MINUTE OF MANAGEMENT BOARD MEETING HELD ON TUESDAY, 9 JUNE 2026 AT 6.30PM AT 53 BALLINDALLOCH DRIVE

PRESENT

Mr A Scott
Mr J O'Donnell
Ms L Marshall
Mrs R Tinney
Mrs M Smith
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, Mrs J Donachy and Mrs M Hutchison

1b. DECLARATIONS OF INTEREST

All staff members declared an interest in item 5a, the CEO update, particularly the discussion surrounding the award of 1 additional annual leave day.

Ms S Richards also declared an interest in item 5a, the CEO update, particularly the discussion surrounding partnership with MCR Pathways.

1c. RELEVANT BUSINESS ITEMS TO BE ADDED TO AGENDA

None.

2a. ADOPTION OF MINUTES FROM BOARD MEETING (12/05/26)

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

2b. MATTERS ARISING FROM MEETING (12/05/26)

None.

2c. ADOPTION OF MINUTES SPECIAL MEETING – APPROVAL OF THE 5 YEAR FINANCIAL PROJECTIONS (29/05/26)

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

2d. MATTERS ARISING FROM SPECIAL MEETING (29/05/26)

None.

3a. NOTE FROM FINANCIAL MANAGEMENT SESSION (19/05/26)

The board noted the contents of the above and no questions or issues were raised.

3b. NOTE FROM STAFF/BOARD DEVELOPMENT DAY (BP & STRATEGIC OBJECTIVES) (29/05/26)

The Deputy CEO summarised the note and highlighted that a proposed Action Plan from the event had been established and was included for review and approval; included in the Action Plan was a proposal to hold another joint staff and board event in 2027.

DECISION: The Board noted the contents and commented on how successful the day had been. They unanimously approved the Action Plan and proposal to hold the joint event again in 2027.

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 has now taken up his post and his main role will be to carry out inspections to meet our requirements to inspect 10% of completed repairs. The CEO highlighted that the Asset Co-ordinator will be leaving and work has commenced to replace him, with an appointment hoped to be made by end of June.

Interviews have commenced for the Director of Housing and Community Initiatives post, with the 2nd stage of interview due to take place next week. The Board will be updated when an appointment has been made.

The CEO advised that many staff have initially commented on how positive they found the joint Board and staff Business Planning away day. A survey has been circulated for feedback from all staff, and this will be reviewed for any issues or improvements.

4a.2 Annual Leave Reward

As all staff declared an interest in the matter, they left the room and a private and confidential conversation took place between Board members.

4a.3 MCR Pathways Partnership

Ms S Richards declared an interest in this item and stated she would take no part in the conversation.

The Board were reminded that following a presentation regarding the above at the away, they agreed to consider working in partnership with MCR pathway; this would include permitting staff time to volunteer for mentoring.

DECISION: The Board highlighted the partnership was important and could make a positive contribution to a young person requiring guidance. This was proposed for approval by Mrs A Strachan, seconded by Ms L Marshall and unanimously approved by the Board.

4a.2 Wider Role Update

The CEO explained that final dilapidations costs for the Bluevale Hall have been agreed at £32,000 with Glasgow Life, this was initially proposed at approximately £130,000 by Glasgow Life, however, has been reduced due to MHA carrying out some of the dilapidation works.

The Board queried if there were any ongoing liabilities, for instance in relation to utility costs. The CEO confirmed that all liabilities including financial would end as soon as the £32,00 payment was made to Glasgow Life.

In relation to progress at the Alexandra Hub, this was nearing an end, and it was hoped that the Board would be given a final update in August which confirmed the position as well as final cost breakdown for returning both the Alexandra Hub and the Bluevale Hall.

The CEO advised that the JR group, who are the contractor for the new build site at the former Haghill school site, require to pay a £100,000 in community benefit to MHA and they were invited to submit a tender to carry out the improvement work at the Milnbank Community Hall as an alternative to transferring the £100,000 payment. This tender has come back significantly high and does not represent value for money, therefore MHA will propose the £100,000 community benefit payment is paid towards the Balindalloch Community Hall costs.

4a.3 Estates Management

The CEO referred to a discussion at the last Board meeting where Board members raised concerns about the creation of a digital grass cutting and bulk uplift schedule as it would exclude tenants with no access to technology. The Board were assured that options to remedy this were being considered, and a solution would be found to ensure all tenants could access the 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

Similarly, the CEO highlighted the Charter Key Performance Indicator (KPI) dashboards would be covered in item 4.

