



MARYHILL HOUSING ASSOCIATION LIMITED

MINUTES OF THE BOARD MEETING HELD ON MONDAY 4TH MAY 2020 AT 6.00 PM VIRTUAL MEETING VIA CONFERENCE CALL

Board Members	Attended	Apologies	Officers	Agenda Item
Roger Popplewell (RP)	✓		Bryony Willett (BW)	1-12
Isabella McTaggart (IMc)	✓		Jennifer Simon (JS)	1-12
Les Currie (LC)	✓		Rebecca Wilson (RW)	1-12
Lorna Blain (LB)		✓	Lesley Carnegie (LCa)	All
Najah Plakaris (NP)	✓			
Paul Imrie (PI)	✓			
Richard Turnock (RT)	✓			
Sandra Blair (SB)	✓			
Tim Holmes (TH)	✓			

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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 for tonight's meeting 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. RT declared an interest in item 4 on the agenda as his own housing association's subsidiary may be interested in bidding for this contract. This was noted by the Board.	
2.	Approval of Board Minutes – 30th March 2020	
2.1	Board approved the minutes from the previous meeting held on 30 th March 2020.	
3.	Action Tracker	
3.1	Board approved the Action Tracker including actions proposed for closure.	
4.	Reactive repairs procurement	
4.1	TH had submitted questions on this item via email, which had been	

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4.2	<p>responded to by officers and copied to all Board members for information. TH confirmed that the response addressed his comments. BW advised that a further report would be brought back to Board in May 2020 with additional details on the procurement, to include response times, interfacing, appointments, right first time and other KPIs.</p> <p>On this basis Board approved the pricing structure for the Reactive Repairs contract 2021–26 and the individual specialist contracts to be procured.</p>	
5.	MPS contract termination	
	<i>Details removed as commercially sensitive.</i>	
6.	Annual Procurement Strategy	
6.1	TH had submitted questions on this item via email, which again had been responded to by officers and copied to all Board members for information. TH confirmed that the response addressed his queries.	
6.2	RT asked about COVID-19 and its impact on procurement. BW advised that this was included in the Strategy.	
6.3	Board then approved the Annual Procurement Strategy 2020/21.	
7.	Entitlement, Payment and Benefits Policy	
7.1	Board approved minor changes to the Entitlements, Payments and Benefits Policy as presented.	
8.	Coronavirus - furloughing of staff	
8.1	Several questions had been asked by Board members via email or the online survey, and these had all been responded to by officers in advance of the meeting.	
8.2	LC expressed concern that the Association was asking for staff to volunteer to be furloughed, as this may result in the wrong staff coming forward. BW explained that only specific posts had been asked to volunteer, this was not an invitation to all staff. These posts had been identified using the principles set out in the Board paper. The Association would not force anyone to be furloughed, but so far everyone asked to volunteer had agreed. This is helped by the fact that the Association is topping up salaries to the full 100%.	
8.3	BW advised that she and the Directors met last week to discuss further furloughing. It was decided that opportunities for redeployment should be considered first, as some teams are very busy and could use assistance from elsewhere in the organisation. This will be considered and actioned in the next fortnight.	

