



MARYHILL HOUSING ASSOCIATION LIMITED

**MINUTES OF THE BOARD MEETING
HELD ON THURSDAY 25 APRIL 2024 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)			✓	
██████████ (TH)		✓		
██████████ (VW)		✓		
██████████ (VM)			✓	
██████████ (SJ)	✓			
██████████ (WMc)	✓			
██████████ (AK)	✓			
██████████ (LS)			✓	
██████████ (AS)				✓
██████████ (JB)	✓			
██████████ (DF)	✓			
Leave of Absence				
none				

Officers	Items
██████████ (BW) – CEO	1-11
██████████ (JS) – Director of Operations	1-10
██████████ (RW) – Director of Resources	1-10
██████████ (AMcA) – Head of Development	1-10
██████████ (CD) – Head of Property	1-10
██████████ (SM) – Head of Community and Housing	1-10
██████████ (JB) – Corporate Officer (H&S and Facilities)	1-10
██████████ (SR) – Customer Liaison Officer	1-10
Observer	Items
none	

Item No.	Issue	Action By
1.	Welcome	
1.1	The Chair welcomed everyone to the meeting.	
1.2	Apologies were received from VM and JC.	
1.3	There were no declarations of interest to declare.	
2.	Approval of Board Minutes – 29th February 2024 and 25th March 2024	

Required Reading

Item No.	Issue	Action By
2.1	The Board approved the minutes from the 29 th February 2024.	
2.2	The Board approved the minutes from the 25 th March 2024, subject to an amendment raised by the Board on Item 6 – Board members to consider joining the EVH Executive.	JB
2.3	The Board noted that recent minutes had been too detailed. RW advised that the format and content of minutes will be reviewed and minutes in future will return to a more concise format.	RW
3.	Action Tracker	
3.1	[REDACTED]	
3.2	The Board approved the 8 actions proposed for closure in the report.	
3.3	[REDACTED]	
3.4	The Chair suggested action 8.43 from 29/02/24 meeting for closure as this was covered in a bitesize training session, recent reports had included glossary of term and a jargon buster is available on the Board Teams channel. The Board agreed to approve the closure.	
3.5	A Board member noted that there were some long standing items on the tracker and the updates given did not sufficiently explain the delay in progressing. Future trackers to include more thorough explanation of delay for long standing items.	RW
4.	Feedback from Training/Events	
4.1	LF informed the Board that she attended a Board Diversity Conference in Leeds. LF confirmed that the conference was very interesting and that she had leaflets from the conference, if Board wanted to take them away with them.	
4.2	The Board members who attended the Bitesize session on additional reading before the meeting found it helpful. RW advised that the outcome from this will be reported in the May Governance Report.	RW
5.	Development Policy	
5.1	The Chair introduced the report and highlighted the approvals.	
5.2	AMcA gave a brief update on why the report was coming back to Board.	
5.3	A Board member queried on Appendix A the gateway approvals at appendix A, specifically why land-banked sites would need to be included in Gateway 3 rather than being part of the Annual Growth Plan approval. AMcA explained that when Appendix A was originally developed MHA didn't have a growth plan. It was therefore agreed, that Appendix A should be amended to remove reference to activation for land-banked sites from Gateway 3.	


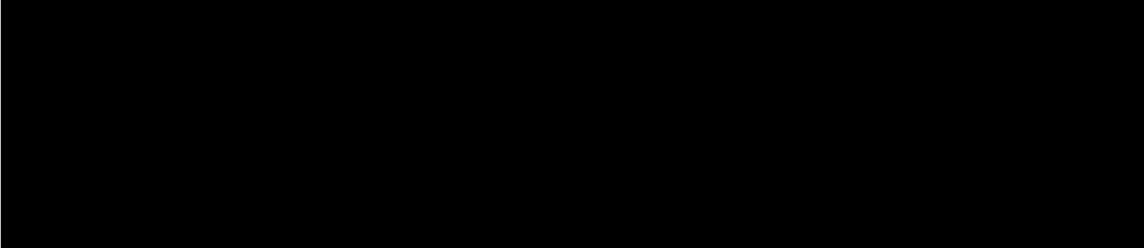
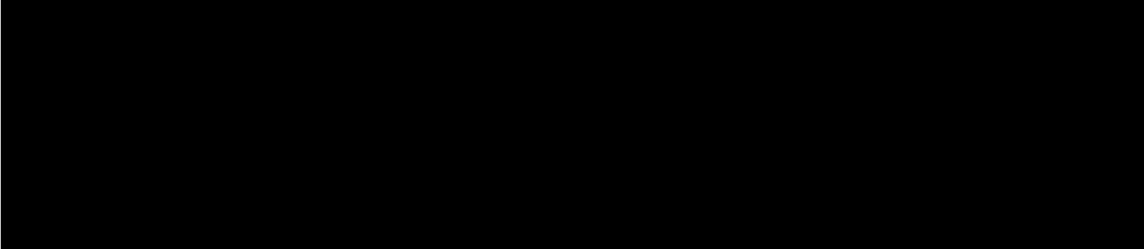
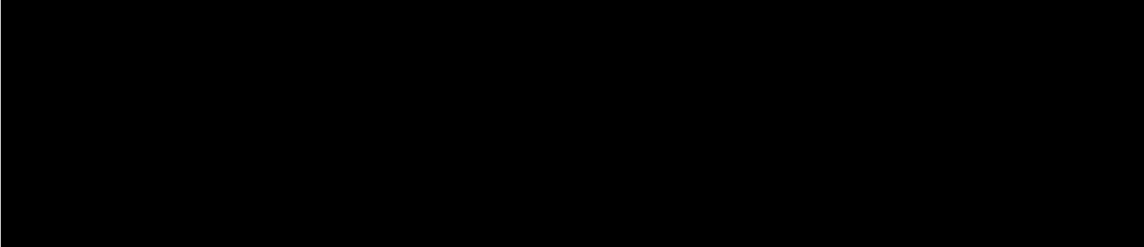
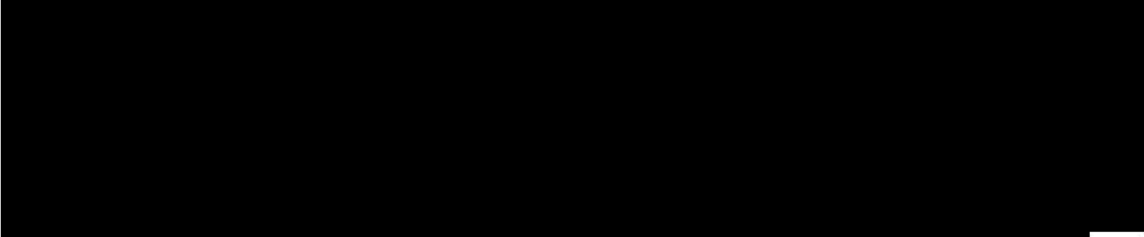
Required Reading

