

**MINUTE OF GWHA MANAGEMENT COMMITTEE MEETING HELD ON TUESDAY 29 NOVEMBER 2022
AT 6:00 PM, HYBRID MEETING VIA VIDEO CONFERENCE AND IN GWHA OFFICES, 5 ROYAL CRESCENT,
GLASGOW**

PRESENT:

Anila Ali¹
Anne Campbell¹
Joe Heaney Chairperson
Nina MacNeill¹
Joginder Makar
Billy Robertson
Yushin Toda¹

ATTENDING:

Elaine Travers, Chief Executive
Iain Nicholl, Corporate Director
Daniel Wedge, Technical Director²
Nicola Stobie, Services Director³

APOLOGIES:

Nicola Adams
Steve Bruce
Issie Gracie
Amy Robertson

LEAVE OF ABSENCE:

OBSERVERS:

0.0 TRAINING: Services- Technical & Estates, led by Craig Orr, Technical Manager.

WELCOME

- 1.0 The Chairperson noted apologies, introduced and welcomed all MCMs to the meeting, and confirmed the order of business. 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 Members were noted. 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. 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: 8 November 2022

2.1.1 Adoption of Minute

The minute of the meeting was unanimously accepted as a correct record, without amendment; proposed by J Makar and seconded by B Robertson.

2.1.2 Matters Arising

Item 4.4 BBG Association: report on OB/Exec presentation

MCMs acknowledged resident concerns, noting response within a challenging context, commitment to a series of actions, and proactive engagement with the aim of building positive and constructive relationships.

¹ Remote

² Items 3.3, 5.1-5.3 and 6.1 (to 7pm)

³ Items 1.0-2.2.2, 3.3 and 5.1 (to 6.45pm)

2.1 **Audit Sub Committee Meeting: 22 November 2022**

2.1.1 Adoption of Minute

The minute of the meeting was unanimously accepted as a correct record, without amendment; proposed by B Robertson and seconded by J Makar.

2.1.2 Matters Arising

There were none.

2.2 **MC Action Plan Compliance**

Report No.2 was considered and progress and compliance acknowledged. A MCM reported disappointment in the deferment of backcourt initiatives, with agreement that residents should be alerted to help mitigate negative reputational impact.

3.0 **Governance**

3.1 Execution Of Documents

There were none.

3.2 Membership Applications

There were none.

3.3 Registers: Compliance Reporting

Report No.4 was considered and the recent recording in the Registers acknowledged. MCMs noted plans for additional reporting to the SHR in relation to NE 30299; and received a verbal progress update on NE 1004349, **SENSITIVE DATA REDACTED**. There were no further updates from the SHR on NEs 30211 or 30212.

There were no EPBs or data breaches to report, and next quarterly reporting on the SAR, FOI and EIR registers was scheduled for 28/02/23. Reporting on the H&S register is as previously agreed.

3.4 MC Appraisals Plan 2023

MCMs agreed to retain the current (in-house) format for appraisals scheduled for week beginning 13/02/23; ensuring compliance with Standard 6 of the Regulatory Standards of Governance and Financial Management: *“the governing body and senior officers have the skills and knowledge that they need to be effective.”* MCMs noted that OBs contributed to the CEO appraisal, which is conducted by the Chairperson.

3.5 Communications Strategy Compliance / Review

MCMs considered Report No. 5, noting performance against the 2019-22 Strategy and agreeing the 2022/25 Strategy as building on progress to date and incorporating modern communication streams including video conferencing and e-communications. MCMs reiterated the importance of a range of communication measures to meet service user needs, including considering potential funding streams if appropriate to support digital access.

3.6 Social Media Strategy Compliance

MCMs considered Report No. 6, noting challenging context and agreeing revised timescales for progressing initiatives.

3.7 Strategy Review Planning

Report No. 7P was considered with confirmation of arrangements, and papers to be issued by the end of the week.

4.0 Finance

4.1 Management Accounts to 30 September 2022

MCMs considered Report No. 8, approving unanimously the Management Accounts to 30 September in the context of ongoing market volatility; with cautious budgeting, positive outturn largely due to lower levels of budgeted spend on property and planned maintenance and cash flow as predicted. The strong financial position, fully cashed backed assets and lender covenant compliance were acknowledged.

4.2 GWEn Management Accounts

MCMs considered Report No. 9, noting performance largely in line with budget and with the variance in planned maintenance and investment works confirmed as a combination of timing and some slippage in the works programmes, with recovery plans in place. The potential impact on GWEn's profitability for 2022/23, consequence of the reduced income from the welfare rights service and the increased legal expenditure, was noted.

4.3 Debt Recovery Report

MCMs considered Report No. 10, acknowledging performance and trends in former tenant and rechargeable repairs, and noting the ongoing impact of contractor service delivery on record keeping.

SENSITIVE DATA REDACTED

SERVICES

5.0 Services

5.1 ARC Mid-Year Performance Report

Members considered Report No. 11 discussing performance against the Charter outcomes, welcoming progress in the midst of a challenging environment, and agreeing revised targets, where recommended, in the context of risk. The following points were referenced:

- a) Service satisfaction survey results and response repairs performance reflecting documented service delivery issues;
- b) Equalities monitoring in line with revised strategy and subject to ongoing monitoring;
- c) Ongoing endeavours to encourage participation in the Consumer Panel, and planning underway for hybrid ATC⁴ January 2023;
- d) Improved void re-let times, reduction in offer refusals, and tenancy management applications processed in line with statutory timescales;
- e) Challenging household circumstances continuing to impact the Save with Rent and Rent Reward Scheme memberships; with proactive and intensive tenancy sustainment support and consistency in rent collection performance.

Concerns over the efficiency of some heating systems was noted, with MCMs welcoming the grant funding award to progress feasibility studies that will inform investment strategies.

5.2 Revised SSHC 2022-27: compliance self-assessment

Report No. 12 was considered, with MCMs noting comprehensive compliance self-assessment against the revised SSHC effective from 01/11/22; and agreeing actions and timescales as recommended.

5.3 Supported Accommodation HMO Licence renewal

Report No.13 was considered, with confirmation that current licences remain active whilst new applications are progressed by the Local Authority.

⁴ Annual Tenants Conference

6.0 Technical

6.1 SSHC and EESSH Update

Report No.14 was considered, with MCMs noting considerable progress on smoke/heat detector compliance; award of grant funding for EESSH feasibility studies; and homeowner mandate meeting enabling appointment of contractor for St Vincent Terrace glazed curtain walling project.

OTHER BUSINESS

7.0 Any Other Urgent Business

7.1 Promotion of Total Homes Service

With reference to earlier pre-MC training session, MCMs requested further promotion of the service through newsletter, and with consideration to posters/leaflets including contact details.

8.0 Items For Future Agendas

Equalities and Human Rights (HR) Strategy: HR compliance T: 24/01/23

Dover St: GW @ 40 mural (options) T: 24/01/23

Pension actuarial valuation – impact review T: 21/02/23

Response Repairs Contract VFM review - tbc

9.0 Date Of Next Meeting

24 January 2023

Strategy Review 06/12/22

CLOSE