.MINUTE OF MANAGEMENT BOARD MEETING HELD ON TUESDAY, 20 JANUARY 2026 AT 7PM AT 53 BALLINDALLOCH DRIVE

PRESENT	IN ATTENDANCE
Mr A Scott	Mr P Martin (CEO)
Mr J O'Donnell	Mrs L Sichi (Deputy CEO)
Mrs M Smith	Mr J Gourlay (Finance Director)
Ms L Marshall	Mr C Boyle (Senior G&C Officer)
Mrs M Hutchison	
Mrs R Tinney	
Mrs J Donachy	
Mrs A Strachan	
Miss G Hay	

1a. APOLOGIES FOR ABSENCE

Apologies were tendered for Mr A Young, Miss G O'Hara * and Miss S Richards*. (*Attempted to attend online)

1b. DECLARATIONS OF INTEREST

None.

1c. RELEVANT BUSINESS ITEMS TO BE ADDED TO AGENDA

None.

2. ADOPTION OF MINUTES MEETING (9 DECEMBER 2025)

The above was proposed for approval by Mrs A Strachan and seconded by Miss G Hay as a true record of the meeting.

3. MATTERS ARISING FROM MEETING (9 DECEMBER 2025)

None

4. USE OF SEAL (APPROVAL)

The CEO referred to the report provided and highlighted the addition of 8 members and cancellation of 2 memberships.

The above was proposed for approval by Mrs M Smith, seconded by Ms L Marshall and unanimously approved by the Board.

5a. GOVERNANCE ISSUES - THE CEO REPORT & DEVELOPMENT UPDATE

The CEO referred to the report previously circulated.

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

The CEO highlighted the positive position around absence levels, which were now down to 3.31% at 31.12.25. There were no trends to staff absence, but this would continue to be monitored, and where support or guidance was required, this would continue to be sought from our external consultant.

The Board were reminded that a staff and Board develop day would take place on Friday 23 January.

The CEO advised the Board that the Factoring Officer, tendered her resignation earlier that day. He highlighted that MHA were sorry to lose her, and the job would be put out to advert soon.

The Board were reminded that a copy of the latest organisational structure was available in the Teams folder.

5a.2 **Social and Well-Being Group**

The group continue to meet monthly, with Mrs M Smith in attendance, on behalf of the Borad.

It was noted that some good suggestions from staff, surrounding wellbeing, have been made i.e. on mental health, however, there was a slight misunderstanding surrounding the remit of the group. The CEO attended the most recent group to explain this and the remit was subsequently reviewed. Feedback will be provided to the Board when new ideas have been established.

5a.3 **Wider Role Update**

The Board were informed that the Alexandra Park hub was handed back to GCC on 11,01,26, therefore MHA are no longer responsible for the building. The costs of the work associated with the building prior to handing back was still being finalised, however they would be less than initially thought.

In terms of the Bluevale Community Hall, MHA are still responsible for this building until the end of our lease with GCC, unless GCC find a new organisation willing to lease the building and takeover responsibility for it. Bluevale Community Club (BCC) has contacted MHA and made a formal request for the building lease to be assigned to them. If this was to be agreed MHA would no longer be responsible for the building and our lease contract would end with GCC. The decision to approve the assignation lies with Glasgow Life/GCC.

The Board raised queries as to why GCC could not simply end the lease with MHA, and start a new one with BCC, plus reassurances were sought over MHA's liabilities through means of assigning the lease. The CEO explained that despite MHA having already prepared the building to hand back, GCC have no obligation to end our lease early and should the building sit until the formal lease end date MHA would still require to pay for utilities costs, maintenance, insurance etc. However, if we assign the lease BCC then take over immediate and full responsibility, for the remainder of the lease term. Meaning MHA have no liability whatsoever.

Contact has been made with GCC to query if they would be open to this assignation of lease, however, there has been no response yet. The CEO advised he didn't expect much movement from GCC on the matter before the next Board meeting but would communicate to them should things be quick-moving, otherwise he would provide an update next month. The Board acknowledged they have previously decided they want to return the building and end the lease earlier and recognised the benefit of the opportunity to assign the lease.

