

**MINUTE OF MANAGEMENT COMMITTEE MEETING HELD ON TUESDAY, 11 MARCH 2025 AT 7PM AT 53 BALLINDALLOCH DRIVE**

**PRESENT**

Mr A Scott (Chair)  
Mr J O'Donnell  
Mrs R Tinney  
Mrs M Hutchison  
Mr N Halls  
Mrs A Strachan  
Mrs J Donachy\*  
Mrs M Smith  
Mrs E Conwell  
(\*online)

**IN ATTENDANCE**

Mr P Martin (CEO)  
Mrs L Sichi (Deputy CEO)  
Mrs P Munro (Executive Officer)

**1a. APOLOGIES FOR ABSENCE**

Apologies were tendered for Mr A Young, Ms G Hay, Ms G O'Hara and Mrs A Jenkins.

**1b. DECLARATIONS OF INTEREST**

None.

**1c. RELEVANT BUSINESS ITEMS TO BE ADDED TO AGENDA**

None.

**2. ADOPTION OF MINUTES MEETING (11 February 2025)**

The above was proposed for approval by Mr N Halls, seconded by Mrs A Strachan and unanimously agreed by the MC.

**2a. MATTERS ARISING FROM MEETING (11 February 2025)**

Estate Management, Membership of MHA, Flexible annual visits, EVH salaries covered in previously circulated papers.

**4. USE OF SEAL (APPROVAL)**

The above was proposed for approval by Mr N Halls, seconded by Mrs M Smith and unanimously agreed by the MC.

The MC were encouraged to see that memberships this month are new, and that Annual Tenancy Visits are generating additional interest in membership.

**5a. GOVERNANCE ISSUES**

The CEO referred to the previously circulated report.

**5a.1 Staffing & Operational Update**

5a.2 The staff appraisals process has been deployed and is now being used for performance and support monitoring. The software is still in its early stages as both staff and managers continue to familiarise themselves with its features.

5a.3 The Staff/MC development day on 18.02.25 and was well received by those in attendance. It was encouraging to hear from staff about improvements in communication and the increase in partnership working since the open-plan office was introduced.

5a.4 MHA continue to monitor our historically high staff absence rates and will report back to MC with a strategy for improvement.

A robust discussion took place amongst the MC. This included long term absenteeism and the % rate. The CEO highlighted that there had been some improvement, but that MHA are monitoring trends and reviewing data from, the internal Bradford Factor system.

5a.5 SKIP meetings continue to be productive with staff responding positively with suggestions on how to improve our customer service.

5a.6 **Financial** – Management accounts show a strong performance as at 31 January 2025. The CEO highlighted the Executive Summary of the previously circulated finance paper which highlights positive results in management accounts considering our position previously. The CEO reminded MC that the Business Plan and Risk Register are available to them via the Teams channel with no updates to report.

5a.7 The CEO advised that, as agreed, there will be several training and briefing meetings during the coming months, including financial management, risk management and a stonework condition update.

5a.8 **Wider Role** – discussed as a separate private & confidential agenda item.

5a.9 **Estate Management** – The summer programme will commence shortly. The Team is working on the preparation for the grass-cutting program that will begin later this month. We are continuing with our program of the hedge removals.

5a.10 **Annual Tenancy Visits** - The Housing Officers continue to progress with annual tenancy visits. A total of 945 have taken place during the current financial year. However, the target of 75% will not be met. MC will receive further details on why this was not achieved which will include where no access granted. In 2025/26 MHA moving towards 100% target.

The MC advised that MHA should take advantage of the Annual Tenancy Visits to collect information. MHA are working on a standard form to be utilised during each visit and collection of data. Also working with the asset team to combine visits during gas checks to make it easier for tenants.

5a.11 **Capital Projects** – Good financial management has enabled MHA to move forward with the kitchens/boilers/stonework repairs programmes. Tenders are out for kitchen replacements and properties have been identified. The boiler upgrade program will continue into the next

financial year, and a stonework program is scheduled to commence at 134 Cardross Street in June 2025.

