MINUTE OF BOARD OF MANAGEMENT MEETING HELD ON TUESDAY, 14 APRIL 2026 AT 6.30PM AT 53 BALLINDALLOCH DRIVE

PRESENT
Mr A Scott
Mr J O'Donnell
Mrs M Hutchison
MRs L Marshall
Mrs R Tinney
Mrs M Smith
Mrs J Donachy
Mr A Young
Ms G O'Hara

IN ATTENDANCE
Mr P Martin (CEO)
Mrs L Sichi (Deputy CEO)
Mr C Boyle (G&C Manager)

1a. APOLOGIES FOR ABSENCE

Apologies were tendered for Mrs A Strachan and Ms S Richards. The Board were informed that Ms G Hay has submitted her resignation to the Board, due to work commitments. It was noted that she thanked everyone for her time on the Board; with the sentiment reciprocated by the Board.

1b. DECLARATIONS OF INTEREST

The CEO, Deputy CEO and Governance and Compliance (G&C) Manager all declared an interest in item 7d, Proposed Discretionary Public Holiday.

1c. RELEVANT BUSINESS ITEMS TO BE ADDED TO AGENDA

None.

2a. ADOPTION OF MINUTES FROM BOARD MEETING (10/03/26)

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

2b. MATTERS ARISING FROM MEETING (10/03/26)

None.

3a. PRECIS OF REMUNERATION SUB-COMMITTEE MEETING (10/03/26)

As this was a confidential matter, the precis was circulated by email to Board members separately, prior to the meeting.

The above was proposed for approval and unanimously approved by the Board as a true record of the meeting.

4a. NOTE OF BOARD STRATEGIC/OPERATIONAL BALANCE SESSION (24/03/26)

The Deputy CEO reminded the Board of the session they took part in and presented a note detailing what was covered. It was confirmed that a copy of the presentation from the day was available in the Board's Teams file.

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

4b. NOTE OF ASSET MANAGEMENT STRATEGY SESSION (31/03/26)

The Board were referred to the note detailing the above session they participated in.

The above was proposed for approval by Mrs M Smith and seconded by Mr R Tinney as a true record of the session.

5. CEO UPDATE – THE CEO's REPORT

The CEO referred to the report previously circulated.

5a.1 Staffing & Operational Update

The Board were informed that the Factoring Manager has now left MHA to take up a similar role at another Housing Association. Her long service and important contribution to MHA was acknowledged by the Board. The CEO and Director of Finance (DoF) have reviewed the factoring service structure and agreed that the vacant Factoring Manager position should be replaced with an additional Factoring Officer, given that the DoF already oversees the Factoring Service. MHA have subsequently appointed two new Factoring Officers, with one officer having recently joined, filling the previous vacant post, and the new officer joining later in April. The new factoring service structure will be kept under review, to ensure it meets service needs.

MHA have also filled the vacant Finance Officer and Asset Assistant posts, with the new Asset Assistant having already joined MHA on 7 April and the Finance Officer commencing employment on 27 April.

It was highlighted that the Governance Sub-committee will be kept up to date on the progress of new recruits and staffing issues.

The DoF is currently on compassionate leave due to personal reasons, and he has passed on his appreciation for the support shown from MHA.

The Director Housing & Community Initiatives (DoH&CI) has submitted his 3 months' notice after gaining a promoted post with another Association. The CEO and Board highlighted the hard work and valued contribution at MHA. The CEO highlighted that this, coupled with the Deputy CEO reversing out of her role and reducing her hours around October, presented MHA with an opportunity to review the current Leadership Team (LT) structure, to ensure it remained effective. It is anticipated that the review may result in some changes to the LT structure, but this would be nothing significant. A special Board meeting is taking place on 28.04.26 to approve the final draft of MHA's Business Plan, therefore at the same meeting a paper will be presented to the Board on any proposed LT changes; following which the recruitment process will commence.

The Board recognised that movement of staff to promoted posts is a positive sign of MHA's ability to development staff.

In terms of new staff, inductions have, and will be taking place, to ensure staff feel supported and settle in. To provide the Board with additional assurance surrounding this matter MHA will continue to use external consultant, Nicola Dillon, to carry out interviews and seek staff feedback, as a way of external validation on MHA's ability to maintain a good working environment.

DECISION: After discussion the Board unanimously agreed to review the LT restructure proposals on 28.04.26 and then delegate authority to the Office Bearers to progress with the recruitment for a new role which would replace the DoH&CI.

5a.2 Wider Role Update

The CEO explained that the only issue outstanding in relation to dilapidations works at the Bluevale Community Centre, is responsibility for a boundary wall; MHA is currently seeking legal advice on the matter.

