MINUTE OF MANAGEMENT BOARD MEETING HELD ON TUESDAY, 11 AUGUST 2026 AT 6.30PM AT 53 BALLINDALLOCH DRIVE

PRESENT	**IN ATTENDANCE**
Mr A Scott (Chair)	Mr P Martin (CEO)
Mr J O'Donnell	Mrs L Sichi (Deputy CEO)
Mrs L Marshall	Mr J Gourlay (Director of Finance)
Mrs R Tinney	
Mrs M Smith	
Mr A Young	
Mrs A Strachan	
Ms S Richards	
Mrs J Donachy	
Mrs M Hutchison	

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 (09.06.26)

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 (09.06.26)

The Chair referred to the circulated report highlighting a few matters arising from the meeting held on 09.06.26 which covered items relating to the appointment of Craig Boyle as the new Director of Housing & Community Initiatives, the one-day annual leave reward, MCR Pathways presentation, the loan portfolio has been submitted to the SHR and an update on the complaints received covering the same reporting period last year. The Board members noted this update.

3a. NOTE FROM WELFARE SYSTEM/INCOME MAX. SESSION (09.06.26)

The board noted the contents of the above, commenting that the income max. team provide an excellent service to MHA tenants. No questions or issues were raised.

3b. PRECIS OF BUSINESS FROM GOVERNANCE SUB-COMMITTEE MEETING (17.06.26)

The Deputy CEO advised the members that, at the above meeting, the Governance Sub-Committee recommended that the Board approve the revised Flexi Working & Toil Policy for adoption. This was raised under agenda item 6a below. The remainder of the business covered by the Governance Sub-Committee was noted by the Board.

3c. PRECIS OF BUSINESS FROM STONEWORK SUB-COMMITTEE MEETING (26.06.26)

The CEO referred to the above and briefly summarised the business covered. The report was noted by the Board.

4. CEO UPDATE – THE CEO's REPORT

The CEO referred to the report previously circulated.

4a.1 Staffing & Operational Update

The Board were informed of the recent appointments and start dates of Linda Smith, Governance & Assurance Manager and Morven Gourlay, Asset Co-ordinator. The CEO also confirmed that the MCR Pathways meeting was arranged for 18.08.26.

4a.2 Wider Role Update

The CEO explained that it is expected that the lease for the Bluevale Hall will be concluded by the end of September. A Board member asked if the agreed MHA repair works have been completed yet. The CEO confirmed that they have.

In relation to progress at the Alexandra Hub, the dilapidation works have been completed, at a cost of around £5,000 for MHA, which is less than first expected. We are waiting on confirmation from Glasgow City Council to finalise this lease.

The CEO confirmed that the building warrant for the works to the Ballindalloch Drive community hall has been received and it is hoped that the work will commence shortly. The Board were reminded that we will receive £100,000 in community benefit from the JR group, who are the contractor for the new build site at the former Haghill school site will which contribute to the costs for this work. A member asked when the Board will review the future use when the current café relocates, and the members were advised that it is intended that the shop unit will be converted into a flat. This will be further discussed at a later meeting.

4a.3 Estates Management

The CEO provided an update on residents being able to access our website to find out details relating to the grass cutting and bulk uplift schedules advising that a demonstration will be presented at the October 2026 Board meeting. The Board were also advised that it is planned to trial a few mobile CCTV cameras in targeted areas to assist with our estate management service.

4a.4 Development & Capital Projects - including Stonework

The Board were referred to the Development Consultant's detailed update report highlighting the progress being made in a range of stonework activities. The Board also noted that an updated stonework report was submitted to the SHR at the end of June as per our engagement plan.

4a.5 Governance and Compliance

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

The CEO highlighted there had been a slight amendment to the Risk Register, in relation removing one of the top 10 risks. This relates to the migration of Universal Credit (UC) as the migration programme was completed at the end of March 2026. The members were reminded that the risk audit register can be viewed in the shared Board Teams file. A member sought clarification that all eligible MHA tenants have been successfully migrated to UC. The CEO

confirmed this is the case for existing claimants and the income max. staff will continue to manage all new cases.

The CEO reported on the progress in completing the framework around the balanced score card and this will be demonstrated to the Board shortly.

4b. DEVELOPMENT REPORT

The CEO summarised the comprehensive report provided by Gail Sheriff, 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 and regular meetings with the contractor, architect and the development consultant will continue.