The CEO highlighted there had been a slight amendment to the Risk Register, in relation to the war in the middle east, and following a recent cyber phishing email being circulated. Our IT provider confirmed a staff member opened the email which enable access to limited information and resulted in access being gained to an email address book and subsequently other phishing emails being sent to other people. It was stressed that there was no data breach, so no personal information was accessed, nor was any other information on our systems accessed. It was highlighted that we can't prevent phishing emails from coming into staff inboxes, and we have now set up an internal online training system, which gives training around events like this, and then periodically sends fake phishing emails as a testing and learning tool.

It was highlighted that our cloud system is protected by two-factored authentication which makes it more difficult for access to be gained and for serious data breaches or cyber-attacks to impact MHA. The CEO also explained that he investigated whether this matter should be reported as a Notifiable Event and confirmed it did not meet the criteria of a Notifiable Event.

A Board member queried more about the purpose of phishing emails and how they work, and this was explained to the board. The Board were also referred to an appendix which was included in the report detailing what a phishing email was, why it was a risk, what staff should do and MHA's approach to addressing the matter.

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

The CEO summarised the comprehensive report provided by Gail Sheriff (GS), Development Consultant, also stressing that several other detailed reports were available in their Teams folder for review.

It was highlighted that the programme is running to schedule and is on budget, however, there has been some complexities surrounding a sewer connection pipe which had been found but was not charted on any city plans. This hold up doesn't prevent the contractors from progressing with other works.

In relation to the ex-Janitor's house, we are now at the assessment stage of this and have highlighted our concerns about the financial implications of this work to NRS. We explained to NRS that the costs could be approximately £600k, and this may not represent value for money, however they have dismissed our concerns. The Board were reminded that MHA would only be responsible for funding 15% of the associated work.

MHA have been approached by the Principal Teacher from the new Haghill school, who is seeking to partner with us and utilise the new build site as a learning opportunity with the children, which would include site visits and the burial of a time capsule.

It was highlighted that a host of new technologies would be built into these properties, and it is important that we begin to fully understand and get to grip with these new technologies in time for them coming off-site.

4c. ASSET MANAGEMENT UPDATE

4c.1 Acquisitions

The CEO advised that Glasgow City Council (GCC) are keen for MHA to acquire two properties at 45 Aberfoyle Street; both of which are in great condition and make strategic sense to purchase. The Board were reminded that both would be allocated to section 5 homeless referral cases, in line with acquisition conditions.

4c.2 Disposals

As a result of the strategic disposals of five properties, the sales have accrued funds of approximately £500k and we have approached GCC to enquire if we can use the funds towards the acquisition of the two properties at 45 Aberfoyle Street.

4c.3 Capital Projects Update

An overview of each capital project, its current status and estimated cost was summarised to the Board. It was highlighted that kitchen and bathroom replacements were still out to tender, with the closing date set as 19 June, and boiler replacements continued on a reactive basis.

4c.4 Stonework Programme Update

The summary report was covered, and the Board were reminded that more comprehensive reports were saved in their Teams folder. It was mentioned that 60% of stoneworks classified as urgent have been complete, and the important work at Cardross Street will continue. The Board were also reminded that the Stonework Sub-Committee would next meet at the end of June, and this high-risk area would continue to be covered in more detail at these meetings.

4d. ANNUAL RETURN ON THE CHARTER KPI REPORT

The Board reviewed the contents of the above. The CEO highlighted most performance areas were positive but raised concerns in relation to the average time for emergency repairs to be carried out; stressing that contractor, has not been completing lines correctly and we have requested an explanation for this from them. Rent arrears have increased slightly in April, and this is an area we will pay attention to; however, it is expected that arrears should reduce again by the end of quarter one. Relet times were also highlighted as being above target, and it was explained that this was a result of some properties being returned in very poor condition and requiring major repair works before they could be let.

In relation to average time to resolve damp and mould cases, this was out with target timescales because we could not gain access to properties to complete repairs. The CEO pointed out that unless performance picks up by the next Board meeting, he will request the Director of Asset Management provide more detail on this matter, plus we would look to ensure the contractor can evidence no accesses; reminding the Board, this was an important health and safety issue.

