



## MARYHILL HOUSING ASSOCIATION LIMITED

### MINUTES OF THE BOARD MEETING HELD ON MONDAY 2<sup>ND</sup> NOVEMBER 2020 AT 6.00 PM VIRTUAL MEETING VIA CONFERENCE CALL

Board Members	Attended	Apologies	Officers	Items
Roger Popplewell (RP)	✓		Bryony Willett (BW)	1-14
Caitlyn Maccabe (CM)	✓		Jennifer Simon (JS)	1-13
Isabella McTaggart (IM)	✓		Karen Fee (KF)	1-13
Janaki LakshmiNarayanan (JL)	✓		Carol Bain (CB)	1-13
Jenny Crowe (JC)	✓		Robert Reid (RRe)	1-13
Lindsay Forrest (LF)	✓		Lesley Carnegie (LC)	1-13
Najah Plakaris (NP)	✓		North Star Consulting	All
Paul Imrie (PI)	✓			
Raphael Rickson (RR)	✓			
Richard Turnock (RT)		✓		
Tim Holmes (TH)	✓			

Item No.	Issue	Action by
<b>1.</b>	<b>Welcome</b>	
1.1	RP welcomed everyone to the meeting and congratulated KF on her appointment to Interim Director of Resources. RP also welcomed CB and RRe who were attending to present their own papers.	
1.2	RP then introduced North Star Consulting & Research, the company who recently won the tender for the Association's Board development work taking place over the next year.	
1.3	Apologies were noted from RT.	
<b>2.</b>	<b>Approval of Board Minutes – 29<sup>th</sup> September 2020</b>	
2.1	TH had asked via email if the Chair's appointment needed a proposer and seconder. LC confirmed that there was no requirement for this in the Rules or Standing orders.	
2.2	A small change to paragraph 10.3 was requested, to note that PI was also to be part of the tender assessment panel.	LC
2.3	With this change Board approved the minutes from 29 <sup>th</sup> September 2020.	
<b>3.</b>	<b>Action Tracker</b>	

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3.1	Board members asked when the Value for Money Group would be relaunched. It was confirmed that in her new role KF had now picked this up and would soon be emailing out with plans for the meeting. Any Board members interested in taking part were asked to let KF know.	
3.2	PI noted that delivery of the planned fraud training remained important. BW confirmed that the training session would be re-recorded and then rolled out to Board in the near future.	
3.3	Board approved the updated Action Tracker including those items proposed for closure.	
<b>4.</b>	<b>Chair's Update</b>	
4.1	RP provided an update for Board members on work he had been involved in since the previous Board meeting.	
4.2	RP had been in a number of discussions with the Vice Chair and Company Secretary, including around the Director of Resource's absence and the creation of an interim role, and around the actions that had come out of the recent review of Board member resignations. RP and PI had also reviewed the Code of Conduct Protocol and EVH items on tonight's agenda. Finally, RP had reviewed and approved the CEO's expenses.	
4.3	Board members agreed this was a useful update and provided a better feel for what the Chair role involved in addition to formal meetings.	
<b>5.</b>	<b>Write offs and write backs</b>	
5.1	RRe introduced this item. RRe referred to a request received via email from TH that future write off reports include details of the level of debt passed to the debt collection agenda, the level of debt collected by the agency, and the category that each arrear in the appendix falls into. RRe confirmed that this information would be added to the next report in March 2021. RRe also advised that officers were reviewing the other debt collection agencies available as the current agency's performance could be improved.	RRe
5.2	LF asked if there was any information available on how the Association's debt collection agency compares to those used by other housing associations. RRe confirmed that part of the review would involve finding out more about this.	
5.3	RRe noted that write offs would increase in the second half of the year, with there having been an impact caused by the COVID lockdown delaying court actions while arrears continued to increase.	
5.4	In relation to debt caused by tenants struggling due to COVID, RRe confirmed that the Association was trying to support tenants during this difficult time. The Financial Support Team was actively working with tenants to provide advice and to help them access the benefits and other	