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 explaining that the costs could be approximately £600k, and this may not represent value for money, however they have dismissed our concerns. MHA has subsequently asked that this is reviewed with, however, no feedback has been received to date. This will continue to be monitored with the Board updated monthly.

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

The CEO referred to the previously circulated report on acquisitions and advised that a recent property at 6 Hanson Park, flat 2/3 is a proposed acquisition and has been accepted with grant funding application made and a settlement date agreed. A member asked if MHA would be responsible for the building. The CEO confirmed no, and that our factoring fee payment has been built into the net present value.

Work continues for the relevant flat disposals, non-urgent work at the Culloden Street balconies and gate inspections.

A detailed project plan 2026/27 covering the range of works was noted.
A summary of the range of detailed stonework that has been undertaken to date and of planned work was presented. The Board were of the view that MHA should be highlighting this work more to MHA tenants.

DECISION: An update on the stonework and the project plan works to be included in the next Messenger.

4c.1 Tender Report Kitchen & Bathroom Renewal Contract

The CEO referred the Board members to the above previously circulated report which provides details on the methodology applied to awarding work for the forthcoming kitchen and bathroom renewal contract. Following the tender process, it was proposed that MCN (Scotland) Limited, who scored highest on price and quality of £1,586,414.03 are awarded the kitchen and bathroom renewal contract.

DECISION: It was proposed by Mr J O'Donnell, seconded by Mrs R Tinney that MCN (Scotland) Limited are awarded the contractor for kitchen and bathroom renewals.

4c.2 Tender Report Stage 3 Adaptations

The CEO referred the Board members to the above previously circulated report which provides details on the methodology applied to awarding work for the forthcoming Stage 3 Adaptations. Following the tender process, it was proposed that MCN (Scotland) Limited, who scored highest on price and quality of £103,469.88 are awarded the Stage 3 Adaptations contract.

DECISION: It was proposed by Mr J O'Donnell, seconded by Mrs A Strachan that MCN (Scotland) Limited are awarded the contractor the Stage 3 Adaptations.

4c.3 Tender Report 9 – 17 Armadale Court Reconfiguration & Refurbishment of Flats

The CEO referred the Board members to the above previously circulated report which provides details on the methodology applied to awarding work for the reconfiguration and refurbishment of flat at 9-17 Armadale Court. Following the tender process, it was proposed that BSL Interiors, who scored highest on price and quality of £286,902 (excluding VAT) are awarded the work at 9-17 Armadale Court.

DECISION: It was proposed by Ms S Richards, seconded by Mrs A Strachan that BSL Interiors Limited are awarded the contractor work for the work at 9-17 Armadale Court.

4d. ANNUAL RETURN ON THE CHARTER KPI REPORT

The Board reviewed the contents of the above. The CEO highlighted that, as demonstrated by the RAG system, there are few areas of significance concern in the figures that are reported to date.

A member sought clarification on voids in question C9 as the figure seemed high. The CEO explained that this property is used as a decant flat to allow the works to be carried out at Armadale Court.

Two members wished to compliment the out of hours electrician who attended their homes (on separate occasions) as he was very pleasant and carried out the repairs efficiently.

The CEO informed the Board that he is currently reviewing what performance information is presented to the Board and which member of the Leadership Team provides it. The CEO advised that he would cover this by presenting a proposal to the Board at a future meeting.

5 GOVERNANCE & COMPLIANCE ISSUES

5a. FINANCIAL REPORT 30 JUNE 2026

The Director of Finance (DoF) presented the above for period 30.06.26. 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. A summary of the report is as follows:

Financial performance as of 30.06.26 reflect the unaudited brought forward balances from 31.03.26, these have still to be approved by Azets. The Board will be updated once this has been finalised. Only balance sheet amounts will be affected.

Overall surplus is £292.8k which is £210.8k ahead of budget. This includes £179k of income from properties sales. This leave £120k surplus which is better than budget by £40K.

Income is behind budget by £51k, and all but 4 categories of expenditure are less than budget. Details of this were further provided. The sum of £7,030.16 income was generated through community benefits.

Net assets total £16.62m as of 30.06.26.

Cash at bank as of 30.06.26 amounts to £6.92m and has decreased by £367k since the beginning of the financial year.

Covenants are fully compliant with all lender's conditions and there are no governance issues arising in the month.

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

The above report confirmed the status of the 11 reported NEs. The Board were informed that three have been closed with the remaining eight outstanding, seven of which relate to health & safety matters.

