



MARYHILL HOUSING ASSOCIATION LIMITED

MINUTES OF THE BOARD MEETING HELD ON MONDAY 1ST JUNE 2020 AT 6.00 PM VIRTUAL MEETING VIA CONFERENCE CALL

Board Members	Attended	Apologies	Officers	Agenda Item
Roger Popplewell (RP)	✓		Bryony Willett (BW)	All
Isabella McTaggart (IMc)	✓		Jennifer Simon (JS)	1-13
Les Currie (LC)		✓	Rebecca Wilson (RW)	1-13
Lorna Blain (LB)	✓		Alistair McArthur (AMc)	1-13
Najah Plakaris (NP)	✓		Lesley Carnegie (LCa)	All
Paul Imrie (PI)	✓			
Richard Turnock (RT)	✓			
Sandra Blair (SB)	✓			
Tim Holmes (TH)	✓			

Item No.	Issue	Action by
1.	Welcome	
1.1	RP welcomed everyone to the virtual meeting, explaining that an online survey had been sent to all Board members a week in advance so they could all consider the papers and give their views on the decisions being asked of Board. The responses from the survey would be referred to throughout the meeting, along with other emails received from Board members with specific questions or comments.	
1.2	Apologies were noted. There were no declarations of interest.	
2.	Approval of Board Minutes – 4th May 2020	
2.1	Board approved the minutes from the previous meeting held on 4 th May 2020.	
3.	Action Tracker	
3.1	Board members asked if fraud training would be made available to Board. BW confirmed that this would be possible as bespoke sessions were being created for different staff groups. It was agreed that this would be made available via Teams.	RW
3.2	Board members requested an update on the Glenavon render. BW advised that officers had recently been notified by the lawyers that they	

Item No.	Issue	Action by
3.3	<p>were now not expecting a response until June, as the current COVID-19 lockdown was causing delays at the courts. Regular inspections of the render continue, and no further deterioration has been found since winter. A further update will be brought to Board at the next meeting.</p> <p>Board approved the Action Tracker including actions proposed for closure.</p>	
4.	Rent structure and internet installation – consultation feedback	
4.1	Comments on this item had been received in the Board survey and via email, with responses provided and shared with all Board members.	
4.2	PI raised concerns that there had been a low number of responses to the consultation and asked how many customers the survey had been sent to. BW confirmed that the survey had been sent by post to all customers in the blocks, with further prompts by text and email for those who use these channels.	
4.3	RP proposed that the Association write out to all customers on the outcome of the consultation. This would give them a further opportunity to contact the Association with any concerns before the rent increase is applied, as this does not happen until the works are complete.	JS
4.4	Board then approved the rent increase of £16.82 per month (20/21 prices) to be applied to the relevant mini multi properties in the April following the completion of the works.	
5.	Interim reactive repairs contract	
	<i>Details removed as commercially sensitive.</i>	
6.	Estate Management Policy	
6.1	A question had been asked via the Board survey around the wording of “continuous improvement” in the policy. JS agreed to revisit this in the final version.	JS
6.2	LB asked about the impact of COVID-19 on this policy area. JS advised that the cyclical programme for close painting had been delayed. SB asked if close painting could continue during lockdown restrictions. JS advised that only essential work could be carried out at the moment but that this might change in the next phase and some work could then restart. Board asked that letters be sent to any customers who had been advised of work due to start that was now delayed, explaining the reason and the new timescales likely to be involved.	JS
6.3	RP noted that an update on the full impact of COVID-19 across the Association’s business plan would be brought back to the Board meeting in September.	

Item No.	Issue	Action by
6.4	Board then approved the Estate Management Policy.	
7.	Entitlement, Payment and Benefits Policy	
7.1	A question had been asked via email about the long service payment for staff. BW explained that this was currently part of the EVH terms and conditions and was paid when the staff member leaves. The new policy proposes changing this so that the payment is instead made when the staff member reaches a specific milestone.	
7.2	SB expressed concern that it seemed there were increased amounts being delegated to the CEO instead of being monitored by Board. BW clarified that the only proposed changes were that attendance at networking dinners and awards ceremonies could be approved by the CEO without having to go to Board.	
7.3	LB asked about the increase in amounts relating to family events. BW advised that this referred to the births of children and to deaths in the family. These were small amounts usually spent on flowers from the employer, in addition to any collection organised by staff. Often in the case of deaths there would be no collection, so this was very much appreciated by the recipient. BW agreed that this should not happen for birthdays and that this would therefore be removed from the final version of the policy.	BW
7.4	Board then approved the Entitlements, Payments and Benefits Policy.	
8.	Unacceptable Actions Policy	
8.1	Two suggested changes to this policy had been received from Board members through the survey. These would both be incorporated before finalising the policy.	BW
8.2	SB asked how this policy related to events such as the AGM or SGMs. BW advised that the policy strengthens the Association's position as it would allow banning of people from future events if they behaved inappropriately. This is not the case with the current Anti-Social Behaviour Policy.	
8.3	Board approved the Unacceptable Actions Policy and agreed that any amendments resulting from staff consultation will be delegated to the CEO.	
9.	Landlord health and safety policies	
9.1	Several questions had been asked via email and the survey. It was asked whether compliance with fire detection legislation would be achieved by January 2021 now that COVID-19 had cause delays. JS advised that this was unlikely. A group of housing associations were	

