

Please note – these Minutes have been edited to remove any commercially sensitive or confidential discussions.

## ITEM 2

### MELVILLE HOUSING ASSOCIATION LIMITED

Minute of the Board Meeting held on Wednesday 13 December 2023  
at 6.00 pm Hybrid Meeting - Office and Zoom Video Conference Call

**PRESENT:**

Donna Bogdanovic	Cathy Hanlan
David Bond	Brian Wilkie
Clare Marshall	Paul Cameron
Christine Moore	Becca McLean
Caron Quinn	Tom Mallatratt
Barbara Shearer	John Dalley
Bill Takhar	

**IN ATTENDANCE:** John McMorrow, Chief Executive  
Rich Murdoch, Head of Asset Management  
Jane Burnet, Head of Housing  
Dan Hughes, Communications & Corporate Services Manager (minute)

#### D BOGDANOVIC IN THE CHAIR

<b>1a.</b>	<b>MEMBERSHIP APPROVALS</b>  <b>Noted</b> that the CEO proposed accepting new membership requests from: <ul style="list-style-type: none"><li>▪ Becca McLean</li><li>▪ Tom Mallatratt</li><li>▪ John Dalley</li><li>▪ Gayle Templeton (subject to the payment of £1)</li></ul>	<b>Action Required Note</b>
<b>1b.</b>	<b>Noted</b> that the CEO proposed accepting new Board membership applications as follows: <ul style="list-style-type: none"><li>▪ Becca McLean – co-opted member</li><li>▪ Tom Mallatratt – co-opted member</li><li>▪ John Dalley – casual vacancy</li><li>▪ Gayle Templeton – co-opted member</li></ul>	<b>Note</b>

	<p><b><u>Noted</u></b> that Tom Mallatratt and John Dalley have also confirmed interest in joining the audit committee.</p> <p>All three new memberships were <b><u>noted</u></b> and <b>approved</b>.</p> <p>Both members <b>approved</b> to join the Audit Committee</p> <p><b>CHAIR’S OPENING REMARKS</b></p>	<p><b>Action Required</b></p> <p><b>Note</b></p> <p><b>Note/ Approve</b></p> <p><b>Approve</b></p>
1c.	<p><b><u>Noted</u></b> that at this point the Chair welcomed all to the meeting, extending an especially warm welcome to the three new members.</p> <p><b>DECLARATIONS OF ANY OTHER BUSINESS</b></p>	<p><b>Note</b></p>
1d.	<p><b><u>Noted</u></b> that there were two items under any other competent business.</p> <p><b>DECLARATIONS OF INTEREST</b></p>	<p><b>Note</b></p>
1e.	<p>Declarations from Ironmills Directors were duly <b><u>noted</u></b>.</p> <p><b>APOLOGIES</b></p>	<p><b>Note</b></p>
1f.	<p><b><u>Noted</u></b> that there were no apologies from existing members however proposed new Board member Gayle Templeton did send her apologies.</p>	<p><b>Note</b></p>
2.	<p><b>MINUTES OF PREVIOUS BOARD MEETING - 15 NOVEMBER 2023</b></p>	
2.1	<p><b><u>Noted</u></b> that the Chair invited the Chief Executive to lead on the minutes on behalf of the Secretary.</p>	<p><b>Note</b></p>
2.2	<p><b><u>Noted</u></b> that there were several minor amendments to the previous minute.</p>	<p><b>Note</b></p>
2.3	<p><b><u>Noted</u></b> that a discussion took place surrounding action points raised during meetings which are noted in the right-hand column of the minute and in the matters arising report which</p>	<p><b>Note</b></p>

	is used to ensure longer term actions are not inadvertently missed.	<b>Action Required</b>
2.4	<b>Noted</b> that Board requested that all members be copied into any responses to queries made ahead of meetings.	<b>Note</b>
2.5	<b>Noted</b> that, subject to minor amendments, members agreed that these were a true and accurate minute of the meeting.	<b>Note</b>
2.6	The minutes were therefore <b>approved</b> by Donna Bogdanovic and <b>seconded</b> by Christine Moore.	<b>Approve</b>
<b>3.</b>	<b>MATTERS ARISING AND OUTSTANDING ISSUES</b>	
3.1	<b>Noted</b> that the CEO highlighted the following: <ul style="list-style-type: none"> <li>▪ An update on the transgender policy. Feedback from the training company was very positive however minor amendments to some wording are needed. Updated policy to come back to Board at next meeting.</li> </ul>	<b>Note/Action</b>
3.2	<b>Noted</b> that the Board agreed it was a good idea to encourage young people along to observe future meetings. A brief discussion took place around the measures Melville might take to encourage this.	<b>Note</b>
<b>4.</b>	<b>ANNUAL COMMUNICATIONS &amp; COMPLAINTS REPORT</b>	
4.1	The Board reviewed and <b>noted</b> the annual communications and complaints performance, presented by the Communication and Corporate Services Manager.	<b>Note</b>
4.2	<b>Noted</b> that among the discussion points raised were: <ul style="list-style-type: none"> <li>▪ That the cost of transport had impacted the availability of carpet tiles to help tenants with affordable flooring</li> <li>▪ The amount of information covered in the presentation and the possibility of splitting communications from complaints in future.</li> </ul>	<b>Note</b>

