MINUTE OF THE BOARD MEETING (RH VERSION)

29 January 2025

Present	**I Crawford (Chair); P Rowsby (Vice-Chair)**
	MEMBERS
	L Fordyce; R Elliott; A Groat; R Hutton; G Kitchener; J McFadyen; W Raeburn;
	C Ironside (Secretary)
In Attendance	**A Hay; K Miller; N Stobie (Staff)**

The meeting was held in person, with no members joining virtually, starting at 5.30.

ACTION

1 Chair's Opening Remarks

The Chair announced that K Miller had been successful in her application for Depute CEO. Members congratulated her on this promotion.

The Chair noted the Board thanks to O Nolan for her time on the Board and wished her well in her move back to Australia. He confirmed for members that R Hutton has not had sight of one of the confidential Board papers. He also confirmed that progress was being made in concluding the Facilities Agreement with RBS.

2 Apologies for Absence: A Clark

3 Declarations of Interest

R Hutton	Employee of Harbour Homes, part of Group that includes Harbour Multi Trades
G Kitchener	Tenant of Manor Estates Housing Association
L Fordyce	Employee of Warmworks
R Elliott	Former employee of RBS and RBS shareholder
J McFadyen	Employee of NatWest

4 Risk Management No issues to report

Health & Safety No issues to report

Notifiable Events No issues to report

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GDPR Eight minor breaches were identified, all of which were reported to our DPO and processed and recorded in line with our procedures.

5 Minutes of the Board meeting 27 November 2024

Members approved the minutes as a true and accurate reflection of the meeting.

Proposed: P Rowsby Seconded: R Hutton

6 Matters Arising

A Groat commended the Chair's visits to the retirement complexes as a wonderful opportunity to engage with our tenants.

7 Board Actions

7 (i) Board Actions from November 2024 Meeting

The Board Actions Report was noted by members without comment.

7 (ii) Regulatory Standards Update from November 2024 Meeting

The Regulatory Standards Update was noted by members without comment.

8 Minutes of Committee or Subsidiary Meetings

- MEAL Board 14 November 2024. Members noted the new logo.
- MEHA Board (extra meeting) – 3rd December 2024. Members noted that R Elliott was not a voting member at that meeting. Proposed: G Kitchener; Seconded: W Raeburn.

9 Matters for Approval / Decision

9 (i) Procurement Strategy Update

A Hay introduced her report and noted that there were no major changes from the last version. Members noted that the audit would take place in the first quarter of 2025/26. The Strategy Update was approved.

Proposed: R Hutton Seconded: R Elliott

9 (ii) Tenant Debt Write off

N Stobie spoke to her report and members noted that it was less than last year when it had been unusually high.

NS

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It was agreed that N Stobie would report on how we compare with our peers. Members thanked staff for their work on these debts and approved the write off.

Proposed: P Rowsby Seconded: L Fordyce

9 (iii) Owner Debt Write Off

A Hay spoke to her report. Members thanked staff for their work on these debts and approved the write off.

Proposed: R Hutton Seconded: R Elliott

9 (iv) Salary Sacrifice Policy Change (Confidential)

K Miller spoke to her report, reminding members of the background to the present policy and the present investment of all of MEHA National Insurance (NI) savings into staff pensions.

Members noted the generosity of the present arrangement, and they agreed that this should be capped at 13.8% rather than increase to 15% from 1 April 2025.

K Miller confirmed that we offer individual pension advice for all staff through Seven Street Wealth (registered advisers). It was noted that the take up was greater this year than last. Members approved the changes to this policy.