A Board member referred to past issues with this contractor, in relation access, appointments and communication issues. The CEO highlighted he was aware of this and our disappointment regarding their service has been passed to them in the past and will continue to be raised with them going forward, which is why it was important for individual issues to be brought to our attention. He mentioned that having spoken to others in the sector, poor performance/service from Gas contractors appears to be an issue therefore competitors are equally poor.

Finally, in relation to Annual Tenancy Visits, this was noted as low due to staff concentrating their time on trying to access properties, they had been unable to gain access to in the past, resulting in repeat no accesses.

5 GOVERNANCE & COMPLIANCE ISSUES

5a. FINANCIAL REPORT 30 APRIL 2026

The Director of Finance (DoF) presented the above for period 30.04.26. It was stressed that the finance team were still working on audited accounts from 31.03.26, therefore once complete an update of all changes will be presented to the Board.

The DoF summarised there was an overall surplus of £22k; £2k behind budget. Income was behind budget by £26k, with all but 3 categories of expenditure being less than budgeted for, as broken down in the provided report.

Net assets were £16.16m and cash at bank amounted to £7.132m; a decrease of £157.5k from the start of the financial year; mainly due to the substantial stonework repairs. 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, there were some categories with no income populated against them, which was due MHA being without a finance

officer in April, after a staff member retired and finance staff still catching up. It was stressed that these will be populated for the next meeting.

It was highlighted that reactive repairs budget was over budget, and this was mainly due to the work carried out at the Culloden Street balconies.

The DoF highlighted that MHA need to submit details of our loan portfolio annually to the SHR, and this covers the number of properties that we have secured loans against, the amount of interest we pay on loans, the loan covenant specifics etc. A copy of this submission to the SHR was in the report to the Board and this required approval before it could be submitted.

DECISION: The Board confirmed they had no question in relation to the loan portfolio return and were assured that the Financial Accounts showed no areas of concern. Both were proposed for approval by Mrs A Strachan, seconded by Mrs R Tinney and unanimously agreed by the Board

The DoF advised that NRS have requested an updated list of authorised signatories, which they will hold on record as the people authorised to sign when claiming and drawing down grant funding from them. **The list of authorised signatories was proposed for approval by Mr A Young and seconded by Ms S Richards**.

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

The above report confirmed the status of all 8 current outstanding NEs. The Board were informed that 2 new NEs were reported to the SHR since the last meeting, with full reports for each attached as appendices.

On top of what was contained within the reports, a third new NE also occurred after the papers were issued. This NE was in relation to a fully factored block at Alexandra Parade, where a small piece of stonework came off the building and landed on the footpath; there were no injuries. A drone survey was previously carried out for this building in September 2025, and the report came back stating no work was required and there were no issues. A full NE report will be provided to the Board at the next meeting.

Board members stressed this was a subject where we must remain vigilant, given the health and safety concerns and risk of an accident. A member queried how often drone surveys were carried out and it was confirmed these were annual. It was highlighted that drone surveys are carried out by qualified surveyors who are ideally placed to identify any potential issues and works required, therefore we are managing these stonework risks as best we can. The CEO also highlighted that we found out about the issue on Friday, the contractor attended over the weekend, and the scaffolding was erected on Tuesday.

The Board were advised that 6 of the NE listed in the report were old and have been actioned therefore it was hoped the SHR would close these down soon. The other two recent NEs, that they were made aware of at the last meeting have full reports attached as appendices. In relation to the fire at Appin Road, the CEO highlighted that an article was previously put in the newsletter regarding lithium batteries and electrical safety, and that we will share similar information in the upcoming newsletter. As for the NE related to the missed EICR, the report included an improvement plan to mitigate any

future risk; by staff carrying out a 10% EICR monthly check and an independent audit being carried out by an external consultant.

Board stressed again, that any work connected to NEs was very important, and there can be no negligence. They were assured by staff's response to events and the updates provided in the reports.

5c. **BUSINESS PLAN KPI UPDATE**

The Deputy CEO presented the 2026/27 Business Plan (BP) Key Performance Indicators to the Board, highlighting that all strategic priorities from the BP have been broken down and included in the KPIs, with timescales for action and lead officers being confirmed. It was also explained that the risk element against each KPI was detailed, showing the potential level of risk should a KPI fail to be achieved within timescale. It was also highlighted that updates and commentary was included against KPIs, for Board information and scrutiny. Where a KPI had already been fully achieved, this was highlighted, and the Board were reminded that we were still in quarter one and a number of the KPIs will not close until nearer the end of the fourth quarter as they are ongoing KPIs. The Board were assured that all matters that required action, have been dealt with to date.

