



MARYHILL HOUSING ASSOCIATION LIMITED

MINUTES OF THE BOARD MEETING HELD ON THURSDAY 26TH JANUARY 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	1-12
Paul Imrie (PI) – Vice Chair	✓				Jennifer Simon (JS) – Director of Operations	1-12
Caitlyn Maccabe (CM)	✓				Rebecca Wilson (RW) – Director of Resources	1-12
Isabella McTaggart (IM)	✓				Debbie Watt (DW) – Performance & Governance Manager	1-12
Jenny Crowe (JC)			✓			
Tim Holmes (TH)		✓				
Valerie Wilson (VW)	✓					
Raphael Rickson (RR)			✓			
Viola McDade (VM)	✓					
Leave of Absence					Observer	Items
					Sonia Jordan (SJ)	1-10
					William McNeilly (WM)	1-10

Item No.	Issue	Action By
1.	Welcome	
1.1	The Chair welcomed CM back from their leave of absence and SJ and WM as observers.	
1.2	Apologies were noted for RR and JC.	
1.3	Declarations of interest were declared by DW, RW and JS relating to agenda item 6, staff notice periods. They would be asked to leave when this item would be discussed.	
2.	Approval of Board Minutes – 24th November 2022	
2.1	The Board approved the minutes of the Board meeting held 24 th November 2022.	
3.	Action Tracker	
3.1	The Board approved the seven items proposed for closure as set out in the action tracker.	
3.2	The Board highlighted that it was positive that there was only one item open in the tracker.	

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4.	Feedback from Training/ Events	
4.1	A Board member had attended the EVH SHAPS update meeting and fed back that it had been useful to attend. The main point highlighted was that whilst the deficit in the pension fund had increased it is unlikely there would a re-introduction of deficit repayments over the next couple of years, which is good news for the Association.	DW
4.2	Some Board members had also attended the Effective and Positive Questioning training delivered by SHARE on 12 th January 2023. This training had been informative, and it had been good to refresh their knowledge in this area. DW to request a copy of the slides from the trainer.	
4.3	Board members had attended the bitesize training session on Risk Management prior to this evening's meeting which had provided a good overview of how the Association managed their risks.	
4.4	VW had attended the GWSF Board meeting as an observer and is now a co-opted member of the GWSF Board.	
4.5	More bitesize training is planned in the coming months.	
4.6	The Board asked officers to check with the Payroll Department whether it would be good practice to ask people who had chosen to opt out of the pension whether they would now like to join.	RW
5.	Rent and Service Charge Approvals	
5.1	JS introduced the report and highlighted the good response that had been received from the rent consultation survey. JS also provided an update on the Scottish Government's decision not to cap rents or introduce a rent freeze.	
5.2	The Board were asked if they had any questions regarding the proposed approvals.	
5.3	A Board member queried if the Association would be arranging for electric meters to be changed to single rate meters for tenants who had air source heat pumps fitted and for those who are getting the new high heat retention heating installed.	
5.4	BW confirmed that Scottish Power had agree to prioritise these tenants, however, although the Association could support tenants to make these arrangements, they could not do it on their behalf as the contract is between the power company and the tenant.	
5.5	BW also advised that a Resident Liaison Officer would be recruited to manage the communications with tenants during the next phase of heating upgrades and they would also be responsible for providing energy advice which is critical at this time.	
5.6	RW provided an overview on rent affordability of the four rent increase options which were detailed in the main report and the impacts of each proposed rent increase.	