5a.4 **Development & Capital Projects - including Stonework**

The CEO highlighted that there continues to be significant activity in terms of capital projects and stonework, as detailed in the report provided. The Board acknowledged this was achieving what was set out in the business plan; to carry out more investment work.

In terms of the new build development, it was stressed that given the significant investment and funds involved, as well as busy activity, MHA requires to ensure we are managing the risk appropriately and keeping up to

date with progress. The CEO confirmed that regular meetings and contact with all relevant parties was taking place, that the offer of loan was complete and letter of acceptance signed, with the contractor also now on site. It was highlighted that as the work progresses there will be unavoidable disruption to residents and where we receive complaints these should be pushed directly to the contractor to address.

The Board referenced that GCC stated they would consider the uplift of costs associated with development later and queried if there had been any confirmation of this. The CEO confirmed there was not update yet.

5a.5 **Estates Management**

The Board were informed that the winter programme continues to make progress, and that an issue had arisen regarding the planters within the Bluevale and Corsock Street areas. It was explained that although these were installed some years ago with the best intentions, a high number of them go unused and as we are experiencing various issues with maintenance and vermin MHA have a programme to remove these, where they are unused or we get no objections. We have had one concern raised from a tenant who has concerns about their removal. The Board acknowledged the issues the planters were causing and noted concern for the potential negative impact associated with vermin. They also recognised the fair stance taken, in that some would not be removed where they were being used by residents.

5a.6 **Governance and Compliance**

The Board were referred to the KPI dashboards which covers performance across maintenance and housing activities and confirmed that performance remains good.

The CEO reminded the Board that the Risk Register is available in the Teams folder for review.

5a.7 **Parking Permit Objections**

The CEO advised he wanted to raise an issue which was not included in his report, in relation to GCC's planned introduction of Parking Permits in the Dennistoun area. He highlighted the significant negative implications this could potentially have on residents and MHA as a business, due to high number of staff who use their car for business purposes, to provide vital services to tenants. It was also felt that that neighbouring areas that were not subject to the permits could also be negatively impacted, as people would begin to park in this area to avoid permit charges. The CEO requested the Board approved a letter of objection being submitted on behalf of MHA.

DECISION: The above was unanimously approved by the Board, with concern raise by all members.

5b. <u>FINANCIAL REPORT 30.11.25</u>

The Director of Finance (DoF) presented the financial report for period 30 November 2025 to the Board.

He summarised that, with an overall surplus of £571k, is £305k ahead of budget. This is due to a variety of reasons, including income being ahead of budget by £108k, as well as most categories of expenditure being less than budgeted for, as broken down in the provided report.

Net assets were £16.646m and cash at bank amounted to £7.56m, an increased by £367.1k 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.

The DoF referred to monies MHA has in deposit and advised CAF bank has a platform that allows you to invest using their portfolio of over 30 banks, ensuring the best interest rates, and this saves MHA continuing to look and move investments. Management fees are between 0.2% and 02.5%, with return rates offered which are higher than MHA currently receive.

The DoF requested approval to move funds of £2.1m to CAF bank in February 2026.

DECISION: The Board noted the report and the above was proposed for approval by Mr J O'Donnell, seconded by Ms R Tinney and unanimously agreed by the Board.

5c. HEALTH & SAFETY UPDATE

The CEO referred to the report and highlighted specific attention to the Action Plans for the Landlord Facilities Safety Control Manual and H&S Control Manual. These Action Plans detailed the areas where, following review, MHA was still working towards compliance, as well as the status of those areas and target completion dates. A Board member queried if any staff members had any H&S qualifications, which the CEO advised he would confirm at the next meeting.

The Board reviewed the report and noted that the Action Plan provided an important insight into the current and ongoing status of H&S; confirming that they had no major concerns, as matters were being addressed.

