MINUTE OF MANAGEMENT BOARD MEETING HELD ON TUESDAY, 10 MARCH 2026 AT 6.30PM AT 53 BALLINDALLOCH DRIVE

PRESENT

Mr J O'Donnell (Acting Chair)
Mrs L Marshall
Mrs R Tinney
Mrs A Strachan
Mrs J Donachy
Mr A Young
Ms S Richards
Ms G O'Hara

IN ATTENDANCE

Mr P Martin (CEO)
Mrs L Sichi (Deputy CEO)
Mr J Gourlay (Director of Finance)
Mr C Boyle (Senior G&C Officer)
Mr R McTaggart (Observer)

1a. APOLOGIES FOR ABSENCE

Apologies were tendered for Mr A Scott, Ms G Hay, Mrs M Smith and Mrs M Hutchison.

1b. DECLARATIONS OF INTEREST

The Senior G&C Officer and Director of Finance Director (DoF) declared an interest in item 4e, precis of the Governance Sub-Committee and the CEO, Deputy CEO, Senior G&C Officer and DoF declared an interest in item 5a, specifically in relation to the topic of the additional public holiday, being recommended by the Scottish Government.

1c. RELEVANT BUSINESS ITEMS TO BE ADDED TO AGENDA

None.

2a. ADOPTION OF MINUTES MEETING (10/02/2026)

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

2b. MATTERS ARISING FROM MEETING (10/02/2026)

None.

3a. ADOPTION OF MINUTES FROM RENTS & BUDGET 2026/27 SPECIAL MEETING (03/02/2026)

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

3b. MATTERS ARISING FROM RENTS & BUDGET 2026/27 MEETING (03/02/2026)

None.

4a. NOTE FROM BUSINESS PLANNING DAY (07/01/2026)

The Deputy CEO reminded the Board of the session they took part in and presented a note detailing what was covered, including the key points of focus for the next Business Plan. Following the event, she carried out feedback consultation with Board members, which was all positive. The Deputy CEO confirmed the note included an action plan with timescales and highlighted the draft Business Plan should be presented to the Board in April.

The above was proposed for approval by Mrs R Tinney and seconded by J Donachy as a true record of the meeting.

4b. MINUTE FROM THE MPS BOARD MEETING (10/02/2026)

The DoF highlighted this minute covered the MPS Board Meeting which approved a 10% increase to the Management Fee for 2026/27.

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

4c. PRECIS OF STONEWORK WORKING GROUP MEETING (20/02/2026)

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

4d. PRECIS OF HEALTH & SAFETY SUB-COMMITTEE MEETING (25/02/26)

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

4e. PRECIS OF GOVERNANCE SUB-COMMITTEE MEETING (25/02/26)

At this point in the meeting the Senior G&C Officer and DoF left the meeting, having declared an interest in this item earlier.

As this item related to various private and confidential staff matters, a separate confidential minute has been produced.

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

The CEO referred to the report previously circulated.

5a.1 Staffing & Operational Update

The Board were informed that the long serving Finance Officer will be retiring from her post at the end of the month. The recruitment process has already commenced, and interviews are planned to take place on 26/03/26. The Asset Assistant has also taken up a promoted role at another Housing Association and is due to leave on 20/03/26, with recruitment for that role having also already commenced. Her exit interview has already taken place, with positive feedback provided. It was stressed that both members of staff have been a great asset and will be a sad loss to the organisation.

In relation to the vacant Factoring Officer post, this has now been filled with the new person taking up the post at the end of the month.

The CEO advised the Board that the Scottish Government has announced an additional national bank holiday for 15/06/26 to mark the Scotland football team's involvement in the World Cup. He confirmed that he and all staff require to note a declaration of interest in this point and therefore he would only provide facts and would not make recommendations. He further explained that EVH have since provided their guidance on the matter, which was a neutral stance, confirming the decision would be down to each to individual organisation. He also highlighted that there hasn't been enough time to gather feedback from other organisations to gain a wider perspective of what the sector is doing.