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5.5	<p>support available to them. The specialist income collection team now temporarily formed within the housing management team had also already led to an improvement in arrears management.</p> <p>Board then approved the write off of £32,020.31 in respect of former tenant arrear debts for the period 1<sup>st</sup> April to 30<sup>th</sup> September 2020.</p>	
<b>6.</b>	<b>Glenavon options appraisal</b>	
6.1	BW introduced this item, referring to questions received from Board members in advance.	
6.2	BW advised that the Green Infrastructure project was a piece of work with the Transforming Communities Partnership in Glasgow looking to improve the surrounding area where previous properties had been demolished some time ago. The project focuses on the land and environment instead of only focusing on building new properties. BW advised that an update on progress with the project would be coming to the next Board meeting.	
6.3	Board members had asked whether tenants were being kept up to date on the project. BW advised that they would be updated but that timing was important, as it would not be fair to promise something before it is very clear what this means for investment in Glenavon.	
6.4	BW confirmed that windows in the blocks would be replaced at the same time as the heating work over the next few years, or during any work on the render that is undertaken. A fuller update would be provided for Board in January 2021.	
6.5	BW noted that written responses had been provided to all questions Board members had emailed in advance of the meeting. However one question had not been answered in advance relating to the 20% programme savings assumption. BW confirmed that assumptions around the 20% reduction were applied to the render because the Business Plan applies them to all investment work. This had been discussed with the consultant who advised that at the moment the estimated render costs are some way from being firmed up and therefore the cost is included to reflect the risk rather than being an exact projection of actual future costs. The consultants had also advised that even if the 20% was added back in it would not affect the overall outcome.	
6.6	BW agreed to catch up separately with CM in relation to her question on getting access to the full report on the Glenavon render.	BW
6.7	Board then approved the recommended option to retain the three high rise blocks at Glenavon without making significant changes to the management of the blocks for the next eight years and carry out a further review at this time.	
<b>7.</b>	<b>Community Regeneration Strategy</b>	

Item No.	Issue	Action by
7.1	RRe introduced this item, providing information on what is meant by Community Regeneration and what the team is involved with. The new strategy presented to Board was a refresh of the previous strategy for 2020-2023. The main changes included the move to providing energy advice and digital inclusion services internally, an increase in the focus on physical regeneration of the area as well as economic elements, and a new priority around dealing with the impact of COVID.	JS/RRe
7.2	Written responses had been provided to all questions Board members had emailed in advance of the meeting. TH had asked for additional information around the Community Regeneration Team and their activities. It was noted that this would come to Board in March 2021 in a separate paper reviewing the restructure of the team.	
7.3	Board then approved the Community Regeneration Strategy.	
<b>8.</b>	<b>Community Fund &amp; Donations Policy</b>	
8.1	RRe introduced this item referring to questions that had been received from Board members in advance. It was agreed that the outcome of applications for the Community Fund would be reported to Board on a six-monthly basis in the CEO Report. It was also agreed that the policy should be amended to change “tenant” to “customer” throughout.	RRe/ BW  RRe
8.2	With this change Board approved the proposal to incorporate the Donations Policy into the Community Fund & Donations Policy, and approved the new Policy document.	
8.3	Board also approved IM’s continuation as one of the Board Member representatives on the Community Fund Panel and appointed JC as an interim second Board Member representative, though it was agreed that this should change to having another tenant in future.	
<b>9.</b>	<b>Updated Protocol for Board Member Code of Conduct Investigations</b>	
9.1	RP introduced this item noting that the revised protocol provided more clarity on how the Association should operate when there are potential breaches of the Code of Conduct.	
9.2	Board then approved the revised protocol for these investigations.	
<b>10.</b>	<b>Reactive repairs contract award</b>	
	<i>Removed as commercially sensitive.</i>	
<b>11.</b>	<b>Mini multis air source heat pumps contract award</b>	
	<i>Removed as commercially sensitive.</i>	
<b>12.</b>	<b>COVID impact and relaunch summary</b>	

Item No.	Issue	Action by
12.1	BW introduced this item, noting that the Association was now working on a further response to the government's new tiered system. The positive news was that even in tier 4 work inside customers' homes such as reactive repairs and investment work could continue. This would have an impact on staff so the Association would be drafting revised staff guidance to cover this.	
12.2	Board members had asked about whether Registered Tenant Organisations (RTOs) were meeting virtually yet. BW advised that housing officers had contacted RTOs and that the responses had been mixed. One group had already met virtually and another was going to do so later in November. Other groups were not interested. In the meantime RTO chairs were being kept up to date by email and phone. IM advised that as chair of her RTO she had not been contacted. This would be raised with the relevant housing officer.	BW/ RRe
12.3	Board noted the update on the impact of COVID.	
<b>13.</b>	<b>CEO Report</b>	
13.1	Board approved the proposal to postpone making any changes to Company Secretary responsibilities as a result of the absence of the Director of Resources.	
13.2	Board approved the proposed changes to the Scheme of Delegation and Invoice Approval Schedule.	
13.3	Board approved Ms Eileen Dempsey's application for membership.	
13.4	PI provided an update on Board recruitment. Previously the recruitment correspondence came from the CEO, however PI had thought it would be better from a tenant and so had redrafted and reshaped the recruitment process with himself taking a lead role. The closing date for applications had been Friday and three had been received. These were now being taken forward to induction next week. The interview panel would be contacted soon to arrange dates.	
13.5	RP asked about the installation of fire alarms and detectors, noting that the Scottish Government had delayed the deadline by a year but that the Association should press ahead for safety reasons. JS advised that the project had been delayed during lockdown but was back up and running now. JS confirmed that the project was no less a priority given the change in deadline.	
<b>14.</b>	<b>EVH Pay Negotiations (confidential)</b>	
	<i>Removed as confidential.</i>	