MINUTE OF MANAGEMENT BOARD MEETING HELD ON TUESDAY, 12 MAY 2026 AT 6.30PM AT 53 BALLINDALLOCH DRIVE

PRESENT
Mr A Scott
Mr J O'Donnell
Mrs M Hutchison
Ms L Marshall
Mrs R Tinney
Mrs M Smith
Mrs J Donachy
Mr A Young
Mrs A Strachan
Ms S Richards

IN ATTENDANCE
Mr P Martin (CEO)
Mrs L Sichi (Deputy CEO)
Mr J Gourlay (Director of Finance)
Mr C Boyle (G&C Manager)
Mrs O Duah (Observer)

1a. APOLOGIES FOR ABSENCE
Apologies were tendered for Ms G O'Hara.

1b. DECLARATIONS OF INTEREST
None.

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

2a. ADOPTION OF MINUTES FROM BOARD MEETING (14/04/26)
The above was proposed for approval by Mrs R Tinney and seconded by Mrs M Hutchison as a true record of the meeting.

2b. MATTERS ARISING FROM MEETING (14/04/26)
None.

3a. PRECIS OF AUDIT & RISK SUB-COMMITTEE MEETING (07/04/26)
The above was proposed for approval by Mrs R Tinney and seconded by Mrs M Hutchison as a true record of the meeting.

3b. PRECIS OF STONEWORK SUB-COMMITTEE MEETING (24/04/26)
The CEO highlighted that this was a short note of the meeting, and more context would be added by the Director of Asset Management (DoAM) to the final minute, to would be approved at the next Stonework sub-committee meeting.

3c. NOTE OF SPECIAL BOARD MEETING – REVIEW FIRST DRAFT OF BP 2026/27 (14/04/26)
The board noted the contents of the above.

3d. MINUTE OF SPECIAL BOARD MEETING – APPROVAL OF BP 2026/29 (28/04/26)
The above was proposed for approval by Mrs R Tinney and seconded by Mrs A Strachan as a true record of the meeting.

4. CEO UPDATE – THE CEO's REPORT
The CEO referred to the report previously circulated.

4a.1 Staffing & Operational Update

The Board were informed that the additional part-time Maintenance Officer position had been offered to the successful candidate, with this appointment set to benefit the Maintenance department and in particular improve the KPI statistics surrounding the number of post inspections complete.

Both new factoring officers, plus the new finance officer have commenced employment with MHA. The Board were advised they would get to meet them at the staff and Board Business Planning Day on 29 May. The new staff have brought fresh eyes and ways of working which will be of benefit to MHA.

MHA continues to work with HR consultant, Nicola Dillon (ND), who has carried out further staff interviews in relation to culture at the organisation. This was in follow up to the positive outcome of the previous culture review, and this time new staff would also be interviewed. An update will be provided to the Board when the report is complete by ND. The CEO highlighted that staff retention is an area that is hoped to be built on and he expected flexible working to be a theme that would come again, making this an area for further consideration. The Board were reminded that the work being carried out by ND provides them with independent assurance that MHA has a positive culture surrounding staff and the working environment.

4a.2 Wider Role Update

The CEO explained that final dilapidations costs for the Bluevale Hall have been agreed and we are in advance stages of returning the building back to Glasgow Life and terminating the lease agreement early. The initial dilapidations costs were projected at £127k by Glasgow Life, however after MHA carrying out work to the building, a final sum of £32k has been agreed.

The Board recognised that a lesson learned from this is to avoid entering into future lease agreements which tie MHA into lengthy contracts with dilapidation liabilities, and to instead explore other options.

Similar progress at the Alexandra Hub is also ongoing, and it is hoped that by the June Board meeting that both buildings will have been returned to Glasgow Life.

4a.3 Estates Management

The CEO updated the Board, advising that as part of the ongoing work with the website development, he intends to include a section where customers can input their address and it populates information like who the Housing Officer is, plus grass cutting and bulk uplift dates. This information will require to be realistic therefore will not provide exact dates and instead will likely confirm a "week beginning" date, since many things can impact the provision of these services. It is hoped this will form part of the new website launch which will be later in the year.

The Board queried if this information could be shared on close notice boards. It was advised that MHA will put something on close notice boards like a QR code to the website with this information, so that information can be updated and therefore will not go out of date.