DECISION: The Board discussed the matter and noted they did not feel they had sufficient information to make a decision, therefore unanimously agree they would revert the decision to the April meeting, by which time it was hoped there would be feedback from other organisations and a better idea of what the Housing Sector was doing, in general.

5a.2 Wider Role Update

The CEO confirmed MHA was still awaiting a response from Glasgow Life (GL) in relation to Bluevale Community Centre (BCC) being returned early. As things stand, MHA are still under lease with GL for the Community Centre, but we have completed dilapidations work and we are keen to return the property and terminate the lease early. However, GL require to find a new lease holder before they will agree to terminate our lease and despite BCC being keen to take over the Community Centre, GL has not progressed this matter yet.

5a.3 Development & Capital Projects - including Stonework

The Board were referred to the Development Consultant's detailed update report on the new build, and highlighted this was presented in a new format, following a consultant's training session and feedback on managing risk.

The CEO pointed out that there have been delays to the permits required to close off additional pavement space from the public, with the aim of this space being used for storage of the existing stones from the old school, which require to be cut and stored for later use in the new build. This permit process requires Glasgow City Council to go through a 6-week consultation period, and this will delay the site start date. It was stressed that there will is no current cost implications of this delay to MHA.

In relation to capital projects and stoneworks, this has continued to progress well, albeit our Clerk of Works has identified the fitting of some new Dorma windows has been insufficient. The Clerk of Works has already raised the issued with the contractor and payment has been withheld until we are satisfied with the work. It was highlighted that this should give the Board assurance that MHA are stringently monitoring the works/contractors.

5a.4 Governance and Compliance

The Board were referred to the KPI dashboards which presents performance across maintenance and housing activities in a Red, Amber, Green format for easier assessment of performance. It was highlighted that there were no areas of particular concern in terms of performance, however senior staff continue to regularly monitor this.

5a.5 Estates Management

The Board were informed the Estates Team were beginning preparations for the summer programme. The CEO advised that in relation to our Bulk uplift service, we were previously providing this to fully factored blocks, however this service will be withdrawn from 1st April; with owners having already been informed of this. The service will continue in mixed tenure blocks.

A Board member queried if the Estates Team can remove gas cannisters with the bulk uplift, and the CEO confirmed this was not something MHA should uplift and a special removal of these should be arranged by the owner(s) of the gas cannisters; however; it was further explained that MHA can deal with these where we require to remove them for safety reasons.

Another Board member asked if we have scope to publish a bulk uplift rota, and CEO confirmed we are working towards this and hope to get to the stage where we provide this information on the website, as well as put QR codes in closes which directs residents to this information. However, it was pointed

out that the rota would be an approximate guide and subject to change, due to potential issues with weather as well as the Team's varying work demands.

5a.6 Board & Staff Development Day

The CEO advised that the upcoming joint Board and Staff development day has been cancelled due to staff holidays . The scheduled date for Friday 29th May will be an away day. An external facilitator will facilitate the afternoon session.

5b. <u>FINANCIAL REPORT 31 JANUARY 2026</u>

The Director of Finance (DoF) presented the above, summarising that there was an overall surplus of £556.7k, ahead of budget. Income was ahead of budget by £123k, plus three other categories of expenditure were less than budgeted for, as broken down in the provided report. The DoF confirmed we continue to strictly monitor all expenditure.

Net assets were £16.632m at 31st January and cash at bank amounted to £7.098m; a decrease of £93k 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 interest receivable for the period was £171.4k, and the Board were reminded that we have invested with the Flagstone platform which is achieving better rates of return that other banks. The Interest rates against each of MHA's investments was broken down in the report provide.

The Board were reminded that they approved a Loan to MPS for work which could not be charged to owners but required to be carried out to window screens at Duke Wynd. It was explained that there has been an issue with the contractor resulting in a delay to the works, and potentially the contract having to be retendered. This will likely mean the work and payment for the work will fall into next financial year. This may also mean deferring the Loan repayment date, but a decision surrounding this will be considered in April.

DECISION: The Board noted the report and the above was proposed for approval by Mrs L Marshall, seconded by Mrs A Strachan and unanimously agreed by the Board.

