

**MINUTE OF GWHA MANAGEMENT COMMITTEE MEETING HELD ON TUESDAY 24 JANUARY 2023
AT 6:00 PM, HYBRID MEETING VIA VIDEO CONFERENCE AND IN GWHA OFFICES, 5 ROYAL CRESCENT,
GLASGOW**

PRESENT:

Nicola Adams
Anila Ali¹
Steve Bruce
Anne Campbell
Issie Gracie Chairperson
Nina MacNeill
Joginder Makar
Billy Robertson
Yushin Toda

ATTENDING:

Elaine Travers, Chief Executive
Iain Nicholl, Corporate Director²
Jen Barrow, Services Director²
Daniel Wedge, Technical Director^{1,3}

APOLOGIES:

Amy Robertson

LEAVE OF ABSENCE:

OBSERVERS:

WELCOME

- 1.0** The Chairperson noted apologies, introduced and welcomed all Management Committee Members (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 Election of Chairperson

In advance of electing a new Chair, MCMs formally recorded their thanks and best wishes to J Heaney for his service to GWHA over a particularly challenging and unprecedented period. Nominations were then called for the Office Bearer position of Chairperson, with A Campbell nominating I Gracie, and Y Toda seconding. With unanimous support from MCMs, and no other nominations, I Gracie was duly elected. I Gracie thanked MCMs for their support and proceeded to Chair the meeting.

Election of Vice Chair

I Gracie called for nominations for the backfill position of Vice Chair, with B Robertson nominated by A Campbell, seconded by Y Toda. With unanimous support from MCMs, and no other nominations, B Robertson was duly elected. B Robertson thanked MCMs for their support.

¹ Online

² 1.0-3.1 and 6.0

³ 1.0-3.1, 4.3 and 6.0

3.0 Minutes

3.1 Management Committee Meeting: 29 November 2022

3.1.1 Adoption of Minute

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

3.1.2 Matters Arising

Item 3.4 MC appraisals Plan 2023

MCMs acknowledged the Chair resignation impact, agreeing to the rescheduling of appointments by one week: to week beginning 20/02/23. It was confirmed that paperwork would be issued week beginning 30/01/23 and that office/remote appointments would be available to accommodate MCM commitments.

3.2 MC Action Plan Compliance

Report No.1 was considered and progress and compliance acknowledged.

4.0 Governance

4.1 Execution Of Documents

There were none

4.2 Membership Applications

Report No. 2 was considered and MCMs approved unanimously the Cat A application.

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

4.3 Registers: Compliance Reporting

Report No. 3 was considered, recent recording in the Registers was noted, and SHR closure of Notifiable Events (NEs) 30211 and 30212 was welcomed. An update on NE 1004349 was presented, with MCMs assured of progress through the agreed Action Plan, noting priority focus on finalising the pricing schedule for issue this month (with a 4 week response time), whilst concurrently developing the contract to reflect the agreed terms; preparing for mobilisation of the project towards a site start in June; and developing a Minute of Agreement for the purposes of recording homeowner support for the project. MCMs were also alerted to tentative discussions with four homeowners regarding potential acquisition of their properties through funding provision in the Local Authority Affordable Housing Supply Programme (AHSP) subject to favourable terms and policy compliance.

MCMs moved to consider NE 30299, with further awareness of tenant dissatisfaction with the service through Annual Tenants Conference (ATC) feedback and MC (tenant) personal experiences. MCMs were assured over the ongoing measures in place to mitigate risk, including advanced, positive engagement with two highly recommended alternative contractors; legal advice supporting the 2019 –v- 2011 contract (which includes provision for non-renewal of the service from the end of March); and contingency planning in the event the current contractor withdraws services. On this latter point MCMs noted that communications were under development for ensuring prompt notifications for tenants and residents in the event of this occurrence. MCMs also noted that the torturous process of obtaining reliable performance data from the existing contractor was ongoing, and that whilst efforts continued in this respect (including the introduction of additional in-house systems to help bridge the information gap), there remained a risk insofar as our ability to produce complete, robust ARC (Annual Return on the Charter) performance data for the whole of the current reporting year 2022/23. The sheer frustration from tenants and staff alike was acknowledged, with MCMs confirming support for the outlined strategy for addressing the service delivery issues at the earliest opportunity; and with commented preference to avoid future reliance on a solo/primary contractor noted.