This led to a further query regarding customers who don't have internet access. The CEO stressed that we cannot promise to provide a service standard on paper in close notice boards as the information will not be live and updateable, given dates will be subject to change. Additionally, paper

can go missing from notice boards very quickly, and it is not the best use of staff resources to regularly put notices on over 400 notice boards within the area. It was also explained that providing any information in relation to grass cutting and bulk uplift dates would an enhancement as we currently provide no information.

In order to avoid digital exclusion, customers will always be able to contact the office in person and over the phone for this information, and MHA can also make use of text messaging to share information.

4a.4 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 4b and 4c, later in the meeting.

4a.5 Governance and Compliance

The CEO highlighted the Charter Key Performance Indicator (KPI) dashboards would be covered in item 4d and all statistics remained positive. It was also confirmed that the full Annual Return on the Charter (ARC) performance would also be covered in detail later in the meeting.

The Board were reminded that the Risk Register is available in the Teams folder for review and it was stressed this was a live document and includes updates in relation to the ongoing war and associated challenges in the middle east.

4a.6 Board & Staff Development Day

The Board were reminded of the upcoming joint Board and staff development day taking place on Friday 29th May.

4b. <u>DEVELOPMENT REPORT</u>

The Board reviewed the comprehensive report provided by Gail Sheriff (GS), Development Consultant. The CEO highlighted that as activity continues in the new build site, we have now reached the point where disruption to residents will occur, for instance due to road closures, which is an unavoidable part of the work. It was explained that the contractor's staff parking in the area also reduces on-street parking for residents, and an arrangement has been made with Glasgow City Council (GCC) for temporary contractor parking to be permitted at the bollards on Appin Road.

In regard to financial risk, the report highlights some concerns surrounding the associated costs with the ex-janitor's house and achieving value for money. The CEO and GS will be meeting with GCC and will raise these concerns about the estimated costs related to the 7-person janitor's house refurb, and will ask GCC to minute the concern. The CEO reminded the Board that GCC did provide 85% grant funding, and refurbishment of the janitor's house was a condition of the grant funding. The contractor will review the condition of house and updates will follow in due course.

4c. <u>ASSET MANAGEMENT UPDATE</u>

4c.1 **Stoneworks Programme Update**

The CEO provided the Board with an overview of the contents detailed in the report, confirming that 60% of stoneworks classified as urgent have been

complete, and reminded them that the full stonework programme was available for their review in the Teams folder. The Board were happy with the progress to date in this high-risk area.

4c.2 Capital Projects Update

The CEO referred to the DoAM's report, providing an overview of each capital project, its current status and estimated cost. He summarised that kitchen and bathroom replacements were at the stage of tender documents being worked on. Boiler replacements will continue, as will the reconfiguration of the layout of properties in Armadale Court to make them compliant. Positive news surrounding the Duke Wynd screens was also shared, with it being confirmed the contractor was now on site.

In relation to the work at Culloden Street balconies, which was a Notifiable Event to the Regulator, it was confirmed that the team reacted quickly to this and the work is now complete.

4c.3 Contractors Framework

The Board were informed that the new framework commenced on 1 April, with no issues coming to light so far. The Board will be provided with a further update at the June Board meeting.

4c.4 Gas Service Contract

Similarly, the new gas servicing contract commenced on 1 April, with there being no issues so far. This contract includes legionella risk assessments. The Board will be provided with a further update at the June Board meeting.

4d. <u>ANNUAL RETURN ON THE CHARTER KPI REPORT</u>

The Board reviewed the contents of the report and statistics recorded in the KPIs. Performance remained positive with nothing of major concern to note.

The CEO highlighted performance against repair timescales being a slight problem and how we internally classify certain repairs as the issue; for instance, 'planned repairs' are being included in timescales of non-emergency repairs, plus coding around no accesses were impacting the statistics. However, if we classify these differently in our policy it would provide a more accurate reflection of performance in this area. This was being worked on.

5 <u>GOVERNANCE & COMPLIANCE ISSUES</u>

5a. <u>FINANCIAL REPORT 31 MARCH 2026</u>

The Director of Finance (DoF) presented the above for period 31 March 2026, but pointed out that reporting on the budget was behind, due to his unplanned leave, as well as issues in bringing the information together after the retirement of the Finance Officer.

