



MARYHILL HOUSING ASSOCIATION LIMITED

MINUTES OF THE BOARD MEETING HELD ON MONDAY 24TH MAY 2021 AT 6.00 PM VIRTUAL MEETING VIA TEAMS VIDEO CALL

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

Officers	Items
Bryony Willett (BW)	1-14
Jennifer Simon (JS)	1-14
Rebecca Wilson (RW)	1-14
Alistair McArthur (AM)	1-14
Lesley Carnegie (LC)	1-14

<i>Najah Plakaris (NP)</i>	<i>Leave of absence</i>
<i>Raphael Rickson (RR)</i>	<i>Leave of absence</i>

Item No.	Issue	Action By
1.	Welcome	
1.1	RP welcomed everyone to the meeting. Apologies were noted from IM, LF and RT. There were no declarations of interest.	
2.	Co-option and Board Member Leave of Absence	
2.1	RP introduced this item explaining that two points from the Governance Report at item 13 would be discussed at the start of the meeting. The first point was the co-option of VW, allowing her to then participate fully in the meeting as a Board member. The co-option of VW was then approved by the Board.	
2.2	<i>Removed as confidential.</i>	
2.3	VW joined the meeting at this point.	
2.4	RP asked Board members if they would be happy for Board meetings to be changed to start at 6.30pm as there were difficulties for JL in joining at the earlier time of 6.00pm. Those present agreed to move all meetings to 6.30pm. This would be confirmed via email with those not present.	LC

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3.	Approval of Previous Board Minutes	
3.1	Board approved the minutes from their meeting on 29 th April 2021.	
4.	Action Tracker	
4.1	BW provided a short verbal update on the potential closure of the Maryhill Library. Glasgow City Council had advised that plans for the local libraries were being revisited. BW would continue to keep Board updated as things progressed.	
4.2	Board then approved the updates to the Action Tracker including the actions proposed for closure.	
5.	Chair's Update	
5.1	RP provided an update on activities he had been involved in since the previous Board meeting. These included attending the working group to review the Association's Annual Return on the Charter, as well as meeting with other office bearers and BW to discuss items on tonight's agenda such as meeting start times and the request for a leave of absence.	
6.	Feedback from Board Training / Conferences	
6.1	RP advised that no courses had been attended since the last Board meeting. However, several bookings had now been made for courses between June and September following recent emails from LC.	
6.2	JC joined the meeting at this point.	
7.	North Maryhill TRA Consultation	
7.1	AM introduced the results of the recent consultation, noting that more responses had been received than people would have been likely to attend an in-person consultation event. Overall, the feedback had been very positive.	
7.2	TH had emailed officers with comments and questions. BW advised that she had responded directly to TH as the points he had raised would be covered by the next paper due to be presented to Board on the Association's ongoing level of involvement in the TRA improvements.	
7.3	JL joined the meeting at this point.	
7.4	PI noted that his main concern moving forward was about maintenance of the green infrastructure. It would be important to keep the area looking nice on an ongoing basis once the improvements had been made. PI noted that it was positive that the Association was already thinking in this way.	
7.5	RP asked if there had been any feedback from the elected members who had received a copy of the report. AM advised that they were generally very supportive of the vision.	

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7.6	<p>BW advised that there was a specific area within North Maryhill TRA where campaigning group Living Rent had set up a hut to protest the area being used for private housing. This campaign was directed at the council rather than at the Association. It had been important to promote the open consultation to ensure that local people and other stakeholders had had an equal say in the future plans for the area.</p>	
7.7	<p>RP noted that there would be a further report back to Board on the future role of the Association in taking forward the regeneration of the area.</p>	
7.8	<p>Board then approved the vision masterplan document.</p>	
8.	ARC Approval	
8.1	<p>LC presented the draft Annual Return on the Scottish Social Housing Charter, advising that a working group of Board members had met on the 10th May to discuss the return in detail, and that all comments and changes from that meeting had now been incorporated.</p>	
8.2	<p>LC advised of two changes to the return since the original meeting papers had been published. The percentage of properties meeting the Energy Efficiency Standard for Social Housing had increased to 94% as 13 properties that had previously not been assessed had since been rated, with 9 of those meeting the standard and 4 failing.</p>	
8.3	<p>The other change was a correction to a figure from 2019/20 relating to the number of households where housing costs had been received directly by the Association. This number had reduced to 1930. This correction had been submitted to the Scottish Housing Regulator.</p>	
8.4	<p>RP noted that the narrative included throughout the return included specific reference to where covid had impacted on performance. RP also noted that the satisfaction information included in the return was from 2018 and therefore quite out of date. It was noted that this information would be renewed in 2021 through the next full customer survey.</p>	
8.5	<p>PI commented that it was good to see the impact of covid highlighted throughout the return, and that it would be interesting to see how the restrictions brought on by covid over the last year might affect satisfaction levels in the upcoming survey.</p>	
8.6	<p>VW commented that it was positive to see rent arrears had improved, despite the challenges that covid had brought.</p>	
8.7	<p>Board then approved the Association's Annual Return on the Charter for 2020/21, and delegated submission of the ARC to the Director of Operations, to take place before the 31st May 2021.</p>	