A verbal update on NE 30366 was provided with reference to the MC Memo issued 18/01/23, and with presentation of the published article. MCMs were satisfied that the response to the media enquiry was

appropriate and proportionate, and that the published article was factual insofar as GWA's year-end performance. MCMs commented on the current, much-improved performance as reported through regular MC reporting, and were relieved that the article avoided a potentially outdated and sensationalist headline that could have been damaging to the association's reputation and to tenants' confidence. MCMs noted that the SHR had been informed in advance of the article being published in compliance with NE Guidance, and that there had been no contact from GWA stakeholders since its publication. Reporting of the NE to conclusion was confirmed.

There were no EPBs (Entitlements, Payments and Benefits) or data breaches to report, and next quarterly reporting on the SAR (Subject Access Requests), FOI (Freedom of Information) and EIR (Environmental Information Regulations) Registers was scheduled for 28/02/23. Reporting on the Health and Safety Register is as previously agreed.

4.4 Contingency Planning: Festive Close Evaluation

MCMs considered Report No.7, noting compliance, trends and learning from low-risk procedural non-compliances; and prompt follow-up with residents and contractors on EM call-outs. MCMs noted that concierge service provision was aligned to current resource capacity; and that the potential risks insofar as contractor service delivery over the festive period had not materialised. A MCM commented that the paper copy of the EM/Contingency procedures had been particularly helpful in ensuring a prompt response to an issue that had arisen during the office closure, and separately, there was a plea for the reinstatement of the concierge out-of-hours support service for all tenants. On this latter point MCMs were reminded of general recruitment challenges, and were alerted to the imminent open advert for recruitment of concierge. There was also confirmation of plans for a review of the Estate Services Strategy to ensure a sustainable service delivery model for the future, to be informed by tenant feedback through the recent Future Services Survey. With assurances over the robustness of the contingency procedures, and the availability of staff to respond to major incidents, the festive close arrangements for 2023 were approved subject to exigencies at the time.

4.5 Dover Street opening ceremony plans

MCMs confirmed support for a ceremony to mark the completion of this development, with agreement that proposals would be brought to the MC meeting in April, paced with the anticipated completion July 2023.

4.6 MC Planning and Support Policy: Committee Training Forum (CTF) 2023

MCMs welcomed tenant interest in the CTF, with optimism that this would lead to nominations for election to the MC at the AGM. It was confirmed that MCMs are welcome to join the (hybrid) sessions commencing early March. Separately it was noted that a previous CTF (tenant) graduate had been contacted to gauge interest in appointment to the MC through the current casual vacancy, with an update on this to be provided to the next MC meeting.

MCMs were made aware that the SHR had advised of their Register of people with RSL experience if GWA were interested in exploring this as a means of recruiting for the MC. MCMs confirmed a preference for tenant MCMs at this time, whilst also noting that it was helpful to know about this for succession planning purposes.

4.7 Strategy Review Evaluation and Corporate Plan principles

MCMs considered Report No. 6, noting strong and consistent strategic performance in a challenging year; agreeing an enjoyable and informative event; and confirming a preference for a similar format for 2023. There was discussion in relation to the Corporate Strategy, in particular the options for a refreshed Mission and Values drafted from the SR workshop feedback, with MCMs supporting a reference to "excellence" in the Mission statement; and with emphasis on the importance of ensuring our Values are meaningful and reflect our culture and aspirations. MCMs noted support for the strategy and priorities from tenants responding to the Future Services Survey, and from ATC attendees; and noted also the plans for staff consultation via the annual staff conference in March, with a view thereafter to further reporting and final sign-off by the MC 29/03/23. The principles for the development of the Corporate Plan for 2023-28 were

approved, with initial focus on repairs, investment and customer services, and with acknowledgement to the capacity for change in the context of current internal and external challenges.

SERVICES

5.0 NOTE: Agenda numbering error

6.0 Services

6.1 ATC⁴ evaluation/Rent consultation

Report No.6 was considered; staff and tenant evaluations were discussed, learning for future events was acknowledged (primarily logistical issues), and positive feedback was welcomed: with specific note to the support for the Corporate Strategy to 2028, and the interest from tenants in the scheduled Committee Training Forum and in Management Committee membership.

Progressing to the rent review consultation (Table 1), MCMs welcomed the 261 consultation responses (17.5% of all tenancies), noting 41 (15%) of these from ATC Attendees, and the remainder from the pre-ATC consultation PI (performance indicator) to proactively contact a minimum 15% of tenants.

