

**MINUTE OF GWHA MANAGEMENT COMMITTEE MEETING HELD ON TUESDAY 24 SEPTEMBER 2024  
AT 6:00 PM, HYBRID MEETING VIA VIDEO CONFERENCE AND IN GWHA OFFICES, 5 ROYAL CRESCENT,  
GLASGOW**

Minute signed:	Date:
----------------	-------

**PRESENT:**

Nicola Adams  
Anila Ali<sup>1</sup>  
Rowan Evenstar  
Nina MacNeill  
Joginder Makar  
Billy Robertson (Chair)  
Yushin Toda  
Ekpe Ukpe<sup>1</sup>

**ATTENDING:**

Elaine Travers, Chief Executive<sup>1</sup>  
Iain Nicholl, Corporate Director<sup>2</sup>  
Jen Barrow, Services Director  
Daniel Wedge, Technical Director

**APOLOGIES:**

Issie Gracie  
Amy Robertson  
Debbie van Pomeran Reilly  
Surjit Chowdhary

**LEAVE OF ABSENCE:**

None

**OBSERVERS:**

None

**Pre MC Training: Services - Sustainment & Management, Jen Barrow, Services Director.**

**WELCOME**

**1.0** B Robertson chaired the meeting in I Gracie's absence. MCMs were introduced and welcomed, apologies were noted, and the order of business was confirmed. The general interests of Tenant Members, and GWEn service users, along with the specific interests of E Travers and A Ali 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: 27 August 2024**

**2.1.1 Adoption of Minute**

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

---

<sup>1</sup> On-line

<sup>2</sup> Online (items 3.1, 3.2 and 4.0)

- 2.1.2 Matters Arising
- 2.1.2.1 Item 3.9 Strategy Review Planning: Draft Agenda  
MCMs reviewed the presentation, confirming arrangements for the Strategy Review on 22/10/24, including strategic themes around risk appetite and GWEn.
- 2.1.2.2 Item 3.10 R15:H&S Compliance – reporting clarifications  
MCMs considered Report No. 1, agreeing that the wording in the supplementary report provided the additional context and clarification required to satisfy MCM assurance over statutory responsibilities for Health & Safety.
- 2.1.2.3 Item 3.11 GWSF Consultation: Better Protection for CBHAs<sup>3</sup>  
Whilst aware that the timescale for responding to the consultation had now expired (with item having been deferred from 27/08/24 meeting), MCMs confirmed an interest in further discussing the issues at a future date.

## 2.2 **Audit Sub-Committee Meeting: 10 September 2024**

- 2.2.1 Adoption of Minute  
The minute of the meeting was accepted unanimously as a correct record, without amendment; proposed by J Makar and Y Toda.
- 2.2.2 Matters Arising:
  - Item 4.0 Systems Audit Report: Complaints Management Audit  
A verbal report elaborating on the audit outcome was presented, with specific note to the learning and actions in place to enhance data recording and reporting. MCMs were assured of low-risk audit outcomes and were content to continue reporting against the actions through the ASC
  - Item 4.6 Risk Review: CWST<sup>4</sup> maintenance and procurement.  
It was noted that Report 15, *Tenant & Resident Safety Compliance Progress* covered the subject of Item 4.6 matters arising report, with agreement to defer to that report for the update.
  - Item 4.6 Risk Review: GWEn Board Composition  
MCMs considered the presentation, recognising the challenges of operating at minimum capacity and noting an inability to recruit external board directors due to the 60/40 composition rule. Alert to the governance risks, both B Robertson and J Makar volunteered to consider membership of the GWEn Board, and this was approved unanimously by MCMs.
  - Item 6.3.1 GWEn Standing Orders: amendment re: Minute approval  
Noting recommendation from the GWEn Board, MCMs supported the proposed amendment to GWEn Standing Orders with a view to ensuring Minutes of the GWEn Board meetings are presented expeditiously for approval:

*The minutes shall be circulated by email to attending Board Directors within 14 days of the meeting and shall be accepted as a correct record with or without amendment. The minutes shall then form the official record of GWEN and shall be conclusive evidence of any fact recorded therein. Approved minutes shall be signed by the person presiding at the next meeting of the Board and shall be retained for a period of at least 10 years.*

## 2.3 **MC Action Plan Compliance**

Report No. 2 was considered, and progress and compliance acknowledged.

