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

PRESENT:
Nicola Adams[1]
Anila Ali[1]
Issie Gracie (Chairperson)
Nina MacNeill
Joginder Makar[1]
Amy Robertson[1]
Billy Robertson
Ekpe Ukpe
Debbie van Pomeren Reilly[1]

ATTENDING:
Elaine Travers, Chief Executive
Iain Nicholl, Corporate Director

APOLOGIES:
Surjit Chowdhary
Rowan Evenstar
Yushin Toda

LEAVE OF ABSENCE:
None

OBSERVERS:
None

Pre MC Training: SHAREPOINT/Digital Access, Neil Pyott (Corporate Officer, IT) Raymond Morar (Corporate Administrator, IT)

WELCOME

1.0 The Chairperson noted apologies, introduced and welcomed MCMs to the meeting, and confirmed the order of business. The general interests of Tenant Members, and GWEn service users, along with the specific interests of E Travers and A Ali as GWEn Board Directors 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.

Post Meeting Note: D van Pomeren Reilly's undeclared interest in agenda item 5.2 was noted during the meeting proceedings, as recorded in the minute.

CORPORATE

2.0 Minutes

2.1 Management Committee Meeting: 8 October 2024

2.1.1 Adoption of Minute

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

2.1.2 Matters Arising

Item 3.1.2 Execution of Documents – Internet Banking Form

MCMs noted that that contrary to the Minute, this document was signed by E Travers in line with the

[1] On-line

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banking and GWHA authorities .

2.2 MC Action Plan Compliance

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

2.2.1 Redacted sensitive data section 43 [redacted]

3.0 Governance

3.1 Execution Of Documents

There were none

3.2 Membership Applications

There were none

3.3 Registers: Compliance Reporting

MCMs noted from Report No. 3 the update on NE[2] 31086, agreeing appropriate and proportionate action to address the procedural non-compliance (as confirmed in reporting to the SHR 03/10/24); and acknowledging the recovery pathway towards full compliance by 31/03/25; and planned procurement review Q1 2025/26. The revised process towards forced access (as a last resort) was approved, with legal advice, and as a precursor to informing other H&S regulatory compliance procedures. The reasons for no-access were reported as variable, often tenant apathy; with MCMs noting challenges in recovering the associated costs, and with agreement that regular tenant communications insofar as the cost/rental impact, H&S risks and regulatory requirements, is important to raising awareness.

SERVICES

4.0 Services

4.1 Service Engagement Strategy [draft] Plan

MCMs approved “in principle” the plan as presented at Report No. 4, subject to tenant consultation, and with note to the plans for enhancing the layout of the document for publication.

4.2 ARC (mid-year) Performance Report

MCMs reviewed Report No. 6, noting performance, trends and progress against the identified initiatives; and approving the streamlined framework for mid-year reporting purposes, and the revised targets in the context of risk review. An MCM query in relation to the GDPR initiative was noted for clarification, and the following action points were recorded from MCM feedback:

a) A review of the RAG[3] colour coding and associated percentages to ensure consistency and clarity across all governance reporting.
b) With reference to tenant satisfaction levels, ensuring opportunities are always available, and actively promoted, for attendees to raise personal/tenancy specific matters before and after events (e.g. ATC, AGM), with the aim of managing expectations insofar as the purpose of an event, and in turn helping mitigate any perception that tenant voices are not being heard during the proceedings.
c) Ensuring methods of communication (e.g. telephone/text/digital) reflect tenant preferences to optimise administrative efficiencies.

4.3 Revised SSHC 2022-27: Compliance Self-Assessment

MCMs considered Report No. 6, acknowledging progress and low risk carry forward actions.

4.4 Evaluation: Repairs Call-Handling Pilot [Bell Group]

MCMs considered the call-handling evaluation and risk-assessed options appraisal at Report No. 7, and

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[2] Notifiable Event
[3] Red/Amber/Green

whilst appreciating the rationale behind the soft launch of the service (to mitigate GWHA reputational impact) and the positive feedback including Bell Group technical expertise; efficiencies for tenants in arranging appointments (including out-of-hours service consistency), and for GWHA through real-time administration (from potential system integration); there remained queries for the MC around value for money (Bell Group v GWHA inhouse provision), service quality control, and mitigation of risks in the event of a breakdown in the partnership. Within this backdrop, there was consensus that further information was required prior to final decision-making, including data on the extent/volume of calls reported via GWHA and/or the Bell Group; and the scope for GWHA's telephone system to automatically redirect repairs calls to the Bell call-handlers (including awareness raising for tenants). Recognising that some time would be required to collate the additional data to develop the options appraisal, an extension of the pilot was agreed pending further reporting to the MC meeting May 2025.

