MINUTE OF MANAGEMENT BOARD MEETING HELD ON TUESDAY, 8 SEPTEMBER 2026 AT 6.30PM AT 53 BALLINDALLOCH DRIVE

PRESENT	**IN ATTENDANCE**
Mr A Scott (Chair)	Mrs L Sichi (Deputy CEO)
Mr J O'Donnell	Mr J Gourlay (Director of Finance)
Mrs M Hutchison	Mr C Boyle (Director of H&CI)
Mrs L Marshall	
Mrs R Tinney	
Mrs M Smith	
Mr A Young	
Ms S Richards	
Ms G O'Hara	
Mrs J Donachy	
Mr D Lapsley	

The Chair opened the meeting by welcoming the newly appointed Board member, Doulgas Lapsley.

1a. APOLOGIES FOR ABSENCE

Apologies were tendered for Mrs A Strachan and Mrs J Donachy.

1b. DECLARATIONS OF INTEREST

None.

1c. RELEVANT BUSINESS ITEMS TO BE ADDED TO AGENDA

None.

2a. ADOPTION OF MINUTES FROM BOARD MEETING (11.08.26)

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

2b. MATTERS ARISING FROM MEETING (11.08.26)

None

2c. ADOPTION OF MINUTES FROM SPECIAL BOARD MEETING (18.08.26)

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

2d. MATTERS ARISING FROM MEETING (18.08.26)

None

3a. NOTE FROM ROLE AS EMPLOYER (11.08.26)

The Deputy CEO referred to the above. The report was noted by the board.

3b. PRECIS OF BUSINESS FROM AUDIT & RISK SUB-COMMITTEE MEETING (18.08.26)

The Deputy CEO advised the board that the main item of the Audit and Risk meeting, held in August, was the presentation of the annual accounts and the management letter which were presented by the Director of Finance with the auditor in attendance. The Deputy CEO invited Mr J O'Donnell, as chair of the Audit and Risk Sub-Committee, to provide a statement to the Board following this meeting.

Mr J Odonnell read the following statement for Board:

"As chair of the Audit and Risk Committee, I am pleased to present this report following the committee's review of the draft annual accounts, external audit findings, and the letters of representation for MHA and MPS. I confirm that the Audit and Risk Subcommittee reviewed the findings, presented by Azets, and that they are satisfied with the outcome of the external audit. The committee welcomed the auditor's confirmation that no evidence of management override or controls were identified. The auditors also reported no significant issues relating to fraud. I can advise that the Audit & Risk committee are satisfied that the financial statement is present and true and fair. It recommends that the Board approve the financial statements and letters of representation".

DECISION: The Annual Accounts and Management Letter were proposed for approval by Mrs R Tinney and seconded by Mrs M Smith and duly signed by the relevant members.

3c. PRECIS OF BUSINESS FROM STONEWORK SUB-COMMITTEE MEETING (28.06.26)

The Depute 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 Deputy CEO referred to the report previously circulated and spoke to the report on behalf of the CEO.

4a.1 Staffing & Operational Update

The Board were advised that Linda Smith, has now taken up her role as Governance & Assurance Manager and highlighted aspects of her responsibilities. Unfortunately, she was unable to make the meeting but will attend going forward.

Board were further advised that the new Asset Co-odinator and Graduate Assistant Housing Officer had also joined within the last week. An updated staffing structure is available to download.

The Deputy CEO advised members who had previously volunteered for MCR Pathways should now have received an update regarding the mentoring programme. MHA are currently working with MCR to agree a joint press prelease formally highlighting our new partnership and the opportunities available.

The Deputy CEO reminded Board members that the Board / Staff development day will be held on Friday 18 September from 12.30pm Lunch will be provided. The theme will be Health & Safety and the plans for the proposed refurbishment of the Community Hall will be available.