MC 11/06/04 Item 2.4.1 SENSITIVE DATA

## 3.0 **Governance**

<sup>3</sup> Community Based Housing Associations – Response date 30/08/24 passed

<sup>4</sup> Cold Water Storage Tank

- 3.1 Execution Of Documents
- 3.1.1 RBS Amendment Agreement<sup>3</sup>  
MCMs noted that the amendment document was required to remove the loan covenant, as per discussions at the MC Meeting 28/05/24. It was agreed that the associated extract minute would be circulated for MC review in advance of consideration at the next MC meeting 08/10/24.
- 3.2 Membership Applications  
There were none.
- 3.3 Registers: Compliance Reporting  
Report No.4 was considered, with reporting to the MC(C) 08/10/24 on data breaches, EPBs<sup>5</sup> and on the SAR, FOI and EIR<sup>6</sup> Registers confirmed. MCMs noted that there were no live NEs at this time and the proposed case review of NE 1004349 at MC meeting 29/04/25 was approved.
- 3.4 Services “policies” review schedule  
MCMs considered Report No. 5, acknowledging the challenging historical context, and approving the proposed changes including a standard five-year policy/strategy review term (except for the annual rent and service charges review) and the five-year review schedule based on risk, and subject to exigencies.  
POST MEETING NOTE:  
The report purpose to be amended to note review (rather than retiral) of the Performance Leadership Strategy to align with the Corporate Strategy.

## 4.0 Finance

- 4.1 GWEn Annual Accounts  
MCMs received the annual report and financial statements as presented at Report No. 6, acknowledging approval at the GWEn Board meeting on 15/08/24. The movement in revenue from £934k to £1.1m was confirmed as increased management fees, property insurance, services and repairs recharged; with the increase in administrative expenses also due primarily to increased property insurance costs, services and staff service delivery costs (as per the Service Level Agreement). MCMs appreciated GWEn decision to donate 100% profit for the year (£33,568) to GWHA.
- 4.2 GWEn Letter of Support  
The letter of Support at Report No. 7 was considered and approved unanimously by MCMs for signature by Issi Gracie, Chairperson.
- 4.3 Group Accounts  
Report No. 8, the consolidated report and financial accounts of GWHA and GWEn, and the aligned letter of representation (repeating the reference from 2023 to a contingent liability relating to the SHAPs pension scheme) were approved unanimously by MCMs, for signatory (in I Gracie’s absence) by N MacNeill (Secretary), Y Toda (Treasurer) and Billy Robertson (Vice Chair). In response to MCM query regarding the operating deficit, it was confirmed that the association is financially sound, with the sums in question due to expenditure on the second stage transfer properties which cannot be capitalised at this time. Overall profitability (value) of the group was noted as £37.4m (reduced from £39.3m due to the operating deficit).

## SERVICES

### 5.0 Services

- 5.1 Compliance Self- Assessment progress: Damp & Mould  
MCMs considered Report No. 9, noting update from last report to incorporate self-assessment against recent UK Government guidance. MCMs confirmed appropriate and proportionate progress across the compliance areas as providing additional assurance to inform the Annual Assurance

<sup>5</sup> Entitlements, Payments and Benefits

<sup>6</sup> Subject Access Requests, Freedom of Information, Environmental Information Regulations

Statement 2024. The support available for residents suffering from fuel poverty was confirmed as including fuel bank foundation vouchers for residents with payment meters.

5.2 SES<sup>7</sup>: Community Events report/action plan

MCMs considered Report No.10, noting completion of the Community Engagement Events, and reviewing attendance and feedback themes. The plans for publishing the feedback were agreed (post MC meeting) and the timeline for adopting an action plan (to include consultation with tenants via the Annual Tenants Conference) were approved. MCM feedback regarding the amount of notice provided, and the overlap with other meetings (Community Council) were captured to inform future planning.

5.3 GWHA/GCC leases for TFFs<sup>8</sup> (review)

MCMs agreed to set this aside (low risk) pending the rescheduled meeting with the Local Authority at the end of October.

**6.0 Technical**

6.1 Environmental Panel: GCGC<sup>9</sup> Awards

MCMs considered Report No. 11, noting commendable efforts of residents in enhancing the common areas, and approving unanimously the recommendations of the GCGC judging panel. Progress against the identified Garden Grant Initiative Consumer Panel actions was noted, and continuation of the community sustainment initiative to 2025 was agreed.

