



MARYHILL HOUSING ASSOCIATION LIMITED

MINUTES OF THE BOARD MEETING HELD ON MONDAY 27TH FEBRUARY 2023 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 | 1-11 |
| Jenny Crowe (JC) | ✓ | | | | Christopher Duff (CD) – Head of Property | 1-11 |
| Tim Holmes (TH) | | | ✓ | | Joanne Reid (JR) – Head of N & C | 1-11 |
| Valerie Wilson (VW) | ✓ | | | | Steve Bruce (SB) – Head of finance | 1-11 |
| Raphael Rickson (RR) | | | ✓ | | Alistair McArthur (AMcA) – Head of Dev. | 1-11 |
| Viola McDade (VM) | ✓ | | | | Observer | Items |
| Sonia Jordan (SJ) | ✓ | | | | | |
| William McNeilly | ✓ | | | | | |
| Leave of Absence | | | | | | |

| Item No. | Issue | Action By |
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| 1. | Welcome | |
| 1.1 | The Chair welcomed everyone to the meeting. | |
| 1.2 | Apologies were noted for RR and IM and TH. | |
| 1.3 | A declaration of interest was declared for SJ for agenda item 11, as they have applied to become a shareholding member. | |
| 2. | Approval of Board Minutes – 26th January 2023 | |
| 2.1 | The Board approved the minutes of the Board meeting held 26 th January 2023. | |
| 3. | Action Tracker | |
| 3.1 | The Board approved the five items proposed for closure as set out in the action tracker along with item 4.2 as the training slides had now been sent to Board members. | DW |

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| 4. | Feedback from Audit and Risk Committee – 16th February 2023 | |
| 4.1 | The Chair of the Audit and Risk Committee provided a verbal update on the approvals and actions resulting from the meeting held on 16 th February 2023. | |
| 4.2 | Susan Brook from Wylie & Bisset attended the meeting remotely and presented the internal audit reports for Arrears Management and Reactive Repairs. | |
| 4.3 | The Committee approved the internal audit reports and management responses for Arrears Management and Reactive Repairs. | |
| 4.4 | The Committee was advised that BDO had been appointed to deliver the Association's internal audit services from 2023/24. The Committee welcomed the change and were looking forward to seeing what BDO brings forward. | |
| 4.5 | The Committee also noted the proposed process for developing the 3-year Audit Needs Assessment & Internal Audit Plan for 2023/24. | |
| 4.6 | The Committee discussed the lack of invoicing from Everwarm and the effect this would have on the accounts. | |
| 4.7 | The Committee also discussed the increase in decant costs due to repairs not being completed on time. | |
| 4.8 | The Committee approved the financial results for the year to 31 December 2022. | |
| 4.9 | The Committee highlighted their surprise that housing quality had been updated to a substantial risk in the Risk Register. | |
| 4.10 | Officers advised this was due to the 7% rent increase and the fact that the Association would not be able to go ahead with the full window and boiler replacement programme. Also, the Association is not aware of the full implications of damp and mould issues in our properties. | |
| 4.11 | The Committee approved the strategic risk register inclusive of changes. | |
| 4.12 | The Committee were advised that the bank had confirmed they were happy to extend the rolling credit facility to 2033. | |
| 4.13 | The Committee also noted proposals in the covenant update from the bank. | |
| 4.14 | The Committee highlighted concerns around the number of live actions in the external and internal audit recommendation tracker. Officers highlighted that lack of resources had impacted implementation of action points. | |
| 4.15 | The Committee queried outstanding actions for Factoring and Asbestos as these had been outstanding for a while. JS confirmed that she is now managing the Factoring Service and the Factoring Assistant was covering for the Manager who was currently absent from work. Also, the Asset Manager | |

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| 4.16 | is responsible for the management of Asbestos and is carrying out improvements in this area. The Committee approved the closure of 7 actions detailed in the action tracker. | |
| 4.17 | The Committee noted that no third line of defence reviews had been carried out during the reporting period. | |
| 5. | Feedback from Training/ Events | |
| 5.1 | No training or events attended since previous meeting. | |
| 6. | Development Report | |
| 6.1 | AMcA introduced and summarised each of the recommendations detailed in the report. | |
| 6.2 | AMcA detailed what projects had been added to and removed from the growth plan for 2023/24. | |
| 6.3 | The Board approved the proposed growth plan for 2023/24. This would be built into the Association's thirty-year financial business plan and presented to the Board in March 2023. | |
| 6.4 | The Board noted that the Strategy and Development Funding Plan (SDFP) would be presented at the March 2023 Board meeting for approval, prior to submission to Glasgow City Council. | |
| 6.5 | The Board noted the changes to the Scottish Government's Affordable Housing Supply Programme (AHSP) and the implications for the Association. | |
| 6.6 | AMcA provided an update on the compulsory purchase order (CPO) for the properties at Maryhill Cross. | |
| 6.7 – 6.13 | <i>Removed as commercially sensitive.</i> | |
| 6.14 | The Board thought that the Smeaton Street development was a huge success for the Association and thanked Officers for their tenacity in getting the funding approved. | |
| 7. | Mould and Damp | |
| 7.1 | JS introduced the report and provided a summary on the background of the issue and current position of the Association. | |
| 7.2 | A Board member queried if there was a history of mould and damp in our properties. JS advised that we have had some issues with condensation, however, we need to get a better understanding of our property types. The Association also needed to ensure that when issues were identified, there were procedures in place to manage these. | |
| 7.3 | The Board asked if there would be a way of collecting data on mould and damp in the properties. JS confirmed that a code had been set up in SDM to | |