Item No.	Issue	Action by
	collectively going to the Scottish Government to see if an extension can be granted.	
9.2	LB asked about linked fire alarms being fitted in closes. BW clarified that linked fire alarms were only within tenanted properties, not in communal areas. The policy would be updated to ensure this is clear.	JS
9.3	On the gas policy, it was asked why servicing was audited by the Association but not reactive repairs. BW confirmed that officers would look to expand current post inspecting to include installations and repairs. This would be updated in the policy.	JS
9.4	On the asbestos policy Board asked for an update on the survey programme. BW advised that COVID-19 had stopped the Association carrying out surveys for common area asbestos. The impact of this would be included in September's relaunch plans. BW confirmed that this meant the Association was not currently compliant with regulations.	
9.5	With the above changes Board approved the Association's new: <ul style="list-style-type: none"> - Fire Safety Policy. - Gas Safety Policy. - Lift Safety Policy. - Asbestos Management Policy. 	
10.	Gifts and Hospitality Annual Report	
10.1	Board approved the Gifts & Hospitality Register for 2019-20.	
11.	Coronavirus impact assessment	
11.1	TH asked why all 15 Neighbourhood Team staff members were on reduced hours, rather than furloughing some on a rotational basis. BW agreed to consider this and provide Board members with more information after the meeting.	BW
11.2	RT noted that the full COVID-19 document had been shared at the last Board meeting and that this had given comfort that the situation was under control. RT stated that it would be good to understand the key corporate initiatives that had previously been agreed that will be affected by the lockdown restrictions. BW agreed that this would come back to Board in September with the budget refresh information.	
11.3	RP noted that circumstances currently seemed to be changing from week to week. It was agreed that it would be helpful if Board received notification via email of any major changes to services. BW confirmed that these emails would be provided alongside other agreed reporting on relaunch planning.	BW
11.4	RP asked if there were any additional financial details that should be included in the one-page report to Board. RW advised that currently it	

Item No.	Issue	Action by
11.5	<p>was focused on risk areas only, but that details of underspends would be added for the next meeting.</p> <p>LB asked if there had been any negative customer feedback relating to services having stopped but service charges still being paid. JS advised that this had not been evident, also noting that increased resources would be required once coming out of lockdown to get things started back and to deal with any backlogs.</p>	RW
11.6	Board noted the update on the Association's COVID-19 Impact Analysis as at 19 May 2020.	
12.	North Maryhill TRA	
	<i>Details removed as commercially sensitive.</i>	
13.	CEO Report	
13.1	SB and IMc both agreed to be part of the in-house services working group.	
14.	EVH Membership (confidential)	
	<i>Detail removed as confidential.</i>	
15.	Meeting review	
15.1	RP asked for feedback on using Teams and completing the survey in advance, confirming that June's meeting would still be a virtual meeting.	LCa
15.2	TH and RT noted that it was sometimes difficult to answer the survey as some items will always benefit from discussion before approval. LB and PI advised that they treated the survey as an indication of whether they were likely to approve the item, rather than actual final approval. They both confirmed that they also use the comments boxes to share their views and ask any questions.	
15.3	Board agreed to continue with the survey. Due to concerns about having to read the papers and then complete the survey it was agreed that the survey should be closed on the Monday morning to allow two weekends between the issuing of papers and its closure.	
15.4	BW encouraged Board members to comment and question via email or phone if there is anything more complex, as this means the points can be addressed in writing in advance of the meeting.	
15.5	RT suggested that it might be useful to use a video call if connections allow. It was agreed that this would be tried at the next meeting.	
15.6	RP advised that the aim would be to have a socially distanced in-person	

Item No.	Issue	Action by
	meeting in August at the Maryhill Burgh Halls, as a welcome for the potential new Board members observing that meeting. Further details would be provided by officers in advance.	