	<ul style="list-style-type: none"> <li>▪ The timing of the next communications survey, proposed for spring 2024, which would influence upcoming activity.</li> <li>▪ The need for a fresh communications strategy following on from the comms survey.</li> </ul>	<b>Action Required</b>
4.3	The Board <b>noted</b> and thanked the Communications Manager for his presentation.	<b>Note</b>
<b>5.</b>	<b>MID YEAR HOUSING SERVICES REPORT</b>	
5.1	<b>Noted</b> that the Head of Housing Services gave a rundown of the highlights of the six months (to the end of September 23). She explained that, following previous feedback from Board members, the report had been shortened considerably and that she would welcome feedback on this.	<b>Note</b>
5.2	Board <b>noted</b> the arrears performance at end of September was exceptional and had fallen further to 1.83% at the end of November, well below our current target. The Head of Housing stressed that this was partly thanks to funding from a number of sources including LACER, who had just provided an additional £10,000.	<b>Note</b>
5.3	Board <b>noted</b> the challenges faced by the welfare benefits team, caused by staffing issues that have now been resolved. Fuel vouchers have been an important tool to help tenants with rising costs.	<b>Note</b>
5.4	Board <b>noted</b> that one further eviction has been carried out since the report was written. Despite this, tenancy sustainment figures remain very positive.	<b>Note</b>
5.5	Board <b>noted</b> that there have been fewer ASB cases but those there have been are more complex, taking longer to resolve.	<b>Note</b>
5.6	Board <b>noted</b> there was one correction to the report. 16 new build properties have been completed rather than the 12 reported.	<b>Note</b>
5.7	Board <b>noted</b> that the relet target was being met at the time of writing however has slipped since.	<b>Note</b>

5.8	<b>Noted</b> that the Board discussed the report and the merits of less information against more detail. There was no overall consensus however it was agreed the Head of Housing will come up with a report style that has detail but is more succinct using bullets etc rather than text. The timing of reports will be agreed. She stressed that when approval is needed reports will always state this explicitly.	<b>Action Required</b> <b>Note</b>
5.9	<b>Noted</b> that there was a request for more figures by way of comparison. CEO to forward on ARC data.	<b>Note/Action</b>
5.10	<b>Noted</b> that it was agreed that the cost breakdown of ASB cases due to be produced in the new year would be beneficial.	<b>Note</b>
5.11	<b>Noted</b> that a discussion took place on the new ASB app which will be trialled for six weeks starting in January. Melville have to give permission for tenants to use it and it was agreed that it will need to be used carefully given the way similar apps have been abused elsewhere.	<b>Note</b>
5.12	<b>Noted</b> that a brief discussion took place on funding, and whether it was possible some tenants are becoming reliant on it. The Head of Housing agreed that this might be the case and said that strategies were being drawn up to work with people in danger of dependency. The fear is that the funding could be withdrawn at short notice, and this could be very damaging to some tenants and to Melville. She added that funders are now looking for evidence of the impact the funding has, and this is a positive development.	<b>Note</b>
5.13	<b>Noted</b> that Board thanked the Head of Housing for the excellent report and requested that their thanks be presented to the team for all their hard work.	<b>Note</b>
6.	<b>GOVERNANCE</b>	
6.1	<b>Noted</b> that the CEO provided a brief update highlighting:	<b>Note</b>
6.2	<b>Board Development</b> - appraisals have all now been completed.	



<b>8.0</b>	<b>ANY OTHER COMPETENT BUSINESS</b>	<b>Action Required</b>
8.1	<u>Noted</u> that there were two items of other competent business raised.	<b>Note</b>
8.2	<u>Noted</u> that the CEO reported that work on the Lovell development project at (redacted), Mayfield, is progressing well. The CEO requested delegated authority to sign off the work carried out so far which stands at (sum redacted).	<b>Note</b>
8.3	<u>Noted</u> that the CEO confirmed that the above amount could not be signed off by senior managers without delegated authority and confirmation was sought on the actual level that senior managers had, and it was agreed that this would be checked and issued to Board.	<b>Note</b>
8.4	Board <u>approved</u> the delegated authority to sign off the payment.	<b>Approve</b>
8.5	<u>Noted</u> that the CEO requested Board approval to move the next meeting (scheduled for 24 January 2024) to 7 February instead to allow more time to prepare reports, conduct the rent consultation and finalise the 30-year business plan. He said that this wasn't ideal as the next meeting of the Audit Committee is on Monday 5 February, however it was necessary due to staffing issues and would be for one year only.	<b>Note</b>
8.6	<u>Noted</u> that a discussion took place about the rent consultation (likely to be based on 5%, 6% and 7%), with Board requesting greater input ahead of the consultation in future. The CEO said that the consultation options would be circulated to members before being put to tenants.	<b>Note</b>
8.7	Board <u>approved</u> the change to the next meeting date (for one year only).	<b>Approve</b>
<b>9.0</b>	<b>DATE OF NEXT MEETING</b>	
9.1	<u>Noted</u> that the next scheduled hybrid meeting of the Board is Wednesday 7 February 2023 at 6pm.	<b>Note</b>
9.2	Meeting closed at 20:03	

8.5	<b>Post Meeting Note:</b> Audit Committee Meeting moved to 6 February on request from Chair of Audit Committee agreed by members		
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**Minutes Approved By:**

**Signature:**

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**7 February 2024**