5c. <u>COMPLIANCE REPORT</u>

The Deputy CEO referred to the report previously circulated

5c.1 KPI & PI Update

The Board reviewed the contents of the performance report which highlighted that 82% of KPIs have been achieved to date.

The Board noted the report and that they had no areas of concern in relation to performance.

5c.2 Notifiable Events Update

It was highlighted that there had been 13 NEs reported to the SHR over the year to date, with all except 4 cases being closed by the SHR. Details of the 4 open NEs was detailed in the report and had previously been reported to the Board.

The CEO highlighted that an additional report was sent separately to the Board, the day after the full papers were provided, which detailed a new NE at 43 Aberdour Street, where loose stonework fell from a low level at the rear of the building. It was pointed out that this issue was not reported by any residents and was identified during our pro-active inspections, carried out by our Estates Officer. It has since been passed on to our Stonemasons for full assessment of the area in questions and the remainder of the building; the required follow up work will take place in due course.

The Board noted the report, and that the pro-active inspections were resulting in positive outcomes which provided additional assurance that safety issues surrounding stonework was being taken very seriously. They acknowledged that important and positive work continued in relation to NEs and stonework repairs.

5c.3 SHR Compliance Update

The Board reviewed and noted the latest updated information from the SHR. The Deputy CEO drew particular attention to the "Plain Talk" document provided by the SHR, which had been uploaded to the Teams portal for the Board; highlighting this was very useful as it explained various jargon and terminology commonly used in the sector.

5c.4 GDPR, FOI, Complaints & Compliments

There had been 6 Subject Access Requests and 9 FOI requests responded to over the course of the year so far. In relation to Scottish Public Service Ombudsman (SPSO) complaints, there were 21 stage one and 4 stage two complaints. MHA has received 22 compliments to date. It was highlighted that a more detailed breakdown of complaints will be reported to the Board next month, which will include lessons learned over the course of the year.

5d. VEHICLES POLICY

The CEO referred the Board to the policy provided and highlighted the new policy had been updated to include staff vehicles and not just MHA vehicles. It was also stressed that several additions have been included in the new policy, following audit and recommendations from ACS; these notable changes were covered, as detailed in the report.

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

5e. REVIEW OF TENANT PARTICIPATION STRATEGY

The Board reviewed the strategy circulated prior to the meeting. They noted the positive statistics in relation to higher levels of satisfaction and in the number of people surveyed. They acknowledged 98% of survey respondents indicating MHA are good at keeping them informed and 94.8% are happy that they have the opportunity to participate. They also recognised that MHA's response rate to rent consultation was in the top 3, nationally.

The CEO highlighted notable updates in the strategy, one of which included that the Tenant Panel had replaced the Scrutiny Group; with the new panel offering an increase of tenants willing to get involved in evaluating MHA services.

The Board also noted the detailed results from the various engagement and consultation events and surveys; all of which provided positive feedback.

DECISION: After consideration, the above was proposed for approval by Mrs R Tinney, seconded by Mrs L Marshall and unanimously agreed by the Board.

5f. **REVIEW OF IT & ACCEPTABLE USE POLICY**

The Board were referred to the above policy review, with the CEO highlighting a tracked changes version had been provided. He pointed out several updates had been made, as detailed in the covering report; one of which was that the policy now covered contractors, as well as staff.

DECISION: After consideration this was proposed for approval by Mrs R Tinney and seconded by Mrs A Strachan.

5g. **REVIEW OF PASSWORD PROTECTION POLICY**

The CEO referred to the above and its importance in relation to ensuring cyber security. He highlighted changes noted in the report, including again that this policy covered contractors as well as staff.

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

5h. **DEBT WRITE-OFFS**

The CEO stressed that MHA have robust procedures in place for pursuing debt and we ensure all recommended debt write-offs have been reviewed and pursued in line with our Debt Management Policy. It was pointed out that the CEO meets with the Director of Housing & Community Initiatives and Income Recovery Assistant every 3 weeks to review all current and former tenant arrears, as well as rechargeable repairs.

