



MARYHILL HOUSING ASSOCIATION LIMITED

MINUTES OF THE BOARD MEETING
HELD ON THURSDAY 29th NOVEMBER 2018 AT 6.00 PM
AT 45 GARRIOCH ROAD, G20 8RG

Item No.	Issue
1	Concerns raised by Glenavon RTO
	<p>Members of the Glenavon Resident & Tenants Organisation (RTO) attended the start of the meeting, to speak to the Board about their concerns over recent anti-social behaviour in their area. They advised that representatives from Community Safety Glasgow and Glasgow City Council had attended their recent RTO meeting.</p> <p>Officers advised that the recent anti-social behaviour was still being investigated, and that the police were involved. The RTO members were asked to continue to report any new issues to their Housing Officer as soon as possible. They were also advised that they could speak to the Chief Executive or Director of Operations directly if they thought no progress was being made.</p> <p>Board acknowledged the incidents of anti-social behaviour and the concerns of the RTO, but were content that sufficient action was being taken by officers and partner organisations such as the police.</p> <p>Board agreed to monitor the situation through future updates, and would liaise with the Council directly if required.</p>
2	Welcome, safe home, apologies and declaration of interests
	There were no declarations of interest. Apologies were noted.
3	Approval of Previous Minutes – 25th October 2018
	Board Members reviewed the minutes from the October meeting. One change was agreed to correct a spelling error. The minutes were then approved by the Board.
4	Action Tracker
	Updates were provided on closed and outstanding actions from previous meetings.
5	Feedback from Committees
	Board Members received an update on the Audit & Risk and Policy & Performance Committee meetings that had taken place since the previous Board meeting.
6	Review of Property Services and Factoring Structure
	<i>This was a confidential agenda item relating to an ongoing staffing restructure.</i>

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7	Heating Option Appraisal (presentation)
	<p>Officers gave a presentation on heating options for Maryhill properties that currently have electric storage heaters. It was noted that individual air source heat pumps had been identified as the best option.</p> <p>Officers advised that the consultation with affected tenants would begin in 2019 following a test installation. If the test was successful the roll out of the new systems will take place over a number of years. . It was confirmed that the organisation will seek to maximise the use of grants available for this work.</p> <p>Board approved the option of individual air source heat pumps and it was agreed that an implementation plan would come to the January meeting for approval.</p>
8	Mid-Market Rent Governance and Subsidiary
	<p>Officers explained that Maryhill will be developing mid-market rented (MMR) housing as part of its new build development programme. Providing this type of housing means that a subsidiary organisation will be required, and that Maryhill Communities – currently dormant company – will be activated in 2019 for this purpose.</p> <p>Board approved the activation of the subsidiary to provide MMR housing.</p>
9	Write offs/write backs (FTA, Factoring rechargeable repairs sundry debts)
	<p>Officers advised that there were three amounts being proposed for write off, covering former tenant debts, rechargeable repairs and court costs, and an existing tenant who had raised an action of disrepair.</p> <p>It was noted that the third write off was unlikely to be repaid in full and that the advice from the solicitors was to settle the disrepair element of the claim.</p> <p>Board approved all three of the write offs.</p>
10	Board Member Expenses Policy
	<p>Officers presented an updated Board Member Expenses Policy, explaining that a review had been carried out and that the policy was similar to that of other housing associations.</p> <p>Board approved the policy.</p>
11	CEO Report
	<p>The Chief Executive presented this paper, which provided an update on a range of ongoing and upcoming issues. It was noted that three notifiable events had now been closed by the Scottish Housing Regulator.</p> <p>Board Members were asked to approve the quarter 2 summary management accounts. These were approved by Board.</p>
12	Regulatory Framework Consultation and Implications for Maryhill
	<p>Officers explained that the Scottish Housing Regulator's Regulatory Framework was currently under review, and a consultation was open for housing associations to comment on the changes. The changes were summarised for Board Members, along with any implications for Maryhill.</p>

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	<p>Officers explained that one of the key changes was the expectation that Associations provide an annual assurance statement confirming whether their organisation is compliant with the regulatory framework.</p> <p>The Board noted the content of the Draft Regulatory Framework report.</p>
13	Strategic Risk Review
	<p>Officers presented an update on the Strategic Risk Register, advising that one new risk had been added in relation to the Glenavon render failure. It was noted that 3 risk scores had increased since the last Board meeting, whilst 2 risk scores had decreased.</p> <p>The Board noted the content of the Strategic Risk Review.</p>
14	Delivery Plan Update
	<p>Officers presented an update on the Delivery Plan, which sets out the actions and projects to be carried out during the current financial year. The overall status of the Delivery Plan was amber, indicating some small delays but no significant issues with progress.</p> <p>It was noted that the Glenavon wifi project was progressing with pace and installation had now taken place in over 50 properties. Officers confirmed that we were writing to customers in advance to advise them of their appointment slots.</p> <p>The Board noted the content of the Delivery Plan Update.</p>
15	Q2 Performance
	<p>Officers presented the quarter 2 performance results, advising that they had already been scrutinised in detail by the Policy & Performance Committee. It was noted that the report now included benchmarking information and clearer narratives.</p> <p>Board Members queried why there was such a high level of emergency reactive repairs. Officers explained that the number had reduced due to better use of the diagnostic tool by staff. A paper providing more analysis would be presented to the Audit & Risk Committee in 2019.</p> <p>The Board noted the performance for quarter 2.</p>
16	AOCB
	<p>There was no other business at this time.</p>