



Minute of the Board of Management Meeting of Muirhouse Housing Association on Monday 12th August, held at Millennium Centre

Present

Bob McDougall (Chair)	Laura Calder
Roy Douglas	Steven Prevost
Helen Armour	Eric Hollanders
Pascale Adriaens	Karen Allum
Julie Smith	

In Attendance

- Stevie McAvoy (Chief Executive)
- Barry Allan (Finance & Corporate Services Manager)
- Paula McVay (Asset Management Officer)
- Grit Nielson (Corporate Services Team Leader)
- Lisa Murray (Finance & Corporate Assistant) - Minute
- Fran Boucher (Tenant Improvement Group)
- Janette Lynch (Tenant Improvement Group)
- Carol Cameron (Tenant Improvement Group)
- Violet Payne (Tenant Improvement Group)
- Alice Wood (Tenant Improvement Group)

The meeting Started at 18:32

Ref.	Item	Action
	GOVERNANCE	
1.	CHAIR'S OPENING REMARKS	
	Bob welcomed everybody to the meeting and gave a special welcome to the members of the Tenant Improvement Group.	
	Bob asked the Board to agree to cover item 6 first which was agreed.	Agreed
2.	DECLARATIONS OF INTERESTS	
	Roy (MH4)	
3.	APOLOGIES	
	Iain.	
	REPORTS AND MINUTES (FOR APPROVAL)	
6.	TENANT IMPROVEMENT GROUP REPORT	
	The Chair introduced the members of the Tenant Improvement Group (TIG). A TIG Member explained the purpose of the TIG is to look	



in detail at the services MHA provides to tenants and make recommendations for improvements.

A TIG Member reported that since the start of TIG in 2016 they have looked at MHA's letting standard and customer services. The Tig Member confirmed that all recommendations from TIG have been accepted by MHA.

A TIG Member spoke to the Board about the latest scrutiny project to look at the kitchen replacement programme. They spoke of the invaluable support the group has received from both MHA staff and Linda Johnstone from the Tenant Information Service which has help them with understanding of quality standards, policies and procedures. The group found that the kitchens were good quality and the works of a good standard, they noted that the staff at MHA provided a personal touch and were supportive of tenants and worked well with the contractor Response. They also commented that tenants were informed of planned improvements in the quarterly newsletters, but the fact sheets provided did not have all the information that other housing associations provided for works. A TIG Member told the Board that TIG have asked MHA staff to review the fact sheets provided to tenants. TIG had also recommended reviewing how satisfactory the tenant satisfaction surveys system and if the website could be used to do this. TIG have also asked staff to review the disturbance allowance system to make it quicker for payments to be received and easier for tenants to understand.

A TIG Member spoke to the Board to say they will be deciding on what the next scrutiny project will be after their discussion with TIS in September.

A TIG Member thanked MHA staff for their time, advice and expertise provide to TIG and thanked the Board for the opportunity to present the report.

Stevie thanked TIG for their feedback as it is vital for MHA to improve our service.

A TIG Member commented that there had been discussion regarding having models of the planned improvements available in the community centre so that tenants can see what it is going to look like. Paula responded that it is something we had done previously with the windows and will look into getting further models if possible.



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	<p>The Board asked if disturbance allowance payments have now been made and Paula confirmed that they had. The Board approved the development of an Action Plan to implement the recommendations by the Tenant Improvement Group on the MHA Kitchen and Bathroom Replacement process.</p>	Approved
	<p><i>Roy joined the meeting 18:47 Steven joined the meeting 18:48</i></p>	
4.	MINUTE OF PREVIOUS MEETING ON 15 JULY 2019	
	<p>Board members asked for amendments to the minutes including adding Roy's name and this was agreed.</p>	LM
	<p>Proposed by Laura seconded by Roy</p>	Approved
5.	SCHEDULE OF MATTERS ARISING	
	<p>Stevie spoke to the schedule advising the Board that the Staff Conference day has been organised for Wednesday 16th October.</p>	
	<p>Stevie confirmed that the wording had been changed to show that the rent increase had been approved.</p>	
	<p>Stevie confirmed that a SWOT analysis has been done.</p>	
	<p>Stevie advised the Board that the next ARCHIE meeting will be held at the Scottish Parliament and an update will be brought to the Board at the meeting on 23rd September.</p>	
7.	GOVERNANCE SELF-ASSESSMENT, STANDARDS 2+5	
	<p>Stevie spoke to the report to ask the Board to approve the content of the report and templates. He advised that officers look at the assessment first the results of which will then be brought to the main Board and subsequently the designated working group, who will take a more focussed look. The Board commented that a green, amber and red system is very useful when assessing the standards.</p>	
	<p>The Board asked if people will be alerted to what they need to be signing off and whether there will be an improvement plan on each standard. Stevie confirmed that a plan would be put on each standard. The Board commented that the internal audit on the governance self-assessment would provide reassurance.</p>	



