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

PRESENT
Mr J O'Donnell
Mrs R Tinney
Mrs A Strachan
Mrs M Smith
Mrs J Donachy
Mrs M Hutchison
Miss G O'Hara*
Ms L Marshall
Miss S Richards
* Online attendance

IN ATTENDANCE
Mr P Martin (CEO)
Mrs L Sichi (Deputy CEO)
Mr J Gourlay (Finance Director)
Mr C Boyle (Senior G&C Officer)

1a. APOLOGIES FOR ABSENCE
Apologies were tendered for Mr A Scott, Mrs A Jenkins and Mr A Young.

1b. DECLARATIONS OF INTEREST
None.

1c. RELEVANT BUSINESS ITEMS TO BE ADDED TO AGENDA
None.

2. ADOPTION OF MINUTES MEETING (14 OCTOBER 2025)
The above was proposed for approval by Mrs A Strachan and seconded by Mrs R Tinney as a true record of the meeting.

2a. MATTERS ARISING FROM MEETING (14 OCTOBER 2025)
None.

3. ADOPTION OF MINUTES SPECIAL MEETING (28 OCTOBER 2025)
The above was proposed for approval by Mrs R Tinney and seconded by Mrs M Smith as a true record of the meeting.

3a. MATTERS ARISING FROM MEETING (28 OCTOBER 2025)
None.

4. USE OF SEAL (APPROVAL)
CEO referred to the report provided and highlighted the addition of five members and cancellation of one membership.

The above was proposed for approval by Mrs M Smith, seconded by Miss S Richards and unanimously agreed by the MC.

5a. GOVERNANCE ISSUES - THE CEO REPORT
The CEO referred to the report previously circulated.

5a.1 **Staffing & Operational Update**
The CEO confirmed that the Customer First Assistant has now moved on and a review of tasks linked to the vacant post has been carried out. It was decided the position would not be filled and instead the tasks would be split between staff. Encouragingly, the staff involved have confirmed they are

happy to take onboard the additional tasks. This arrangement will be monitored as part of the Annual Staffing review.

A discussion took place between MC, with a query being raised on the potential impact this arrangement might have on customer service (e.g. telephone call answer times). The CEO confirmed these matters were considered and he was confident that the arrangements put in place should not impact customer service, however, reiterated that the arrangements would be monitored and reviewed, therefore any issues that may arise would be reported back to MC.

MC were reminded that a copy of the latest organisational structure was in the Teams folder and highlighted this will include the removal of the Customer First Assistant position. The latest staff numbers were now 45.

To ensure we understand reasons for staff leaving we will continue to carry out exit interviews and information from exit interviews will be provided to the Governance Sub-committee, with papers from these meetings subsequently going to the full MC.

Work around staff absence has continued with assistance from HR consultants, to support staff. The additional support and guidance have been welcomed by staff and we are moving in a positive direction, with staff absence sitting below 3%.

The staff social and wellbeing group have had their second meeting and continue to gather good ideas to increase staff engagement. This is an intentionally staff-led group, with MC members in attendance, the Depute CEO attends the meeting to provide advice and support Staff highlighted their appreciation for the MC member's attendance and input at both meetings. Any recommendations made by the group will initially be presented to the Leadership Team and then the MC.

5a.2 **Wider Role Update**

The MC were reminded that a Wider Role Framework Sub-Committee has been created, and the CEO thanked those members who volunteered. This sub-group will meet during November and have been set up to assess wider role initiatives being proposed, to ensure they aligned with MHA's needs and aims, as well as to ensure they offer value for money; all of which will be measured against community impact and KPI outcomes.

In terms of funding, it was highlighted that the Community Benefits income, from contracts we award, will benefit our wider role functions. Similarly, recent good news of lottery funding being granted, will also assist, particularly in terms of work we hope to carry out to MHA Community Centre; more details on this will be provided to the MC in due course.

