken under the Unacceptable Actions Policy to the strategic key performance indicator suite reported to Board quarterly.	

Item No.	Issue	Action By
9.8	The Board approved the deletion of the post of Business Improvement Officer (grade 6) from the permanent staffing structure and the addition of a new post of Business Analyst (grade 7).	
9.9	The Board approved the updated Treasury Management Policy.	
9.10	<i>Removed as confidential.</i>	
9.11	<i>Removed as confidential.</i>	
9.12	<i>Removed as confidential.</i>	
9.13	<i>Removed as confidential.</i>	
9.14	The Board approved the revised approach to consultation on the rent increase for April 2023 in light of current inflation levels.	
9.15	<i>Removed as confidential.</i>	
9.16	<i>Removed as confidential.</i>	
9.17	A Board member asked for clarification on changes to the eviction process. Officers confirmed that a 12-week maximum continuation was correct, and we were seeking clarification with TC Young on what would be considered exceptional circumstances.	
9.18	A Board member provided feedback that they thought that Board members should have been included in the phishing email.	
9.19	<p>Board members asked why staff were leaving. Officers confirmed this was due to various reasons which included:</p> <ul style="list-style-type: none"> • The employment market is very active. • Moved to promoted posts. • Moved on because they were unhappy. • Some moved due to stress. 	
9.20	A pulse survey would be carried out in September to get a better understanding of how staff feel about working at Maryhill Housing and any actions that should be considered.	
10.	Governance Report	
10.1	RW introduced the report and provided a summary for the Board.	
10.2	The Board approved that an application should be submitted to the Financial Conduct Authority for an exemption for Maryhill Housing to prepare group accounts due to the activities of its subsidiary Maryhill Living Limited being immaterial financially.	
10.3	<i>Removed as confidential.</i>	

Item No.	Issue	Action By
16.	Meeting Review	
16.1	JC continues to have issues with her iPad but is dealing with DW directly on that.	DW
16.2	IM also highlighted that slow wi-fi can be an issue when working with Decisions.	DW
16.3	There is still a lot of paperwork, but the Board recognise that this is being considered from the last meeting review points and that the inquorate meeting of the Audit Committee increased the papers to the Board.	
16.4	Board felt it was a relaxed meeting which covered all the key points well.	
16.5	Board liked the assurance summaries and presentations by the Heads/Directors but found it difficult to link to the papers that had been issued. It was suggested that the presenter highlight which appendix/ page/ paragraph they are covering and allow Board time to access the correct paper or could the paper order match the order of the presentation.	BW
16.6	The IT worked better than previously with the remote attendee able to hear and see everyone.	
16.7	Board wanted to highlight that it appreciates the work of staff, in particular the heavy workload in difficult times. Board are happy that resource implications are being considered when reviewing project progress and considering pausing some projects until realistically feasible.	