5d. RISK REGISTER UPDATE

The DoF advised that there had been some changes to the above, following the new build sign off, with the reference to insufficient grant rates and access to private finances being removed from the risk register now that grant funding and private financing has been resolved. The addition of new risks linked to the contractor, projected budget, site security etc. were all added to the register. The members were reminded that the risk audit register is in the shared board teams file for viewing.

DECISION: The DoF requested approval for the update of the risk register, as specified in the report and reflected above, and approval of this was proposed by Ms R Tinney, and seconded by Mrs M Smith.

5e. NOTIFIABLE EVENTS (NE) UPDATE

The Deputy CEO highlighted that there was 12 NE's and 10 had now been closed by the regulator. Details were provided on the 2 remaining NEs. In terms of the NE at 21-26 Eastercraigs where loose material had fell from the block, members were reminded they were provided with a verbal report on this matter at the last meeting, and the full written report was now enclosed with the papers. The Board acknowledged the detail of the report, and the helpfulness of the photos, confirming the assurance the report provided.

The Board were also advised that Linda Ewart (Governance specialist and consultant), carried out a desktop review of MHA's reporting on NEs and suggested the addition of a 'risk' and a 'regulatory status' column, both of which were included in the report.

5f. **STONEWORK UPDATE**

The CEO referred to the comprehensive monthly update report provided in advance by the Director of Asset Management (DoAM).

It was highlighted that in terms of the category 3 - urgent stoneworks involving owner-occupied properties, two owners' meetings had taken place, with only one of the meetings being quorate. The feedback from staff who met with owners has been positive in relation to the works.

The Board accepted this was an ongoing programme that would continue for some time yet and recognised the risk associated with this, however that good progress continued to be made.

To ensure MHA's management of this matter was in line with best practice, the CEO advised that he and the DoAM were attending a summit organised by GWSF later that week. The Board fully appreciated this issue was not unique to MHA, therefore understanding what other organisations were doing would be beneficial.

5g. **ARC KPI REPORTING TO THE BOARD**

The Board were referred to the KPI reports. It was explained that any targets not being met had comments against them, and it was highlighted that there can be valid reasons for targets not being achieved. (e.g. average time for a non-emergency repair to be carried was sitting higher than the target, but it was thought this could be down to inaccurate reporting from the contractor, therefore the figures were going to be double checked). That aside there can be peaks in activity which are out of our control.

The Board briefly scrutinised and discussed the report; confirming they had no concerns and that the report was useful in forecasting what the final ARC return may look like.

5h. **INTERNAL GOVERNANCE REVIEW**

The Deputy CEO explained this review takes place annually and sets the plan for the year ahead. The new Board meeting schedule now covered dates till 2027, to give a longer-term view of meetings. The final version would be shared with the Board.

In terms of the Policy Development and Review schedule, the frequency of policy reviews had been looked at by the Leadership Team (LT) and were reduced where possible with several reviews now on a triennial basis, however, would be brought to review earlier than this should there be changes to legislation.

In terms of the implementation of policies, it was stressed to the LT that they still must ensure staff implement policies accurately and that policies are effective, therefore there may still be reports which come to the Board regarding certain polices. On top of this, internal audit programs will continue, which also assist to pick up issues with implementation; again, these will be reported to the Board.

In relation to reporting and the lengthy registers and/or similar large documents, these would be shared in the Teams folders, instead of attached to the reports, so there would be a reduction in the overall length of Board papers being provided. As for the Board receiving papers, the LT will aim to provide papers 7 days before the meeting, to ensure members have ample time to read and fully consider everything.

Further changes included updates to the standard agenda; a revised reporting format where some matters remain with sub-committees to avoid duplication at the Board meeting; a proposal to change the terminology from 'Committee Member' to 'Board Member'; and to change meeting start times from 7pm to 6.30pm.

Finally, the Board were asked to consider whether they wanted to make use of an Appointed Member on the Board, with it being explained that they could look for a particular skillset in the Appointed Member, which could help strengthen the Board.