There have been three notifiable events submitted to the SHR since the last Board meeting in June (These have been included in the above total). The Board discussed each of these in turn to be assured of the nature of the notifiable event, the action taken, lessons learned and the progress. The properties were:
Alexandra Parade (loose masonry fell from the roof)
Ballindalloch Drive (loose masonry fell from rear elevation balcony)
Corsock Street (incident at metal gate at rear of garden)

Full details of the Notifiable Events can be viewed on the Board Teams file.

5c. **SHR COMPLIANCE UPDATE**

The Board reviewed and noted the above report.

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

The Board reviewed the above information, and the G&C Manager highlighted, as requested by the Board, the details of the complaints received for the same period last year. The Board noted the sharp increase in the number of complaints received for the comparable period. However, this isn't necessarily a result of poorer service, but more a result of increased use of AI making it much easier and quicker for customer to generate a compliant.

5e. **USE OF SEAL**

The CEO referred to the report and advised of the addition of 20 members and cancellation of 6 memberships.

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

6a. **AGM ARRANGEMENTS**

The Deputy CEO referred to the report on the above. The members reviewed the items that required a decision to be made which were (1) the format of the meeting after the AGM and (2) the composition of the Board, Appointed Member.

The format of the AGM, membership, election of board members, 9-year rule and register sign off by the Secretary were discussed and noted by the Board.

DECISION: The Board unanimously approved the format of the meeting after the AGM and the appointment of an Approved Member.

6b. **APPOINTED MEMBER TO THE BOARD**

The CEO referred to the above report and previous discussions where it was agreed that MHA would look to fill the one Appointed Member place on the Board. Following this, a small working group, comprising of three board members, supported by the CEO, recently interviewed Douglas Lapsley who responded to our advert which was published in the Scottish Housing News. The working group reported that Douglas Lapsley's background is experience working in insurance for several years. He is also a risk management specialist.

The proposal from the working group is that Douglas Lapsley joins MHA's Board as the one appointed member for a period of three years. Under MHA Rules, other than being eligible for an office bearers' position, he would have the same rights as the elected members

DECISION: Mr A Young, seconded by Mrs R Tinney and unanimously agreed by the Board approved the recommendation that Douglas Lapsley joins MHA's Board as the one appointed member and asked the CEO to invite him to the September meeting.

6c. **REVIEW OF FLEXI WORKING & TOIL POLICY**

As recommended by the Governance Sub-Committee, the Deputy CEO referred the Board to the previously circulated paper outlining the background to the review of the policy, feedback from the staff consultation, the principles of how flexi time operates and how it would be implemented. The members discussed the information that was presented and requested an update at the January 2027 Board meeting.

DECISION: Mrs R Tinney, seconded by Ms S Richards approved the revised Flexible Working & Toil Policy for implementation on 01 September 2026.

6d. **REPORT ON TENANT CONSULTATION (APRIL – JULY 2026)**

The Board were presented the above report which detailed the various methods of consultation with 60 residents between April to July 2026. The report also highlighted high satisfaction levels with the various aspects of MHA's services and future needs and priorities with property investment and general repairs being the strongest themes. The consultation meetings were used to encourage tenants to join the Tenants Panel as the current numbers are low. It was agreed that the Tenants Panel is raised at the AGM and in the next Messenger to increase numbers.

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

7a. A member raised why MHA only consider awarding children of the same sex separate bedrooms when they are aged 16 or above. The member was of the view that this should be lowered to a more reasonable age in line with several other housing association policies that the member viewed. Following a brief conversation, it was agreed that this forms an agenda item for the September meeting where the Director of Housing & Community Initiatives will present a paper on this matter, the paper will include information relating to 3 apartment MHA properties.

DECISION: The Board unanimously agreed to a report on the Allocations Policy in relation to the age for same sex children sharing a bedroom to be provided at the 08.09.26 Board meeting.

7b. The Chair requested that, following discussion at the office bearers meeting immediately prior to the Board meeting, a brief Special Board Meeting is held online on Tuesday, 18.08.26 at 6pm to cover the impact of the new Housing legislation changes (including domestic abuse policy), tenders and flat disposal.

DECISION: The Board unanimously agreed to hold a Special Board Meeting as requested.

8. **DATE OF NEXT BOARD MEETING**

The next Board meeting was confirmed as 08 September 2026 at 6.30pm.



Chair
08/09/2026