

Required Reading

Item No.	Issue	Action By
3.	Matters arising	
3.1	There were no matters arising not otherwise on the agenda.	
4.	Action Tracker	
4.1	The Chair informed Board members 11 items were proposed for closure.	
4.2	Board approved the closure of 11 items on the action tracker.	SR
5.	Feedback from training/events	
5.1	The Chair confirmed attendance at the Glasgow West of Scotland Forum (GWSF) lunch held at the Trades Hall alongside RW. The event was to celebrate the 50 th anniversary of the creation of the first community based housing associations in Glasgow. LF & RW noted it was an insightful event reflecting on the sector's achievements and future direction. RW plans to incorporate key themes from the event into staff inductions to support community engagement.	
5.2	A Board member asked about the overall tone of the event. RW responded that it focused on continued community involvement and building on existing progress.	
5.3	The Chair mentioned a recording of the event will be available online. An action was taken to circulate the GWSF event link to all Board members once it is available.	SR
5.4	Some Board members had attended the Assurance Workshop provided by [REDACTED] the previous week as part of the assurance review. Board members who attended described it as extremely useful and informative. They noted it provided valuable context on what the Board should be focusing on as well as considerations for future approaches.	
5.5	A Board member asked if the actions taken as a result of the assurance review included in tonight's agenda at item 6 will also consider any recommendations from the governance review currently underway before being implemented. RW confirmed that they would.	
6.	Assurance review	
6.1	The Chair introduced the Assurance Paper noting that it followed on from the recent workshops attended by some Board members.	
6.2	RW referred to item 6.1 Appendix A of the report noting that while Linda's review identified a significant number of green ratings indicating a strong approach to assurance there were also amber rated areas requiring attention. RW highlighted that Section 6 of the report sets out the related recommendations, along with proposed management actions and timescales for addressing each point. This section will be shared with [REDACTED] at North Starr and reviewed alongside the upcoming governance review.	RW
6.3	RW highlighted the key area for implementation to ensure effective assurance is provided consistently throughout the year will be the creation of a live online evidence bank. This would also help manage the volume of information being provided in Board packs.	

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6.4	The Board held a discussion and expressed support for the recommendations. Board members agreed that implementing the evidence bank would be a positive step forward.	
6.5	The Board approved the management responses and timescales for taking forward the recommendations set out in the report and also noted that progress on these recommendations will be monitored through the Governance Effectiveness Plan.	
7.	ARC 2024/25 Return	
7.1	The Chair introduced the draft Annual Return on the Charter (ARC) submission to the Board for discussion set out at Appendix A and confirmed this needs to be submitted once a year to the Scottish Housing Regulator (SHR).	
7.2	JS highlighted section 4.1 in the paper which shows that many indicators have improved when comparing to the previous reporting year.	
7.3	A Board member suggested that provision of comparison information showing how we measure against other associations would be helpful. RW noted that whilst the association produces an annual review video showing comparisons against out peer group associations and publishes this on its website, this is not specifically provided to Board.	
7.4	JS highlighted that comparative performance against the ARC is provided to the November Board away day each year.	
7.5	An action was agreed to include information on how MHA are performing against peers for future ARC approval papers.	JS
7.6	An action was agreed to share the annual charter review video with Board in October.	RW
7.7	The Board discussed the ARC results, confirming there weren't any surprises in the paper and feel that discussions around improvement have been considered throughout the year. Board asked that if future ARC cover papers could highlight any areas which staff identified as being significant and provide more in depth comments. An action was agreed that future ARC approval papers will contain details of any specific areas where staff feel action is required.	JS
7.8	JS highlighted that the level of abandoned properties in this year's ARC is a concern. A Board member asked whether this is a common issue across the sector. JS responded that it's not something she has heard widely reported but believes the increase may be linked to association carrying out more forced accesses to complete Electrical Installation Condition Reports (EICRs) which has resulted in abandoned properties coming to light.	
7.9	An action was taken to make enquiries across the sector to determine whether abandoned properties is a common theme.	JS
7.10	JS highlighted an amendment required to Appendix A Sections C8.1 to C8.6. JS proposed that the Stock Survey data be amended to show dates in	

