



MARYHILL HOUSING ASSOCIATION LIMITED

MINUTES OF THE BOARD MEETING HELD ON THURSDAY 27th OCTOBER AT 6.30 PM HYBRID MEETING FROM 45 GARRICOH ROAD, GLASGOW, G20 8RG

Board Members	In Person	Remote	Apols	Absent	Officers	Items
Lindsay Forrest (LF) - Chair	✓				Bryony Willett (BW) – CEO	1-11
Paul Imrie (PI) – Vice Chair	✓				Jennifer Simon (JS) – Director of Operations	1-11
Caitlyn Maccabe (CM)			✓		Rebecca Wilson (RW) – Director of Resources	1-11
Isabella McTaggart (IM)	✓				Debbie Watt (DW) – Performance & Governance Manager	1-12
Jenny Crowe (JC)	✓				Joanne Reid (Head of Neighbourhoods & Communities)	1-11
Tim Holmes (TH)		✓			Jenna Borland (Corporate Officer)	1-11
Valerie Wilson (VW)	✓					
Raphael Rickson (RR)	✓					
Viola McDade (VM)	✓					
Leave of Absence	Caitlyn MacCabe (CM)					
					Observer	Items

Item No.	Issue	Action By
1.	Welcome	
1.1	The Board were welcomed by the Chair. The Chair reminded the Board that a short comfort break would be introduced after the Assurance Statement item.	
1.2	There were no apologies noted. CM continues to be on a leave of absence.	
1.3	No declaration of interests were declared.	
2.	Approval of Board Minutes – 29th September 2022	
2.1	The Board approved the minutes of the Board meeting held on 29 th September 2022.	
3.	Action Tracker	
3.1	The Board approved the eleven items proposed for closure as set out in the action tracker.	

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4.	Feedback from Training/ Events	
4.1	A Board member provided feedback on the EVH Negotiations of Pay Session. It was noted that different members of EVH attended and that EVH and Unite were close to agreement but still in negotiations.	
5.	Annual Rent Increase Proposals for April 2023	
5.1	RW introduced the report and explained that the original paper which had been issued, modelled rent increase options of 3%, 5% and 7%. Following a meeting with the Chair and Vice-Chair, it was agreed to model 5%, 7% and 9% rent increase options as a 3% increase would not be affordable for the Association. Therefore, these updated options would be presented at the meeting.	
5.2	RW delivered a presentation which detailed the impact of the proposed rent increase options of 5%, 7% and 9%.	
5.3	An in-depth discussion took place which covered the affordability, comparability, and viability of each of the rent increase options.	
5.4	A Board member queried the data contained in the affordability table and RW confirmed this showed weekly and not monthly costs.	
5.5	Another Board member asked whether it was achievable to make the proposed £300k savings. RW confirmed that the Association would need to investigate doing things differently to achieve these savings. RW also highlighted that this figure had been reduced from £500k, so it had been identified that achieving these savings would be difficult.	
5.6	The Board also discussed the impact of each option on the 5-year investment plan in detail.	
5.7	The Board highlighted that it would be good to understand the different communities that would be affected by increasing rents. Officers confirmed that household make-up and diversity information would be captured as part of the rent consultation survey and this data would be analysed and presented to Board in January as part of the survey results.	JS
5.8	The Board asked that the communications being sent to customers include a point explaining why a rent freeze would not be possible as the Association had already applied a rent freeze in 2021.	DW
5.9	The Board noted that the outcome of the consultation would come to the January Board meeting to inform the decision on the 2023 rent increase.	
5.10	<p>The Board approved the following:</p> <ul style="list-style-type: none"> • To consult on 5%, 7% and 9% rent increase options for all general needs, shared ownership, retirement properties and lock ups (excluding fair rent properties). To recommend to tenants a rent increase of 7% or 9%. • Setting service charges for 2023/24 as per the Rent & Service Charge Policy, i.e., based on projected costs for the services provided plus 	

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5.11	<p>15% administration fee, subject to consultation with tenants for Retirement Housing tenants.</p> <ul style="list-style-type: none"> To increase rents for leased properties, type 1 (e.g., Mears) and type 3 Glasgow City Council temporary furnished flats in accordance with the Rent & Service Charge Policy i.e., the lease terms of RPI +1% (Retail Price Inflation rate), using September RPI rate of 12.6%. Not to apply the RPI +1%, set out in the Rent and Service Charge Policy, but instead apply the same increase as for general needs stock for leased properties type 2 (registered charities turnover <£1m). To increase the annual factoring fee, currently set at £180, by the same increase as for general needs stock for Factored Owners. <p>The Board noted that specific rent consultations would be carried out related to the Cumlodden Caretaking Service, Glenavon and Low-Rise Heating Option and Mini-Multies Smart Heating Charge.</p>	
5.12	<p>The Board also noted that cost of living campaigns would be delivered over the next year to flag the support available to customers.</p>	
5.13	<p>The Board noted that Glasgow City Council may have concerns about the proposed rent increase for temporary furnished flats and the Association confirmed it would give consideration to this if approach by Glasgow City Council before setting final rents in January 2023.</p>	
6.	Assurance Statement	
6.1	<p>BW introduced the report and explained that it set out the Association's overall Assurance position and the proposed 2022 Assurance Statement to be submitted to the Scottish Housing Regulator.</p>	
6.2	<p>A spelling error was identified, and action noted to change the word complaint to compliant.</p>	BW
6.3	<p>A Board member asked if the Assurance Statement should contain details on whether the Association complies with EICR Regulations. BW explained that this is covered under compliance with all relevant legislative duties and did not think it would be necessary to include this separately.</p>	
6.4	<p>BW noted that Standard 1 - Leadership and Direction of the Assurance Framework Dashboard would be updated to fully compliant as the Board now had more tenant than independent members due to a former Board member stepping down.</p>	BW
6.5	<p>The Board approved the Assurance ratings and the 2022 Assurance Statement.</p>	DW
7.	Glenavon Heating Decision	
7.1	<p>RW provided a summary of the report.</p>	
7.2	<p>The Board queried whether the option appraisal for Cumlodden included gas. RW confirmed that it did not due to the decision made in 2018 not to include this.</p>	