The CEO advised that he met with representatives from GCC, about MHA returning the Bluevale Community Hall and Alexandra Park Sports Hub to them. At this meeting he informed GCC that MHA would not be paying the full funds requested for the dilapidation works and instead will be carrying out this work inhouse, before returning the properties back to them.

The MC were informed that costing was still taking place, however initial indications show we should make significant cost savings by carrying out this work ourselves.

5a.3 **Development & Capital Projects - including Stonework**

The CEO highlighted that as part of our engagement plan with the SHR, we provide updates to them on the stoneworks, and the latest report has been submitted. During discussion, the MC acknowledged that this is a high-risk issue for MHA and therefore reporting to the SHR was vitally important. The CEO advised that the MC will be kept informed of any feedback received from the SHR.

GCC has offered additional funding to Housing Associations for acquisitions; to be used to purchase properties we can utilise for rent. This was previously 60% grant but has now increased to 85% grant funding. On top of this GCC offer 50% grant towards the cost of void repair works. It was highlighted that MHA have utilised this funding before and will continue to explore acquisition opportunities when they arise, providing the opportunities are correct for MHA and ensure VFM.

The MC were informed that the Acquisitions and Disposals Policy grant delegated authority to the CEO, where proposals meet stringent criteria i.e. fall within budget, align with at least one strategic aim, and deliver a breakeven 30-year Net Present Value (NPV). However, the current Code of Governance is outdated, and the CEO's level of delegated authority requires to be increase, as to permit the pursual of potential acquisitions in a timely manner and between MC meetings. The CEO therefore requested the MC grant him authority to proceed with potential acquisitions, and in doing so he would ensure an update report is provided to the MC at the next available meeting.

DECISION: The MC discussed the proposal, and increased delegated authority to the CEO was proposed for approval by Mrs A Strachan, seconded by Mrs J Donachy and unanimously agreed by the MC.

In terms of all development works, the MC were advised that all work continues progress well, highlighting that that there has been no major surprises or issues found, while the stonework repairs and window replacement advancement in Cardross Street. MC were reminded that they can review the Stoneworks Risk Register, in Teams, for full detailed information, and it was stressed that this work is a top priority for MHA.

In recognition of the importance of the stoneworks, it was proposed by office bearers that the Stonework Sub-Group be reconvened. The sub-group would carefully review the works progress with the aim to provide the full MC with assurance that the works remained on schedule, were compliant with health and safety requirements and that reporting was sufficiently robust. Mrs R Tinney, Mrs A Strachan, Mrs M Smith, Mrs J Donachy and Ms L Marshall Volunteered to form the Stonework Sub-Group, along with Mr J O'Donnell and Mr A Scott, who were part of the previous group. It was agreed the group would meet in due course.

5a.4 **Estates Management**

The CEO advised the Estates Team have been working through the winter programme, with this being monitored by the Assistant Estates Officer who is also assisting the Maintenance team by taking photographic evidence of the condition of stoneworks at Cardross Street. Residents have been encouraged to provide feedback on the Estates services, to assist with performance monitoring.

5a.5 **Governance and Compliance**

MC were advised that a new Performance Dashboard has been added to the MC papers providing progress against all key business areas of MHA performance i.e. void let days, rent arrears recovery etc. This dashboard is a performance snapshot, and the CEO will continue to develop this format for reporting.

The CEO reminded the MC that the Risk Register is available in the Teams folder and advised that there have been no significant changes since the last meeting.

5a.6 **Christmas Party**

The CEO advised that the MC, volunteers and staff Christmas party would be held on 12 December, in the MHA Community Hall.

5b. **FINANCIAL REPORT 30.09.25**

The Director of Finance (DoF) referred the MC to the financial report previously circulated and it was highlighted that the report confirms the position at 30/09/25.

The DoF summarised that MHA remain ahead of budget, with an overall surplus of £657k; this is £528k ahead of projected budget. This is because of income being ahead of budget by £151k, as well as all categories of expenditure being less than budgeted for.