The Social Club have reported that due to the Sports Hub not being available to facilitate MHA's annual Gala Day, it will not take place this year. This has also had a knock-on impact on the Social Club's ability and timescales to submit funding applications, as these applications require an event location to be provided. Therefore, instead of one large Gala Day, there will be a range of smaller events taking place instead. MHA will support the Social Club with this, where required.

5a.3 Development & Capital Projects - including Stonework

The Board were referred to the Development Consultant's detailed update report on the new build, as well as the Director of Asset Management's (DoAM) reports on Capital projects and Stonework, and confirmed there continues to be progress in all areas and he would cover each matter in more detail under agenda items 5b, 5c and 5d, later in the meeting.

5a.4 Governance and Compliance

The CEO highlighted the Charter Key Performance Indicator (KPI) dashboards would be covered in item 5e and confirmed there were no performance reporting areas for concern.

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.

The Board were referred to the copy of the Regulator's Engagement Plan for MHA, for the financial year 2026/27. They were assured that the report was positive, with the SHR confirming MHA was 'compliant', but also recognised there would still be engagement surrounding areas noted in their plan. The CEO pointed out that the information the SHR was looking for by 30 April would be covered at the Special Board meeting on 28 April, and subsequently be provided to the SHR.

5a.5 Estates Management

The Board were informed the Estates Team have begun the grass cutting schedule. It is hoped that the grass cutting and bulk uplift schedule will have been produced for each area by the end of April. The Board commented that they have already noticed an improvement on the frequency of grass cutting in the area.

5a.6 Board & Staff Development Day

The Board were reminded of the upcoming joint Board and Staff development day taking place in the Mercure Hotel, on Friday 29 May. It was stressed that high attendance at the event was important.

5b. <u>DEVELOPMENT REPORT</u>

The Board reviewed the detailed report provided by Gail Sheriff (GS), Development Consultant. Activity on site continues, with progress being good so far. Pavement closures will be required to assist with site storage, and this will take place soon, as the relevant permits have been granted. This will

likely result in some unfortunate, but unavoidable inconvenience for residents in the area.

In terms of finances and risks associated with development it was made clear that world and economic crises, such as the war in Iran, can impact supply and material costs. The CEO stressed that while our position will not be to simply accept all uplift requests from the contractor, we will have to find a balance and consider reasonable uplift requests on each of their own merits, should there be any, as per the advice of our Development Consultant.

The Board commented that cleaning on the newbuild site has been good so far. The CEO advised this was a condition of the contract but highlighted that there will be unavoidable disruption as work on site develops, which can include dirt, parking and noise issues.

The Board were informed that GS has provided several supplementary reports and other information with her update report, and these appendices have been saved in April Files folder of teams. To keep the number of papers the Board receive at a reasonable level, this practice will continue every month, and the Board should review these reports on Teams.

5c. **CAPITAL PROJECTS UPDATE**

The CEO referred to the DoAM's comprehensive report and update, which included associate costs against each project. He summarised that the long-term void property at 16 Birkenshaw Street 0/1, which was non-compliant, has undergone all required works and is now occupied. The internal reconfiguration of the properties at 7 and 9 Armadale Court are also complete. Boiler renewals continue and are progressing well; this work is very important in terms of improving the energy efficiency of properties and to make our properties compliant with Scottish Housing Quality Standards (SHQS).

In terms of the proposed work to the community hall, planning permission was submitted to add more windows to the building and improve light, and as part of the planning permission process some objections and concerns were received from local residents. It has been established that the architect referred to a 'stage area' and 'noise equipment' in his application, which has given a misrepresentation of the future use of the building. The CEO has met with residents who raised objections to discuss and alleviate their concerns and is hopeful planning permission will be approved.

The stonework at 134 Cardross Street is complete and looking great, with the only outstanding work being an issue with window replacements, where payment has been withheld from the contractor until they make good works which our Clerk of Works is not satisfied with.

The Duke Wynd window screens repairs is still unfortunately subject to significant delay as the contractor has been unable attain welfare facilities for their workers. It was made clear that this is not an MHA issue to resolve and it is for the contractor to find a solution. Considering the failures at these window screens MHA will inspect the window screens in the blocks we own to ensure they are ok or ascertain if any remedial works are required.

In relation to the works required to balconies at Culloden Street, all properties categorised as requiring urgent work have now been complete, with work set

to progress on the properties categorised as non-urgent. The Board were assured that this important notifiable event was being managed well.