DECISION: After consideration and discussion, the Board approved the recommendations in the report and to use the term/title 'Board Member' going forward. They also agreed to trial the new meeting start times of 6.30pm, and this would be reviewed should it present a problem.

In relation to making use of an appointed member, the Board felt they would like more information on this, and the Deputy CEO confirmed she would provide a report at February's Board meeting, for full consideration.

The above was proposed for approval by Mrs A Strachan, seconded by Mrs R Tinney and unanimously agreed by the Board.

5i. **BUSINESS PLAN UPDATE REPORT**

The Deputy CEO informed the Board we are nearing the end of year 3 of Business Plan (BP) cycle and now must prepare for new plan covering to 2029. After external review of the priorities and aims in the BP, the majority of these had been achieved, with a small number carrying forward to the new BP. It was recommended that development; reviewing factoring service; financial management; stonework repairs; tenant consultation; and VFM, all be included as aims/priorities in the new BP.

The new Business Plan 5 broad priority areas were also proposed, which were People; Customer Engagement; Assets; Investment and Innovation. Should this be approved, they would be discussed and developed further at the upcoming staff/Boad development day.

. **DECISION: The above recommended aims and priorities to be carried forward, and added to the new BP, was proposed for approval by Mrs R Tinney, seconded Mrs A Strachan and unanimously agreed by the Board.**

5j. **COMMITTEE SKILLS AUDIT REPORT**

The Board were reminded that the annual committee skills audit demonstrates the Board have the mix and range of necessary skills and knowledge required to competently serve MHA. The audit was nearly complete, with only 3 members still to be assessed. The report, includes self-assessment scores against specific areas, i.e. Strategic Business Planning, Financial Skills and knowledge etc. This assisted in the creation of an Action Plan which will be used to address skills and knowledge gaps with some training dates have already been arranged and are noted in the new meeting schedule.

DECISION: The above was proposed for approval by Mrs J Donachy and seconded by Mrs R Tinney.

5k. REVIEW OF COMMUNICATION STRATEGY

The Board were presented with the updated Communications Strategy. The CEO explained this has been significantly updated and modernised to reflect increased technology advancements, but at the same time takes into consideration digital exclusion. It also takes account of changed regulatory requirements.

DECISION: The above was proposed for approval by Mr J O'Donnell and seconded by Mrs R Tinney

5l. ACQUISITION OF PROPERTIES REPORT

The Board were reminded of the update to the Acquisitions Policy, where delegated authority was granted for acquisitions to be pursued and authorised by the CEO. He advised that the three properties detailed in the report; 136 Ledaig Street 0/1, 52 Ballindalloch Drive 2/2 and 247 Meadowpark Street 0/1, have been assessed and meet the criteria set out in the acquisitions policy, and qualify for GCC grant funding. The Board sought clarity on the purchase price against the cost to MHA, after grant funding, and recognised that the acquisitions offered great value for money and very good business for MHA, plus met MHA's strategic needs.

5m. DISPOSAL OF PROPERTY REPORT

The CEO proposed to dispose of a scatter flat at 41 Aberfoyle Street 1/2, which is now void. It was highlighted that should the Board approve this it becomes a NE. In terms of the property, the block has no factor and as a result common repairs are not being carried out, plus MHA are unable to enforce this work.

DECISION: The Board acknowledged the strategic aim of the disposal, and the above was proposed for approval by Mrs R Tinny and seconded by Mrs M Smith.

5n. PRECIS OF STONEWORK WORKING GROUP MEETING 12.12.25

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

Noting:

o) Member Organisations Update
p) KPI & PI 2025/26 Update
q) SHR Compliance Update
r) GDPR, FOI, Complaints & Compliments

All the above reports were noted by the Board.

6. A.O.C.B

The Chair informed the Board that Mrs A Jenkins has submitted a letter of resignation from the Board, this is due to work demands and commitments. The Board thanked Mrs A Jenkins for her hard work and contribution to MHA.

7. DATE OF NEXT MEETING

10 February 2026 at 6.30pm.

Chair
10/02/26