

**MINUTE OF GWA MANAGEMENT COMMITTEE MEETING HELD ON TUESDAY 23 FEBRUARY 2021
AT 6:00 PM, VIA VIDEO CONFERENCE**

PRESENT:

Anila Ali
Anne Campbell
Issie Gracie
Joe Heaney Chairperson
Nina MacNeill
Joginder Makar
Susan Mosedale
Billy Robertson
Yushin Toda

ATTENDING:

Elaine Travers, Chief Executive
Iain Nicholl, Corporate Director¹
Daniel Wedge, Technical Director²

APOLOGIES:

LEAVE OF ABSENCE:

OBSERVERS:

PRE-MC TRAINING: Financial Ratios/Covenants, led by Iain Nicholl, Corporate Director

WELCOME

- 1.0 The Chairperson noted apologies, introduced and welcomed all Committee members to the meeting. The general interest of Tenant Members, and GWEn service users, along with the specific interests of Elaine Travers and Susan Mosedale 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.

CORPORATE

2.0 Minutes

2.1 Management Committee Meeting: 26 January 2021

2.1.1 Adoption of Minute

The minute of the meeting was unanimously accepted as a correct record, without amendment; proposed by A Campbell and seconded by N MacNeill.

2.1.2 Matters Arising

Item 3.4 Contingency Planning: Festive Close review

Members acknowledged amendment to the compliance checklist to reflect recent learning.

3.0 Governance

3.1 Execution Of Documents

There were none

3.2 Membership Applications

There were none.

3.3 Registers: Notifiable Events / Data Breaches / Payments and Benefits

Report No. 3 was considered. Members discussed the pending SHR NE, noting previous MC/ASC reporting, acknowledging progress update and reiterating delegated authority to the CE and Office Bearers to implement required risk mitigation measures whilst pressing for a permanent solution at

¹ Items 1.0-4.0

² Items 1.0-3.3

- the earliest opportunity. There were no data breaches or payments and benefits to report.
- 3.4 Professional Services Performance Reviews
Report No. 4 was considered, with Members noting satisfactory performance reviews, approving renewal of contracts, and agreeing that service costs and last/next procurement dates should be included in future reports. Members were alerted to the existing insurer's premature termination of the contract, and acknowledged plans underway for procurement of a new service provider.
- 3.5 Affiliations 2021/22
Members considered Report No. 5, endorsing the affiliations at 3.1 and approving the recommended affiliations at Appendix 1. Members delegated authority for the extension of the Housemark subscription, subject to due diligence.
- 3.6 Corporate Plan and Risk Management Review
Members considered Report No. 6, noting reasonable progress against the ambitious 2020/21 Corporate Plan in the midst of an unprecedented operating environment. Tenant engagement via the ATC was acknowledged, risk and mitigation explored in detail, and the principles/outline initiatives and 80% PI for the 2021/22 Corporate Plan was approved.
- 3.7 MC Services Plan Review
Report No.7 was considered and the proposed rescheduling of the noted low risk items was approved.
- 4.0 Finance**
- 4.1 Draft Budget 2021/22
Report No.8 was considered in some detail, with Members noting extensive covid impact:
- Management Expenses: projections reflecting ongoing "stay at home" message.
 - Housing Account: reduction in projected net rent and service charges due to common services procurement efficiencies and covid service curtailment during 2020/21; increase in property maintenance reflecting anticipated recovery plans 2021/22; provision for legal fees reflecting potential for increased tenancy recovery action; and interest receivable significantly reduced due to covid impact on interest rates.
 - Non-Housing Account: projections based on full occupancy of commercial units and development project timelines.
- Members approved unanimously the draft budget to March 2022, noting final budget presentation, including a Projected Statement of Financial Position and Cash Flow for the year to the MC Meeting 30/03/21.

SERVICES

- 5.0 Services (Tenancy and Repairs)**
- 5.1 SSHC 5: Repairs, Maintenance and Improvements [Follow up report]
Members considered Report No.9, noting performance in the context of Government service restrictions and contractor covid resource impact.
- 5.2 Right to Repair Policy
Report No. 10 was considered, with Members approving the revised Right to Repair Policy including performance indicators and initiatives; in the context of compliance, risk and equalities impact.
- 5.3 Complaint Handling Procedure:
- 5.3.1 Customer Facing Guide
Members considered Report No 11, commending the Leaflet as comprehensive, user-friendly and easy to understand and navigate.

5.3.2 Unacceptable Actions Policy
Members considered Report No.12, approving the Policy, performance indicators and initiatives in the context of compliance, risk and equalities impact.

6.0 Regeneration

6.1 Dover Street: façade brickwork

Members considered Report No 13, noting progress on site, and approving the façade brickwork as follows:

- a) Front elevation - Bricklink Bella and Bricklink Crest Fiori
- b) Rear elevation - Bricklink Ploegsteert barry nomade rust white

OTHER BUSINESS

7.0 Any Other Urgent Business

There was no other business.

8.0 Items For Future Agendas

As per Committee Plan.

9.0 Date Of Next Meeting

MC 30 Mar 2021

Audit Sub 30 Mar 2021

CLOSE