



MARYHILL HOUSING ASSOCIATION LIMITED

MINUTES OF THE BOARD MEETING HELD ON THURSDAY 29th OF JANUARY 2026 AT 6.30 PM HYBRID MEETING FROM 45 GARRIOCH ROAD, GLASGOW, G20 8RG

Board Members	In Person	Remote	Apols	Absent	Officers	Items
██████████ (PH) Chair	✓				██████████ (RW) Chief Executive	1-12
██████████ (DF) Vice Chair			✓		██████████ (SB) Director of Resources	1-11
██████████ (VW)	✓				██████████ (JS) Director of Operations	1-11
██████████ (WMc)	✓				██████████ (CD) Head of Property & Neighbourhood	1-11
██████████ (AS)		✓			██████████ (DR) Head of Housing	1-11
██████████ (MM)	✓				██████████ (SR) minute taker	1-5 7-11
██████████ (SJ)	✓				██████████ (AD) Head of Asset & Investment	1-11
██████████ (ST)	✓				██████████ (AMC) Head of Development	1-11
██████████ (UA)	✓				Observers	item
██████████ (EI)	✓					
██████████ (HD)		✓				
Leave of Absence						
██████████ (AK)						
██████████ (JC)						

Item No.	Issue	Action By
1.	Welcome, Apologies & Declaration	
1.1	The Chair (PH) welcomed everyone to the meeting.	
1.2	Apologies were noted for DF.	
1.3	Declarations of interest were recorded as follows: <ul style="list-style-type: none"> SB declared an interest in Item 7 (Rent Increase) as a family member is a tenant. 	

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	<ul style="list-style-type: none"> VW declared an interest as member of the Board at GWSF. PH declared an interest in relation to Arneil Johnston, should this arise during the meeting. 	
2.	Approval of Board Minutes –18th of December 2025	
2.1	The Board approved the minutes of the meeting held on 18 th December 2025.	SR
3.	Matters arising not otherwise on agenda	
3.1	No matters otherwise not on agenda.	
4.	Action Tracker	
4.1	PH advised Board members that 5 items are proposed for closure with one verbal update noted.	
4.2	SB provided a verbal update in relation to the Glenavon Option Appraisal. SB advised that the matter noted at item 18.5 has not progressed yet as it is still to be discussed with Arneil Johnston.	
4.3	The Board noted the update on item 18.5 and approved the closure of the 5 items.	SR
5.	Feedback from training/events	
5.1	The Board advised that the Bitesize session on Fraud and Whistleblowing held immediately prior to the meeting had been useful however it was noted that there had been no opportunity to ask questions at the end of the training.	
5.2	A Board member advised that she had contacted the trainer at the end of the session to raise queries regarding the Whistleblowing Policy, particularly around anonymous whistleblowing.	
5.3	RW responded and advised that the Whistleblowing Policy is based on the EVH (Employers in Voluntary Housing) model policy and also reflects the guidance set out by the Scottish Housing Regulator. RW noted that investigations are easier to conduct when individuals come forward, although anonymity is permitted anonymous reports can be more challenging to investigate. RW also advised Board the Whistleblowing Policy was last approved by the Board at the December 2025 Board meeting.	
6.	Glenavon Road	Redact in Full
	<i>Redacted due to commercially sensitive information.</i>	
7.	Rent Increase April 2026	
	<i>SR returned to the meeting at 7.03pm</i>	
7.1	JS introduced the paper highlighting that the Board had previously agreed to consult on two rent increase levels. The paper now asks the Board to consider the feedback received.	
7.2	JS highlighted to the Board that a response rate of 22% was achieved, exceeding the target of 20%. JS referred Board members to section 3.1.2, which summarised the feedback received and to section 3.3, which set out the response to that feedback.	

Item No.	Issue	Action By
7.3	The Board discussed the feedback in detail and noted that the response rate had doubled compared with the previous year, which was a positive outcome. The Board thanked staff for their work in achieving this.	
7.4	A Board member asked what had been done differently this year to obtain the improved response rate. JS advised that learning had been taken from last year's consultation, when briefing of front line staff had been missed. This year, a more structured approach was adopted, with staff briefings held in advance, visual posters displayed in the office, a stronger focus at staff team meetings and use of the new CX feedback tool as a reminder to tenants. As a result, the response rate increased. Staff were also encouraged to support tenants who were unable to complete the consultation, and the top two staff members were offered a gift card in recognition of their contribution.	
7.5	A Board member asked what percentage of tenants were on full or partial benefits. JS advised that a conscious decision had been taken by Board in previous years not to ask this question however tenants were asked whether they were experiencing financial difficulties so that the welfare team could offer support where needed.	
7.6	Board members also noted that 55% of GWSF members had consulted on only one rent increase option and queried whether this approach would be acceptable to the Regulator. JS advised that the number of RSLs presenting options had been reducing over the years. RW added that some years ago the Regulator advised that the inclusion of options were generally considered best practice [<i>post meeting note – in the 2016 Rent Thematic Report</i>]. However, the Regulator had advised that options should only be included where meaningful, rather than simply for the sake of offering multiple choices [<i>post meeting note - confirmed with Regulator by GWSF in 2019</i>].	
7.7	Board member then asked what the financial impact would be if a lower rent increase were approved and whether the Association would still meet its financial plans. JS confirmed that this had been presented to the Board in October and assessed against the business plan and that the options consulted on both allowed financial plans to be met.	
7.8	<p>Board then considered and discussed the responses to the consultation on the proposed rent increase from April 2026 and approved the following:</p> <ul style="list-style-type: none"> ➤ Approved a rent increase of 5.8% for all social rent general needs, shared ownership and retirement properties. ➤ Noted, that in line with October 2025 Board approvals that: <ul style="list-style-type: none"> ○ Retirement housing service charges for 2026/27 will be set as per the Rent & Service Charge Policy, i.e., based on projected costs for the services provided plus 15% administration fee, subject to consultation with tenants ○ Rent for leased properties Type 1, Type 2 & Type 3 will increase by 5.5%, being an increase of September 2025 RPI (4.5%) plus 1%, in line with the Rent & Service Charge Policy. ○ The management fee for factored owners and the rent for lockups will increase at the same percentage approved for the social rent properties above. 	

