

**MOLENDINAR PARK HOUSING ASSOCIATION LTD**  
**Minute of the Meeting of the Management Committee**  
**held remotely and in MPHA Offices**  
**on Tuesday 15<sup>th</sup> August 2023, 6.30pm**

**Present:**

F Sheeran Chairperson  
C McKinlay Vice-Chairperson  
B Johnston, Committee Member  
M Johnston Committee Member  
M O'Donnell Committee Member  
A Scott Committee Member  
N Thumath Committee Member  
A Wood Committee Member

**In Attendance: Staff**

Julie Smillie Director  
Scott Rae Asset Manager  
Susan Paton Corporate Services Officer  
(Minutes)  
FMD Finance Agent  
Beth Anderson Finance Officer  
  
Research Resource Representative  
Azets Representative

The meeting is quorate.

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**1. Welcome, Apologies and Declaration of Interest**

C Boyle, C Peacock has put apologies in.  
The Director declared an interest under item 22.

**2. Tenant Satisfaction Survey Results – Presentation by Research Resource Scotland**

The representative from Research Resource presented the findings of the tenant satisfaction survey that was carried out by interviewing 200 tenants in June 2023. The Committee heard that across the sector there has been a downward trend in satisfaction in neighbourhood, maintenance and value for money. The Director reported that the staff team had discussed the results and some were disappointing but there are some trends e.g. dissatisfaction with back courts, fly-tipping.

The Director asked the representative if she had seen a downward trend in value for money satisfaction. The representative confirmed that there was a shift due to the cost of living crisis. The Chair noted that satisfaction with home will also be affected by tenants spending significantly more time at home during lockdown.

The Committee noted the content of the presentation.

**3. Adoption of Minutes of Meeting held on 20th June 2023**

The minute of the meeting held on the 20<sup>th</sup> June 2023 were proposed as a true record by A Scott and seconded by C McKinlay.

**4. Matters Arising from Minute of 20th June 2023.**

There were no matters arising.

**5. Applications for Membership**

None.

**6. Use of Seal**

**There were 3 EOA renewals sealed;**

Addresses withheld

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| Committee noted the signing and sealing of the above documents. |
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**Governance**

**7. Risk Management**

The committee discussed risk management. They noted the value for money response to the tenant satisfaction survey. The Director recommended that the association develops a value for money strategy.

**8. Committee Digest**

The Committee noted the contents of the report and the training opportunities. The regulator has sent landlords a letter regarding the completion of the assurance statement and the areas that need to be prioritised.

**9. Business Plan**

The Director updated committee that the business plan draft will be presented at the 30<sup>th</sup> anniversary away day that the corporate services officer will organise.

**10. Committee Annual Review – Improvement Action Plan**

The Committee agreed to review this report at the next management committee meeting in September 2023.

**11 a) Annual General Meeting - Committee Report**

The corporate services officer presented the report on the Annual General Meeting arrangements for 12<sup>th</sup> September 2023. The committee noted the AGM arrangements and the 1/3 of the management committee who are due for re-election.

**b) Secretaries Letter**

The Director, who is the Secretary of the Association presented the report confirming to committee that rules 62-67 of the Association's model rules has been complied with. The committee noted the report.

## 12 Finance Audited Accounts

The representative from Azets reported on the audited accounts. The Association has a small but healthy surplus and the representative from Azets commented that the Association is managing its costs appropriately. The Chair thanked the Finance Agent from FMD for his work on getting the best interest rates for the Association.

The committee noted the clean unqualified audit position and the audit findings letter. The committee noted that the clean letter will be sent to the Scottish Housing Regulator.

## 13 Quarterly Management Accounts

The Finance Officer reported to the statement of comprehensive income. She explained that there had been fewer voids than budgeted, therefore there was a positive variance. The stage three medical adaptation work for Q1 had complete and paid in full.

The expenditure on reactive maintenance was less than anticipated and there was a positive variance in cyclical maintenance spend because of timing differences, with painterwork being carried out in Q2. There has been a negative variance in service costs repairs spend due to the roofworks and balcony repairs.

The Finance officer confirmed that the £3k office insurance was paid in Q1. There was a postage and stationary underspend as there were no publications sent out in Q1.

Under general expenses the advert for temporary replacement for staff member on sabbatical and the remaining SFHA fuel grant monies 8k is posted here.

There was an overspend of Legal & Professional Fees due to maintenance consultancy and painterwork maintenance consultancy.

The Finance Officer noted the Tangible Fixed Assets were down due to increase in depreciation charges being greater than component additions. The net pension liability of £90k is due to receipt of the pension scheme actuary's measurement. There has been no movement in year to date as Defined Benefits Accounting is performed at the year end and the past service contribution payments have also ceased Past service deficit now £nil as PSD payments have ceased.

The cashflow has been shown as budget for 23/24, any underspend in Reactive Maintenance and Planned Maintenance are added back in.

The Finance Officer reported that All covenants complied with. The Committee noted the contents of this report.

**14 Moore Street Heating report**

The Asset Manager updated that Hulley & Kirkwood's independent report had now been received and the heating system is fit for purpose and works within its scope. The Association will now go back to the original complainers including the Living Rent organisation. The asset manager confirmed that a number of homes with storage heaters have removed them. The Committee noted the update from the Asset Manager.

**15 Services Sub Committee Minutes 1 August 2023.**

The Chair apologised to the meeting for missing the sub-committee without putting in apologies.

The sub-committee minute of the meeting held on the 1 August 2023 were proposed as a true record by Margaret O'Donnell and seconded by C McKinlay.

**16 30th Anniversary Working Group Report**

The Committee noted the report. The Christmas party was mentioned, and the Chair and A Scott may consider volunteering for the party.

The Corporate Services Officer will organise an away day visiting the Association's stock and meeting in Drakemire to focus on the business plan.

**17 Electrical Safety Report and Policy**

This policy was referred after discussion by the Services Sub Committee.

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| The Committee approved the Electrical Safety Policy and this will be reviewed in August 2028 or if legislation regarding Electrical Safety changes. |
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**18 Director's Report**

The Director reported that it's been an incredibly busy time big pieces of work notably the AGM planning, audited accounts and business plan.

The Director commended the finance staff for their excellent clean audit result and raised concerns to committee about the Tenant Satisfaction Result. Once the SHR publishes the results of the Scottish Average figures, the Director intends to create a value for money strategy.

**19 CX Feedback Proposal**

The Committee considered the business case for obtaining new customer experience feedback software. The Corporate Services Officer presented the report and the pros and cons of the surveying and reporting tool.

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| The Committee agreed to a one year subscription of the software with a value of money review to be brought to Committee in August 2024, before any renewal is agreed. |
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**These items are confidential and will not be published publicly.**

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**20 SHR Notifiable Events**

**21 Governance – Relating to Code of Conduct**

**22 Complaint**

**23 AOCB**

There was no other business.

**24 Date and Time of Next Meeting**

Tuesday 19<sup>th</sup> September 2023 at 6.30pm

Meeting closed at 9.03pm

Signed.....

Date .....