MC discussed stonework repairs and where window renewals appear as it is important to consider this at the same time. The CEO advised that the Director of Asset Management is producing a report for the April 2025 MC meeting which will include a review viability of new windows.

- 5a.12 **Digital Transformation** - The repairs workflow is now live, allowing tenants to receive updates via text or email confirming that their repair request has been allocated to a named contractor. Tenants will receive a feedback request upon completion. A report on effectiveness will be presented to the MC in coming months.
- 5a.13 **MHA 50<sup>th</sup> Anniversary Celebrations** - The revised layout of the community hall is now available to the MC the Teams folder. The reconfigured layout has been designed to make the best use of space following the advice from the structural engineer.

**5b. WIDER ROLE (PRIVATE & CONFIDENTIAL)**

**5c. FINANCIAL REPORT 31 JANUARY 2025**

The CEO referred to the previously circulated paper highlighting the Executive Summary and section on operating costs which helps identify the review of operating costs. The teams meet weekly to ensure the reactive and void expenditure is under control. Financial performance as at 31 January 2025 is significantly ahead of budget. As we move into 2025-2026 MHA will have large expenditure on capital projects.

**5d. HEALTH & SAFETY UPDATE**

The Deputy CEO referred to the paper previously circulated and advised the training for all staff has now been completed. Feedback from staff has been very positive.

Following the H&S Landlord Systems Control manual, the EVH HS&W manual is more operational and is aimed primarily for staff. The Deputy CEO proposed that this manual will be presented to the March H&S sub-committee and subsequently presented MC for final signoff. A copy will be available via the website.

No H&S concerns were raised.

**5e. BUSINESS PLAN 2023/26 END OF YEAR PERFORMANCE UPDATE**

The Deputy CEO referred to the paper previously circulated. 27 objectives were presenting with progress noted using the traffic light system. 10 achieved, 15 amber and will be ongoing. Two are highlighted as red (high) related to development activities and achieving value for money. The objectives and progress had been previously discussed at

the recent MC Business Planning Day. The above update will be uploaded to the website.

MC discussed the paper and highlighted that they preferred the format and venue of the recent Business Planning Day and agreed to use the office in the future.

The above was proposed for approval by Mrs A Strachan, seconded by Mr J O'Donnell and unanimously agreed by the MC.

**5f. REVIEW OF DISASTER RECOVERY & BUSINESS CONTINUITY POLICY**

The CEO referred to the previously circulated paper. The updated Policy is reduced due to the changes in technology and the Home Working element is now a separate policy. For testing of disaster recovery – scenarios will be added to the policy.

The above was proposed by Mrs R Tinney, seconded by Mrs M Smith and unanimously agreed by the MC.

**5g. REVIEW OF EXPENSES POLICY**

The Deputy CEO referred to the paper previously circulated. MHA's Expenses Policy was reviewed and updated during the governance review work; and it was linked to the Control of payments & Benefits Policy. As MHA are full members of EVH, their model policy, with additions being made to include MC members is being presented for approval. An update check will be carried out to ensure licenses and insurance for staff who use their car for work purposes are up to date.

The above was proposed by Mrs M Smith, seconded by Mrs A Strachan and unanimously agreed by the MC.

**5h. REPORT ON MANAGING DEBTS**

The CEO referred to the paper previously circulated and highlighted that he rejected a considerable number of proposed write-off's as he was of the view that they had not been sufficiently pursued. Therefore, those debts that are recommended for write off have been agreed by the CEO for the reasons provided and are in line with our Debt Management Policy. The MC were reminded that MHA no longer provide a rechargeable repairs service, and this has been replaced with providing contractor details to tenants to liaise directly with them.

Discussion took place around the report and the CEO stressed that he has advised housing that debts must be chased as they will not be written off without substantial evidence that they have been actively pursued.

The MC is asked to approve the write-off of £8,355.78. This was proposed by Mrs R Tinney, seconded by Mr J O'Donnell and unanimously agreed by the MC.

