



## MARYHILL HOUSING ASSOCIATION LIMITED

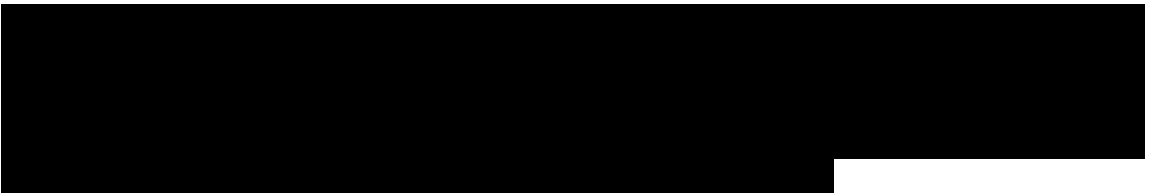
### MINUTES OF THE BOARD MEETING HELD ON Thursday 26<sup>th</sup> September AT 6.30 PM HYBRID MEETING FROM 45 GARRICOH ROAD, GLASGOW, G20 8RG

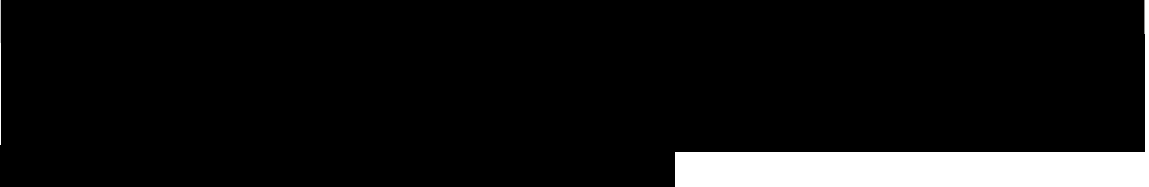

Board Members	In Person	Remote	Apols	Absent
██████████ (LF) - Chair	✓			
██████████ (PI) – Vice Chair	✓			
██████████ (JC)			✓	
██████████ (VW)			✓	
██████████ (SJ)			✓	
██████████ (WMc)	✓			
██████████ (AK)		✓		
██████████ (LS)			✓	
██████████ (AS)			✓	
██████████ (DF)	✓			
<b>Leave of Absence</b>				

Officers	Items
██████████ (RW) Chief Executive	1-12
██████████ (JS) – Director of Operations	1-12
██████████ (CD) Head of Property	1-10
██████████ (AD)- Acting Head of Asset & Development	1-10
██████████ (SR) – Corporate Officer (H&S and Facilities)	1-10
<b>Observer</b>	<b>Items</b>
██████████	1-10

Item No.	Issue	Action By
<b>1.</b>	<b>Election of Chair &amp; Vice Chair</b>	
1.1	LF stood for election as Chair and was confirmed as Chair by the Board.	
1.2	PI stood for election as Vice Chair and was confirmed as Vice Chair by the Board.	
1.3	RW handed over to LF as Chair to lead the rest of the meeting.	
<b>2.</b>	<b>Welcome</b>	
2.1	The Chair (LF) welcomed everyone to the meeting and informed the Board about an observer attending with the intention of becoming a Board member.	
2.2	Apologies were noted for JC, VW, SJ, LS, AS & LS.	
2.3	No Declaration of interest were noted.	


Item No.	Issue	Action By
<b>3.</b>	<b>Approval of Board Minutes</b>	
3.1	The Board approved the minutes of meeting held on the 22 <sup>nd</sup> of August 2024 and requested spelling is reviewed specifically on section 7.2 before publication.	
3.2	LF confirmed that the confidential minutes of the special Board meeting on 16 <sup>th</sup> May 2024 will be discussed at the end of the meeting.	
<b>4.</b>	<b>Matters Arising</b>	
4.1	No matters arising.	
<b>5.</b>	<b>Action Tracker</b>	
5.1	The Board noted that removing next step items has made the tracker easier to read but requested that additional context be provided in the older action summary for clarity on what they relate too.	SR
5.2	AD gave a verbal update on the lift outage, explaining that the costs to replace the necessary components in a single lift was [REDACTED]. The proposal is to proceed with the repairs to the lift in 115 but to obtain other quotes before progressing the other two lifts.	
5.3	The Board <b>approved</b> the 10 items proposed for closure.	
<b>6.</b>	<b>Feedback From Training &amp; Events</b>	
6.1	A Board member provided feedback on the Governance Conference attended in September, noting that it was a great event, highly informative, and gave her a better understanding of the Board's roles and how to ask more effective questions.	
6.2	Board members discussed the feedback received from the AGM and how the event had highlighted ongoing issues in the area, with a sense of frustration and expectations around the Board's involvement. There appeared to be some misunderstanding amongst shareholders that the Board's role should be more operational, particularly when engaging with customers and knowing the stock.	
6.3	LF emphasized that the Board's role is strategic, while staff handle on-the-ground tasks, and asked how to address this misunderstanding. RW suggested an action to be taking to clarify the role of the Board in a future customer newsletter.	RW
<b>7</b>	<b>Annual Assurance Statement &amp; Framework</b>	
7.1	LF introduced the Annual Assurance Statement and provided background context to ensure a full understanding of the regulatory guidance was given which was relevant to the association.	
7.2	RW explained that a one page letter is sent to the Scottish Housing Regulator setting out the Board's opinion of the Association's compliance with regulation, our letter also includes an additional voluntary section outlining areas for improvement.	
7.3	LF highlighted the revised proposed Assurance Ratings and the RAG rating status that have been updated since the August 2024 Board meeting, reflecting the Chair's Action detailed in tonight's Governance Report.	

