

**MINUTE OF GWAH MANAGEMENT COMMITTEE MEETING HELD ON TUESDAY 17 MAY 2022
AT 6:00 PM, HYBRID MEETING VIA VIDEO CONFERENCE AND IN GWAH OFFICES, 5 ROYAL CRESCENT,
GLASGOW**

PRESENT:

Nicola Adams¹
Anila Ali¹
Steve Bruce
Anne Campbell
Issie Gracie
Joe Heaney Chairperson
Nina MacNeill²
Joginder Makar¹
Billy Robertson¹
Yushin Toda ¹

ATTENDING:

Elaine Travers, Chief Executive
Nicola Stobie¹, Services Director
Daniel Wedge, Technical Director

APOLOGIES:

Amy Robertson

LEAVE OF ABSENCE:

OBSERVERS:

ARC³: Introduction & Briefing, led by Nicola Stobie, Services Director

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 Campbell⁴ 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: 19 April 2022

2.1.1 Adoption of Minute

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

2.1.2 Matters Arising

Item 3.6 AGM Arrangements

The venue was confirmed as the Salvation Army Church/Community Centre on Houldsworth Street.

Item 5.1 Good Close/Garden Judging

MCMs noted closing date of 15/07/22, with provisional date for judging 25/07/22.

Item 5.2 MC/Staff social

The Event was confirmed as 13/07/22 4pm-6pm, with further details to follow.

¹ Items 1.0-5.3

² Remote

³ Annual Return on the Charter

⁴ pending

2.2 MC Action Plan Compliance

Report No. 1 was considered and progress and compliance acknowledged. It was noted that a proposal for MCM input to the self-assessment of Human Rights compliance would be brought to the 14/06/22 meeting (Action: MC Meeting 29/03/22); and that updates on the private sector development projects in Finnieston (former police station) and St Vincent Crescent/Minerva Street would be uploaded to the intranet when available (Action: MC Meeting 23/06/21). A MCM query regarding vacant land in Argyle Street (antique's market) and in North Claremont Street (former sandwich shop) was noted for investigation.

2.2.1 REDACTED

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.3 was considered. MCMs discussed NE 1004349, repeating concerns over the escalating costs and resident impact. MCMs were also mindful of ensuring a robust investigation, and with this process nearing completion, there was agreement to host an additional MC Meeting with the opportunity for all MCMs to review the information REDACTED. NE 30006 was then considered and notwithstanding SHR closure of this Event, MCM concerns that the incident had not been escalated internally were fully accepted, with reassurance that learning, and future expectations, had been reinforced through the Teams.

MCMs moved to consider the presentation aligned to the EPB Register, endorsing the housing allocation approved by the CEO and Vice Chair in line with policy.

Data compliance was noted, and the quarterly SAR, FOI and EIR submissions were acknowledged. H&S reporting is as previously agreed.

3.4 SHR engagement plan compliance

Report No. 4 was considered, and amended dates 09/05 and 10/05 noted. Positive feedback from the SHR meeting 10/05 was welcomed, with specific note made to the comprehensive monthly reports and progress against the Engagement Plan actions. MCMs were advised that the SHR would review NE 1004349 REDACTED, and that a date for attendance at a MC meeting would be confirmed at a later date.

3.5 Health and Safety Compliance

Report No.5 was considered with MCMs noting strong operational performance, and agreeing actions in the context of MCM statutory responsibility for H&S. The additional compliance reporting against the H&S Register and RIDDOR was referenced, and the recently procured Landlord Safety Manual (EVH) was agreed as a compliance enhancement measure, with self-assessment scheduled for MC reporting Q3 2022/23, in preparation for a scheduled external audit Q3 2023/24. First Aid training arrangements (for a 2nd First Aider) were acknowledged, and the potential for a defibrillator in proximity to the Hyndland housing stock was confirmed as a Corporate Plan initiative. MCMs noted that concierge staff were advised to contact the Emergency Services in the event of a medical emergency, providing interim support only where this is consistent with the advice from the contact centre.

4.0 Finance

- 4.1 Procurement Report (interim) – Financial Auditing Services
MCMs considered Report No. 6, noting the procurement timeline and critical path, and agreeing delegated authority to the CE to confirm the contract award, subject to tender price review, with retrospective reporting to the MC.