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7.3	The Board asked for confirmation that the proposed system would not provide customers with reduced energy costs but would provide a reduction in energy use. RW confirmed this to be the case.	
7.4	The Board noted that the option of Kensa ground source heat pumps had been considered but is not being recommended due to the significantly higher costs of this option and the lack of ongoing funding (e.g., renewable heat incentive) to support this.	
7.5	The Board noted that the addition of battery storage as part of the High Heat Retention (HHR) option is not recommended due to the additional costs involved and the unresolved questions around the feasibility of implementing this emerging technology in our properties.	
7.6	The Board approved High Heat Retention storage heaters as the replacement heating solution for Glenavon.	
7.7	The Board noted that the Scottish Government had confirmed that the HHR costs could be eligible for Theme 2 funding under the Social Housing Net Zero Heat Fund and that Officers would proceed to make a funding application by the end of November 2022. Board also noted that this funding application would be extended to cover the Association's low-rise stock, in advance of proposals on the heating option for the low-rise stock coming to November Board.	
7.8	The Board approved in principle the proposed amendment to the Rent Structure to add a rent factor for HHR storage heating system which would result in a £5 per month increase in rents to reflect the increased amenity of the new system. The revised Rent & Service Charge Policy would come to January 2023 Board for approval.	
8.	Write Offs and Write Backs	
8.1	JR introduced the report and sought Board approval to write off the unrecoverable debt detailed in the report.	JR
8.2	<i>Removed as confidential.</i>	
8.3	<i>Removed as confidential.</i>	
8.4	<i>Removed as confidential.</i>	
8.5	<i>Removed as confidential.</i>	
8.6	<i>Removed as confidential.</i>	
8.7	<i>Removed as confidential.</i>	
9.	CEO Report	
9.1	BW introduced the report. <i>Removed as confidential.</i>	

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9.2	BW noted that City Building are now on site at Maryhill Locks to complete outstanding defects. A progress update would be provided at January 2023 board meeting.	BW
9.3	A Board member queried whether Everwarm contractors could be based at the Garrioch Road office rather than lease a property. BW confirmed that this would not be possible as there would be insufficient space. The use of the portacabins was also suggested and Officers agreed to explore this option further.	BW
9.4	The Board queried how the Retirement Housing Officer post would be funded and BW confirmed that the salary was covered by service charges paid by customers. The Board were satisfied and approved the revised post at Oran.	
9.5	The Board approved the projected budget overspend for reactive repairs.	
9.6	An update was provided regarding the Chair's response to the Internal Auditor's Whistleblowing Report.	
9.7	The Board approved the revised Whistleblowing Policy.	
10.	Governance Report	
10.1	RW introduced the report and provided a verbal update on Board recruitment.	
10.2	RW explained that a tenant withdrew their interest to join the Board after they had attended the initial induction session. Upon reflection on what they had learned, they did not feel that joining the Board was for them. It was noted that a further three people would be attending Board Induction Workshops on 3 rd November.	
10.3	DW explained that a further application had been received to join the Board and an update would be provided at the January 2023 Board Meeting.	DW
10.4	The Board agreed that training should resume in January 2023 due to Board member's current commitments and the planned Partnership Workshop and Board Away in November.	DW
10.5	The Board approved the removal of 9 members from the Shareholding Members Register.	DW
10.6	The Board approved the appointment of (<i>removed as confidential</i>) as Staffing Panel Chair.	
11.	New Supply Shared Equity Criteria	
11.1	JS provided a summary of the report.	
11.2	The Board approved the criteria for the allocation and sale of the New Supply Shared Equity units as set out at 4.6 and 4.9 of the report.	
11.3	The Board approved that units for sale could be underoccupied by no more than two extra bedspaces if there are no eligible buyers available.	

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12.	Meeting Review	
12.1	Board members thought that the meeting had covered a lot and the agenda was manageable. They thought that the meeting contained good detail and discussion and that the presentation for rent setting was succinct.	
12.2	Board members asked if additional microphones could be investigated or that people presenting reports could sit nearer the front to ensure people joining remotely could hear everything.	DW
12.3	The Board highlighted that the Assurance papers were particularly well written and presented.	
12.4	Board asked Officers to review how cover papers and appendices are numbered.	DW