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7.11	<p>day/month/year rather than just month/year format. It was also proposed that the percentage of the stock be fully assessed in the next survey be changed from TBC to 10%.</p> <p>The Board noted the verbal change and approved the following:</p> <ul style="list-style-type: none"> • The ARC return as presented, subject to the agreed amendments to sections C8.1 to C8.6 • The actual submission of the ARC be delegated to the Director of Operations, to be completed before 31st May 2025. 	
8.	North West Partners	
8.1	The Chair presented the report, seeking Board approval for the Partnership Plan and the 2025/26 Annual Project Plan for the North West Partners alliance between Queens Cross Housing Association (QCHA) and Maryhill Housing Association (MHA), along with approval for the remit of the Steering Group.	
8.2	RW noted that some Board members had attended the joint project session on 9th April, and that a separate joint managers' event between MHA and QCHA had also taken place. Both of these events had fed into finalising the plan proposals.	
8.3	A Board member queried the likelihood of QCHA aligning its housing management system with MHA's. RW explained that while alignment may be beneficial, QCHA must complete its own due diligence on any new system. MHA will proceed independently with selecting and implementing a new system as set out in the corporate priorities. MHA and QCHA staff teams will meet to share MHAs approach to selection of the new system.	
8.4	Board raised further questions regarding MHA staff responses, if there were any misconceptions about this being a merger or if staff were generally supportive of the joint working. RW confirmed that an all-staff event the previous week there had been a session on the alliance to reinforce that this is not a merger but a joint initiative reflecting shared values and community focus. The benefits of the alliance in terms of increased staff collaboration, shared training and career development opportunities were also discussed.	
8.5	Boad members reflected positively on the 9th of April session which demonstrated the early benefits of joint working.	
8.6	RW advised that an article introducing the North West Partners and the upcoming joint close cleaning service launching at the start of June will be published in summer newsletter.	
8.7	The Chair introduced the Steering Group remit. RW confirmed that the group is not a decision-making body, and all key decisions will return to the main Board for approval.	
8.8	<p>Following a discussion the Board approved the following:</p> <ul style="list-style-type: none"> • The overarching Partnership Plan and 2025/26 Annual Project Plan for the North West Partners (Appendix 1) • The remit for the North West Partners Steering Group (Appendix 2) 	

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	<ul style="list-style-type: none"> Noted that progress on delivery of the 2025/26 Annual Project Plan will be monitored through the Steering Group 	
9.	CEO report	
9.1	The Chair introduced the report noting several items required approval and would be considered individually.	
	<u>Delivery Plan</u>	
9.2	RW introduced the phased Delivery Plan and invited questions from the Board.	
9.3	A Board member asked whether each element within the four delivery plan projects would be reported on. RW confirmed performance would be report at the project level as a whole, using a RAG (red, amber, green) rating system. RW advised the project elements were provided to give Board insight to the main areas being addressed in each project.	
9.4	The Chair asked staff to provide background context on the new CX Feedback system mentioned in the plan. JS explained that this system will enable the Association to introduce more frequent and targeted surveys which will significantly improve the feedback from tenants on new initiatives and service quality. This will allow the Association to move away from the current three yearly satisfaction survey approach. RW added that the new system will enable the Associations to record tenants' preferred method of communication, which is expected to result in cost savings for the Association by moving to online communications for many tenants.	
9.5	A Board member noted that the nominated lead for CX Feedback brings sector knowledge which will help in structuring and adapting MHA approach effectively.	
9.6	The Board approved the time phased Delivery Plan 2025/26 at Appendix A.	
	<u>Strategy & Development Funding Plan (SDFP)</u>	
9.7	The Chair introduced the SDFP at Appendix B for approval explaining it serves as a planning tool for the Council and helps the Association prepare future development plans.	
9.8	The Board approved the SDFP 2025/26 at Appendix B.	
	<u>EVH Update</u>	
9.9/ 9.10	Information removed as commercially sensitive.	
	<u>Void Action Plan</u>	
9.11	The Chair noted that although the recommendation section of the paper listed the plan as being for approval, the plan was for noting and no approval was required.	
	<u>Glenavon Render</u>	
9.12/ 9.13	Information removed as commercially sensitive	
	<u>Loan Covenant</u>	
9.14/	Information removed as commercially sensitive.	

