

Required Reading

Item No.	Issue	Action By
2.	Approval of Board Minutes – 25th January 2024	
2.1	The Board approved the minutes of the Board meeting held on 25 th January 2024, subject to LS changes to 5.4.	
2.2	LS change to minute - <i>Whether it would be possible to present the consultation results in a way that would also show a more detailed breakdown of from which demographic of tenants/ households did not respond?</i>	
3.	Action Tracker	
3.1	The Board approved all 13 actions proposed for closure.	
4.	Feedback from Audit and Risk Committee	
4.1	RW provided an update on the Audit and Risk Committee Meeting in VW's absence.	
5.	Feedback from Training/Events	
5.1	Some members of the Board had attended the bite size training on Asset Management before the Board meeting. They explained the training was very informative and that they liked the bite size training in general.	
6.	[REDACTED]	
6.1	[REDACTED]	
6.2	[REDACTED]	
6.3	[REDACTED]	
6.4	[REDACTED]	
6.5	[REDACTED]	
6.6	[REDACTED]	BW
6.7	[REDACTED]	

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8.	Assurance	
8.1	BW introduced the overall Assurance position of the Association and summarised how the different assurance reports would be presented.	
8.2	Performance Reporting –	
8.3	JS introduced the Q3 Performance Report and summarised the current performance levels. Questions on Performance Reporting –	
8.4	A Board member queried the issues with emergency response times – was this a process issue or performance issue? JS explained that the cause was incorrect data.	
8.5	A Board member queried why factored owners are not paying? JS explained that factored owners have also been hit with the cost of living crisis but we do have a mechanism in place to try to recover the costs at a later time, but JS agrees that more work around non-payment is needed to make sure factored owners are maximising their incomes.	
8.6	The Board approved the Q3 Performance Report.	
8.7	Complaints and Customer Feedback Report -	
8.8	BW introduced the Q3 Complaints and Customer Feedback Report and summarised the current performance levels. Questions on Complaints and Customer Feedback Report –	
8.9	A Board member queried if damp and mould complaints are included in a separate category ? BW confirmed that this is not currently a separate category, but officers would consider this for the 2024/25 financial year.	BW
8.10	The Board approved the Complaints and Customer Feedback Report.	
8.11	Financial Management Report –	

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8.12	SB introduced the Financial Management reports up to 31 st December 2023 and highlighted that these reports had been presented and reviewed by the Audit and Risk Committee on 15 th February 2024.	SB	
8.13	An error was noted on the introductory slide to change £196 to £196k.		
8.14	The Board approved the Financial Management Report.		
8.15	Health and Safety Report –		
8.16	BW introduced the Q3 Health and Safety Report and explained that she would provide verbal updates for highlighted Key Performance Indicators.		
8.17	A Board member queried on Fire Safety what the 3–6-month time frames were based on? BW confirmed that this was a RAG status received from the audit from H&S Consultant.		
8.18	A Board member queried on Damp and Mould, who is carrying out the damp and mould inspections and what training have they had to be involved in this? CD confirmed that property officers would be carrying out the inspections and they have been booked in for a 6 week in depth course, however, they have already had a basic training on Dmap and Mould. The in-depth course has been recommended by our H&S Consultant.		
8.19	A Board member raised that a 6 and 12 weeks check after works on damp and mould in properties have been complete would be worth considering starting. CD confirmed that he would give consideration to this and amend the policy to reflect this in April 2024.		CD
8.20	The Board approved the Health and Safety Report.		
8.21	Risk Management Report –		
8.22	RW introduced the Risk Management Report and summarised the current performance levels.		
8.23	RW highlighted to Board the new risk on insurance. The current insurer the association has is looking to withdraw from the RSL sector by 2026. RW explained that this effectively means the association has 18 months in which to find a new insurer for our housing property building insurance. RW explained that the risk of this is that we have been unable to go out to market for this policy for a number of years due to the Glenavon Render. RW noted that Board will be kept up to date with progress on this.		
8.24	There were no questions raised by Board on the Risk Management Report.		
8.25	The Board approved the Risk Management Report.		