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9.	Procurement & Community Benefits Policy and Procurement Strategy	
9.1	RW introduced this item which included two documents for Board approval. RW noted that the Procurement Strategy was brought to Board annually. The Procurement & Community Benefits Policy was usually every three years; however, this had been brought forward to address the UK's move out of the EU, and to propose a change in the Association's approach to the use of procurement frameworks.	
9.2	TH had submitted questions in advance that BW then addressed as RW had technical difficulties and left the meeting temporarily. Firstly, in relation to the quality assessment of tenders, RW confirmed that the written quality answers from the winning tender formed part of the legal contract with that company. The company could therefore be held to account in relation to delivering what they had described. RW advised that the quality questions used were drawn up specific to each contract, and covered aspects such as qualifications, experience of similar work, delivery method and customer feedback or other quality assurance. These quality questions were then scored against agreed weightings. Again, the weightings were decided on a contract-to-contract basis. References were also sometimes requested as part of the quality assessment.	
9.3	TH's second question related to the real Living Wage. RW advised that Fair Work Practices guidance from the Scottish Government advises that public bodies cannot mandate the payment of the real Living Wage as part of a procurement process, for those working on the delivery of a contract. It is not possible to reserve any element of the overall tender score specifically to payment of the real Living Wage. However, it is possible to encourage contractors to pay the real Living Wage and public bodies are required to include a question on this in relevant regulated procurements. However, Maryhill Housing go a step further in that the Association aims to become an accredited Living Wage employer and to do this must encourage all contractors and suppliers to pay real Living Wage and also to require it of "relevant contracts". A relevant contract is one where the contractor is 'regularly' involved in the delivery of the contract. Regular is defined as where staff are working two or more hours on any given day in the week, for at least 8 consecutive weeks in a year. This means that a cleaner working for 2 hours each Wednesday on a Maryhill HA contract for 8 weeks in a row would need to be paid the Real Living Wage.	
9.4	TH noted that one of the appendices still referred to EU thresholds. RW advised that this would be corrected to 'Threshold Value' in the final version.	RW
9.5	RW advised that the main change to the policy was in the use of frameworks. TH commented that this was a positive change and VW agreed. PI also agreed, noting that it was good to look at what is most appropriate procurement approach for each specific contract.	
9.6	RP drew Board members' attention to the appendix that listed all major procurements planned for the coming year.	
9.7	Board then approved the Annual Procurement Strategy 2021/22 and approved the Procurement & Community Benefits Policy.	

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10.	Rent and Service Charge Policy	
10.1	RW introduced this item advising that this was a new policy as the Association had not previously had a single policy document relating to rents and service charges.	
10.2	TH had submitted questions in advance that RW then addressed. RW confirmed that the concierge added £69.95 per month and that this was applied to the high rise and mini multi properties. As part of the Glenavon viability assessment this was considered, and the actual costs were slightly higher than this. These properties also get a reduction of -£23.32 and -£17.49 for property type respectively.	
10.3	In relation to the cost for close cleaning, RW advised that the rent policy had been designed to reflect the amenity to the tenant of living in that property and the rent criteria were set at that point (2016) and then subject to annual rent increases since, so there was no direct connection between the cost of close cleaning and the rent value for this element.	
10.4	RW advised that there was currently no landscaping charge applied to the high rise or mini multi properties, though if the Association took on any green space responsibilities in the future that might change.	
10.5	VW noted a link to RPI in relation to rent setting. RW advised that RPI was only used for commercially leased properties. CPI was used for any properties directly rented by tenants.	
10.6	RP noted that it was useful to bring all the separate strands together into a policy, and to include affordability as this was a key consideration for the Board.	
10.7	Board then approved the Rent & Service Charge Policy and approved amendments to the Rent Setting Matrix.	
11.	2021-22 Board Agendas	
11.1	RP noted that this item was based on principles agreed between officers and office bearers, which in turn were based on feedback from Board members during past meeting reviews.	
11.2	BW explained that the first change was in relation to which documents were considered strategies and which would instead be described as plans. TH commented that this was a positive change and JC agreed that this was a move in the right direction.	
11.3	BW then advised that another change was the removal of the Assurance Board in June, which would give the Board one additional meeting for normal business and decisions. PI noted that this made a lot of sense and would help reduce some busy agendas.	
11.4	BW advised that another change was that an item would only have its own cover paper if it required a decision from the Board. This approach had already been taken with tonight's agenda. This would mean fewer cover papers and	