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7.4	RW proposed the possibility of revisiting how assurance is presented to the Board, suggesting that the current approach may need adjustments to better flag key issues. The Chair agreed that a focus on the key question's Board needs to ask itself in terms of assurance may be helpful. It was discussed and agreed that an external review of the Association's approach to assurance would be commissioned. If time permits, this review will take place before the February 2025 meeting; otherwise, it will be undertaken with a revised approach to assurance papers coming to August 2025 Board.	RW
7.5	Board noted the recommendations and <b>approved the following:</b> <ul style="list-style-type: none"> <li>• The revised rating status proposed by officer set out in Appendix A</li> <li>• The Assurance statement set out at Appendix B for signature by Chair and Chief Executive Officer (CEO)</li> <li>• Delegated authority to the Chair and CEO to submit the signed Assurance Statement in advance of the 31<sup>st</sup> of October 2024.</li> <li>• Changes to assurance policy</li> </ul>	RW
<b>8.</b>	<b>Interim Asset Management &amp; Affordable Warmth Strategy</b>	<b>Partial Redact</b>
8.1	AD presented the Interim Asset Management & Affordable Warmth Strategy to the Board. AD highlighted that this is an interim strategy only, whilst we await key information from the customer satisfaction survey, stock condition survey and net zero implications from the John Gilbert Architect project, as well as the publication of the new Scottish Housing Net Zero standard. The strategy has been prepared in accordance with the latest guidance from the Scottish Housing Regulator (SHR), and the five key principles set out in the guidance.	
8.2	AD advised that a slight change in order of the action plan contained within the interim strategy document was proposed. The step 'complete assessment of asset performance' would happen during 2025/26 before any investment decisions on the Glenavon render and Hathaway Lane tenements were brought to Board.	
8.3		
8.4	A Board member asked how the information from the stock condition survey would feed into the strategy. AD confirmed that stock condition information would be used as a starting point for investment decisions, but that there would also be assessment of deliverability of the investment programme in any given year and flexibility to take account of condition of the components through pre-inspections, thus avoiding unnecessary replacement of components which still had useful life.	
8.5	The Board discussed the importance of the stock condition survey highlighting investment decisions must be based on reliable data to ensure value for money.	
8.6	The Board noted the content of the report and <b>approved the following:</b> <ul style="list-style-type: none"> <li>• The Interim Asset Management Strategy Plan 2024-26 to be published, subject to the change to the action plan noted above.</li> </ul>	AD

Item No.	Issue	Action By
<b>9</b>	<b>Gas Safety Policy</b>	
9.1	CD introduced the report, with the proposed changes to the policy being implemented following a recommendation from the third line of defence audit of our approach to Gas Safety carried out by our health and safety advisors. The third line of defence report had been presented to the Audit & Risk Committee in February.	
9.2	A Board member inquired whether the health and safety advisors had reviewed the changes to the policy. CD confirmed yes, they had.	
9.3	The Board noted the content of the report and <b>approved the following:</b> <ul style="list-style-type: none"> <li>• Updated Gas Safety Policy</li> </ul>	
<b>10.</b>	<b>CEO Report</b>	<b>Partial Redact</b>
10.1	LF introduced the report, noting that a few items required approval and confirmed RW would go through each approval.	
10.2		
10.3		RW
10.4	<b>ARC audit</b> – JS highlighted the need to restate figures in the ARC submission following the third line of defence audit of the ARC return for 2023/24. Most of the figures will be restated by the end of September.	JS
10.5	The ARC audit also identified a specific issue with the reporting of emergency repairs, and JS highlighted the proposal to introduce a new KPI on the completion time for emergency repairs.	
10.6	The Board noted the content of items 2.5 and <b>approved the following:</b> <ul style="list-style-type: none"> <li>• Development of a new KPI for emergency repairs times for completions or make safes</li> </ul>	JS
10.7	<b>Voids spend and restricting transfers</b> – JS introduced item 2.6 and highlighted that the substantial costs incurred repairing void properties to meet the current void letting standard. JS recommended that the Board approve revised letting targets which would be implemented from November 2024 to March 2025, and would mean no transfers for aspirational reasons and reduced transfers for need, with resulting increased targets for section 5 and waiting list lets.	
10.8	Board members asked the following questions relating to item 2.6: <ul style="list-style-type: none"> <li>• Are the substantial costs related to void costs rather than transfer aspirations? JS confirmed that the aim of the recommendations is to reduce the total number of relets, as a transfer leads to another relet requirement</li> </ul>	