The EPC renewals, kitchen replacements and stock condition surveys all continue to progress well. MHA's acquisitions and disposals also continue to progression well, with 3 new potential acquisitions being explored, whilst two disposals have been settled, and the SHR has been advised of this; providing further assurance that notifiable events continue to be manged in line with regulatory requirements.

5d. STONEWORKS UPDATE

The Board reviewed the report and acknowledged the assurance it provided in terms of progress with this high-risk area. They were informed that GCC have agreed, in principle, to provide owners with grant support, however required some technical information from MHA before they could proceed. MHA have provided this information and now await GCC progressing the matter. In relation to the fully owned blocks, it was explained that we will require full engagement and commitment, in terms of payment of their share of the works, for MHA to proceed; if we don't achieve this MHA will require to have discussions with owners regarding potentially withdrawing from providing the work.

5e. ANNUAL RETURN ON THE CHARTER KPI REPORT

The Board noted the contents of the report and statistics recorded in the KPIs. In the few areas where performance wasn't quite what was hoped for, comments were noted against them explaining reasons; with Stock meeting SHQS and time to complete non-emergency repair being highlighted as areas we were working on to improve.

It was explained that these statistics covered up to the end of February, and the final year end statistics were currently being produced and reviewed. Initial assessment suggests our average time to relet should reduce to 21 days, from 25 days last year, and the gross arrears percentage would likely be around 3.7%, below the target of 4%. Annual Tenancy Visits (ATVs) continue to take place, however gaining access is still a problem with some tenants. ATVs have brought to light some hoarding issues at properties, which MHA have and will continue to address, by working with the tenants. After discussion surrounding management of hoarding, the Board were assured that staff were managing these cases appropriately.
Damp and mould, which is a new KPI to be reported on in the ARC, continues to be managed, with the installation of continuous air-flow ventilation fans being very beneficial to addressing this matter in some properties.

The Board noted the explanatory notes against all KPIs and were assured that performance across maintenance and housing activities was good, with no major areas of concern.

6 GOVERNANCE & COMPLIANCE ISSUES

6a. FINANCIAL REPORT 28 FEBRUARY 2026

The CEO presented the above and reminded the Board that the finance report next month will provide a full and final financial position at the year end and therefore very important.

He summarised there was an overall surplus of £556.6k, £201.1k ahead of budget. Income was ahead of budget by £146k, with all but 3 categories of

expenditure being less than budgeted for, as broken down in the provided report.

Net assets were £16.642m and cash at bank amounted to £6.917m; a decrease of £273.8k from the start of the financial year. All covenants were fully compliant, and there were no governance issues arising. £65,106 of community benefit has been paid so far for the year. In relation to the Review of Income, rent income received and void loss was £28.8k better than expected.

The Board were informed that within the Review of Operation Cost they should be aware that reactive repairs costs had increased slightly above budget. This is something that was being closely monitored and mainly down to (a) contractors increasing their costs, because of materials costing more. And (b) more reactive repairs were being reported by tenants; with this to be explored further at the end of the year, to establish if there are any reasons behind the increase. The Board queried if we understand which areas are reporting more repairs, and it was confirmed that this has and continues to be looked at, with the former Stock Transfer areas showing a notable increase in repairs. This was likely due to the condition they were in at the point of Stock Transfer. This is something that has been discussed and will be investigated further in relation to the Investment Strategy; we will look at what investment works could be carried out to reduce reactive repairs in relation to components in certain areas.

Cyclical Maintenance and investment spend was noted as being around where it should be, providing assurance that assets were being maintained and invested in. Management expense all remain under budget.

The interest receivable for the period was £1845.5k, highlighting a good rate of return was continuing; with the Board being directed to the breakdown of MHA's investments, provided in the report.

DECISION: The Board noted the report and were assured that the Financial Accounts showed no areas of concern. The above was proposed for approval by Mr A Young, seconded by Mr J O'Donnell and unanimously agreed by the Board.

6b. NOTIFIABLE EVENTS UPDATE

It was highlighted that there had been 14 NEs reported to the SHR over the year to date, and considering recent incidents this will be updated to include new NEs connected to disposals and be included in next month's report. All but 5 cases remain open which had previously been covered with the Board in detail.

The Board noted that the report provided assurance in relation to the important management and reporting of NE's.

6c. KPI & PI UPDATE

The Board reviewed the above report, noting that 81% of KPIs have been achieved to date, with some matters still ongoing. It was highlighted that the new Business Plan would generate new KPIs for next year.

The Board were assured that there were no areas of significant concern, in relation to performance.

