



**MARYHILL HOUSING ASSOCIATION LIMITED**

**MINUTES OF THE BOARD MEETING  
HELD ON THURSDAY 28TH OCTOBER 2021 AT 6.30 PM  
VIRTUAL MEETING VIA TEAMS VIDEO CALL**

<b>Board Members</b>	<b>Attended</b>	<b>Apologies</b>
Roger Popplewell (RP)	✓	
Caitlyn Maccabe (CM)	✓	
Colin O'Hara (CO)		✓
Isabella McTaggart (IM)	✓	
Jenny Crowe (JC)		✓
Lindsay Forrest (LF)	✓	
Paul Imrie (PI)		✓
Tim Holmes (TH)	✓	
Valerie Wilson (VW)	✓	
Raphael Rickson (RR)		✓

<b>Officers</b>	<b>Items</b>
Bryony Willett (BW)	1-12
Jennifer Simon (JS)	1-11
Rebecca Wilson (RW)	1-12
Karen Fee (KF)	1-11
Carol Bain (CB)	1-11
Debbie Watt (DW)	1-11
Jenna Borland (JB)	1-11
<b>Observer</b>	

<b>Item No.</b>	<b>Issue</b>	<b>Action By</b>
<b>1.</b>	<b>Welcome</b>	
1.1	LF welcomed everyone to the meeting.	
1.2	Apologies were noted for CO, JC, PI and RR.	
1.3	There were no Declarations of Interest to declare.	
<b>2.</b>	<b>Approval of previous minutes – 30<sup>th</sup> September 2021</b>	
2.1	The Board agreed that there were no changes for the previous Minutes from 30 September 2021.	
2.2	The Board approved previous minutes.	
<b>3.</b>	<b>Action Tracker</b>	
3.1	The Board approved the seven items proposed for closure as set out in the action tracker.	
3.2	RW sought clarification on 17.4 regarding Board members experiencing problems with emails. After discussion the Board approved closure of item 17.4 in the action tracker.	JB

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<b>4.</b>	<b>Chair's Update</b>	
4.1	LF updated the Board on the different meetings she has attended, since the last Board meeting. This included attending another RSL board meeting to observe, a coaching session with Freya from North Star, Tenant Service Improvement Group (TSIG) meeting and induction sessions held with staff. LF confirmed that all meetings were informative and good use of her time as chair.	RW
4.2	LF also advised of the discussion at the TSIG meeting and that the group expressed concern about the rent policy and in particular the greater impact on smaller properties of the current rent structure. It was agreed that consideration of this point would be included in the rent increase report to Board in January 2022.	
<b>5.</b>	<b>Feedback from Board training / conferences</b>	
5.1	Board confirmed that there had been no training to update on.	
<b>6.</b>	<b>2021 Assurance Statement</b>	
6.1	BW explained the summary of the report to Board, the changes in assurance ratings on specific items and explained the recommendations she was seeking approval for.	BW
6.2	The Board approved the Assurance ratings proposed by officers as set out in Appendix A, with one change to the wording agreed, "New Customer Charter to be developed and rolled out by March 2020 December 2020 (covid-dependent)" to be changes to "New Customer Charter to be considered in light of new customer satisfaction survey"	
6.3	The Board approved the 2021 Assurance Statement as set out at Appendix B, with the amendment of the action to improve landlord safety to: "Delivering our action plan to improve landlord health & safety".	
<b>7.</b>	<b>Write Off's and Write Backs</b>	
7.1	The Board noted the audit process that has been established to ensure that all recovery options have been exhausted before presenting balances for write off.	
7.2	The Board approved the write off of £32,200.55 in respect of former tenant arrear debts for the period 1 <sup>st</sup> April 2021 to 30 <sup>th</sup> September 2021.	
7.3	The Board approved the write off of £2642.98 in respect of rechargeable repairs.	
7.4	The Board approved the write back of £4165.46 as written off in error in March 2021.	
<b>8.</b>	<b>Factoring Code of Conduct Review</b>	
8.1	CB explained the purpose of the report set out in the report summary.	
8.2	The Board Noted and approved the proposed changes to the Written Statement of Services.	
8.3	The Board approved the Schedule of Insurance Template.	