5d. **SHR COMPLIANCE UPDATE**

The Board reviewed the above, with it being highlighted that the latest whistleblowing update, including a new SHR factsheet had been shared with staff and the Board.

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

The Board reviewed the above information, and the G&C Manager highlighted that we have seen an increase in the number of complaints being received, therefore at the next Board meeting we would include details of the number of complaints received at the same period last year, to provide a comparison. It was also mentioned that a high number of complaints appeared to be generated using Ai, and it was felt that this was part of the reason for the increase, given tenants could now very easily use Ai to draft lengthy complaints within seconds.

5f. **USE OF SEAL**

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

DECISION: The above was proposed for approval by Mr A Young and seconded by Ms S Richards.

6a. **CONTRACTOR FRAMEWORK**

The Board were informed that the previous contractor framework was established in 2023, and to test the market and ensure value for money, as well as provide enough contractor options for MHA, the contractor framework should be reviewed. The new framework also includes the use of 'Schedule of Rates' (SOR) code, which we use to set the cost of standard works, and allows for more financial control and monitoring; also saving time on waiting for quotes to be returned. Details of contractors who had been appointed were included in the report, and it was highlighted MHA still used Timetra for out of hours emergency repairs, but not day to day repairs.

6b. DIGITAL TRANSFORMATION STRATEGY

The CEO presented the above, explaining the strategy sets out how MHA will make best use of technology to improve services and customer outcomes.

An example was provided in relation to staff making better use of Microsoft Copilot to assist in many ways, including to help staff to summarise long and complex complaints. The strategy also touches on using technology to save staff time and resources, how we hold data, how we provide reports to the Board and assist them in making strategic decisions by assessing lots of information quickly etc. It was stressed the MHA will always maintain an open-door policy, and customers will be able to speak to a real person.

The Board also reviewed the included delivery plan, breaking down tasks and timescales for action.

DECISION: The Board unanimously approved the strategy.

6c. HOARDING MANAGEMENT POLICY

The Board were referred to the above and it was highlighted that hoarding was becoming a more common problem, and that several hoarding cases had been identified while carrying out Annual Tenancy Visits. To manage these cases and support tenants effectively this policy has been created, and a joint approach would be taken from the Maintenance and Housing team to tackle things. The policy was summarised by the CEO.

DECISION: The Board noted the importance of this policy in terms of tenant support and looking after our properties. The above was proposed for approval by Mr J O'Donnell and seconded by Ms S Richards.

6d. FIRE SAFETY POLCIY

The Board were presented the above policy review and informed this was another policy taken from ACS's suite of template policies. The Board were reminded that ACS were experts in the field of Health and Safety for the sector, and this ensured we were compliant with all health and safety requirements.

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

6e. GAS MANAGEMENT POLCIY

Like the above, the Board reviewed the policy and were assured that the policy would meet all legal and regulatory requirements as well as best practice standards, given ACS were experts in their field.

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

6f. SERVICE DELIVERY STRATEGY 2026

The Deputy CEO pointed out that this strategy is reviewed annually and has undergone minor updates. She summarised the strategy and confirmed it detailed how MHA will look to continuously improve service provision, through identifying the required resources and providing guidance to staff, as well as providing a mechanism for the Board to evaluate service delivery. Reference

was made to the recently formed Tenants Panel, and how their input would be helpful in assessing service delivery effectiveness and expectations.

DECISION: The Board unanimously approved the strategy.

6g **TENANCY SUPPORT STRATEGY 2026**

The Deputy CEO advised this was another long-standing strategy, which was reviewed annually, as it was a key strategy. The Strategy was summarised, highlighting it concentrated on how we support tenants and aim to improve tenancy sustainment through services like Income Maximisation, the Food Pantry, social events etc.

DECISION: The Board unanimously approved the strategy.

6h **HOUSING SERVICES & WIDER ROLE WORK PLAN**

The Deputy CEO advised the above links to the BP and describes the priorities, actions and outcomes of the Housing Services and Wider Role teams for the next year. The document is for noting and to provide them with assurance in how strategic aims and priorities will be developed into tasks and actions with measurable targets and timescales. The Board noted this and raised no concerns.

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

None.

8. **DATE OF NEXT BOARD MEETING**

The next Board meeting was confirmed as 11 August 2026 at 6.30pm.

Chair
11/08/26