He summarised there was an overall surplus of £229k; £168k behind budget. Income was ahead of budget by £134k, with all but 3 categories of expenditure being less than budgeted for, as broken down in the provided report.

Net assets were £16.3m and cash at bank amounted to £7.29m; a decrease of £273.8k from the start of the financial year. It was confirmed that covenants were all fully compliant with lender's conditions, with good

headroom available in covenant compliance, plus there were no governance issues arising.

In relation to the Review of Income, rent income received was £23k better than budgeted for, and void loss was £45.2k better than expected. MHA received other income and wider role grants, all of which amounted to £173.7k, with community benefit payments from contractors of £60.4k being the biggest contribution in this area.

The Board were informed that total Operating Costs were £11.7k over budget, with a full breakdown being provided in the areas of over and underspend within this area. Reactive repairs spend continues to be closely monitored.

Loan repayments for the year amount to £264.8k. The interest receivable in investments for the period was £172k, with the flagstone interest investment still to be calculated and added to this.

DECISION: The Board were assured that the Financial Accounts showed no areas of concern. The above was proposed for approval by Mrs A Strachan, seconded by Mrs R Tinney and unanimously agreed by the Board.

5b. **NOTIFIABLE EVENTS (NE) UPDATE**

The CEO advised that at the time of writing the report 6 NEs remained open by the Scottish Housing Regulator (SHR), and 1 had been closed since the April Board meeting. Details of the open NEs were highlighted in the report and had previously been covered with the Board in detail.

The Board were also informed that 2 new NEs occurred after the report was written; one in connection with a fire at 28 Appin Road and another in relation to the Electrical Installation Condition Report (EICR) being 6 months late of the 5 year renewal date, for one of our properties.
It was explained that MHA became aware of fire in the late afternoon with the property affected appearing to be completely burnt out and likely requiring a full flat component refit. The close is made up of 7 tenants and 1 owner, and the Board were assured that support was being provided to all residents in the close. More information will be provided to the Board at the next meeting.

In relation to the missed EICR if was highlighted that this was discovered during our ARC Validation exercise. It was missed due to human error, where a box was ticked in the HomeMaster computer system. The available tick-box offers no practical use, and the issue has been raised with HomeMaster. Internal discussions with the DoAM have already taken place to establish a fix and to ensure we avoid this problem in future, plus a check has been carried out which has ensured no other properties have been ticked or missed due to the same issue. A full report will be provided at the next meeting, including what we have learned from the experience.

The Board were satisfied that everything which could be done so far, has been done, in relation to the new NEs. They also noted that the report provided assurance in relation to the important management and reporting of NE's.

5c. **SHR COMPLIANCE UPDATE**

The Board reviewed the latest update information from the SHR and no issues were raised.

5d. **GDPR, FOI, COMPLAINTS & COMPLIMENTS**

The Board reviewed the information that was provided for noting purposes, and no issues were raised.

5e. **USE OF SEAL**

The CEO referred to the report and advised of the addition of 1 members and cancellation of 2 memberships.

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

6a. **ARC 2025/26 APPROVAL**

The CEO reminded the Board that the submission of this information was a mandatory requirement of the SHR, and it provided MHA's performance against the standards set in the Charter. It was highlighted that the full ARC draft submission was provided in the report, along with a traffic light style performance dashboard, which summarised all performance results for the year, compared against the results from the two previous years; along with comments explaining performance against some indicators.

The CEO covered all ARC indicators and further elaborated on any comments noted against performance. He confirmed various information, including various satisfaction results, all of which were good, however some of which had slightly fallen, in particular overall tenant satisfaction and tenants' perception of value for money in relation to the rent they pay. He advised that although falling tenant satisfaction was a trend in the sector, this would still be something that we explore further to better understand, with the view of improving. It was highlighted that SHQS compliance had improved and we should continue to see improvements in this area, void rent loss continued to be low and below our target of 1%, percentage of rent collected remained good at 101.34%, gross rent arrears continues to reduce and was under the 4% target and average relet times was 21.53 days, missing out in the 20 days target, but still an improvement on the past two years 25 days.