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<b>9.</b>	<b>Local Letting Plans - Newbuild</b>	
9.1	JS explained the summary of the report to Board.	JS
9.2	The Board discussed in full the different ways of allocating the new build housing to meet the range of housing needs. Following this discussion, it was agreed that amendments were required to the proposed lettings targets as set out in the report: <ul style="list-style-type: none"> <li>• Section 5 target to reduce from proposed 30% to 25%</li> <li>• Transfer Need to increase from 25% to 30%</li> </ul>	
9.3	The Board then approved the proposed lettings targets set out at 6.3, subject to the above two amendments, for the new build sites at Rothes Drive and Botany Corner on the first let with future lets being carried out in line with the annual lettings targets which are reviewed and approved annually by the Board.	
<b>10.</b>	<b>CEO Report</b>	
10.1	BW discussed the report with Board and provided additional verbal updates in respect of the Glenavon render, Maryhill Locks, working group for in-house services and the unsuccessful Job Centre purchase. Additional updates were given in respect of: <ul style="list-style-type: none"> <li>• Bulk uplift service – Glasgow City Council have confirmed they will not introduce charges during 2022/23</li> <li>• Bin strike risk – letters are prepared ready to go out to customers and contingency plans are in place for high rise stock, Cumlodden estate and any other locations where waste build up could pose a health and safety or fire risk.</li> </ul>	
10.2	Board noted the content of the report.	
<b>11.</b>	<b>Governance Report</b>	
11.1	RW apologised to Board that an approval had been missed out of the recommendation section, which was approval of appointments to the Subsidiary Board. Board noted this additional approval recommendation.	BW
11.2	BW provided an update on an additional notifiable event that will be submitted to the SHR tomorrow. This relates to electrical safety certificates issued by City Building which did not have a second signature included. Our health and safety advisors have confirmed that they do not view these as compliant because they do not comply with the scheme rules of the external certification scheme. City Building have undertaken to carry out a historical review and rectify, there are approximately 400 certificates needing correction and they will undertake this by 3 December 2021.	
11.3	BW also advised, that depending on the SHR position in respect of this notifiable event, there may be a need to amend the ARC submission.	
11.4	The Board approved the written resolution to change subsidiary name to Maryhill Living Limited.	
11.5	RW advised Board that IM and TH had volunteered to become Subsidiary Board members, but TH had flagged his location might make this problematic. LF	

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11.6	<p>volunteered and it was agreed this would mean TH would not be required. RP is already a Subsidiary Board member and confirmed he is willing to continue on. Board then approved that IM and LF be appointed to the Subsidiary Board.</p> <p>RW provided a verbal update on Board recruitment, the application form awaited had not yet been submitted. It was also discussed that the second expression of interest is likely not to be progressed by the individual until January. RW also updated that TH had volunteered if necessary to be the independent member who steps down in January 2022 to enable Rule compliance if the tenant majority had not been achieved by that time.</p>	RW
11.7	Board noted the remaining items on the report.	
<b>12.</b>	<b>EVH Pay Negotiations</b>	
	<i>Removed as confidential.</i>	
<b>13.</b>	<b>Meeting Review</b>	
13.1	Board members agreed that there had been a good level of participation and discussion at the meeting, particularly around letting plans proposals and EVH response.	
13.2	It was noted that the item on the Annual Assurance Statement was approved surprisingly quickly but was agreed that this was because it was the final Assurance Board of the year and Board members were becoming more confident in their knowledge of the issues and responsibilities in this area.	
13.3	The challenges presented by only having access to one screen during virtual meetings was raised and suggested that we might want to ensure that any new members have access to two screens.	DW