

**MINUTE OF MANAGEMENT COMMITTEE MEETING HELD ON TUESDAY, 10 SEPTEMBER 2024 AT 6PM AT 53 BALLINDALLOCH DRIVE**

**PRESENT**

Mr A Scott (Chair)  
Mrs J Donachy  
Mr J O'Donnell  
Mrs E Conwell  
Mrs C McGuire  
Mr N Halls  
Mrs M Smith  
Ms G Hay  
Mrs R Tinney  
Mrs A Jenkins  
Mrs M Hutchison

**IN ATTENDANCE**

Mr P Martin (CEO)  
Mrs L Sichi (Deputy CEO)  
Mrs P Munro (Executive Officer)  
Mr K Notman (Director of Finance)  
Mrs A Strachan  
Ms C Ferguson  
Mr J McBride (Auditor – Item 1d)

**1a. APOLOGIES FOR ABSENCE**

Apologies were tendered for Mr A Young and Mrs M Anderson.

**1b. DECLARATIONS OF INTEREST**

None.

**1c. RELEVANT BUSINESS ITEMS TO BE ADDED TO AGENDA**

None.

**1d. PRESENTATION OF ANNUAL ACCOUNTS 2023/24**

1d.1 Mr James McBride, Audit Partner from Azets, was welcomed to the meeting and invited to present the above to the MC.

**1d.2 Milnbank Community Enterprises**

The auditor advised that, as MCE is no longer deemed a going concern, MCE will cease to exist on submission of the final accounts and financial statements will require sign off. Upon presentation at the AGM, companies house will be advised of this.

**1d.3 Milnbank Property Services**

The auditor advised that the annual accounts for MPS were consistent with the previous year and any surpluses are gifted to MHA. The balance sheet showed no fixed assets or long term loans.

1d.3.1 Discussion took place around the surplus in the year and the CEO advised that as MPS had now moved to quarterly billing we will recover all debts in the current year. A more robust system was required for billing and the new CPL system which will go live shortly will aid this.

1d.4 **Group accounts**

The auditor advised referred to the Statement of financial controls and highlighted no material weakness noted in the year. The Association has moved from a £1.5m deficit in 23/24 to a surplus of £290k with a larger surplus expected in 24/25.

1d.5 Following the presentation of the annual group accounts the auditor confirmed that he is satisfied to confirm that there are no major concerns to report.

1d.6 The annual group accounts 2023/2024 were proposed by Mrs J Donachy, seconded by Mrs R Tinney and unanimously agreed by the MC.

1d.7 At this point, in accordance with MHA's financial regulations and following Good Practice, the staff members and the two observers left the meeting to allow the auditor private time with the MC.

1d.8 The auditor was thanked for his presentation, and he left the meeting at this point.

1d.9 The staff rejoined the meeting, and it was reported, for the minute purpose, that the MC had no matters to raise, and that the auditor was pleased to report that the Association was heading in the right direction to maintaining a positive financial position.

1e. **ELECTED MEMBER**

At this point, the Executive Officer and the two observers left the meeting.

Councillor Elaine McDougall thanked the MC for allowing her to attend to present the case for a transfer on behalf of one of her constituents. The details surrounding the transfer request were provided in detail to support the applicant's move from a 2 to a 3-apartment accommodation. Part of the presentation included GCC's initiative, The Promise, which aims to make changes within the care scheme.

The CEO advised that he and the Deputy CEO have reviewed this case and the points that have been awarded from the information provided in the application form. However, like all applicants, the points awarded can be reviewed at any time.

The Chair thanked Councillor McDougall for her attendance, and she left the meeting at this point. The MC discussed this and subsequently agreed that the CEO contacts the tenant to review the additional information, advise Councillor McDougall of this and

the Director of Housing investigate the details of The Promise as part of the next allocations policy review.

**2. ADOPTION OF MINUTES MEETING (6 August 2024)**

The above was proposed for approval by Mrs R Tinney, seconded by Mr N Halls and unanimously agreed by the MC.

**3. MATTERS ARISING FROM MEETING (6 August 2024)**

The CEO advised that the as part of the 50<sup>th</sup> anniversary celebrations the planning group proposed a refurbishment of the Ballindalloch Community Hall, and a separate meeting would be organised to review plans.

The arrangements for the AGM were noted. It was also noted that MHA's Secretary has reviewed the relevant registers as required in the Rules. Finally, the MC noted the report demonstrating compliance with the Model Rules, sections 62-67.

**4. USE OF SEAL (APPROVAL)**

In addition to the shares listed on the above report, the MC were asked to also include a Discharge. With the above amendment, the above was approved by Mr N Halls, seconded by Mrs J Donachy, and unanimously approved by the MC.

**5. GOVERNANCE ISSUES**

The CEO referred to the previously circulated report.

5.1 Staff and operational update. The CEO highlighted a number of new staff joining MHA as noted in the paper.

5.2 Our Director of Asset Management has recently intimated her decision to leave MHA as she wishes to work part time. To address this MHA are working with Aspen Recruitment to assist in the search for a new Director of Asset.