4a.2 Wider Role Update

The Deputy CEO advised the Board that the works for the community hall refurbishment will commence following receipt of the Building Warrant, which is expected shortly. Details of the project will be shared at the Development Day. Drawings and illustrations have been uploaded to the Board Team file.

4a.3 Estates Management

The Board noted the update on Estate Management.

4a.4 Development & Capital Projects

The Board were referred to the Development Consultant's update report which covers all development matters in greater detail.

4a.5 Governance and Compliance

The Deputy CEO advised that the CEO has scheduled to demonstrate a Balance Scorecard, which is intended for implementation in January 2027, at the next Board meeting.

It was also reported to the Governance Subcommittee that the Governance & Assurance Manager is currently working through the Annual Assurance Evidence Bank, for Board to sign the Annual Assurance Statement in October for submission to the SHR.

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

The Deputy CEO referred Board Members to the detailed Development Report, and appendices as previously highlighted within the CEO report.

The report provided an update of the position regarding the Annual Programme Agreement Letter, which is a response to MHA's Strategy and Development Funding Bid submitted on 26 March. The Deputy CEO advised that the only funding sought that has not been offered is in relation to the acquisition of the empty janitor's house at Garthland Drive

In relation to the Haghill Primary School project, a £5.989 million grant was anticipated for this financial year. As this is a committed contract, spend will be reflective of actual works completed and sums due to the contractor under the Building Contract. As such, this sum, and spend in relation to the janitor's

house is expected to change to a certain extent as the works progress throughout the year. This will be noted in the covering letter to be attached to the signed Programme Agreement by the CEO. As previously advised the formal site start took place on 16 March 2026 with the anticipated completion date of 12 November 2027.

The Deputy CEO advised that the updates are, at this time, somewhat repetitive, however the closer we get to the completion date of November 2027, Board will receive more detailed changes.

The Deputy CEO referred Board to the final comment in relation to the Commencement of stabilising works to the Janitors house, this is relation to the scaffolding being implemented.

Board noted the contents of the Development report.

4c. ASSET MANAGEMENT UPDATE

The Deputy CEO referred to the circulated report and drew Board's attention to the list of Acquisitions. The Asset team had 2 properties at Hanson Park lined up for acquisition, however Glasgow City Council refused funding due to the fact they were 2-bedroom properties. MHA has now withdrawn as there will be no funding available for these properties.

The report also refers to the ongoing issues faced such as the balconies at Culloden Street and the gate at Corsock Street, which was a notifiable event.

The Stonework programme details all works currently underway, with the main works being carried out at Cardross Street.

An update on the planned projects for the upcoming financial year and the status was also provided.

Board noted the contents of the report.

4d. ANNUAL RETURN ON THE CHARTER KPI REPORT

The DoH&CI spoke to this report. He advised that this is the monthly update submitted to Board to advise of how MHA are performing against our ARC report, which is reported to the SHR annually. We are now into Quarter 2. The DoH&CI drew Boards attention to indicator 3, SPSO complaints advising that although the percentage isn't quite 100%, that is mainly down to the time scale, as we have some carry forward the following month.

In relation to Indicator 20, Evictions; We have discovered an error on the inhouse system, Home Master, which is not currently recording eviction cases. We have raised an inquiry with Home.

Indicator C2, which is the number of lets by source. This is just for information. We did provide the number of lets. This is breaking down internal transfers, waiting lists in section 5 and in numbers. The percentage in there just so that it's easier for you to see whether we're meeting the target or not.

The DoH&CI drew Boards attention to our ATV's. The Leadership Team believe we should be performing better. The low numbers to date are attributable to staff performance in terms of absences, including a long-term sick period and holidays. This will remain under review by the Leadership Team. The DoH&CI advised that MHA have sought legal clarification in terms of forced access should the HO be unable to gain access to complete the ATV. While it is difficult to co-ordinate with another forced access situation, i.e., gas visit, this is an area that MHA is considering.