Item No.	Issue	Action By
5.4	The Board approved the proposed changes to the existing Development Policy which are detailed below in the main body of the paper, subject to the amendment of Appendix A agreed above.	AMcA
6.	Rent Arrears Policy	
6.1	The Chair introduced the report.	
6.2	A Board member raised why MHA use standing orders as opposed to direct debits for Mid-Market Rent agreements. SM explained that this policy change to include standing orders was to allow flexibility in the policy and to reflect the practice in place, as when Mid-market rent properties were first let the Maryhill Living bank account was not fully in place and tenants could not initially be set up for direct debit. SM confirmed that direct debit is the Association's preferred method of payment for MMR tenants.	
6.3	JS advised that the transition from standing orders to direct debits will happen once the first rent increase is applied.	
6.4	The Board approved the updated Rent Arrears policy, shown at Appendix A.	
7.	Maintenance Policies	
7.1	The Chair introduced the report.	
7.2	CD highlighted that the main reason for changes on damp and mould was to incorporate the follow up visit, to make sure we were satisfied with the remedial action.	
7.3	Board were asked if they would like officers to create a key performance indicator on the follow up visits and if Board want to consider information to make sure checks are being done. The Board agreed with the recommendation on a new KPI. CD noted that a KPI will to be added to the H&S KPI to capture post condensation follow up visits. Officers agreed that a target can be proposed for June Board meeting and start reporting on KPI from August Board meeting.	CD
7.4	CD provided Board with a verbal update on the amendment to letting standard around dividing fences. It is noted that we will continue to keep them safe but we will not provide new fencing as part of the letting standard.	
7.5	The Board approved the below – <ul style="list-style-type: none"> • The revised Repairs and Maintenance Policy at Appendix A (changes tracked) subject to consultation with customers. • The revised Damp and Mould Policy at Appendix B (changes tracked) subject to consultation with customers • The revised Letting Standard at Appendix C (changes tracked) subject to consultation with customers including the verbal update on division fencing. 	


Required Reading

Item No	Issue	Action By
8.	[Redacted]	
8.1	[Redacted]	
8.2	[Redacted]	
8.3	[Redacted]	
8.4	[Redacted]	
8.5	[Redacted]	
8.6	[Redacted]	BW
9.	CEO Report	
9.1	The Chair introduced the report.	
9.2	BW provided updates on items within the report.	
9.3	[Redacted]	JS
9.4	[Redacted]	
9.5	<p>The Board approved the below –</p> <ul style="list-style-type: none"> The updated Glenavon Render Risk Mitigation Statement attached at Appendix B. <p>[Redacted]</p>	

Required Reading

Item No.	Issue	Action By
10.	Governance Report	
10.1	The Chair introduced the report.	
10.2	RW explained the updates highlighted in the report. RW advised that one of the independent candidates who had not been successful for Maryhill Housing Board was keen to consider joining the Maryhill Living Board. It was agreed he should be invited to observe the June Maryhill Living Board and RW will start first stage induction for Maryhill Living Board.	RW
10.3	RW informed Board of meeting invites that will be coming through to them via outlook and Board asked if an update could be sent to the Board members who could not attend tonight's meeting.	JB
10.4	RW updated that since the papers had been written there had been a Chair's Action. This was to approve the audit planning and engagement letters with Azets that had been considered at the February Audit & Risk Committee meeting. These required approval as an urgent Chair's action due to this being the first year of Maryhill Living being audited and the letters needed to be signed ahead of the audit commencing on 29 th April.	
11.	Resignation of the CEO	
	All Officers other than the CEO left the meeting.	
11.1		
11.2		
11.3		
11.4		
11.5		

Required Reading

Item No.	Issue	Action By
11.6		
11.7		
12.	Meeting Review	
12.1	The Board agreed not to have a meeting review, to focus on the resignation of the CEO.	

Chair Signature _____

Date _____