As of 30/09/25, net assets totalled £16.733m and cash at bank amounted to £7.351m, an increased by £160k from the start of the financial year. It was confirmed that covenants were fully compliant with all lender's conditions, and there were no governance issues arising.

It was explained that MHA receiving more rents money and spending less on void repairs, as well as reduced staffing costs, reduced property insurance cost, plus income from wider role grant funding and income from community benefits have all contributed to MHA's positive financial position.

Some areas of overspend were noted; with consultant fees over budget, due to work carried out on staff culture, the evaluation of the dilapidations works associated with Bluevale Community Hall and the fees for the assessment of covenant compliance. Training and development costs were also over budget, due to various training and conference costs, including important staff training sessions on risk management, legionella and asbestos. The MC were informed that legal fees were also slightly over budget, due legal advice provided on the early termination of the Bluevale Hall and Alexandra Sports Hub, advice on MPS SLA, as well as advice on loan agreements and CCTV contracts etc.

The MC were advised that although an overspend is showing against audit and accounting, this is due to the full cost for the year being paid out by September, instead of spreading the costs across the full financial year, however this will even out and remain on budget by the financial year end.

In terms of Cyclical and Investment works budgets also being underspend, it was explained that they will level off as more work takes place and programmes progress throughout the year. MC were informed that the £132k spend on the development works linked to the Haghill Primary School site was 100% grant funded.

The DoF highlighted that all cash at bank was held with Bank of Scotland, however, at the August meeting he stressed the merits of investing in differing financial institutions, specifically those listed in the Treasury management strategy, to reduce the risk of having all investments with one bank. To explore options the DoF contacted Nationwide, however they advised they were not taking deposits. Unity bank offered a rate of 3.75% for a 6-month deposit, however they are not included on our list of approved institutions and failed to meet the credit rating set out in the Treasury Management strategy, therefore were not an option. The Bank of Scotland has confirmed that Lloyds Banking has a separate banking licence from them and offers the same rates of return. Therefore, £1.9m was moved to the Lloyds Banking group. The DoF asked the MC if they were satisfied with the funds being spread across two banks or if they wished him to investigate other institutions for the further spread of funds.

The MC discussed the options and risks in detail, including the potential risk of Bank of Scotland having a bank failure and that the Government would only underwrite a maximum of £85k per account regardless of how much was in the account. It was also acknowledged that splitting the funds into multiple accounts would still not fully eliminate the risk, should many banks fail. The only way to mitigate the risk would be to open around fifteen bank accounts, however, this would take up an unreasonable amount of resources. CEO stressed that the MC should understand there was no way to give 100% assurance, given we do not control the finance sector or economic environment. Having fully considered the options and risks the MC agreed to leave all funds split between the two existing accounts.

The MC were asked to approve the above report and decision to leave MHA's funds split between Bank of Scotland and Lloyds Banking group.

DECISION: The financial report was proposed for approval by Mrs J Donachy, seconded by Mrs A Strachan and unanimously agreed by the MC.

5b.1 **Mid-Year Review - Budget**

The DoF reported to MC that the budget has been reviewed and updated to reflect changes that have taken place over the year and information know now that we didn't know back when the budget was initially approved in February 2025. This is not something MHA have done before; however, this is good practice and allows for providing more accurate figures to the MC.

Considering this review the projected surplus to 31/03/26 was now £398.6k. It was highlighted that MHA has scope to create an acquisitions budget, given GCC are keen to provide grant support for this.

The DoF referred to his detailed report which covered income changes, costs which had been added to the budget and other movements in MHA's financial position.

The MC commented on how positive the accounts were, compared to some years prior.

DECISION: The above was proposed for approval by Mrs M Smith, seconded by Miss S Richards and unanimously agreed by the MC.

5c. HEALTH & SAFETY (H&S) STANDARD REPORTS

The MC were referred to the H&S report, and it was confirmed that the Landlord Facilities Safety Control Manual has now been signed by all MC members, following its prior approval.

