

Required Reading



MARYHILL HOUSING ASSOCIATION LIMITED

**MINUTES OF THE BOARD MEETING
HELD ON THURSDAY 30TH JANUARY AT 6.30 PM
HYBRID MEETING FROM 45 GARRICOH ROAD, GLASGOW, G20 8RG**

Board Members	In Person	Remote	Apols	Absent	Officers	Items
██████████ (LF) - Chair	✓				██████████ on (RW) Chief Executive	1-12
██████████ (PI) – Vice Chair		✓			██████████ n (JS) Director of Operations	1-12
██████████ (JC)			✓		██████████ (CD) Head of Property	1-12
██████████ (VW)	✓				██████████ (SR) Corporate Officer (H&S and Facilities)	1-12
██████████ (SJ)	✓					
██████████ (WMc)	✓					
██████████ (AK)				✓		
██████████ (AS)			✓			
██████████ (DF)	✓					
██████████ (MM)	✓					
██████████ (PH)	✓					
Leave of Absence					External	item
██████████ (LS)					██████████ (CA)	2
					Observer	Items

Item No.	Issue	Action By
1.	Welcome	
1.1	The Chair (LF) welcomed everyone to the meeting.	
1.2	Apologies were noted for JC & AS. There were no declarations of interest.	
2.	Glenavon Render - Mediation Report	Full Redact
	<i>Item redacted as commercially sensitive.</i>	
3.	Approval of Board Minutes- 28th November 2024	
3.1	The Board approved the minutes of the meeting held on 28th November, subject to an action to amend 'Board' to 'Committee' at item 5.2.	SR
4.	Matters arising	

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4.1	There were no matters arising not otherwise on the agenda.	
5.	Action Tracker	Partial redact
5.1	LF informed Board members that 13 items were proposed for closure with one verbal update to be provided.	RW
5.2	The Board approved the closure of the 13 items	
5.3	A Board member asked in regard to closed item 8.20 from the meeting of 22 nd August 2024, if improved complaints reporting would be considered when assessing potential new housing management systems. An action was agreed to ensure this was included.	
5.4	<div style="background-color: black; width: 100%; height: 40px;"></div>	
5.5	<div style="background-color: black; width: 100%; height: 40px;"></div>	
6.	Feedback From Training & Events	
6.1	Board members discussed various training sessions they had attended, including the Audit Needs Assessment Workshop and the Customer Satisfaction Workshop.	
6.2	RW noted that the Customer Satisfaction Workshop had been recorded and shared with Board members who were unable to attend.	
6.3	A Board member provided insights from the National Housing Forum in England, the discussion covered HSE regulations, how English authorities manage high-rise building regulations, and the requirement for risk registers above a certain height.	
7.	Rent Increase Proposal	
7.1	LF introduced the paper, highlighting that the Board had previously agreed to consult on the rent increase levels. The paper now asks the Board to consider the feedback received.	JR
7.2	The Board discussed the feedback in detail and noted that the drop-in response rate was disappointing, however recognised that the reduced timescale of the consultation and that this fell just before Christmas was likely to have contributed to the lower than usual response rate. In addition, front line staff not having access to the survey link until after the Christmas break had reduced response rates.	
7.3	Board members emphasised the need for effective engagement with customers on rent increase proposals. JS advised that the paper includes key learnings and that the timeline for next year will revert to the usual earlier start and an action that briefing material for frontline staff would include a link to the survey from the outset.	