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| 7.4 | <p>record live cases, however we needed to ensure this was being used consistently by staff to ensure accurate reporting on open and closed cases.</p> <p>A Board member also asked whether the stock condition surveys that are due to begin included a question around mould and damp. Officers confirmed that the specification was still to be finalised and that this would be part of the survey.</p> | JS |
| 7.5 | <p>Board was informed that a project had already been identified which would involve piloting the use of communal dryers in the mini-multis as the drying areas were now used for air source heat pumps. The Investment Team would take this forward.</p> | |
| 7.6 | <p>The Board approved the mould and damp action plan.</p> | |
| 8. | Revised Approach to Assurance | |
| 8.1 | <p>BW introduced the report and provided a brief history of Assurance for Board members.</p> | |
| 8.2 | <p>BW highlighted that the new approach would involve a wider range of staff and customer input which had been missing from the current approach.</p> | |
| 8.3 | <p>The Board approved the proposed revised approach to Assurance.</p> | |
| 9. | Assurance | |
| 9.1 | <p>BW introduced the item and provided a summary of the Assurance reports and how these are reported and delivered to Board.</p> | CD |
| 9.2 | <p>JS provided an update on the quarter 3 Performance Report and updated the Board on the mobilisation of the reactive repairs contract, which was also detailed in the CEO Report.</p> | |
| 9.3 | <p>JS advised that there was a backlog of 900 jobs at the end of January which needed to be investigated and relevant action taken. Also, applications for payment had now been received from Everwarm.</p> | |
| 9.4 | <p>The Board queried whether resources would need to be diverted to manage the backlog of jobs and applications for payments.</p> | |
| 9.5 | <p>JS confirmed that temporary staff would be brought in to support the relevant departments.</p> | |
| 9.6 | <p>A discussion took place around whether it may be necessary to change the response times for repairs temporarily, however, this would need to be managed carefully with the contractor.</p> | |
| 9.7 | <p>The Board queried if communications could be issued to customers advising that access to complete EICRs would be treated the same as gas and forced access would be used.</p> | |
| 9.8 | <p>JS advised that this would be included in the spring newsletter.</p> | |

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| 9.9 | DW provided an update on the quarter 3 Complaints Report. No comments or queries were raised by the Board. | RW | |
| 9.10 | SB provided an update on quarter 3 Financial Management report. | | |
| 9.11 | A Board member highlighted that the large cash balance had been discussed at the Audit and Risk Committee and highlighted concerns on how this could appear to our customers, particularly as a 7% rent increase had been applied. | | |
| 9.12 | Officers confirmed that the AGM would be the best forum to share what the cash reserves and rent increases would be spent on. | | |
| 9.13 | BW provided an update on the quarter 3 Health and Safety Report. | | |
| 9.14 | The Board were advised that some gaps had been identified regarding the data for some of the indicators following a data mapping exercise that had been carried out by the new Property Manager, Performance and Governance Manager and Head of Property. | | |
| 9.15 | These gaps were around passenger lift maintenance, fire servicing and water management. Further work would be undertaken during quarter 4 to ensure accurate reporting was available moving forward. | | BW |
| 9.16 | BW confirmed that a learning exercise would be carried out with senior managers to identify any learning outcomes. This would be brought back to Board. | | |
| 9.17 | DW encouraged Board members to attend the health and safety training booked for 6 th April 2023 which would be delivered by SHARE. This had been identified as a requirement by the recent health and safety audit carried out by ACS. | | |
| 9.18 | RW provided an update on the quarter 3 Risk Management report. No comments or queries were raised by the Board. | | |
| 9.19 | CD provided an update on the quarter 3 Investment Report. | | |
| 9.20 | A Board member queried the progress of the roof replacement at Lochburn Road. CD confirmed this work had been completed. | | |
| 9.21 | AMc provided an update on the quarter 3 Development Report. | | |
| 9.22 | A Board member asked if the properties at Botany Corner had been allocated yet. JS confirmed that this process had not started but there was a waiting list which was positive. | | |
| 9.23 | Board approved the Assurance ratings as proposed. | | |
| 10. | CEO Report | | |
| 10.1 | BW introduced the report. | | |
| 10.2 | The Board approved the following: | | |

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| 10.3 | <ul style="list-style-type: none"> • Amending the Allocations Policy to add 100 points to approved management transfer cases. • To amend the Leased Properties Policy to increase the maximum number of Mears leases by two and reduce the number of leases to Glasgow City Council Refugee Team by two. BW would notify the Regulator of the changes. • To allow purchasers of New Supplied Shared Equity (NSSE) properties to under-occupy. • The Association's Fair Work First Statement. • Changes to the Rent and Service Charge Policy. <p>BW provided the following verbal updates:</p> <ul style="list-style-type: none"> • A grant has been awarded to extend the energy advice service until the end of 2024. • <i>Removed as confidential.</i> • The Association was purchasing approximately 20 properties as part of the property purchase scheme. These all must be closed by the end of March. • A complaint had been received regarding the letter that was sent to owners regarding the property purchase scheme. BW would be attending a meeting with the residents. • The sale of the shop unit did not complete. AMcA would be investigating other available options. | BW |
| 11. | Governance Report | |
| 11.1 | RW introduced the report. | |
| 11.2 | <i>Removed as confidential.</i> | |
| 11.3 | <i>Removed as confidential.</i> | BW/RW |
| 12. | Meeting Review | |
| 12.1 | The Board provided feedback that they felt the Development Report had been repetitive and contained a lot of information which had been quite overwhelming. Also, that the Finance paper had acronyms/ abbreviations i.e., RHI Grant, which not all Board members understood. | |
| 12.2 | The Board appreciated that the staff team had been open and honest about areas that needed to be improved. | |