The CEO reported that the Director of Asset has been working on updating the H&S Control Manual, which is a document relevant to MHA employees and ensures compliance with the H&S at Work Act and other H&S legislation. An audit of the manual was carried out by ACS consultants in early October and the DoAM is working on the creating an Action Plan of the recommendations highlighted in the audit. This Action Plan will be reported to the H&S Sub-committee later this month.

It was highlighted that MHA take H&S very seriously and are currently prioritising lone working recommendations for the safety of staff. The MC were also made aware that an extensive programme of training has been ongoing to ensure staff are aware of their responsibilities in terms of H&S; the most recent of which is Asbestos Management training due to take place on 03/12/25, for Asset Management, Maintenance and Estates staff.

It was confirmed that all risk registers continue to be updated, including the roof repairs risk register, reflecting drone survey results. Following this, the Asset and Factoring teams are now co-ordinating an Action Plan for essential roof repairs.

The CEO stressed that there have been no reportable incidents since the last MC meeting.

5d. RISK REGISTER UPDATE

The Risk Register has been updated and transferred to Microsoft Excel format. A copy of this is saved to the MC Teams folder for viewing.

This format allows for easier calculation of risk, as formulas could be used to automatically update risk score changes. It was explained that the risk matrix was now a simple formula of inherent risk multiplied by likelihood, using a 5x5 matrix, with 25 being the highest risk level possible. There is also a column for risk owner, a column for timeframe for dealing with each risk and a column showing any movements from the previous period.

It was stressed that these changes should make things easier for the MC to understand and highlighted there had been no changes to risk scores.

DECISION: The MC noted the report and new format for reporting.

5e. NOTIFIABLE EVENTS (NE) UPDATE

The MC were informed that there have been two NE and referred the MC to the reports circulated prior to the meeting. It was stressed that these events are taken very seriously by MHA.

In reference to the ongoing NE at Culloden Street, regarding loose brick from balconies, it was emphasised that the staff were working hard to gain access to all properties for inspection, however, we were experiencing some issues with owners providing access. A request was submitted to GCC Building Control on 17/10/25 for their help in gaining access, however, they confirmed they could offer no assistance. It has been established that the legal position is that owners are responsible for their own balconies and any H&S risk they pose, therefore, MHA can only bring this issue to their attention and strongly

recommend they carry work out. Any owners yet to contact us will be issued with a 'red letter' which stresses access is critical.

MHA have since carried out drone surveys and will carry out the required works to properties we own. We are pricing up works for owned properties and this will be passed to MPS for them to relay to owners and recommend they progress.

A short discussion took place between MC members, and the CEO reiterated that this is a serious event, and one which staff have taken seriously. It was also stressed that this incident was hard to foresee, as there was no visible evidence, and the issue could only have been picked up by someone physically push testing bricks in individual balconies.

The CEO reported that the second NE was in relation to a data breach. Every indication pointed towards this not being an IT hack, and instead it appeared to be an ethical report from a member of the public, who was highlighting a failure in the IT system. The CEO further clarified that this was a failure in the online housing application form portal, provided by Home Master, but in relation to our customer's data.

The CEO and Senior Governance & Compliance Officer met with home master about the issue and discussed the matter at length. The portal was taken down the same day MHA were made aware, and a permanent fix was applied the following day, plus measures were put in place to prevent something like this occurring again. The breach involved the details of three housing applications, and the main applicants have been contacted verbally and in writing, with none of them raising any concerns or issues.

In terms of lessons learned, MHA were already looking at moving away from collecting personal ID information from applicants and instead using online verification checks. These cost £4.95 each and would be sought at the point of making an offer of housing. These checks will prove an applicant's address in a more effective and potentially more official way than applicants currently prove their address. MHA raised this suggestion to Home Master some time ago, however, they did not show much interest but have now agreed they will consider it further.

It was stressed that on top of being reported to the SHR as a NE, the matter was also reported to the Information Commissioner's Office (ICO), plus advice was sought from them early on. The ICO has since responded to our report confirming they have closed the case, and provided generic advice about managing personal data, IT security etc.

