

**MINUTE OF GWAH MANAGEMENT COMMITTEE MEETING HELD ON TUESDAY 21 MAY 2019
AT 6:00 PM, IN GWAH OFFICES, 5 ROYAL CRESCENT, GLASGOW.**

PRESENT:

Steve Jenkins Chairperson
Nina MacNeill
Joginder Makar
Jim Michael
Moira Wadsworth

ATTENDING:

Elaine Travers, Chief Executive
Sandy Welsh, Services Director

APOLOGIES:

Yushin Toda

LEAVE OF ABSENCE:

Tony Keane

OBSERVERS:

Anne Campbell
Issi Gracie

WELCOME

- 1.0 The Chairperson noted apologies, introduced and welcomed both Committee members and CTF¹ Observers to the meeting. The general interest of Tenant Members, and GWEn service users, along with the specific interests of Moira Wadsworth and Anne Allan as GWEn Board Members were noted. Members were mindful of their responsibilities as Trustees, accordingly, the Secretary confirmed it was appropriate that Members did not withdraw from the meeting. A leave of absence to June 2019 was approved for Tony Keane.

CORPORATE

2.0 Minutes

2.1 Management Committee Meeting: 30 April 2019

2.1.1 Adoption of Minute

The minute of the meeting was unanimously accepted as a correct record, without amendment; proposed by Moira Wadsworth and seconded by Joginder Makar.

2.1.2 Matters Arising: 3.4 AGM Formalities and MC Competencies

Noting the timing of M Trzeciak's resignation², and in compliance with Rule 39.1, Nina MacNeill agreed to retire and stand for re-election.

3.0 Governance

3.1 Execution Of Documents

DATA REDACTED

3.2 Membership Applications

There were none.

3.3 Notifiable Events Register

Report No 1B was noted.

¹ Committee Training Forum

² After the issue of papers for 30/04/19 meeting

SERVICES

4.0 Services

4.1 ARC³ Services Performance Report

Report No 1 was considered in some detail, along with a presentation on the key points against each of the Scottish Social Housing Charter (SSHC) outcomes. Members discussed performance, trends and peer group comparisons across all outcomes, with particular focus on complaints management, service satisfaction, asset-management, rent collection and void management. Members agreed initiatives and PIs for 2019/20 aligned to the Corporate Strategy, and with a mind to the strategy drivers and performance leadership objective. Assured by the level of scrutiny, and the accuracy of the reported performance, Members approved the ARC submission, subject to the following data amendments, consistent with ARC technical guidance:

- Senior Staff Turnover 33%
- 87% of properties at/above NHER/SAP⁴; projected to 88% for 2019/20
- 82% of Anti-social behaviour cases resolved within locally agreed target

Members endorsed delegated authority to Anne Allan, Corporate Director to submit the ARC to the SHR by 23/05/19, in advance of the SHR deadline of 31/05/19.

4.2 ARC Systems Audit

Report No 2 was considered. Members were satisfied of appropriate responses to the two recommendations; and with the outcome of the verification audit: “the Association has a good method of gathering, calculating and audit trailing the information.”

5.0 Tenancy Services

5.1 Anti-social Behaviour (ASB) Strategy 2019-24

Report No 3 was considered, with Members discussing the risk and compliance schedules, the ASB categories and management approaches. The 2019-24 Strategy was approved, subject to further reporting to reflect consultation with the Consumer Panel on the use of the new powers introduced by the Housing (Scotland) Act 2014.

5.2 RTO⁵ Compliance: BGA⁶

Report No 4 was considered. Members noted RTO compliance and the outcome of the formal complaint investigation; and, subject to receipt of strategy for extending tenant membership, confirmed ongoing support for BGA.

6.0 Property Services

6.1 Annual Procurement Report

Report No 5 was considered, with Members agreeing the principles for publication in line with the Procurement Strategy.

6.2 Procurement Delivery Plan – progress report

Report No 6 was considered, with progress against the Delivery Plan acknowledged.

6.3 Pest Control Policy

Report No 7 was considered, with Members approving the Policy as presented.

6.4 Tender Report: Asbestos Surveys

Report No 8 was considered, with Members acknowledging the award of contract in line with delegated authority levels and in the context of financial and regulatory compliance and the 2019/20 Procurement Delivery Plan and budget.

³ Annual Return on the Charter

⁴ National Home Energy Rating / Standard assessment Procedure

⁵ Registered Tenants Organisation

⁶ Burnbank Gardens Association

- 6.5 H&S Compliance
Members considered Report No 9, commending strong performance against the house-keeping PIs, and noting action in progress to conclude the remaining audit recommendation. Members confirmed the annual review of Member statutory H&S responsibilities to the September MC meeting.

CLOSE

- 7.0 **Items For Future Agendas**
Waste Management Strategy: 18/06/19

- 8.0 **Any Other Urgent Business**
There was no other business.

- 9.0 **Date Of Next Meeting**
18 June 2019