**5i. PRECIS OF MPS BOARD MEETING 11.2.25**

The increased Management Fee of £180 per property for 2025/26 was noted by the MC.

**5j. NOTES STAFF/MC DEVELOPMENT DAY 14.02.25**

The Deputy CEO referred to the paper previously circulated. There was lots of discussion and an upbeat feeling throughout the event with lots of suggestions being made by staff and MC. MHA's corporate traffic light system will be applied to the plan and presented, for future monitoring, to the Governance Sub-Committee.

**5k. NOTES STOCK CONDITION COMMITTEE SESSION 18.02.25**

The above session focused on the stock condition survey, stonework programme, Investment programme and Net Zero with each of these areas being discussed in detail. The MC noted the various planned surveys, frameworks and programme of works and that progress reports will be presented at future meetings. A member commented that this session, had been very useful as this provided an overview of a range of areas.

**5l. NOTES ON BUSINESS PLANNING AWAY DAY 22.02.25**

A summary of the above, which was facilitated by an external governance consultant and a financial consultant, was discussed by the MC. The session covered A summary of Year 3 of the current BP, Feedback from the MC on how MHA is performing, MHA's financial strategy update, Overview of the wider housing sector and Development strategy. The group session looked at what key BP objectives needed to be completed by the end of year 3 and identify the priorities for the new BP 2026/29. The next steps were agreed by the members as these will help inform the updated BP which will be presented for approval to the MC in May 2025.

**5m. NOTES FROM MC MANAGING DEVELOPMENT RISKS SESSION 25.02.25**

The Deputy Director referred to the paper previously circulated on the session which specifically covered what the MC should do to ensure that they manage the range of risks that are associated with developing. As previously discussed by the MC, the updated Risk Audit Register will provide an updated separate section on development. A member commented that the session was very informative and provided a useful check list for committee members as we work through the various stages of the development of the former primary school.

**Noting:**

- n) Committee Meetings Schedule 2025
- o) Member Organisations Update - MHA are proposing to join SHN membership which will prove, amongst other services, benchmarking for MHA. The CEO to sign our acceptance for this. This was proposed for approval by Mrs A Strachan, and seconded by Mrs E Conwell and unanimously agreed by the MC.
- p) KPI's 2024/25 Update
- q) SHR Compliance Update
- r) GDPR, FOI, NE, Complaints & Compliments

## 6. **A.O.C.B**

- 6a. **Insurance Broker** – MHA is currently reviewing existing brokering service to ensure best value. MHA was assisted by Douglas Lapsley an independent insurance broker.

The above was proposed for approval by Mr N Halls, and seconded by Mrs M Smith and unanimously agreed by the MC.

- 6b. **Funding Proposal Review for Development** - The purpose of the report is to provide an update on funding proposals received for the development project at the site of the former Haghill Primary School. This report has been generated by the Finance Director and shows the recommendations along with independent validation from our financial consultant. A member commented that it's critical that the MC remain assured and are kept well informed of all development work.

At 9pm, Mrs M Hutchison proposed an extension to meeting until 9.10pm. The MC unanimously accepted this.

The above was proposed for approval by Mr N Halls, and seconded by Mrs A Strachan and unanimously agreed by the MC.

- 6c. **Contractors Framework** - The CEO discussed the MHA Contractor Framework which has been place since 2023. He provided a verbal summary update on the framework and highlighted that MHA put in place the option to extend the current framework for a further year. Work on how the 2025 review will be undertaken will be covered in the Maintenance & Development Workplan 2025/26.

The above was proposed for approval by Mr J O'Donnell, and seconded by Mrs E Conwell and unanimously agreed by the MC.

- 6d. **Golden Ticket** - As part of the 50<sup>th</sup> anniversary celebrations a monthly Golden Ticket will be drawn. At the meeting, the winner, tenant from Corsock Street was randomly selected and will be notified.

## 7. **DATE OF NEXT MEETING**

Tuesday, 8 April 2025 at 7pm



Chair  
08.04.25