A member pointed out of the requirement within the SST which states that tenants will allow MHA access to your property, therefore, would make any refusal, or non-access, a breach of tenancy. The DoH&CI agreed however, explained that should it reach that stage, MHA will seek authorisation to force access, which may not be grated by a Sheriff as it is technically not an emergency. MHA is looking to create an escalation letter, which can be issued to the tenant to advise that refusal to give access may result in court action.

Following discussions, Board noted the contents of the report.

4e SHR LANDLORD REPORT JULY 2026

The Deputy CEO presented the report to Board Members reminding them that following the submission of the Annual Return on the Charter, the SHR produces a Landlord Report, summarising our submission for that year.

The Board noted the contents of the report

5 GOVERNANCE & COMPLIANCE ISSUES

5a. FINANCIAL REPORT 31 JULY 2026

Financial Management Report

The Director of Finance (DoF) presented the above for period 31.07.26.

Overall surplus £64.8k which is £44.6k behind budget. This includes a loss on disposal of properties of £80.7k, as this is not operational and not included in the budget the surplus excluding this amount to £145.5k.

Income is behind budget by £43k, and all but 3 categories of expenditure are less than budget. These were broken down later in the report.

Net assets total £16.4m as at 31 July 2026.
Cash at bank as at 31 July 2026 amounts to £6.9m and has decreased by £385k since the beginning of the financial year.
Covenants are fully compliant with all lender's conditions.
There are no governance issues arising in the month.

5a1 External Audit Tender

The DOF presented the above report advising Board member of the process in appointing an external audit service.

The External audit had previously been carried out by Azets and their predecessor Scott Moncrief. The contract will end 31 March 2027.

The DOF proposed that MHA go out to tender using Public Contract Scotland Procurement Portal, with a view to the successful firm being appointed at the AGM Sept 2027, giving time before the audit in March 2028.

It was also proposed that the Board give delegated authority to the Audit & Risk Committee to commence the procurement process for appointing the external Auditor.

5a2 Nationwide authorised signatories

The DOF presented the above report to Board.

The current authorised signatories held by Nationwide, included details of a previous Director. As this mandate is required every two years, the DOF asked Board to approve changing this signatory to the current Director of Finance, alongside the CEO and to authorise the Company Secretary to sign the extract of the Board Minute, which will be sent to Nationwide.

The Board noted the contents of the report and following discussion the board approved the recommendations contained within the report.

DECISION: Mr A Young proposed, seconded by Mrs R Tinney to:

i) Give Delegated Authority to the Audit & Risk Committee;
ii) Change the authorised signatory to the Director of Finance;
iii) Authorise the Company Secretary to sign the extract of the minute

Mrs M Hutchison, as Company secretary, signed the extract of the minute for submission to the Nationwide Building Society.

5b. <u>NOTIFIABLE EVENTS (NE) UPDATE</u>

The above report confirmed the status of the 11 reported NEs. The Board were informed that two have been closed with the remaining six outstanding, all of which relate to health & safety matters. There has been one recent notifiable event submitted to the SHR since the August meeting.

Following Discussion Board noted the contents of the report

5c. <u>SHR COMPLIANCE UPDATE</u>

The Board reviewed and noted the above report.

5d. <u>GDPR, FOI, COMPLAINTS & COMPLIMENTS</u>

The Board reviewed the above information.

To date, MHA has received 7 Subject Access Requests and two Freedom of Information requests. In terms of complaints, there has been 27 stage one and 11 stage 2 complaints.

The Board noted the content of the report

5e. USE OF SEAL

The Deputy CEO referred to the above report and advised Board that the Seal was used for 17 new member certificates, and the removal of one membership is also noted for approval.

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

6a. HALF YEAR REVIEW OF BUSINESS PLAN

The Deputy CEO referred to the above report and advised that the purpose of the report was to provide Members with a half yearly review of the Business Plan with the focus on the updates as of September 2026 to illustrate the progress made to date to assure Board Members that the Leadership Team are managing and monitoring the Summary Delivery Plan within the agreed timescale. It was noted that six performance indicators are outstanding and ongoing, eight are fully achieved, 14 are not due for completed until quarter 3 or 4 and 24 are ongoing and on schedule to be achieved by the end of quarter 2.