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	<p>The Board asked if a report could be produced based on list of SFHA standards to see what works and what doesn't before the next Governance Self-Assessment is carried out. Grit confirmed that a full review of the process will take place.</p>	GN
	<p>The Board asked that the wording on standard 1 of page 57 needs to be amended and guidance item number 2.4 appears twice.</p>	GN
	<p>The Board approved the governance self-assessment report.</p>	Approved
8.	INTERNAL AUDIT PLAN 2019-20	
	<p>Barry spoke to the report presenting the Internal Audit Plan 2019/20 from BDO which has been approved by A&RC.</p>	
	<p>Barry advised the Board that the audit on risk assessment took place last week and that the findings will be received soon. Barry advised the Board that the Self-Assessment audit would be taking place on 2nd September. Barry asked the Board to note that the items for year 2 and 3 can be changed as needed and commented it was a good plan.</p>	
	<p>Barry told the Board that a special meeting in October may be required for this item depending on what stage it is at for the meeting on 23rd September.</p>	
	<p>The Board noted that it is only recently that internal audits have become mandatory, but that MHA have had audits for the last 5 years. The Board commented that the extra costs incurred for instructing BDO is worth it.</p>	
	<p>The Board approved the Internal Audit Plan</p>	Approved
9.	MHA/MH4 STATUTORY ACCOUNTS 2018/19	
	<p>Barry spoke to the report to ask the Board to approve the MHA/MH4 statutory accounts. Barry advised the Board that RSM (External Auditor) presented their findings to the A&RC who recommend the Board approve the accounts. The MH4 accounts were recommended for approval at the MH4 Board meeting also.</p>	
	<p>Barry spoke to the report advising the Board on MHA's year-end figures to March 19. The main change from the management accounts to March 19 is the incorporation of the</p>	



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	<p>pension liability which has resulted in a significant decrease in the surplus for the year.</p> <p>Barry spoke to the external auditor's final report which covers the key risks in internal controls, which are the intercompany lease, journals and bank controls. The Board asked Barry whether the lease agreements are in breach of policy, he confirmed they are not they are just worded incorrectly however the lease agreement is due for renewal so the wording will be changed so there will be no issues going forward. Barry advised the Board that concerning the journal review the team have completed part of the suggested changes and working towards implementing the remaining changes which are significant but no cause for concern.</p> <p>Barry advised the Board that the bank control item is being dealt with, but Santander have advised that the forms that have been submitted last year are now out of date and we would require up to date information to be submitted from the new signatories. Lisa will get the relevant paperwork completed and sent to the bank.</p> <p>The Board raised concern over how a tenant would view the accounts and how we are able to present and explain accounts to tenants as not to cause concern. Barry to look at reviewing this.</p> <p>The Chair advised the Board that the A&RC were able to speak to both Internal and External Auditors without staff being present and it was all positive feedback.</p> <p>The Board noted that the stage 2 complaints report appears as though we have not reached our target as there is '0' entered because no stage 2 complaints were submitted. The Board asked Barry if a caveat could be added to explain this.</p> <p>The Board thanked Barry for his work on the accounts and well done.</p>	<p>BA/LM</p> <p>BA</p> <p>BA</p> <p>Approved</p>
10.	<p>MHA QUARTERLY ACCOUNTS TO 30 JUNE</p> <p>Barry spoke to the report to ask the Board to approve the quarterly accounts to 30 June. Barry advised the Board that it has been a good quarter so far however the fire safety upgrades or cyclical painting have not yet started which will have a big impact on the budget.</p>	



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	<p>The Board commented that these were good reports.</p>	
	<p>The Board approved the MHA Quarterly Accounts to 30 June</p>	Approved
11.	MHA PERFORMANCE REPORT TO 30 JUNE	
	<p>Stevie spoke to the report asking the Board to approve the MHA Performance report to 30 June.</p>	
	<p>Stevie advised the Board that there has been a good performance for the first quarter and a fantastic repairs' performance. Stevie advised the Board that non-emergency repairs are now 2.5 days and 80% of non-emergency repairs are done within a day and emergency repairs are completed in 2 hours. Stevie told the Board that this is down to a good client/contractor relationship.</p>	
	<p>Stevie spoke to the report to advise the Board that while there has been an increase in voids this is down to a specific set of circumstances. Stevie told the Board that MHA Staff had recently met to discuss how we can improve our voids process to make it more streamlined.</p>	
	<p>Stevie advised the Board that the arrears performance has been good, and MHA was prepared for the implementation of Universal Credit in November however the Pension Reforms have not yet come into effect, which given our tenants demographic may impact more on us.</p>	
	<p>The Board asked if it was Housemark who produces the information we use to benchmark performance. Stevie confirmed it is and that we are within the top 10% of Housing Associations in Scotland for our performance. The Board asked that this should be presented at the AGM in September and Stevie agreed.</p>	SM
	<p>Paula advised the Board that through our relationship with PFH Scotland we would be getting some good press coverage about the insulation and new windows.</p>	
	<p>The Board thanked the staff for a job well done.</p>	
	<p>The Board approved the quarterly performance report</p>	Approved
12.	COMMUNITY CHEST APPLICATIONS	