5.2.1 Following MHA recruitment and selection policy, a Management Committee member is required to participate in the interview panel for senior staff appointments. The Committee is invited to select a representative. Mrs E Conwell volunteered, this was unanimously agreed by the MC,

5.3 The Staff and Committee Development Day was held on 30 August to discuss our approach to Customer First. The feedback from all who attended was very positive, with all groups highlighting issues that will be considered when the MC considers the first draft of our Customer First Strategy next month.

- 5.4 The quarterly Skip meetings have continued and there has been several improvements carried out. These meeting continue to receive positive feedback across MHA.
- 5.5 A reminder that the updated business plan and risk register have been uploaded to the portal. Section 13 of the business plan now includes a financial sensitivity analysis. The revised risk register is also available.
- 5.6 Bluevale Community Club negotiations are on going and now moving to next stages with an estimated handover of 31.03.25.
- 5.7 Annual Tenancy Visits are ongoing and an these are helping in gauging feedback from tenants on service delivery  
Discussion took place around the agreed targets for these visits. The CEO advised that reasons visits did not take place would be provided if targets were not to be met at a future meeting.

**5b. Financial Report 31 July 2024**

The Director of Finance referred to the paper previously circulated and highlighted that as of 31.07.24 MHA were significantly ahead of budget. This is due to costs savings in office overheads, housing services costs and delays in planned maintenance. The planned maintenance will increase in the forthcoming months which will impact the surplus generated.

- 5b.1 There are no significant changes in the statement of financial position and net assets total £15.52m as at 31.07.24
- 5b.2 Benchmarking/KPI statistics are in line with SHR National Average and Covenants are fully compliant with all lender's conditions. There are no governance issues arising in the month.

**5c. Health & Safety Report**

The Depute CEO referred to the paper previously circulated and highlighted that the Control Manual required to be signed off by Chair and CEO.

- 5c.1 Follow up training for MC will be scheduled for early 2025. The H&S sub-committee will meet again on 16.09.24.

The above was proposed for approval by Mrs R Tinney, seconded by Mrs M Smith and unanimously agreed by the MC.

## **5d. Customer First Strategy**

The Depute CEO referred to the paper previously circulated. This strategy provides a clear message around the MHA customer first approach and "One Milnbank" principles.

5d.1 Section 6.1 around communication and how we work with tenants was highlighted. It introduces several new communication methods such as -

- The CEO will deliver an information Q&A session for attendees at the upcoming AGM.
- The 23/24 Annual Report will be available for AGM attendees.
- Communication around repairs will improve as we aim to keep tenants updated via text messaging throughout and gather tenants feedback on completion of repairs.
- The introduction of a separate portals for owners and one for tenants will help improve communications.
- Regular reports will be review by the leadership team regularly on complaints reporting and lessons learned to help ensure we are continually addressing issues and improving service.

The above was proposed for approval by Mrs R Tinney, seconded by Mrs M Smith and unanimously agreed by the MC.

## **5e. Property Disposals**

The CEO referred to the paper previously circulated on the proposed property disposal of 16 Birkenshaw Street 0/1. The recommendation is that the property be disposed, and MHA will notify GCC of our intention and meet any requirements for justification of the decision and the refunding of grant.

The above was proposed for approval by Mr J O'Donnell, seconded by Mr N Halls and unanimously agreed by the MC.

## **5f. SHR Landlord Report 2023/24**

The Depute CEO discussed the previously circulate SHR Landlord report. This report is compiled from details submitted from every landlord for the ARC at the end of May and every landlord submit this to the regulator. This report is published on information we submit.

The MHA report is extremely positive with every point, apart from SHQS, showing MHA are scoring higher than other HA's.

## **5g. Note Rent Scrutiny Session 2.8.24**

The note of the Committee Briefing Session on the Rent Scrutiny was reviewed and subsequently unanimously approved by the MC.

**5h. Note Committee training H&S 13.8.24**

The Depute CEO referred to the paper previously circulated. This refers to the EVH landlord control manual and the legal requirements. Specifically, the role and responsibility of the MC.

**5i. Note Rent Strategy Briefing 27.8.24**

The note of the Committee Briefing Session on the Rent Strategy was reviewed and subsequently unanimously approved by the MC.

**Noting:**

- j) Committee Meeting Schedule 2024
- k) KPI's 2024/25 Update
- l) Member organisations update
- m) SHR Compliance Update
- n) GDPR, FOI, NE, Complaints & Compliments

**6. A.O.C.B**

Letter from Mr A Young requesting an extension from for his leave of absence from the MC which will take him up to December 2024.

The above was proposed for approval by Mrs A Jenkins, seconded by Mrs E Conwell and unanimously agreed by the MC.

**7. DATE OF NEXT MEETING**

Tuesday, 08 October 2024 at 7pm (*rescheduled from 01 October 2024*)



Chair  
09.10.24