The CEO also detailed new indicators introduced this year in the ARC, including dampness and mould, adequate fire protection and EICR compliance. It was explained that we would be monitoring performance against these statistics next year.

The Board were also referred to the ARC Validation report and informed that 25 indicators were assessed and externally validated by R. Morris, Head of Validation and Consultancy at Scotland's Housing Network, and all were validated. It was further explained that the validation exercise was very useful as it highlighted some discrepancies in how information was recorded on systems etc. and this has been utilised as a learning exercise to improve in future.

Finally, the Board were informed that upon approval, the Secretary would be required to authorise the submission to the SHR and would be contacted to arrange this.

DECISION: The Board highlighted their assurance that performance remained strong with no major areas of concern. The above was proposed for approval by Mrs R Tinney, seconded by Mrs A Strachan and unanimously agreed by the Board.

6b. TENANT SATISFACTION SURVEY RESULTS

It was highlighted that the information attained from this survey was used to report satisfaction levels in the ARC. The survey was independently collected by consultants, Research Resource, who are specialists in this area. The information was gathered over February and March 2026, with 40.3% of our tenants surveyed, which is in line with the SHR's guidance to survey 40%.

It was summarised that overall tenant satisfaction had dropped to 89.78%, repairs satisfaction had dropped to 89.13%, satisfaction with quality of home had dropped to 84% and perception of value for money had dropped to 84.3%. All other results had improved upon previous levels. The Consultants highlighted that the timing of the survey may not have helped with results as it was carried out at the same time tenants were being informed of their annual rent increase, therefore we will consider better timing of future satisfaction surveys.

It was stressed that MHA benchmark themselves against others and national averages and do perform well. Regardless, it is important to further explore reasons behind satisfactions levels, to better understand why levels have dropped and what can be done to improve things. Where we discover satisfaction has dropped due to unrealistic customer expectation or tenants mistakenly confusing our services with Council services, MHA may require to be clearer on what MHA is and isn't responsible for, and address tenant expectations.

In particular reference to value for money, MHA need to be better at explaining what is meant by value for money, as well as better understand what tenants deem as realistic value for money.

In conclusion, feedback from consultants was that results were very positive and in the top quartile for the sector.

The Board noted their assurance that all results were generally positive, particularly against sector averages.

6c. REVIEW OF ELECTRICAL SAFETY POLICY

The Board were referred to the above policy review and reminded we have adopted the Landlord Facilities Safety Control Manual, and all of the policies that are provided within this manual, of which the Electrical Safety Policy has mainly been taken from. It was stressed that these policies have been composed by ACS, who are experts in the field of Health and Safety. Only slight alterations were made to the policy to best meet MHA's requirements. The Board were reminded that although the tracked changes copy was included in the papers, a final clean version was always available in their Teams folder.

DECISION: The Board noted the importance of this policy in terms of tenant safety and the above was proposed for approval by Mrs R Tinney, seconded by Ms S Richards.

6d. **REVIEW OF ASBESTOS MANAGEMENT POLICY**

The Board were referred to the above policy review and similar to the above, it was confirmed that this policy also mainly comes from the Landlord Facilities Safety Control Manual. Therefore, again, it will ensure a high level of compliance and good practice. They were advised the clean copy version was in their Teams folder.

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

6e. **MAINTENANCE & ASSET MANAGEMENT WORK PLAN**

The CEO advised this document links to the BP and describes the priorities, actions and outcomes of the Asset Management team for the next year. The document is for noting and to provide them with assurance in how strategic aims and priorities will be carried forward to achieving measurable targets. The Board noted this and raised no concerns.

6f. **BP AWAY DAY**

The Board were reminded the Business Plan (BP) away would take place in an external location on 30 May 2026, with staff and Board members in attendance. It was stressed that maximum attendance was important and the session would concentrate on the 5 key themes of year one of the new BP.

It was highlighted that events like this would also help to gain more staff involvement across the organisation, plus provide them with insight into how the Board make decisions and set strategic priorities.

7. **A.O.C.B**

None.

8. **DATE OF NEXT BOARD MEETING**

The next Board meeting was confirmed as 9 June 2026 at 6.30pm.

The meeting ended at 8.10pm.



Chair
09/06/26