There were further discussion and scrutiny from the MC on exactly how the breach occurred and how the applied fix will work. After discussion the MC were satisfied with the information provided. They were informed that although the case was closed by the ICO, we would still provide an update to the SHR and report back to the MC at the December meeting.

5f. **STONEWORK UPDATE**

The CEO referred to the monthly update report. The MC were assured that the stoneworks at Cardross Street was making significant progress, and it was hoped that the work at 76 Cardross Street could also be started this year.

A member of the MC asked about photo evidence being collated as the work progresses to provide them with further assurance, and the CEO advised he believed this was already taking place but would double check and ensure this is happening.

The MC were informed that the windows replacement programme was also progressing well too.

The MC were reminded that a specific stonework risk register was available for them to view in Teams, plus a traffic light report was included in the papers, which is very important for the MC to review, to be assured that MHA are managing the situation appropriately and were keeping to schedule with the works. The MC reviewed the traffic light report and commented on how important this work was in terms of H&S.

The CEO pointed out that the stoneworks will include owner-occupied properties, and these owners will be communicated to about the works and advised it is unavoidable, due to the H&S risk. This communication is also to prepare them for costs associated with the works. It is hoped that owners can access GCC funding to assist them with the costs.

5g. HALF YEAR PERFORMANCE REVIEW - BUSINESS PLAN 2023/26, Year 3

The MC were referred to papers circulated, by the Deputy CEO and were advised this was an ongoing review of key aims, objectives and indicators that we set out in our business plan.

The report provided an overview of actions complete, as well as target dates for other actions. The report also further broke down the top six business plan priorities, providing a narrative and traffic light report showing what has been achieved and what was ongoing/outstanding etc. Objectives highlighted as amber, meant it was achieved but was also an ongoing objective through the year, for instance where we are meeting current targets, but the year-end has not been reached yet.

The MC were reminded that Linda Ewart (consultant) assisted with the previous business plan and will facilitate the SMC meeting on 18/11/25 to review our progress.

DECISION: The MC noted the report and progress made against the business plan objectives and unanimously approved the review.

At this point in the meeting, Ms L Marshall gave her apologies and left the meeting, due to ill health.

5h. VALUE FOR MONEY STRATEGY REVIEW

The MC were referred to the Value for Money (VFM) strategy review, and the Deputy CEO highlighted the tracked changes which had been made to the strategy. It was explained that the purpose of the strategy was to ensure VFM is considered in everything MHA does i.e. our repairs service, rent collection and spend, the contractors we use and how we appoint them, our staff structure and how staff do their job etc.

The strategy not only covers this but refers to consideration MHA should have for joint working in co-operation with other organisations. Several of the specific changes were highlighted and discussed with the MC, and it was also stressed that good practice was considered in the review.

The MC were reminded that a clean copy of the VFM strategy was available in their Teams folder for viewing and they were asked to consider and approve the strategy.

DECISION: **The above was proposed for approval by Mrs J Donachy, seconded by Mrs R Tinney and unanimously agreed by the MC.**

5i. **CONTRACT REVIEW – [redacted] TERMINATION**

The CEO highlighted MHA have issues with the current IT support service we receive and referred to the full report provided prior to the meeting. It was explained that under MHA's current arrangement does not offer VFM, and the reason were explained in detail.

The MC were also informed that there are historic broadband arrangements in place for some MC members, where MHA assist with this. The MC queried this further, and it was explained these arrangements were brought in when broadband was relatively new and not every MC member had internet in their home. It was recognised that there are now less expensive and improved alternatives available for MHA to provide broadband assistance, (e.g. providing internet dongo plug-ins or e-sim cards etc) for MC laptops and/or tablets.

The CEO proposed MHA seek early termination of the contract with [redacted], find an interim IT contractor and review our IT needs, with the aim of ensuring VFM, operational control and the highest level of cyber security. It was reiterated that if approved, we need to fully explore how to exit the current contract and there will be early exit fees.