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8.26	Investment Report –	
8.27	BW introduced the Q3 Investment Report and summarised the current performance levels.	
8.28	There were no questions raised by the Board on the Investment Report.	
8.29	The Board approved the Investment Report.	
8.30	Development Report –	
8.31	BW introduced the Q3 Development Report and provided verbal updates to Board on current projects.	
8.32	There were no questions raised by the Board on the Development Report.	
8.33	The Board approved the Development Report.	
8.34	Governance Effectiveness Plan Report –	
8.35	BW introduced the Q3 Governance Effectiveness Plan and provided and update on current progress.	
8.36	There were no questions raised by the Board on the Governance Effectiveness Plan Report.	
8.37	The Board approved the Governance Effectiveness Plan Report.	
8.38	Delivery Plan Report –	
8.39	RW introduced the Q3 Delivery Plan Report.	
8.40	RW advised that this was the second time this report has been presented to Board, RAG ratings had been added to the progress scores this time and RW asked for any feedback on the format of the report.	
8.41	Questions from the Board -	
8.42	A Board member asked on the multi years projects what was meant by 'good progress'. RW pointed to the accompanying report with most projects being at 7/10 or more for progress, however the Value for Money project was showing 2/10 on progress and a proposed new approach to value for money would come to the March Away day for discussion.	RW
8.43	The Board asked for jargon to be removed or put jargon in a key. RW confirmed officers are happy to accommodate.	SMcP
8.44	Board advised that the progress score was enough, and the arrows could be removed from future reports.	SMcP

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Item No.	Issue	Action By
8.45	The Board approved the Delivery Plan Report.	
8.46	Assurance Dashboard -	
8.47	BW introduced this paper.	
8.48	A Board Member asked BW to ensure the dashboard is consistently updated every quarter to reflect current performance.	BW
8.49	Board Members approved the Assurance ratings proposed in the report including compliance with the Regulatory Framework.	
9.	CEO Report	
9.1	BW introduced the report and explained that the report aimed to provide Board with an overview of key activity and issues for information.	
9.2	There were no questions from the Board.	
9.3	The Board approved amending the Leased Properties Policy.	
9.4	The Board approved setting rents for Type 1 leased properties by 9.9% in April 2024.	
9.5	[REDACTED]	
9.6	The Board approved unbudgeted expenditure of £176k in 2023/24 for additional boiler installations.	
9.7	The Board approved amending the Treasury Management Policy.	
9.8	The Board approved the purchase of up to ten additional properties in 2023-24 by 10, bringing the total to 40 acquisitions in 2023 – 2024.	
10.	Governance Report	
10.1	RW introduced the report and explained that the report aimed to provide Board with an overview of key governance activity.	
10.2	RW informed Board members that the Maryhill Living Board was now down to three board members, LF, VW and one independent member. As LF is chair of Maryhill Housing Board then ideally she should not also be on Maryhill Living Board. RW explained that she was seeking volunteers to join Maryhill Living Board and any Board members interested should get in touch with RW or SMcP.	
10.3	The Board approved shareholding membership applications for [REDACTED] and [REDACTED]	
10.4	The Board approved membership of the Audit & Risk Committee for [REDACTED] and [REDACTED]	

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Item No.	Issue	Action By
10.5	[REDACTED]	
10.6	RW informed Board members that the Community Fund Panel currently only has one Board member on it and invited any Board members interested in joining the panel to get in touch with [REDACTED]	
11.	Meeting Review	
11.1	The Chair suggested that Board only meeting reviews should focus more on the performance of the Board during meetings and advised that the agenda for future "wash-up" sessions would be discussed and developed with the external governance consultant at the Board Strategy Away Day on 9th March.	
11.2	Board members agreed that this would be useful and to wait until this work had been completed.	