

**MINUTE OF GWHA MANAGEMENT COMMITTEE MEETING HELD ON TUESDAY 8 NOVEMBER 2022
AT 6:00 PM, HYBRID MEETING VIA VIDEO CONFERENCE AND IN GWHA OFFICES, 5 ROYAL CRESCENT,
GLASGOW**

PRESENT:

Nicola Adams
Issie Gracie
Joe Heaney Chairperson
Nina MacNeill¹
Joginder Makar⁴
Amy Robertson
Yushin Toda

ATTENDING:

Elaine Travers, Chief Executive
Iain Nicholl, Corporate Director^{1,2}
Nicola Stobie, Services Director³
Daniel Wedge, Technical Director

APOLOGIES:

Anne Campbell
Anila Ali
Steve Bruce
Billy Robertson

LEAVE OF ABSENCE:

OBSERVERS:

0.0 Training: Services: sustainment and management

WELCOME

1.0 The Chairperson noted apologies, introduced and welcomed all MCMs to the meeting, and confirmed the reordering of the business to facilitate early consideration of items 4.2 and 3.6. The general interest of Tenant Members, and GWEn service users, along with the specific interests of Elaine Travers, Anila Ali and Anne Campbell as GWEn Board Directors were noted. Amy Robertson declared an interest in item 2.2.1 and abstained from the discussions. The Chairperson reminded Members of the Code of Conduct and meeting etiquette, specifically that questions are directed through the Chair; that discussions are professional and constructive; and that decisions are taken in the best interests of tenants and service users. MCMs 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: 20 September 2022

2.1.1 Adoption of Minute

The minute of the meeting was unanimously accepted as a correct record, without amendment; proposed by I Gracie and seconded by N Adams.

2.1.2 Matters Arising

Item 2.1.2 Total Homes annual report risk assessment

Report No. 1 was considered and the revised risk assessment approved.

Item 3.4 H&S Compliance

MCMs acknowledged three non-material recommendations from the independent ACS H&S audit, and commended the feedback in the ACS covering email “a very good report, one of the best” as

¹ Remote

² Items 1.0, 3.3 and 4.2

³ Items 1.0-4.3

⁴ Items 1.0-3.3, 3.6 and 4.2

reassurance of GWHA's H&S compliance. MCMs noted further consideration of the audit via the EOY performance report.

Item 6.1 Formal Complaint

MCMs acknowledged the outcome of the investigation, noting further consideration by the SSC, and with the SHR copied to the report in the interim.

2.2 MC Action Plan Compliance

Report No.2 was considered and progress and compliance acknowledged. There was note to item 6.1 (MC 06/09/22) that the interest expressed in the Dover Street commercial unit was for purchase only, and has been set aside for now in favour of marketing for lease.

2.2.1 Response Repairs Contract

SENSITIVE DATA REDACTED

3.0 Governance

3.1 Execution Of Documents

There were none

3.2 Membership Applications

Report No. 4 was considered and MCMs approved unanimously the Cat A and Cat B applications.

Name	Address	Share
PERSONAL DATA REDACTED	PERSONAL DATA REDACTED	PERSONAL DATA REDACTED
PERSONAL DATA REDACTED	PERSONAL DATA REDACTED	PERSONAL DATA REDACTED
PERSONAL DATA REDACTED	PERSONAL DATA REDACTED	PERSONAL DATA REDACTED

3.3 Registers: Compliance Reporting

Report No.5 was considered and the recent recording in the Registers acknowledged. MCMs noted important developments in NE 1004349 since last reporting, SENSITIVE DATA REDACTED There were no further updates from the SHR on NEs 30211 or 30212.

The reported data breach was then considered, with MCMs acknowledging GDPR challenges when people are circulating in a venue: the learning from this event was noted, and further suggestions for mitigating risk were acknowledged.

On the quarterly SAR/FOI/EIR submission to the Scottish Information Commission, there was discussion around the volume and nature of FOI requests and there was note to reporting on the H&S register as previously agreed.

3.4 Annual Assurance Statement 2022

MCMs considered Report No.6, noting submission of the Statement to the SHR on 27/10/22 in compliance with the regulatory framework. The reference within the Statement to the pace of recovery in terms of repairs service delivery was noted in context to earlier discussions.

3.5 Strategy Review Arrangements

MCMs agreed Tuesday 06/12/22 for this event, agreeing focus on strategies towards the association's 50th anniversary in 2028.

3.6 Future Services Survey ⁵

MCMs welcomed Lorna Shaw to the Meeting to present Report No. 8: an early overview of the findings of the Survey which closed on 04/11/22. MCMs noted that all tenants were invited to participate through various measures, and welcomed feedback that the "excellent" response rate exceeded best practice guidance, and was sufficiently robust to provide data accurate to +/-4%, upon a 50% estimate at the 95% confidence level. The importance of the results in informing strategic direction was acknowledged, and

⁵ Lorna Shaw, Research Resource (Director) attending at 7pm (virtually) to present results

it was confirmed that a summary would be available for MCMs for discussion at the Strategy Review. Plans for Lorna to attend the ATC in January were also acknowledged.

SERVICES

4.0 Services

4.1 Service Engagement Strategy Plan

Report No.9 was considered by MCMs, and subject to including reference to the AGM and other methods available for tenant participation (e.g. Committee Training Forum, Residents Groups), the draft plan was approved for consultation.