For the six high risks identified, one has been achieved, one is not scheduled to be achieved until the end of March 2026 and four are ongoing and on target for being achieved.

The Board were also reminded of the Business Planning Day (Year 2 of the 2026/29 Plan) which is scheduled for Statuary 21 November 2026 and will be facilitated by Linda Ewart, Governance Consultant Ewart and Paul Martin.

Board noted the contents of this report

6B. AGM ARRANGEMENTS

The Deputy CEO referred to the report on the above.

Following issuing of the first AGM letters seeking nominations, one nomination was received to stand for election to the Board.

The Deputy CEO advised that she met with the candidate, Ophelia Duah to discuss their nomination and complete MHA's Membership of the Board Application Form. It is confirmed that Rule 40.3.1 – 40.3.3 (the Board can reject a nomination on certain grounds) does not apply to this nomination. That now takes the Board up to 12 elected members and 1 appointed member.

In addition, a tenant from Cardross Street, Miss H McDonald has indicated that she would be interested in finding out more about joining the Board. The Board agreed to extend an invite to observe the Board Meeting on 13 October 2026.

It was confirmed that 61 members are required to attend to make the AGM quorate.

Under the Rules, the Secretary needs to be satisfied that all relevant registers are accurate and, as such, sign them off on behalf of the board. Mrs M Hutchison, Secretary, confirmed that she has viewed the registers in the office and confirmed that she satisfied that they are in order.

As is normal practice, there will be a Special Board Meeting to elect office bearers immediately following the AGM.

Board noted the contents of the report

6c. REVIEW OF UNACCEPTABLE ACTIONS POLICY

The DoHCI referred to the report on the above, which was last reviewed in November 2023. This policy sets out how we will respond when the behaviour of people using our services becomes unreasonable or unacceptable and impacts our ability to provide services effectively. We are committed to protecting our customers, staff, Board members, services and processes from abuse or misuse, while minimising any negative impact on service delivery. The policy also provides guidance and support to staff in managing these situations fairly and consistently.

Following discussion, the Board approved the revised Policy

DECISION: Mr A Young, seconded by Mrs M Hutchison approved the revised Unacceptable Actions Policy

6d. REPORT ON ALLOCATIONS POLICY

The Chair reminded the members that it had been agreed at the last meeting that consideration would be given to reviewing the age criteria within MHA's Allocations Policy.

As part of this, a comparison of 17 Housing Associations based within the broad Northeast area of Glasgow was carried out. The Director of H&CI provided the feedback on this.

The Director of H&CI also expalined in depth that any policy change to reduce the age criteria for overcrowding will increase the total number of applicants on the 4 apartment plus waiting lists. This could also potentially mean that some applicants with younger children being rehoused ahead of those with older children and adults.

The review indicates that MHA's current approach remains well aligned with most comparator organisations, reflecting a commonly applied social housing standard.

For the reasons discussed above, the DoHCI recommended not to change the current policy and pointed out that, if board decided that they wish to proceed, MHA has a legal duty to consult on this policy change.

Following discussion, the Board agreed with the recommendation of not to look to change this section of the current Allocations Policy.

DECISION: Mrs R Tinney, seconded by Mrs L Marshall agreed with the recommendation not to make any alterations to the current Allocations Policy

7. A.O.C.B

Mr A Scott advised that, as he has currently served as Chair for five consecutive years, in terms of the Rules, he must stand down from this position at the AGM. Mr A Scott wished to thank the Board and staff for all their support over the years.

8. DATE OF NEXT BOARD MEETING

The next Board meeting was confirmed as 13 October 2026 at 6.30pm.



Rose Tinney
Chair