Item No.	Issue	Action By
	<p>for the vacated property. By reducing the number of relets overall the aim is that this would reduce void relet costs.</p> <ul style="list-style-type: none"> <li>• What would be the process or implications if this was approved for instance should someone wishing to downsize from a three-bedroom home? JS confirmed that the GCC is funding an initiative to assist individuals who want to move to a smaller home, thereby freeing up larger properties. JS also confirmed that a transfer in these circumstance would be on a need basis rather than aspirational, and that there will be a transfer need target albeit at a lower level temporarily.</li> <li>• Does the funding available from GCC apply to a tenant moving from a Maryhill Housing social rent tenancy to a Maryhill Living mid market rent (MMR) property? JS clarified that it does not apply, as MMR is considered a separate entity and requires a different application process.</li> <li>• If we increase Section 5 referrals target, will there be enough referrals coming through from the council? JS noted that there is currently a housing crisis, which has led to an increased number of Section 5 referrals and JS was confident that processes were now in place with the council to ensure these would be filled.</li> </ul>	
10.9	<p>The Board following a discussion agreed to <b>approve the following:</b></p> <ul style="list-style-type: none"> <li>• The proposed changes to the lettings targets effective 1st November 2024 to 31st March 2025 with the aim of reducing the number of void properties in 24/25</li> </ul>	JS
10.10	<p><b>Factoring Policy</b> – RW introduced the proposed addition to the Factoring Policy that would enable the Chief Executive and Director of Operations together to withdraw from provision of a factoring service in blocks where the Association has no tenants, where that fully owned block could expose the Association to risk. The Factoring Policy is delegated to senior management team for approval, but because of this proposed addition, this specific element is being brought to Board for consideration.</p>	
10.11	<p>The Board considered the proposal and expressed concerns that removing the provision of a factoring service could potentially damage the Association's reputation. Board felt that any decision to withdraw should be presented to the Board for consideration on a case-by-case basis.</p>	
10.12	<p>It was agreed that this section of the Factoring Policy would therefore be amended to say <i>“Seek Board approval for any proposed withdrawal of factoring services from fully owned blocks, where continuation of the service could expose the Association to financial or reputational risk”</i></p>	JS
10.13	<p>RW highlighted the remaining items for approval, including the Customer Insight and Engagement Plan, as well as the Data Protection Policy.</p>	
10.14	<p>Board then gave consideration to and <b>approved the following items:</b></p> <ul style="list-style-type: none"> <li>• The Customer Insight &amp; Engagement Plan</li> <li>• The Data Protection Policy</li> </ul>	
10.15	<p>Board then gave consideration to the remaining items within the report for information.</p>	

Item No.	Issue	Action By
10.16	[Redacted]	
10.17	[Redacted]	
10.18	A Board member asked if it was possible to use My Home to book slots. CD confirmed My Home system is now live, and users can indeed book appointment slots. A new feature allows users to also report communal repairs, accessible to both owner-occupiers and tenants for the first time.	
10.19	Board member queried what happens following booking a slot. CD confirmed that users will receive notifications as the appointment moves through different stages. An email will be triggered at each stage, and users will be able to view the status, including pre and post appointment narratives that may be captured.	
<b>11.</b>	<b>Governance Report</b>	<b>Partial Redact</b>
11.1	The Chair requested all staff leave the meeting for this item, other than RW and JS. The Chair thanked MM for attending as an observer and explained that she should now leave the meeting as Board would consider her application within this item. MM and all staff other than RW & JS then left the meeting.	
11.2	[Redacted]	
11.3	[Redacted]	
11.4	The Chair then led a detailed discussion regarding succession planning in light of the Chair's intention to step down from the Chair role at some point during the coming year. The Vice Chair also indicated that he may wish to step down from the Vice Chair role at the next AGM. It was agreed RW will extend the commission of North Star, who have been supporting the Chair with the annual Board appraisals, to include drafting a succession plan which would include a skills gaps analysis, with the aim this is brought to Board for consideration at the October Board meeting.	RW

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11.5	No existing Board member has currently expressed an interest in taking on the Chair position, therefore it is likely that a recruitment process will be required for a new Chair. It was also discussed that the staffing panel would benefit from a Board member with HR expertise which again would likely require recruitment.	
11.6	In light of these upcoming recruitment requirements, the Chair asked if a pause should be placed on recruiting further Board members until the succession planning had been completed. RW advised that, as detailed in the Governance Report, there are currently 2 tenants who have expressed an interest in joining the Board. It was agreed that the recruitment process for the tenant who received their first induction the previous evening should continue, but potentially with the view to offering a role on the Maryhill Living Board. It was agreed that the second tenant will be advised that their interest has been noted for now but not progress further until the succession planning has been undertaken.	RW  RW
11.7		RW
11.8	In light of the above changes, the staffing panel still requires one additional member and a panel chair to be appointed. To address these gap RW will contact Board members individually ahead of the October Board meeting to identify any members who might be interested in joining the staffing panel.	RW
12.	<b>AOB</b>	
12.1	There were no AOB items.	
13.	<b>Meeting Review</b>	
13.1	There was no meeting review.	

Signed: \_\_\_\_\_

Date: \_\_\_\_\_