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Item No.	Issue	Action By
9.15/ 9.16/ 9.17	<u>External Auditors Engagement Letters</u>	
9.18	SB introduced and Board approved the Audit Planning Letter and Letters of Engagement for approval at Appendices G to K.	
9.19	<u>Five Year Financial Plan Submission</u> SB introduced Five Year Financial Plan which requires Board approval before submission to the Scottish Housing Regulator. SB confirmed that the plan reflected the first five years of the business plan that had been discussed in detail during the recent Away Day and approved at March Board.	
9.20	A Board member asked whether there was anything within the plan that might draw attention from the regulator. SB advised that the only item of concern is the previously mentioned breach of covenant which has already been communicated as a notifiable event to the regulator.	
9.21	The Board approved the submission of the Five-Year Financial Plan to the Scottish Housing Regulator.	
9.22	<u>North Maryhill TRA</u> <i>Information removed as commercially sensitive.</i>	
9.23	<u>Air Source Heat Pump Project – Lessons Learned</u> RW drew Board attention to this information item which had been provided at Board's request.	
9.24	Board members acknowledged that the Lessons Learned document had been very informative and clearly demonstrated the range of actions that had been taken to improve the delivery of investment projects.	
10.	Governance report	
10.1	RW introduced report and confirmed there were 2 recommended approvals for the Board to review and discuss, mentioned below: <ul style="list-style-type: none"> • Approve DF appointment as Vice Chair on an interim basis until a board customer wants to take over. • Approve the updates to the Governance Effectiveness Plan 	
10.2	Board had a brief discussion around DF appointment as vice Chair and approved the appointment until there is Board Customer that wants to take over.	
10.3	RW apologised that the Governance Effectiveness Plan had been included under supplementary reading, when it should have been marked as required reading, as it is presented for Board approval.	
10.4	RW spoke through the items that were proposed for closure and confirmed that all actions arising from Linda Ewart's review will be incorporated into the Governance Effectiveness Plan.	
10.5	Board approved the updates to the Governance Effectiveness Plan.	

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10.6	RW updated Board that LS had requested an extension of her leave of absence up to and including the August Board.	
10.7	RW updated Board that SJ has advised that she will attend the steering group meeting in June, but due to family pressures has requested a leave of absence for June and August Board.	
10.8	Board approved extension of leave of absence for LS up to and including August Board and approved leave of absence for SJ for June and August Board.	SR
10.9	Board then gave consideration to the bitesize training. Board agreed that the bitesize sessions are valuable particularly being scheduled prior to Board meetings, which allows for wider participation. It was agreed that a bitesize session on treasury management would take place in June.	
10.10	A Board member asked if the Effective Questioning training would be rescheduled. It was discussed that August would be good timing for this. RW suggested it may be beneficial to organise this as a joint session with QCHA. An action was taken for RW to contact SHARE to arrange a session for August and to liaise with QCHA regarding joint participation.	RW
<i>Staff members left at 7.55pm</i>		
11.	Meeting Review	
11.1	The Chair noted that meeting reviews had not taken place in recent months and reminded members of their purpose.	
11.2	Board members felt that the meeting content was more manageable, this was likely due to fewer agenda items and that regular updates meant there were no unexpected items or surprises.	
11.3	Board members reflected that some items, such as the North West Partners remit and covenant delegation had been repeated across several meetings.	
11.4	Board also discussed training sessions and it was suggested that future training sessions focus more on specific topics to explore implications in detail.	
11.5	Freya Lees from North Star confirmed a benchmarking exercise is planned to review meeting structures and standing items across peers.	
<i>Board meeting ended at 8.14pm</i>		

Signed: _____

Date: _____