5.0 Technical

5.1 Total Homes – Annual Report
MCMs considered Report No. 8, noting performance, demand, and costs incurred in the context of the identified risk profile; approving continuation of the enhanced service provision subject to ongoing performance monitoring, rolling initiatives, and future rent setting calculations. MC welcomed proposal to move Annual Report to Q1, enabling alignment with routine reporting periods. The "hot-spot" area monitoring and fly-tipping response were acknowledged, and MCM comment on the radical difference in kerbside appearance (since introduction of the service) was welcomed.

5.2 Consumer Panel Outcome: Concierge Service
MCMs considered Report No. 9, noting the outcome of the 2024 Concierge Service Consumer Panel (CP), wider resident engagement initiatives and participation levels; and approving the outlined action plan providing further opportunities for residents to help shape future service provision. The Chair acknowledged an MCM's undeclared interest in this matter, and confirmed it was acceptable for staff to engage with the MCM out with the meeting, consistent with measures available to other residents.

5.3 Car Parking: Policy Review 2024
MC considered Report No.10, approving the updated policy including Equalities Impact Assessment, and the carry forward of targeted procurement and investment in line with routine policy compliance. Car parking charges at the current 2020 levels were agreed for 2025/26, with delegated authority to the Chief Executive to agree the charges from 2026/27 subject to interim investment. In response to an MCM query it was confirmed that charges would be applied equally to existing and new car park users.

5.4 LCC Phase 2: stock condition survey validation
MCMs considered Report No.11, welcoming the external validation of (inhouse) stock condition assessments in support of the LCC review (16/05/23) "*our audits have concluded that the initially conducted surveys were both fair and accurate and represent a correct overview of elements at the time of visit*". With assurance of plans for a cyclical refresh of stock condition data to inform asset investment decisions, MCMs agreed satisfactory completion of this corporate plan initiative.

5.5 Integrated Asset Management (IAM) Guidance: compliance self-assessment
MCMs reviewed Report No. 12, the self-assessment against the SHR's[4] IAM advisory guidance, acknowledging current alignment, and proposed multi-priority action plan towards fully embedding a holistic approach for the effective management of property assets, with prudent investment and informed decision-making.

6.0 Regeneration

6.1 Projects Progress

6.1.1 640 Argyle Street – Cost and Procurement Plan
MCMs considered Report No. 13, approving the proposed 2-stage process, including framework tender exercise, to enable a further MC project review in the context of a higher than anticipated pre-tender

[4] Scottish Housing Regulator

Cost Plan. In response to MCM query it was confirmed that the ground floor commercial unit had been alerted to the works and responsibility for a share of the cost.

6.1.2 Corunna St

MCMs noted that, subsequent to reporting on 24/09/24, a further 2-week extension had been granted for tender returns, with a revised date of 18/11/24.

6.1.3 Dover St

MCMs were alerted to advice from the Employer's Agent of imminent communication from the contractor insofar as the final account. It was confirmed that this will be a matter for the MC to determine, with legal advice if required, and with a NE[5] to the SHR if the matter evolves to formal dispute resolution.

6.1.4 Burnbank House: 25 Burnbank Gardens

MCMs were advised of discussions with SFRS[6] and the planning department over a potential change to the back-court layout to facilitate access for fire-fighting equipment; with further MC reporting as this matter develops.

OTHER BUSINESS

7.0 Any Other Urgent Business

There was none.

8.0 Items For Future Agendas

Rent and Service Charges Review 24/25 (MC 03/12/24).
Environmental (backcourt) P1 supported business review (rT:21/01/25).
Estates Services and Waste Strategy > 24/25 (rT:25/03/25).
St Vincent Terrace project evaluation (rT:29/04/25).
Dover Street project evaluation (rT: Paced with contract review).

9.0 Date Of Next Meeting

Audit Sub – 19 November 2024
Corporate – 3 December 2024
Staff/Committee Social – 10 December 2024 – cancelled as per Memo
Governance Training: Whistleblowing & Notifiable Events – 26 February 2025 6pm
Governance Training: Code of Conduct, Entitlements, Payments & Benefits, Gifts and Hospitality – 21 May 2025 6pm

CLOSE

[5] Notifiable Event
[6] Scottish Fire and Rescue Service

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