4.2 Rent and Service Charges Review 2023/24

Report No. 10 was reviewed with consideration to the unprecedented external influences placing inordinate pressures on household budgets, and on our operations; and exacerbated by the current uncertainty and potential impact of Scottish Government rent restrictions extending beyond 31/03/23. MCMs were mindful of advice that any rent restrictions would not be applicable to service charges, and that early indications were of rate increases greater than inbuilt (contracted) provisions from both the environmental and cleaning contractors, presented as essential for the sustainment of the contracts with current unforeseen supply chain cost increases such as chemicals, fuel, utilities, Scottish Living Wage, and inflation cited as justification.

The rent policy review factors were then discussed in context to the challenging operating environment, with MCMs noting that although GWHA average rents were higher than local and national comparisons, the association's rents had, on average, increased below CPI in each of the last two years, and were assessed to be affordable for 99-100% of typical household/property types. Whilst progress had been made in achieving greater parity in rent levels through implementation of the rent restructuring initiative from 2020, MCMs were aware of the additional pressures of the rent restructuring programme on under-target rents, and with the priority focus on mitigating the impact of a rent increase for all tenancies, it was determined appropriate to set aside Year 4 of the initiative for now. Additionally, recognising the challenges faced by the most vulnerable households from escalating food and fuel costs in particular, MCMs were in agreement over additional tenancy sustainment initiatives aligned to the feedback in the Future Services Survey, and extending to include support for the cash-for-kids initiative for this third year.

In moving to consider the projected costs for 2023/24, and in exploring the impact of a number of variables on the Business Plan, MCMs were conscious of covenant and regulatory compliance requirements and service delivery commitments, when reaching unanimous agreement over an option that avoided immediate impact on investment plans and achieved a fair balance across the rent policy review factors, and other important influences (including the current challenges with the response repairs service and declining tenant satisfaction levels). This option included consultation with tenants on a 5% increase for 2023/24, and paced recovery through CPI + increases in future years to avoid a longer term impact on the Business Plan. Given the context to these difficult decisions, MCMs were in agreement that options for enhanced services/increases beyond 5% would unlikely be well received, and had potential to cause more confusion in the midst of the current uncertainty over rent restrictions beyond 31/03/23.

In closing the discussion, there was full acknowledgment of the exceptional pressures on tenants at this time, with focus on ensuring delivery of targeted tenancy sustainment support, and strategies for resolution of issues around the repairs service and associated tenant satisfaction levels. There was also recognition that decisions taken by the MCMs at this time could be superseded by the Scottish Government's announcement mid-January, and that there were some logistical issues to be resolved insofar as the format of the tenant consultation, and the process for notifying tenants of a rent and service charge increase in compliance with the Housing (Scotland) Act 2001 and Tenancy Agreement. MCMs noted that these matters were evolving, and that further reports would be provided in due course to reflect advice from the Scottish Government, and the outcome of the tenant consultation process.

4.3 Tenancy Repossession Policy
Following consideration of Report No.11, and with reassurance that repossession is always a last resort, MCMs approved the Tenancy Repossession Policy including Performance Indicators and Initiatives, in the context of compliance, risk and equalities impact assessment.

4.4 Burnbank Gardens Association: report on OB/Exec presentation
Report No. 12 was introduced briefly with agreement for further discussion at the next MC meeting.

5.0 Technical

5.1 Environmental (backcourt) P1 supported business review

Members considered Report No.13, reflecting on the stalled back-court initiative, noting the unsuccessful attempt to reengage the original partners, and the subsequent lack of response insofar as identifying interest through Scotland Excel's Partnership for Procurement framework. With many variables influencing progress at this time, MCMS were in agreement to revisit in 6 months' time the scope, scale and locations of the pilot initiatives to maximise the number of beneficiaries.

5.2 Major Works & Procurement Delivery Plan (PDP): Full + 2023/24 draft

MCMs considered Report No. 14, acknowledging progress across the PDP, and the ongoing priority focus on compliance projects. The potential for mast climbers rather than scaffolding was reported against the SVT GCW project; the £98k Scottish Government net zero funding was welcomed in support of the energy efficiency strategy; and the plans for recruiting technical resources to assist project delivery was noted.

5.3 Legionella Management Policy

MCMs considered Report No. 15, approving the LMP and adopted legionella management system, including performance indicators and initiatives; in the context of compliance, risk and equalities impact assessments as part of the rolling H&S and compliance improvement programme.

6.0 Regeneration

6.1 BBH Development Agreement

MCMs noted from Report No. 16 the progress in formalising the Development Agreement for the collaborative project with Queenscross HA, and confirmed delegated authority to the CEO to finalise. Recent publicity for QXHA on the project was noted, with a request that GWHA's involvement is referenced in future to ensure awareness of progress of the project for GWHA stakeholders, and in the spirit of partnership working.

OTHER BUSINESS

7.0 Any Other Urgent Business

There was none.

8.0 Items For Future Agendas

Equalities and Human Rights (HR) Strategy: HR compliance T: 29/11/22

ARC Mid-Year Performance Report T: 29/11/22

BBH Intergenerational housing support feasibility T: 28/03/23

Neighbourhood Sustainment Event Pilot T: 28/03/23

Estates Management Strategy T:c/f 2023/24 (align with Future Services)

9.0 Date Of Next Meeting

ASC 22 Nov 2022

MC Corporate 29 Nov 2022

CLOSE