Table 1	Total Responses		In Agreement		Not in Agreement		Abstention /Indifferent	
	No	%	No	%	No	%	No	%
Pre-ATC	220	84	77	29	142	54	1	0.3
ATC – In person	35	13	8	3	21	8	6	2
ATC – Remote	6	3	1	0.3	5	2	0	-
Total	261	100	86	33	168	64	7	3

MCMs noted that 64% of total responding tenants were not in favour of the proposed 5% set out in the consultation leaflet, with particularly strong opposition from some ATC Attendees around the impact of the increase on already pressured household incomes, and in the midst of dissatisfaction with the response repairs service and investment programme. There was also note to the intimated 20-25% increase in service charges for 2023/24 (in addition to the mid-year 2022/23 increases), with contractors citing increased fuel, material, energy and wages costs, as well as parking charges.

Mindful of the strength of objection from tenants, rent review options alternative to those previously presented⁵ had been prepared for MC consideration, with these options reflecting further remodelling of the Business Plan, including levelling of the investment programme and phasing of the EW1 (external wall insulation) pilot project. Additionally reflecting the Scottish Government's recent decision to withdraw rent restrictions in the social rented sector from 26/02/23, which had provided more certainty insofar as budgeting for the rent increase from 28/03/23.

In the discussion that followed, MCMs considered a range of variables on the Business Plan, all the while mindful of the challenges of forecasting in this ongoing period of uncertainty, and of their important role in reaching an optimum balance between the rent policy factors, including taking account of tenant feedback; ensuring contingency for emerging and/or unforeseen risks and regulatory requirements; and protecting the association's property assets: providing excellent customer services and decent, affordable, energy efficient and sustainable homes for future generations. Within this context MCMs were reassured that the revised assumptions were tolerable; that provision had been made for current and pipeline new build developments; and that there was capacity for private finance if required in future, subject to the appropriate due diligence. Also that the approach to Business Planning remained cautious pending plans for independent validation of the Life Cycle Costing data, as per the Corporate Plan initiatives 2022/23.

Mindful of GWHA's embedded prudent planning, and traditionally strong financial position, and with

⁴ Annual Tenants Conference

⁵ MC 08/11/22

confirmation that the revised Business Plan could support a 3.75% increase this year, MCMs veered towards this option, which, alongside the postponement of Year 4 of the rent restructuring programme, and the previously agreed tenancy sustainment measures, delivered immediate support for the most vulnerable households in these unprecedented times, whilst also acknowledging and responding to tenant concerns over service delivery. MCMs noted that this option represented only a 0.25% (rent increase) shortfall over the 2-year period to 2025 (in comparison to the originally proposed option). It was also observed that the 3.75% was 6.75% less than CPI (10.5% December 2022); represented a 25% reduction on the originally proposed 5%; and was GWHA's third consecutive below-inflation increase. MCMs were in agreement that, alongside the ongoing in-house focus on efficiencies, it was important for tenants to be informed of the factors that influenced the pared back increase, and of the associated recovery plans, including the likelihood of CPI + increases in future years to offset and prevent a longer term impact on the Business Plan.

In closing the discussion MCMs recorded their appreciation for the tenants who took the time to contribute to the consultation, and were in agreement that advance notice of the 3.75% increase should be provided via the website and social media channels in a further measure to help alleviate immediate tenant concerns. MCMs also reiterated the importance of delivering on investment commitments, and in urgently addressing the shortcomings in the repairs service.

POST MEETING NOTE

With a tight timescale for delivery of the rent review notifications (26/02-01/03) and with potential for Royal Mail strike action impact, letters will be delivered by members of staff with prior information briefings setting out the importance of GDPR⁶ compliance.

7.0 Regeneration

7.1 EWI Project: Offer of Grant Compliance

MC considered Report No.7, noting compliance with the offer of grant conditions.

OTHER BUSINESS

8.0 Any Other Urgent Business

8.1 Engagement Plan: SHR attendance at MC meeting

MCMs were alerted to recent communications with the SHR, with suggested attendance at either the February or March MC meeting in line with the Engagement Plan. MCMs welcomed the opportunity to meet with the SHR, extending an invitation to the 28/02/23 MC meeting. MCMs noted that further information would be provided by the SHR in advance of the meeting.

9.0 Items For Future Agendas

Equalities and Human Rights (HR) Strategy: HR compliance rT: 28/03/23

Dover St: GW @ 40 mural (options) rT: 28/03/23

10.0 Date Of Next Meeting

28 February 2023

CLOSE

⁶ General Data Protection Regulations