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7.4	The Board also discussed the importance of implementing the actions set out in the rent consultation leaflet to improve service to customers. Board discussed this would require assessing customer satisfaction more often than the current three yearly cycle. An action was captured to undertake a shortened customer satisfaction survey by the autumn which could be considered for next year's rent increase process.	JS
7.5	Board then considered the responses to the consultation on the proposed rent increase from April 2025 and approved the following: <ul style="list-style-type: none"> • Rent increase of 5% for all general needs and retirement properties. • Increase rents by 3.7%, being an increase of September 2024 RPI (2.7%) plus 1%, in line with the Rent & Service Charge Policy for leased properties Type 1, Type 2 & Type 3. • Increase the rental element from April 2025 by 5% in line with the general needs rent increase for shared ownership properties. • Increase the lock up charge from April 2025 by 5% in line with the increase proposed for general needs rent for lock ups. • Increase the annual factoring fee from April 2025 of 5% in line with the increase proposed for general needs rent for factored properties. • Noted consultation will be carried out with the tenants of Oran Place and Shiskine Place on the projected costs inclusive of a 15% management fee for service charge costs from April 2025 in line with the Rent & Service Charge Policy in relation to the retirement housing tenants service charges. 	
8.	Strategic Alliance Partnership	
	<i>Item redacted as commercially sensitive.</i>	
9.	Governance Effectiveness Plan & Board Effectiveness Policy	
9.1	LF introduced the paper and highlighted the two items for approval.	RW
9.2	RW advised Board that the Governance Effectiveness Plan features a new layout incorporating recommendations from the Board member appraisals and asked for the Board's thoughts.	
9.3	The Board discussed the changes and agreed that the new layout was clear and well-structured.	
9.4	Board discussed the Board Effectiveness Policy and the amendments to the induction process. Board agreed an action that the proposed policy should be amended to reflect a more flexible induction route based on the individual Board members preference.	
9.5	The Board then had a discussion and approved the below: <ul style="list-style-type: none"> • Governance Effectiveness Plan for 2025/26 • Revisions to the Board Effectiveness Policy (subject to above action) 	
10.	Landlord Health & Safety Policies	
10.1	CD introduced the Water Systems & Legionella Policy advising Board that this is not a new policy and noting the last approval by the Board in 2019.	

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Item No.	Issue	Action By
10.2	The Associations health & safety advisors reviewed the existing policy and made several recommendations to tighten and improve it, which are outlined in the paper at section 3.5, table.	
10.3	The Board discussed the proposed amendments and approved the updated Water Systems & Legionella Policy.	
11.	CEO Report	Partial redact
11.1	LF introduced the paper, which had been updated and circulated to Board members by email on 28/11/25. Board members present confirmed they had all received the updated paper. LF advised each item for approval would be reviewed individually.	
	<i>North Maryhill TRA</i>	
11.2	[Redacted]	
11.3	[Redacted]	
11.4	[Redacted]	
	<u>Assurance Approach</u>	
11.5	RW presented this section of the paper.	
11.6	A Board member asked if the scrutiny panel is still active. RW confirmed that the group meets monthly with support from TPAS. SR added that the panel has requested complaints data to help identify areas they may want to focus on for their annual plan.	
11.7	Board approved the revised approach to Assurance Board reporting.	
	<i>Property Acquisition Below NPV</i>	
11.8	[Redacted]	
11.9	[Redacted]	
	<u>Policy Changes</u>	

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Item No.	Issue	Action By
11.10	LF advised that policy changes were needed to reflect the updates in job titles for key posts following the staff structure review approved in November 2024.	
11.11	Board approved the policy changes to reflect the changes in job titles of key post in the Association months and noted they will be implemented over the coming months once the new Corporate Services Manager is in post.	
11.12	<i>Maryhill Locks</i> [Redacted]	
11.13	<i>Community Fund & Donations Policy</i> LF highlighted the amendments to the Community Fund and Donation Policy.	
11.14	Board approved the Community Fund & Donations Policy.	
11.15	<i>Reactive Repairs Contract</i> [Redacted]	
11.16	[Redacted]	
11.17	[Redacted]	
11.18	[Redacted]	
11.19	[Redacted]	

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Item No.	Issue	Action By
11.20	[REDACTED]	
12.	Governance Report	Partial Redact
12.1	LF introduced the paper, highlighting the items requiring approval.	SR
12.2	Due to shortness of time, the Board agreed that succession planning for the Vice Chair role will come to a future meeting.	
12.3	RW provided a verbal update for the schedule of meetings for 2025/26, noting that the Board Away Day will now be on Saturday the 15th of March 2025, not the 8th of March shown in the papers.	
12.4	[REDACTED]	
12.5	[REDACTED]	
12.6	<p>The following items were approved and noted:</p> <ul style="list-style-type: none"> • Approved a further leave of absence for [REDACTED] up to and including March 2025 Board. • Approved Board and Committee meeting dates for 2025/26 • Noted that [REDACTED] will commence shadowing Chair • Noted the clarification provided to the Scottish Housing Regulator on the annual assurance statement submitted in October. 	
13.	Meeting review	
13.1	No meeting review took place.	

Signed: _____

Date: _____