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8.4	RT asked for a brief update on staff responses to furloughing. BW advised that those who have been furloughed seem to be fine, with managers in regular contact with them. There has been furlough envy in some teams particularly as the Association is paying 100% and holidays are retained. The Association is taking an individual approach to all requests for a change in hours or working pattern, and this is helping. The aim is to be supportive of all staff but to stick to a set of agreed principles and best practice when it comes to actual furloughing.	
8.5	BW confirmed that the question of annual leave is an important one and that a variety of different approaches are being taken by other organisations. To date the Association has encouraged working staff to take holidays, but this is not the case for those who are furloughed. The longer furloughing goes on the greater the disparity becomes, so it will need to be addressed. Senior Management Team will discuss different options next week following the anticipated announcement from the government on the length of lockdown to be expected.	
8.6	RT asked if anyone who is sick has been furloughed. BW advised that this had not happened yet but could be considered in future.	
8.7	RP asked how furloughing was being used in some teams where not all staff were required during lockdown. BW gave an example of the four Property Officers, two of whom were being furloughed for three weeks on a rotational basis.	
8.8	TH asked why no one in housing management was being considered for furloughing. BW advised that rent collection and arrears management need to continue and are increasingly important areas. Housing Officers are also carrying out welfare phone calls to all customers to check in and to help with social isolation. As Housing Officers should have relationships with the tenants in their patches they are best placed to do this, rather than passing this to another team such as Customer Contact.	
8.9	Board then retrospectively approved the furloughing of staff that has happened to date, and approved delegated authority to the CEO to furlough further staff following the principles set out in the paper.	
9.	Coronavirus impact and risk analysis	
9.1	Board noted this report and agreed that future reporting should be on an exception basis using the one-page summary at the top of the full document.	
10.	Stock transfer commitments	
10.1	RP asked if the question of holding a tenants' conference should be revisited. SB noted her concern that a conference can be expensive to arrange that it is likely to be poorly attended. BW confirmed that tenant	

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10.3	conferences are used less and less by the sector for that reason. BW offered to carry out some research with other housing associations to determine whether they hold a tenant conference and if so whether it brings any specific benefits. Board agreed this would be useful to find out.	
10.4	Board then approved the review of the commitments from the 2011 transfer of properties from Glasgow Housing Association to Maryhill Housing Association and the proposal that no further action is required.	BW
11.	Board agendas for 2020/21	
11.1	SB expressed concern that recent away days had not been well attended and suggested that perhaps an away weekend would be better. RP advised that a survey had been carried out and that the majority of Board members had voted for the single away days.	
11.2	RT agreed that they were poorly attended and noted it would be important to confirm the dates of this year's away days as early as possible. LCa agreed to circulate the suggested dates for this year and ask Board members to confirm attendance.	LCa
11.3	Board then approved the proposed Board and Committee Schedule and outline agendas for 2020-21, noting that actual agenda items may move around during the year to ensure each meeting's agenda is manageable.	
12.	CEO Report	
12.1	BW advised that SB had come forward for the vacant Vice Chair position. As no one else had come forward a formal vote was not required. Board agreed that SB was now Vice Chair.	
12.2	BW provided an update on the Board recruitment process, which was progressing well. Eight tenants and eight independents had so far expressed an interest with lots of different skills on offer. BW reminded Board that there were currently 6 vacancies on the Board and that consideration was also being given to creation of the subsidiary Board. The application form asks each applicant which Board they are applying for. The closing date for applications is 8 th May at which point the recruitment panel will be contacted to arrange shortlisting and interview dates.	
12.3	BW advised Board that Councillor Franny Scally had now missed a number of meetings and was to be removed from the Board in line with the Rules of the Association. BW will write to Glasgow City Council to confirm this and will speak to Councillor Scally directly. The Association will need to submit a notifiable event as he should have been removed before now - initial thoughts on the council nominee being exempt from this Rule had been overturned by recent legal advice. BW had already	

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12.4	<p>spoken to the Scottish Housing Regulator about this issue and they had indicated that this was not a major issue as the Rules had been interpreted in good faith by the Association.</p> <p>PI raised concerns around the attempted fraud described in the paper, asking whether staff were being trained properly in how to identify fraudulent emails. BW confirmed that fraud training had been rolled out but that this could be covered more strongly in induction for new staff, which will now be taken forward.</p>	BW
12.5	Board approved three contract terms of extension.	
13.	CEO remuneration (confidential)	
	<i>Details removed as confidential.</i>	
14.	Meeting review	
14.1	RP asked Board members how they had found the conference call. Overall Board members agreed that this had worked well, and was actually easier than expected. It was also an improvement from the previous virtual meeting. It was agreed that it was sometimes difficult to unmute in time to contribute to the discussion, so the online chat could be used more to ask to be heard.	
14.2	Board also agreed that emailing questions in advance and sharing all responses, as well as using the survey to pre-record approvals, improved everybody's understanding and helped the call take less time.	