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	<p>Stevie spoke to the community chest applications received from SHE and Pregnancy Care Scotland and asked the Board to approved payments to SHE for £4,180 and Pregnancy Care Scotland for £6,000. Stevie advised the Board both applications have been approved at MH4 Board.</p>	
	<p>The Board had a discussion about how MHA could better identify the needs of the community. The Board was advised that this could be obtained through the local Community Planning Partnership. Stevie confirmed he would use the information available to best target the areas which need it most.</p>	SM
	<p>The Board approved the Community Chest Applications</p>	Approved
12.	REPAIRS CONTRACT EXTENSION	
	<p>Paula spoke to the report to ask the Board to approve the procurement process of employing new repair contractors.</p>	
	<p>Paula advised the Board that we need to have a contract in place by 1st April 2020, it is imperative that we employ a good contractor which is sustainable for our tenants along with ensuring that the costs are economic.</p>	
	<p>The Board stated that the Scottish Regulator was not happy with our procurement process 6 years ago then asked if we could provide evidence on what has changed now. Stevie confirmed that we could, due to the improvements following the previous tender for a contract and it was down to having more validation for our reports and we have made a saving compared to our historical spend.</p>	
	<p>The Board agreed to the procurement of the Repairs and maintenance contract.</p>	Agreed
13.	ELECTRONIC BOARD PAPERS UPDATE	
	<p>Grit spoke to the report to ask the Board to decide whether MHA should supply members with electronic devices to view Board papers or whether members should be able to use their own personal devices. Grit also spoke to the report to ask the Board to note the updated process to find the right solution to provide fully electronic Board papers and to agree to delegate the decision to staff on the provision the total cost per year is under £10,000.</p>	



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	<p>The Board discussed whether personal devices should be used and if members of the Board should receive devices if they do not have them. It was agreed that if the Board wanted to use their own devices then they could on the provision they adhere to security procedures and if a member doesn't have a device then one will be supplied to them.</p>	Agreed
	<p>The Board approved delegated authority to the Chief Executive to procure a system to provide electronic Board papers.</p>	Approved
14.	CUSTOMER SERVICE POLICY	
	<p>Stevie spoke to the report to update the Board on the Customer Service Policy. Stevie asked the Board to note that the only change was to update the Customer Service Charter which would be sent out to tenants in the Winter edition of the newsletter.</p>	
	<p>The Board asked how staff were monitoring the evidence that we are adhering to the commitments set out in the policy. Stevie advised that he report back to Board to show how we report to tenants on our Customer Service statistics.</p>	SM
	<p>The Board approved the Customer Service Policy</p>	Approved
	REPORTS AND MINUTES (FOR NOTING)	
16.	WRITE OFFS OF BAD DEBTS	
	<p>No write offs.</p>	
	<p>Noted.</p>	
17.	FIRE ALARMS AND SMOKE DETECTORS	
	<p>Stevie spoke to the report to update the Board on the progress of meeting the fire safety requirements and upgrades.</p>	
	<p>Stevie advised the Board that there had been conversations with both Manor Estates and Port of Leith Housing to join together to procure for these works. Port of Leith Housing have been tasked with the exercise through the ESP document. Stevie advised that we should have more information regarding this after the next ARCHIE meeting on 22nd August.</p>	
	<p>Noted</p>	



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18.	QUARTERLY GOVERNANCE REPORT The Board asked if we could report on the same information for the sub committees and officers responded that we could. The Board commented it was an excellent and interesting report. Noted.	GN
19.	TENDER UPDATE: BOARD DEVELOPMENT Stevie spoke to the report and asked the Board to note that we will need to go through Public Contract Scotland to procure for a consultant. Stevie asked if there were any Board members willing to volunteer for the interview panel. The Board asked for prior notice of the interviews and then individuals could advise if they were available. Noted.	
20.	DRAFT MINUTE OF THE MH4 BOARD MEETING Noted.	
21.	DRAFT MINUTE OF THE A&RC MEETING Noted.	
22.	WORK PLAN Noted.	
23.	AOB None DATE OF NEXT MEETING Monday 23 rd September 2019	

The meeting closed at 20:45