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5.7	<p>An in-depth discussion took place around the main rent increase scenarios and options set out in the main paper. The Board also considered the impact of these on the business plan and future investment priorities. Following this discussion, the Board approved the following:</p> <ul style="list-style-type: none"> • To increase rent by 7% for all general needs and retirement properties from April 2023. • To delegate authority to the Chair to set service charges from April 2023 based on projected costs for the services and following consultation with tenants, plus 15% administration fee for retirement housing tenants. • To increase rents by 13.6%, being an increase of September 2022 RPI (12.6%) plus 1%, in line with the Rent & Service Charge Policy for leased properties Type 1 and Type 3. • Not to apply the RPI+1% rent increase, as set out in the Rent and Service Charge Policy, for leased properties Type 2 (registered charities with turnover <£1m), but instead to increase rents by 7% which is the same as general needs stock. • To increase the rental element for shared ownership properties by 7% from April 2023. • To increase the lock up charge by 7%. • To increase the annual factoring fee by 7%. 	
5.8	<p>The Board considered the results of the customer consultation for the Cumlodden Caretaking Service and specific rent increase. The Board were disappointed in the level of response, however, as 80% of respondents had voted positively for the service, the Board approved making this a permanent and chargeable service to customers.</p>	
5.9	<p>The Board considered the results of the customer consultation for the heating upgrades and specific rent increase. This had a much better response rate and Board were happy to approve to proceed with the heating installation and resulting rent increase charge.</p>	
5.10	<p>A further discussion took place regarding the customer consultation on whether to explore the potential to add installation of internet to the heating project. WM explained that there was a lack of support for this because tenants could not opt out of this. This meant that that they could be paying for two contracts, one with their current service provider and the additional charge on their rent. Officers acknowledged that this could be deemed to be unfair and the results from the consultation reflected this.</p>	
5.1	<p>The Board did not approve for staff to explore the potential to add the installation of an internet service to the heating project.</p>	
6.	Staff engagement	
6.1	<p>BW introduced the report and provided an update of the proposed scoring for the tender which would be 70% quality and 30% price.</p>	
6.2	<p>A Board member highlighted that there did not seem to be any reference in the consultation's brief to improve delegation of responsibilities, both in terms of staff letting go and staff being confident with taking on new</p>	

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6.3	responsibilities in a “no blame” environment. BW confirmed that this would be included in staff training, and it would also be included in the brief. A Board member asked if the recruitment process should also be included in the brief as people had fed back that that the job had not been what they expected and what had been described in the job description and person specification. BW agreed that this would be included.	BW BW
6.4	The Board approved the proposed approach to address the staff feedback.	
7.	Reactive Repairs Implementation	
	<i>Removed as confidential and commercially sensitive.</i>	
8.	Subscriptions and Memberships	
8.1	BW introduced the report.	
8.2	No questions were put forward by the Board and they approved all future affiliations detailed in the report.	
9.	Boiler Renewable Contract	
	<i>Removed as commercially sensitive.</i>	
10.	CEO Report	
10.1	BW introduced the report.	
10.2	The Board approved amending the 2022/23 budget to purchase up to 30 properties by the end of March 2023.	
10.3	The Board considered and agreed to amend the Property Purchase and Sales Policy to remove specifying the number of properties to be acquired in the annual budget and instead just have a financial sum (plus the criteria that each property must meet).	
10.4	The Board approved the Customer Charter.	
10.5	The Board approved the amendments to the Factoring Written Statement of Service.	
10.6	The Board approved the amendments to the Severance Policy, subject to consultation with staff.	
10.7	JW, RW and DW were asked to leave. BW was also asked to leave as the Board wanted to give consideration to the CEO’s notice period.	
10.8	The Board approved the changes to notice periods for staff which would require an amendment to terms and conditions. This would be applied immediately for new staff and subject to consultation for existing staff. The Board considered making changes to the CEO’s notice period but decided not to make any changes to the CEO’s notice period.	
10.9	JW, RW, DW and BW returned to the meeting.	

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10.10	BW advised that a Project Manager had been recruited to progress the plans for the North Maryhill TRA and the Association had been granted funding for a Tenancy Sustainment and Advice Service, however, the specification for this service had not yet been received from funders.	
10.11	The Board congratulated all staff who had won awards and said it was lovely that an award had been named after Jim Hunter.	
10.12	<i>Removed as confidential.</i>	
10.13	BW confirmed that the Association had not been awarded any Levelling Up fund and that funding had also not been secured for installation of the high heat retention systems.	
10.14	On a positive note, the Association had been granted tender approval for Smeaton Street and this development would now go ahead.	
10.15	The Chair thanked SJ and WM for their interest in joining the Board and attending the meeting. Both left the meeting.	
11.	Governance Report	
11.1	RW introduced the report.	
11.2	The Board approved that SJ and WM be co-opted onto the Board subject to them confirming their desire to join the Board having observed this evening's meeting.	
11.3	The Board approved the CEO Remuneration procedure.	
11.4	The Board approved the revised Board Member and Office Bearer Role Profiles.	
12.	Meeting Review	
12.1	Board thought that it was a well chaired meeting and it had been worthwhile taking extra time to discuss the rent decisions.	
12.2	The Board thought it was important that they had time for discussion where they could reflect and not feel rushed into decisions.	