The CEO provided a detailed breakdown on the contents of the report, as split up into Deceased former tenant debt, which was clearly irrecoverable, as well as historical former tenant arrears and rechargeable repairs. It was emphasised that we do not simply accept that debt is irrecoverable after someone moves out nor do we set a 5-year time limit wherein we stop pursuing the debt, and instead we will attempt to trace former tenants and pursue the debt as far as legally possible.

The Board were referred to a specific rechargeable repair write-off which was taken to court and a settlement figure had to be agree due to insufficient historical evidence being available to support our case, meaning part of the debt would now be irrecoverable.

The Board were informed that this exercise was also an accountancy write-off of debt, and in practice should a person who owes debt get back in touch with MHA, we would still attempt to recover the debt owed.

It was proposed that the Board approve a total write-off of £13,200.26 of irrecoverable debt.

DECISION: After consideration, the board were assured that all possible debt recovery action had been taken and the above was proposed for approval by Mrs R Tinney, seconded by Mrs A Strachan and unanimously agreed by the Board.

5i. ACTION PLAN FOR DEVELOPMENT DAY (23.01.26)

The Deputy CEO presented a report for the above which provided feedback and an Action Plan concentrating on 5 key themes linked to the Business Plan. It was explained that some of the actions proposed were already complete, however all had comments noted against each. It was confirmed that updates will also be provided to staff on this matter.

The Board noted the report contents and comments against each action. They also acknowledged the actions offered an ongoing contribution to the business plan and improved service provision.

5j. STONEWORK COMMUNICATIONS STRATEGY

The CEO reminded the Board that as per our internal audit carried out last year by TC Alexander Sloan it was recommended that MHA put in place a communications strategy to keep residents informed of stoneworks, and that failure to do this could result in confusion and the risk of reputational damage to MHA. The Board were also reminded that they approved a communication strategy in January 2026, and it was proposed that we update this strategy to include a new section in relation to major investment and safety works, including stonework, as opposed to having an individual and separate stonework communications strategy. The general communication strategy covers much of what we already do in practice, in relation to stonework and safety work etc., and the information which will be added to sections 11 and 12 of this policy will refer specifically to major investment and safety works, including stonework.

DECISION: The Board recognised this provides extra clarity on communication when dealing with important safety matters and the incorporation of the new sections into the existing Communication Strategy was proposed for approval by Mrs J Donachy and seconded by Mrs R Tinney.

5k. APPOINTED MEMBER PANEL MEETING UPDATE

The Board were reminded of the Association rules which permits an appointed member to join the Board or a Sub-Committee, and it was confirmed that the short-life working group have now met to consider the above further. The position and recommendation of the group was that an appointed member would be beneficial. It was also determined that the preferable skillset or experience of the person should be finance, accountancy or risk management and the aim would be for that person to take on the role of Chair in the Audit Committee.

In terms of timescale for the appointment, we would be keen to advertise the position in May, interview in June and make the appointment at the September AGM. It was proposed that the appointment would be for 3 years and reviewed annually.

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

5l. REVIEW OF RISK REGISTER

The Board were reminded that the Risk Register is available in the Teams folder for review and were advised there had been no updates or changes required to the Risk Register.

It was explained that there had been discussion between the Leadership Team regarding lithium batteries, electric bikes and scooters etc being stored in closes, considering the recent vape shop fire at Glasgow Central Station, but it was noted that this is covered in other more general terms under health and safety in the risk register.

This was discussed further by the Board, and it was confirmed that MHA will remain vigilant in this area and ensure the Estate Management policy is abided by. MHA's newsletter has highlighted flammable and bulk items should not be stored in closes and we will periodically highlight this in our future communication and newsletters to residents. We will also be conscious that it is not only batteries and electric bikes etc. that pose a risk and that various items pose different fire and trip hazards.

6. USE OF SEAL (APPROVAL)

The CEO referred to the report provided and highlighted the addition of 10 members and cancellation of 1 membership.

DECISION: The above was proposed for approval by Mr A Young and seconded by Mrs R Tinney.

7. A.O.C.B

None.

8. DATE OF NEXT BOARD MEETING

The next Board meeting was confirmed as 14 April 2026 at 6.30pm.

The meeting was ended at 8.15pm.



Chair
14/04/26