Item No.	Issue	Action By
8.	Development Contract Approval	Partial Redact
8.1	AMC introduced the paper and confirmed that approval was being sought for two items.	
8.2	AMC advised that the tender had been returned and submitted to Glasgow City Council for approval. In anticipation of this, a savings exercise was being carried out to reduce costs where possible.	
8.3	<i>Redacted due to commercially sensitive information.</i>	
9.	Governance Effectiveness Plan 2026	
9.1	RW introduced the report and advised that the paper contained two items for approval and two items for the Board to consider.	
9.2	RW highlighted the Governance Effectiveness Plan at Appendix A, which sets out the plan for the coming year and is based on the outcomes of the Board appraisal, with a small number of actions carried forward from last year.	
9.3	The Board approved the Governance Effectiveness Plan for 2026.	
9.4	The Board then discussed the recommendation for a 75% KPI attendance target and noted that this expectation may be high given the range of commitments outside formal Board meetings, including working groups and training sessions.	
9.5	RW advised that the move from ten Board meetings to seven per year alongside a reduction in working group activity, was intended to ease overall expectations on Board members. RW added that staff value the work and time the Board give up and emphasised that the proposed KPI level had emerged from the externally facilitated appraisal process rather than coming from staff.	
9.6	The Board expressed concern that the KPI may present a barrier for some members and therefore agreed to postpone approval at this time. It was further agreed that an action would be recorded for the Chair to meet individually with any members who may be affected. The Board noted that the KPI may be brought back for consideration at a future meeting.	CHAIR
10.	CEO Report	Partial Redact

Item No.	Issue	Action By
10.1	<p><u>Maryhill Road Compulsory Purchase section 3.1.1</u> RW introduced the report and reminded Board that approval had previously been given in January 2022 to progress with the acquisition at Maryhill Road through a compulsory purchase order (CPO) process. RW outlined why the matter was returning to the Board, explaining that proceeding with the CPO required the Association to enter into an indemnity agreement with Glasgow City Council (GCC) which would commit the Association to delivering the development of the site without first having secured funding.</p>	
10.2	<p>AMC provided a verbal update on why the CPO process was required. He advised that it had not been possible to reach an agreed purchase price with the main landowner and therefore GCC are progressing a CPO of the site. GCC are now at the point of preparing to apply to the Scottish Government for permission for the CPO. Before the submission to Scottish Ministers takes place, the indemnity agreement between GCC and the Association has to be put in place. Under the indemnity agreement, GCC's costs are indemnified by the Association and any costs arising after the CPO is implemented would fall to the Association to meet if the development funding is not subsequently secured.</p>	
10.3	<p>A Board member asked whether MHA had put the scaffolding up near the Maryhill Tavern area. AMC confirmed that it belongs to a different landowner.</p>	
10.4	<p>A Board member asked what would happen if the Association chose not to proceed with the development. AMC advised that withdrawal is possible at several stages before the CPO is implemented, with liability limited to costs incurred up to that point. Once the indemnity agreement is signed, the Association is obligated to deliver a development with an expectation of completion within ten years.</p>	
10.5	<p>A Board member then asked whether the indemnity was unlimited. AMC confirmed that while it is technically unlimited, the principal exposure relates to the valuation of the site and surveyor costs, and indicative figures have already been provided.</p>	
10.6	<p>The Board gave consideration to the balance of risk and approved the following:</p> <ul style="list-style-type: none"> ➤ delegated authority to the Chief Executive, in correspondence with the Chair and having appropriate legal advice, to approve the final version of the Indemnity Agreement ahead of the CPO application by GCC. 	
10.7	<p><u>Maryhill Living Service Cost and Lease Payment 2026/27(section 3.3.1)</u> SB presented this item to the Board.</p>	
10.8	<p>Board discussed the costs outlined and then approved the following:</p> <ul style="list-style-type: none"> ➤ Approved the decrease in the service cost per property due from Maryhill Living to £1,186 for 2026/27 ➤ Approved the increase of the lease payment due from Maryhill Living to £122,681 for Locks View properties and £59,712 for various mid-market rent properties for 2026/27. 	
10.9	<p><u>Air Source Heat Pumps section 3.1.4</u> <i>Redacted due to commercially sensitive information.</i></p> <p><u>Housing Scotland Act (section 3.2.1 & Domestic Abuse Act 2 (section 3.2.2)</u></p>	