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11.5	introductions for items that were just for noting but would still allow Board to ask questions when they needed to.	
11.5	Board approved the revised programme of Board agendas for 2021-22. Board also approved the relevant changes to the Policy Schedule.	
11.6	BW then presented the final section of the report, which related to new build approval stages. BW advised that officers had benchmarked with peers and found that the Association was quite heavy with Board decisions. What was now being proposed was much more in line with what happened elsewhere. BW noted that Board approval was still being retained for key strategic issues to ensure the right balance was achieved.	
11.7	BW explained that there were two versions of the new appendix for the Development Policy. The first version was an interim appendix to be in place until March 2022. The final version would then be in place from April 2022 once a growth strategy had been set out and agreed by Board as part of the refresh of the Business Plan.	
11.8	Board approved the revised Appendix B to the Development Policy to be applied from April 2022, and the version to be applied from June 2021 to March 2022.	
12.	COVID impact and relaunch summary	
12.1	RW introduced this item, noting that Glasgow was currently still in Tier 3 and that no big changes would happen until Tier 1. RW also noted that the return submitted to the Scottish Housing Regulator was now changing from monthly to quarterly. It was therefore proposed that the COVID update for Board should also move to quarterly.	
12.2	PI agreed that quarterly seemed more sensible, assuming that there were no significant changes. RW confirmed that if something went wrong or there was a significant change to the Association's plans the report would be brought back to Board sooner.	
12.3	RW asked if certain performance areas should remain as a monthly update for Board. PI agreed that for voids and allocations this might be the case, suggesting that monthly reporting could be by exception only. BW advised that void performance was moving in the right direction and JS confirmed that there was a marked improvement, therefore exception reporting would be the best way forward.	
12.4	Board then agreed a move to quarterly reporting of the COVID Impact Analysis, with exceptions brought to Board as appropriate.	
12.5	Board also noted the COVID Impact Analysis as of 13 th May 2021 and the progress on relaunch planning.	

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13.	Governance Report	
13.1	RP noted that this item was a new standing report being introduced as a consequence of moving the Company Secretary role to RW. This new report would cover the main elements of governance at each meeting.	
13.2	RW provided a verbal update that the two notifiable events relating to Board member resignations had now been closed by the Scottish Housing Regulator.	
13.3	RP raised that no Board members had completed the online survey to submit questions in advance for the last two meetings, asking if the survey should still be used. JC commented that it would be good if the survey could continue as although she had not used it recently, she would use it in future. CM agreed that it was a useful way to be able to ask questions and ensure they were passed to the relevant member of staff in advance of the meeting. CM also noted that this was particularly useful for newer Board members. It was agreed that the survey would continue.	
13.4	Board noted the content of the report including the Gifts and Hospitality Annual Report. Board also approved Valerie Wilson's application to become a member of the Association.	
14.	CEO Report	
14.1	RP reminded Board members that the CEO Report was now being used for some items that did not warrant their own cover papers as they were only for information.	
14.2	TH commented that it was good to see the results of the Community Regeneration review, particularly the number of funding bids they have submitted and what they have achieved in terms of bringing in funding in support of tenants. PI agreed that this was particularly positive over the last year so that communities could be supported through the challenges caused by COVID.	
14.3	RP drew Board members' attention to the gas safety section of the report and City Building having had some operatives' Gas Safety registration lapse. JS advised that because of this, 2 properties would go over their annual gas service expiry date. TH noted that there had been 50 due to be re-done. JS confirmed that 2 had expired before they could be re-done. The remaining properties had either been re-done or were not yet at their expiration date. JS advised that Gas Safe had granted City Building an extension on their lapsed registrations, but the extension had not been backdated for services already carried out.	
14.4	BW noted the overspend at Botany Corner development and that Board were being asked for approval to allow staff to process payments on development projects even where there were overspends, as long as costs remained within the overall approved funding levels.	
14.5	RP suggested that this should only be where overspends were due to external factors that could not be foreseen, rather than overspends in general. RW advised that the principle was that if there was funding approval in place and the Association had not yet spent that, the funding could be used to continue with	

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	work rather than downing tools while Board approval was sought. BW advised that moving forward the plan would be to seek explicit Board approval for overspends on development projects at the point of tender award. The level of pre-approved overspend would vary between projects. This is captured in the new Development gateways.	
14.6	Based on these principles Board confirmed that the financial regulations allow staff to process payments on development projects even where there are overspends, as long as costs paid remain within the overall approved funding levels.	
14.7	Board approved unbudgeted expenditure of up to £200k to fund advance works on the Smeaton Street site to remove historical foundations and clear the site for future development.	
14.8	<i>Details removed as confidential.</i> RP asked if there was any update on the condition of the render. BW advised that it continued to deteriorate but that there had been no more falls. RW advised that the insurers continued to insure the building and have simply said to keep them updated of any changes.	
14.9	Officers left the meeting at this stage.	
15.	Meeting Review	
15.1	A brief review of the meeting took place between Board members, with no specific actions recorded.	