5.0 Tenancy Services

5.1 / 5.2 ARC (End of year) Performance

Report No. 7 was considered in conjunction with the summary presentation on the key points against each of the Scottish Social Housing Charter (SSHC) outcomes. Performance, trends and peer group comparisons across all outcomes were reviewed in the context of external challenges for service users, and for the organisation. The following was noted from the discussions, and the pace of recovery as recommended in the PIs and initiatives (aligned to the Corporate Plan 2022/23) was approved:

- a) Void performance: early signs of improved communication, with additional measures introduced by the contractor (mobile stock vans / performance related pay) to assist PI compliance;
- b) Service Satisfaction: performance reflects a MCM experience as a tenant, with agreement that there must be measures for initiating complaints, other than to the person/department in question;
- c) Communication: consideration to be given to including principal direct line telephone numbers and email addresses to the newsletter;
- d) SHQS/EESSH: abeyances reflect challenges in delivering investment works, with ongoing contact with residents to provide further information, assistance and support to progress.

The outcome of the systems audit was welcomed “42/42 indicators achieved satisfactory status”, and the auditor’s comment “the association has a good method of gathering, calculating and audit trailing the information for the indicators checked” was accepted as providing external validation and reassurance. MCMs also accepted the post-audit amendment to the SHQS/EESSH data with explanation from the Technical Director.

Acknowledging the multiple levels of scrutiny of data to demonstrate compliance with regulatory compliance, MCMs delegated authority to Iain Nicholl, Corporate Director to submit the ARC to the SHR in line with GWHA’s target timescale of 25/05/22

5.3 RTO⁵ Compliance

MCMs noted that the previously registered RTO was in the process of dissolving and that no other active RTOs were registered with GWHA.

6.0 Regeneration

6.1 Dover Street – Confirmation of Kitchen Fittings

MCMs considered the options available, and with one amendment by a MCM, confirmed the preferred option as 1D (unit/worktop). Option 1 handle was also accepted as the only option to the meet Housing For Varying Needs standards.

7.0 Technical

7.1 Procurement Strategy:

7.1.1 2021 / 22 – Concluded Procurement

MCMs noted concluded procurement as outlined in Report No. 8.

7.1.2 2022 / 23 – PDP⁶ and Major Works Update

The PDP presented at Report No. 9 was approved, in the context of the accompanying Risk Schedule, and with note to the following:

- a) The EESSH EPC project is aimed at enhancing data to inform investment plans;

⁵ Registered Tenant’s Organisation (Burnbank Gardens)

⁶ Procurement Delivery Plan

- b) The requirement for QS services for cyclical painting will be reviewed, with potential for budget savings;
- c) Whilst high risk projects are the current priority, external partnerships and funding opportunities continue to be explored to facilitate progress of 40th anniversary/environmental/sustainability projects.

7.2 Procurement Report (interim) – Fire & Electrical Safety

Report No.10 was considered, with a verbal update to note that the *quality* assessment had been completed, and that the final evaluation to incorporate *costs* would be completed imminently. To ensure critical path commencement of works, MCMs delegated authority to the CEO to confirm the contract award, in the event that additional DA is required over and above routine policy and DA levels; subject to tender price review, with retrospective outcome reporting to MC meeting 14/06/22.

7.3 SHQS & EESSH Update

MCMs considered Report No. 11, as a supplement to the ARC report; noting the following:

- a) The SHR is aware of the context to the EOY performance, and has been kept informed of the measures in place to address the areas of non-compliance within the 2022/23 reporting year; this includes the smoke/heat detector programme Q3 and the SVT project Q4.
 - b) An application for Scottish Government funding is due to be submitted to assist with exploring innovative EE solutions;
 - c) Options for introducing electric charging points is included with the Car Parking Strategy;
- MCM shared concerns regarding EE/fuel poverty, with a query regarding the options for rehousing to be answered at the next MC Meeting.

OTHER BUSINESS

8.0 Any Other Urgent Business

8.1 Yardworks Project

MCMs considered the presentation, agreeing “in principle” the partnership, subject to receipt of a proposal and method statement that demonstrates compliance with GWHA’s strategic principles.

8.2 Equalities and Human Rights Strategy

MCMs noted the report from a recent SFHA/GWSF/SHR webinar, in particular the potentially conflicting GWSF/SHR positions around the collection of equalities data. MCMs confirmed GWHA’s position as agreed at the MC Meeting 29/03/22, with consensus to keep the matter under review to reflect emerging advice.

9.0 Items For Future Agendas

EWI Options Appraisal : (TBC)

10.0 Date Of Next Meeting

MCMs agreed to proceed with the MC meeting on 14/06/22, with the Corporate Director leading. The ASC meeting was confirmed as Tuesday, 07/06/22.