6d. SHR COMPLIANCE UPDATE

The Board reviewed and noted the latest update information from the SHR. Attention was given to the SHR update on the main risks they will engage with landlords on during the year ahead and explained that this was discussed at a recent LT meeting.

6e. GDPR, FOI, COMPLAINTS & COMPLIMENTS

The update covered statistic for the full financial year, 01 April 2025 to 31 March 2026. There had been 6 Subject Access Requests and 9 Freedom of Information requests responded to. In relation to Scottish Public Service Ombudsman (SPSO) complaints, there were 29 stage one and 5 stage two complaints. This was broken down in the report to provide details, as well as lessons learned and any recurring themes. The Board were assured that all learning outcomes have been implemented.

MHA has received 25 compliments over the year.

7a. ASSET MANAGEMENT STRATEGY 2026-2029

The CEO referred the Board to the above, provided in files folder, and summary report included in the papers. It was stressed that this was an important strategy and had undergone significant update, with the DoAM using the SHR's recommended guidance and good practice publications to produce this strategy.

The Board stressed that the session which the DoAM provided on this strategy, on 31 March, was very well presented making a technical and complex matter understandable to them. All questions were answered and all of this helped provide them with assurance surrounding the new Asset Management Strategy.

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

7b. REVIEW OF MEMBERSHIP POLICY & CURRENT MEMBERSHIP

The G&C Manager referred to the above and advised that MHA's Model Rules sets out membership criteria, and all the policy does is break this down and place all relevant membership information in the one document, including how to apply, ending membership, benefits of membership etc. Therefore, whilst the policy has undergone significant updates, to make it more detailed, the principles of membership remain the same and in line with MHA's Model Rules.

The Board were also directed to supplementary information contained in the report, detailing membership cancellation reasons, current membership breakdown by tenant and owner split and geographical sub-area split. It was highlighted that the main reason for membership cancellations had been the '5-year rule', after members have failed to attend, provide apologies or provide a proxy for the AGM. This highlights that we will have to review and consider how we communicate with our members prior to the next AGM to promote attendance.

The Board were assured that membership remains strong at MHA, and it was commented that the 5-year rule has negatively impacted membership across

the sector, so much so that GWSF are considering campaigning for the rule to be abolished.

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

7c. POLICY REVIEW SCHEDULE UPDATE

The Board were reminded that they approved the full Policy and Strategy Review Schedule back in January, as part of the Internal Governance Review Strategy; this schedule lists all of the policies and strategies MHA holds as well as the next review date, to ensure they all remain up to date Subsequently, while transferring this information onto a database we established a small number of policies which are no longer required. These policies, and the reasons that they are not required was detailed in the report and covered during the meeting.

DECISION: After consideration it was agreed that all policies noted in the report were no longer required and could be removed from the Schedule and MHA's Website. This was proposed for approval by Mr J O'Donnell and seconded by Mrs R Tinney.

7d. PROPOSED DISCRETIONARY PUBLIC HOLIDAY

The CEO referred to the above report in connection with the Scottish Government's proposal to grant a public holiday for Scotland's involvement in the World Cup. He asked if the Board had any questions, prior to staff leaving the room, as they had declared an interest in the matter. A Board member asked if there had been any Union feedback on the matter and the CEO confirmed there was no Union representation on this matter.

The CEO, Deputy CEO and G&C Manager left the meeting and returned shortly after.

DECISION: The Chair reported back that the Board declined the proposal to grant staff an additional public holiday.

8. USE OF SEAL

The CEO referred to the report and advised of the addition of 2 members and cancellation of 5 memberships.

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

7. A.O.C.B

The Board reviewed two late reports, which had been shared with them earlier that day; the reports requested approval for the disposals of 2 properties.

Report 1 provided detail in relation to the disposal of 348 Cumbernauld Road 0/2 and outlines how the property meets the criteria set out in the policy. It was stressed that the scatter flat was in block MHA do not factor and communal repairs were not being carried out, the property would be hard to let and uneconomical to maintain; offering no strategic value for MHA to keep.

Report 2 covered the property at 11 Alexander Park Street 2/2, which was an example of a communal property falling into a state of significant disrepair due to other owners refusing to agree to communal works. Again, this meets the criteria set out in MHA's Disposal Policy.

DECISION: The Board reviewed the information provided and were assured it met the relevant disposal criteria, acknowledging both were notifiable events. This was proposed for approval by Mrs R Tinney and seconded by Mrs M Smith.

8. <u>DATE OF NEXT BOARD MEETING</u>

The next Board meeting was confirmed as 12 May 2026 at 6.30pm.

The meeting ended at 8.05pm.



Chair
12/05/26