6.2 Major Works and Investment Update (Inc Priority PDP)

MCMs considered Report No.12, confirming appropriate progress and action across the priority projects. In response to MCM queries, it was confirmed:

- a) Redirected budget from delayed stonework project (Byres Road) facilitated an accelerated programme of elemental replacements (KBRs) in 2024/25.
- b) Tender/framework call-off for 640 Argyle Street pilot retrofit project scheduled for Q4.
- c) Consultation with St Vincent Terrace homeowners planned for Q4 to canvass support for ground investigation surveys to inform ground source heat viability.
- d) Further engagement with homeowners to encourage participation in the close painting programme

The ongoing challenges in mixed tenure developments were discussed, with MCMs contemplating mechanisms for delivery of projects that mitigate risk for GWHA (including protection of property assets, regulatory compliance and resident satisfaction levels) against corresponding financial and governance risks. On balance, MCMs agreed delegated authority to the CE to determine the SVT and close painting projects, within a robust business case framework including budget considerations. Ongoing reporting to the MC on these matters was confirmed.

6.3 Procurement Report: Response Repairs and Voids (2024 plus)

MCMs considered Report No. 13, noting the direct award appointment to the Bell Group for response repairs and void services from the Procurement for Housing framework, in context of previous MC options review, GWHA 2024 Procurement Strategy and Activity Plan, pre-appointment due diligence, and regulatory compliance. MCMs queried evidence of improved performance (relative to the previous contract) in support of the Bell Group appointment; and welcomed the verbal report of a reduced number of formal complaints, higher levels of tenant satisfaction, and positive feedback from the recent community engagement events. MCMs noted further reporting on these matters to the MC meeting 05/11/24 as part of the call-handling options appraisal.

6.4 LCC Phase 2: stock condition survey validation

MCMs considered Report No.14 acknowledging surveys now underway following recent delay in the programme; with progress reporting to the MC meeting 05/11/24.

---

<sup>7</sup> Services Engagement Strategy

<sup>8</sup> Temporary Furnished Flats

<sup>9</sup> Good Close / Garden Competition

6.5 Tenant & Resident Safety compliance progress report  
Report No. 15 was considered and progress against the actions within the compliance self-assessment was acknowledged as supporting evidence for completion of the 2024 Annual Assurance Statement. MCM concern regarding the slow progress against the CWST<sup>10</sup> plan was accepted, with reassurance of recovery actions underway, including incumbent contractor performance review, exploring alternative contract options (Q3), and enhanced data management within the remit of the recently appointed Compliance Officer. MCMs moved to consider electrical safety performance, noting escalating action to address the 33/1489 “no access” cases from 2023/24. On the 23/1489 recently expired EICR certificates, MCMs agreed that this procedural breakdown, albeit identified early, and the subject of priority recovery action and learning, had nonetheless presented a H&S risk. Regulatory guidance and SHR advice (from pre-emptive discussion) were reviewed from this standpoint, with MCMs in agreement on balance of risk, to report the matter as a Notifiable Event, and as an area of non-compliance within the Annual Assurance Statement; recording the procedural breach as the key influencing factor in this governance decision.

## 7.0 Regeneration

### 7.1 Corunna Street

MCMs considered Report No. 16, noting planned site start January 2025 subject to tender approval and statutory consents. The latest positive report on the Japanese knotweed was welcomed “... *not considered to be a major constraint preventing or further delaying the development of the site*” with note to further advice being sought on whether a membrane under the backcourt would help mitigate risk of recurrence of this invasive species. Further reporting to MC was noted insofar as clarifying rights of access to the lane, ownership of the tree in the rear lane, and plans for overcoming technical challenges around drainage.

### 7.2 Burnbank House: 25 Burnbank Gardens

MCMs noted progress update as per Report No. 17, acknowledging imminent completion of the Development Agreement for signature by the CE under previous delegated authority; subject to satisfactory review of the backcourt design to secure Stage 2 Building Warrant.

## OTHER BUSINESS

### 8.0 Any Other Urgent Business

There was none.

### 9.0 Items For Future Agendas

Environmental (backcourt) P1 supported business review, rT:Nov  
Human Rights Act: Compliance rT: Dec

### 10.0 Date Of Next Meeting

MC Corporate 8 Oct  
Strategy Review 22 Oct

## CLOSE

---

<sup>10</sup> Cold Water Storage Tanks