There was discussion between the MC and a member queried why we did not terminate the contract earlier. The CEO explained that the contract was set up with auto-renewal, however, MHA was not provided with the upcoming renewal date and missed the opportunity to end the contract. It was stressed that MHA now seeks to avoid any auto-renewal contracts. It was highlighted that MHA would also go to Microsoft ourselves to buy licences etc.

DECISION: The above was proposed for approval by Mrs A Strachan, seconded by Mrs R Tinney.

5j. **REVIEW OF ALLOCATIONS POLICY**

The CEO referred to the tracked changes policy prepared by DoH&CI. It was highlighted that this policy is one of MHA's most important documents, as it sets out how staff assess housing applications, which in turn determines the allocation of void properties. It was highlighted that the policy was consulted with the Tenant Panel for feedback before the final draft was presented to the MC.

The MC were taken through the report, with key information being highlighted to them, including offer refusal rates and reasons, as well as the percentage of lets made to waiting list, internal transfer and Section 5 applicants etc.

MC were reminded that a clean copy of the policy could be found in their Teams folder, and it was highlighted that the next review of this policy would be 2028, or earlier if there were any changes to legislation.

DECISION: The above was proposed for approval by Mrs A Strachan, seconded by Mrs J Donachy.

5k. **MPS LOAN PROPOSAL**

The MC were referred to the report circulated prior to the meeting, and the CEO provided some background. It was explained that 3 Duke Wynd is a category 3 listed building which connected and formed part of a larger new build development in the Duke Wynd area. The development was built in 2010 and compromised of 84 units which are part owned by MHA and CCG (Scotland) Ltd. This development has glazed timber screens on the rear elevations which are showing sign of deterioration.

MHA have been in contact with CCG, the contractor who installed the screens, in order to reach an agreement regarding the screens, however CCG have refused to accept liability for numbers 3, 106 and 110 Duke Wynd, but have accepted liability for blocks under their ownership at 1 Duke Wynd and 100 Duke Street and have carried out their own works.

The title deeds state the timber screens should be treated every 5 years, however, MPS have failed to carry this work out, with only internal works being carried out in 2017-18. If work is not carried out to the screens it could potentially lead to MHA/MPS reputational damage, given our legal responsibilities under the title deeds, plus there is the risk of MPS being taken down the rout of the first-tier tribunal by owners.

MPS met earlier on 11/11/25 and agreed to seek a loan agreement from MHA to pay for the works to the screens and subsequently mitigate the potential associated risks. It was highlighted that this would be an interest gaining loan from MHA.

The MC were informed that a loan agreement is permitted under MHA's Model Rules and Treasury Management Policy, with specifics quoted to the MC. The DoF has carried out an assessment of MPS's finances and verified they can afford to pay the loan back. It was highlighted that the loan can only go ahead if both MPS board and MHA MC approved it, and if approved the minute of the meeting will be provided to the SHR, as this is a NE. It was also stressed that MHA would require to update our Loan Portfolio records with the SHR, which the DoF would also do, should MC approve the loan.

The CEO pointed out that the report provided was only in reference to the loan agreement, not in reference to MPS's failure to carry the work out earlier, however a future paper will be provided on this, including details of the lessons learned.

The MC were informed that the total cost of the remedial works would be £78,000 including VAT, and the proposed MHA loan to MPS would be repaid over a period of four years with interest charged at 5%.

The CEO also highlighted that there would be further internal discussion and possible legal advice sought over whether there is merit in attempting to pursue CCG over liability or not. Legal advisers shall also review the loan agreement that will be drawn up by the DoF.

If approved, the intention will be to erect scaffolding immediately, to mitigate any risks.

The MC discussed the proposal, acknowledging the risk involved and that delaying matters was not an option.