Proposed: R Elliott Seconded: J McFadyen

9 (v) Code of Conduct Governing Body Members

C Ironside confirmed that the changes as requested by J MacFadyen had been actioned. Subject to minor changes, this version was approved and will be issued to all Board Members after the AGM for signing. The report would be recirculated to the MEAL Board for approval in February. **CI**

Proposed: P Rowsby Seconded: R Hutton

9 (vi) Social Media Policy

K Miller explained the changes required to the present policy. Members were in support of and approved these changes, however they were very concerned about the risk to MEHAs reputation and asked that the front page of the policy would be amended to include the risk assessment. **KM**

It was agreed that our Risk Register be reviewed to ensure that this risk was sufficiently rated. **KM**

Members concerns were mainly that adverse comments wouldn't be deleted/answered sufficiently quickly and would result in reputational risk to MEHA.

KM

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It was agreed that SMT will review the procedures that support this policy, and a copy would be made available to the Board.

Proposed: G Kitchener Seconded: L Fordyce

9 (vii) Pet Policy

N Stobie presented the policy and noted that it had been reviewed in collaboration with the Dogs Trust and was needed as part of the process to become accredited as a pet friendly landlord.

Members asked if MEHA is robust on breaches of conditions and N Stobie confirmed that MEHA include pet issues as a specific category in our Anti-Social Behaviour Policy.

G Kitchener congratulated MEHA on this progressive policy. A Groat asked that the policy be amended to show that tenants had been consulted in its drafting. With this amendment the policy was approved. **NS**

Members noted that there will be Therapet sessions organised for both the retirement schemes and the office.

Proposed: G Kitchener Seconded: R Hutton

9 (viii) Menopause Policy

C Ironside introduced the new policy from EVH, noting that the policy included individual risk assessments, but an Association wide one had also been completed.

R Hutton questioned whether stating that one of the aims was to ensure staff remain at work was necessary, as this was implicit in the Equalities Act. It was agreed to leave this in the policy for clarity for staff.

The menopause policy was then approved.

Proposed: J McFadyen Seconded: L Fordyce

10 Matters for Information

10 (i) Q3 Finance Update

K Miller was pleased to report that MEHA is working to 13 February to get the Facilities Agreement signed. She also noted that the recently received indicative fixed rate was 5.58% (all in rate), which was slightly lower than the all rate mentioned in the Treasury Management report by ATFS that went to the Board before Christmas.

She confirmed that none of the solicitors had indicated that fees would be greater than quoted.

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10 (ii) Q3 KPIs

L Fordyce mentioned that some of the columns in the report don't match up. N Stobie confirmed that this had been noticed and would be rectified for the next months report. A Hay confirmed that the maintenance figures are late, but that they should all be up to date for the end of March. **NS**

10 (iii) Q3 Planned and Cyclical Maintenance Programme

Members noted this report.

10 (iv) Q3 Complaints

Members noted this report.

10 (v) Employee Survey Results

C Ironside introduced the report by explaining that this was an annual survey. Members discussed the outcomes, specifically the following topics:

- Working long hours. CI commented that this shouldn't be the norm and that SMT are actively checking to ensure that this isn't the case.
- Bullying. CI mentioned that we needed to look at the term and what it actually means as to not confuse it with performance management.
- Relationships at work are strained. CI mentioned the ongoing PS review and the results of the tenants' survey.

Members noted that the overall net promoter score of 32 % was a healthy, positive outcome.

10 (vi) Board Review Timetable

Members noted the report.

10 (vii) CONFIDENTIAL Property Services Contract Update January 2025

R Hutton left the meeting at 7.05pm for the rest of the members to consider the confidential report.

This matter was then discussed.

R Hutton rejoined the meeting at 7.20pm.

AH

11 Operational Reports

11 (i) SMT Report

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R Elliott commended reading the Scottish Government report to his Board colleagues. C Ironside assured members that our relationship with SHR continues to be positive.

N Stobie noted that our Fuel support fund now stood at £6,174.

12 Any Other Competent Business

12 (i) SFHA summary of proposed rent increases for 2025/26

Members noted that MEHA were in the lower quartile at 3.8% and they found it an interesting contextual piece. It was noted that the table that should have accompanied the report was missing, it was agreed that this would be resent to members. **CI**

Date and time of next meetings: Wednesday 26 February 2025

The meeting closed at: 7.27 p.m.

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