DECISION: The above was proposed for approval by Mrs R Tinney, seconded by Mrs J Donachy and unanimously agreed by the MC, however on the condition that legal advice was sought and our draft loan agreement was approved by them. With this matter being a notifiable event the MC also reiterated the importance of keeping the SHR updated, as well as updating out Loan Portfolio.

The CEO advised that after legal advisors have reviewed the loan agreement, it will require MC member's signatures.

5l. ARC KPI REPORT

The MC were informed the report provides a commentary on how MHA is progressing against SHR performance statistics. These performance statistics are reported by every social landlord on an annual basis, through the Annual Return on the Charter (ARC), and they measure performance on delivering keys services, for example how MHA performs on annual gas safety inspects, treatment of damp and mould, rent arrears recovery, tenancy sustainment, complaint handling etc.

It was highlighted that this was all important information in relation to our compliance and performance. The MC were informed that statistics on Annual Tenancy Visits was also included, although this was not something the that was reported through the ARC.

The MC noted the contents of the report.

At this point a proposal was raised to extend the meeting past 9pm. The above was proposed for approval by Mrs M Hutchison, seconded by Mrs A Strachan and unanimously agreed by the MC.

5m. NOTE OF COMMITTEE PROCCUREMENT TRAINING

The above was noted by the MC, and no questions were raised. MC members highlighted it was a useful and interesting session.

5n. NOTE OF MC EQUALITIES & HUMAN RIGHTS OVERVIEW SESSION

The above was noted by the MC, and no questions were raised.

5o. NOTE OF COMMITTEE RENT STRATEGY MEETING 04.11.25

The above was noted by the MC, and no questions were raised.

5p. TENANT CONSULTAION FEEDBACK

The CEO highlighted that feedback had been collated from pop-up and drop-in sessions held between August and October, and the survey covered responses from 80 tenants. The questions covered several matters including how affordable tenants found their rent charge, satisfaction with MHA as a landlord, employment status etc.

The MC discussed and noted the results.

Noting:

q) Committee Meetings Schedule 2025
r) Member Organisations Update
s) KPI & PI 2025/26 Update
t) SHR Compliance Update
u) GDPR, FOI, Complaints & Compliments

All the above reports were noted by the MC.

6. A.O.C.B

6a. TENDER REPORT FOR STOCK CONDITION SURVEYS

The MC were directed to the tender report provided prior to the meeting and advised that approval was sought in terms of an external consultant carrying out stock condition surveys.

It was explained that to meet SHR requirements 20% of MHA stock should be surveyed annually. It was confirmed that staff have been attempted to carry these out but have only managed 5%, therefore, to meet regulatory requirements assistance from external consultants was required.

Details of the tender from Brown and Wallace were covered with the MC and approval was requested for them to be granted the contract to carry out the remaining stock condition surveys for this financial year.

DECISION: The above was proposed for approval by Mrs R Tinney and seconded by Miss S Richards.

6b. BTO GROUP STRUCTURE CONTRACT REVIEW OF MPS

The CEO advised that an external review was carried out by BTO solicitors on the group structure between MHA and MPS, which is a subsidiary of MHA.

The MC were provided with an overview and confirmation of the service arrangements that are in place, including the intragroup agreement, as well as relevant SHR guidance, governance and risk factors relative to the group structure and arrangement between MHA and MPS.

DECISION: The above was proposed for approval by Mrs J Donachy and seconded by Mrs A Strachan.

6c. VENUE FOR BUSINESS PLANNING DAY

It was proposed that the next MC Business Planning Day be held in the MHA office, as opposed to a venue in the City Centre which was previous practice.

DECISION: The MC unanimously agreed to this.

6d. GOLDEN TICKET DRAW

As part of the 50th anniversary celebrations a monthly Golden Ticket was drawn at the meeting; the winner, a resident from Roebank Street, was randomly selected and will be notified.

7. DATE OF NEXT MEETING

Tuesday, 9 December 2025 at 7pm

The meeting was brought to a close at 9.20pm.



Chair
09/12/25