

**MINUTE OF GWHA MANAGEMENT COMMITTEE MEETING HELD ON TUESDAY 14 MAY 2024
AT 6:00 PM, HYBRID MEETING VIA VIDEO CONFERENCE AND IN GWHA OFFICES, 5 ROYAL CRESCENT,
GLASGOW**

PRESENT:

Nicola Adams¹
Anila Ali
Rowan Evenstar
Issie Gracie (Chairperson)
Nina MacNeill¹
Amy Robertson¹
Billy Robertson
Yushin Toda
Ekpe Ukpe

ATTENDING:

Elaine Travers, Chief Executive
Jen Barrow, Services Director

APOLOGIES:

J Makar

LEAVE OF ABSENCE:

None

OBSERVERS:

Surjit Chowdhary MBE
Mohammed Namazi
Sharon Cairney

Pre MC Training: ARC²: Introduction & Briefing, led by Jen Barrow, Services Director

WELCOME

- 1.0** The Chairperson noted apologies, introduced and welcomed MCMs and Committee Training Forum (CTF) Member Observers to the meeting. The order of business was confirmed and 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. M Namazi declared an interest in respect of item 3.2.

CORPORATE

2.0 Minutes

2.1 Management Committee Meeting: 2 April 2024

2.1.1 Adoption of Minute

The minute of the meeting was unanimously accepted as a correct record, without amendment;

¹ On-line

² Annual Return on the Charter

proposed by E Ukpe and seconded by R Evenstar.

2.1.2 Matters Arising

Item 2.1.2 Dover Street (handover/opening)

MCMs noted that the snagging work within the development was almost complete, with most flats now locked up and ready for handover, subject to receipt of the validation/completion certificates from the Local Authority (LA). The LA's Contaminated Land Officer's (CLO) exacting requirements for discharge of the works remediation certificate (relating to the source of the back-court soil) was reported as the key area of contention in this regard; with GW plans to seek support from the LA Development Team (at the annual programme meeting on 20/05/24) to help resolve this matter. In terms of a GW opening ceremony, a provisional date of 11/06/24 (pre-MC meeting) for MCMs visit to the site was agreed.

Item 3.4 Pre-AGM formalities and MC Competencies

It was reported that the audit of the accounts was well underway in readiness for the AGM on 17/06/24, as originally planned. The potential for an election of MCMs was noted, with update/confirmation to the MC Meeting on 11/06/24.

2.2 MC Action Plan Compliance

2.2.1 MC 07/11/23 item 4.3.1 **SENSITIVE DATA REDACTED**

3.0 Governance

3.1 Execution Of Documents

There were none

3.2 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

3.3 Registers: Compliance Reporting

Report No.3 was considered and recent recording in the Registers noted. MCMs welcomed SHR closure of NE30790 and acknowledged NE1004349 remained open pending receipt of the LA works completion certificate. The action and learning from the data breach was accepted as appropriate and proportionate; and the SAR, FOI, EIR Register submissions were noted as compliant. H&S reporting is as previously agreed.

SERVICES

4.1 ARC³ (End of year) Performance Report

Report No. 4 was considered in conjunction with the summary presentation on the key points against each of the Scottish Social Housing Charter (SSHC) outcomes. Progress against the earlier self-assessment of compliance³ against the revised SSHC was accepted; and performance, trends and peer group comparisons across all outcomes were reviewed in the context of current challenges. The following was noted from the reporting, and the proposed PIs and initiatives for 2024/25 were approved:

- a) good progress in delivering the initiatives aligned to the Corporate Plan priorities around customer services, repairs services and investment: new primary contractor appointed to deliver 24-7

³ MC meeting 29/11/22 and 16/05/23

repairs service from July last year (pending re-procurement 2024/25); additional staff recruited to new front-line services team; and new communication systems installed to support enhanced service delivery.

- b) 6/7 tenant satisfaction indicators on a positive trajectory; 23.6% of tenants responding to the rent consultation (target 15%) and plans in place for community events later in the year in cognisance of the ATC 2023 feedback. Confirmation, in response to MCM query that GWHA's independent (quarterly) continuous monitoring of tenant satisfaction provides real-time results and meets with SHR/IPSOS Mori guidance; with aligned future services survey (2022) providing information on future needs, priorities and aspirations.
- c) 100% anti-social behaviour cases resolved within agreed response times; strong performance across estates services; and improved performance in core business areas of rent collection (99.45% to 99.67%), repair response times (EM 7.8 hrs to 5.2 hrs; Non-EM 5.4 days to 4.6 days), right first time repairs (66% to 85%).
- d) SHQS compliance increased (57% to 71%) and 100% of properties with valid AGS certificate..
- e) action plans in place for delivery of investment works and for recovery of historically strong void (empty property) performance (days to relet / rent loss), and close monitoring of complaints performance and equalities data.
- f) multiple tenancy sustainment initiatives helping to support vulnerable tenants through challenging economy.

The outcome of the systems audit was considered by MCMs, and the “*substantial assurance*” welcomed: “*A review of the 17 indicators examined confirmed that the reported figures were calculated based on the guidance and were accurate to the source data provided.*” The audit findings that there is “*a robust system of internal controls operating effectively to ensure that risks are managed, and process objectives achieved*” was agreed by MCMs as providing external validation and assurance. The context and response to the audit recommendation to continue exploring options for automating data collection was accepted, with confirmation, in response to a MCM query that there were multiple checks of manual calculations in the meantime.

Noting that there were no further amendments to the report and acknowledging the several levels of scrutiny of data to demonstrate regulatory compliance, MCMs delegated authority to Jen Barrow, Services Director to submit the ARC to the SHR in line with GWHA's target timescale of 23/05/24.

4.1.1 2024/25 Homeless Letting Quotas

MCMs considered Report No. 5, deliberating the Health and Social Care Partnership (HSCP) request for 67% referrals in recognition of the significant challenges around homelessness (76% increase in statutory homeless applications in 2023/24) and the declaration of a Housing and Homelessness Emergency by Glasgow City Council in November 2023. MCMs were also alert to GWHA's housing allocations policy and charitable objectives (the provision of housing for people in need), and consistently strong track record of partnership working with homeless teams, averaging c50% referrals per annum.

Mindful of statutory and regulatory expectations, and on balance of information, MCMs agreed to the HSCP request (to be reviewed next year), and to the aligned 18% Housing List and 15% Transfer targets, all subject to HSCP referrals in compliance GWHA's HAP procedures, and with close monitoring to mitigate risk, and ensure ongoing progress towards balanced and sustainable communities.

In the response to HSCP (to be copied to the SFHA), MCMs requested reference to the points made in the discussion, namely the importance of fair contributions from all RSLs and, with reference to recent substantial cuts in government funding, emphasis on the urgency for a robust longer-term

strategy for social rented housing including the adequate provision of land to reflect demand, and appropriate levels of funding to ensure projects are viable and that tenants are supported towards tenancy sustainment.

4.1.2 RTO Compliance
MCMs noted there are no currently active RTOs engaging with GWHA.

4.2 **Technical**

4.2.1 Stonework Project - Byres Rd / Uni Place Update

In the absence of the Technical Director, MCMs were alerted briefly to the challenges in delivering the project, in particular **SENSITIVE DATA REDACTED**. Mindful of the substantial risks involved in this project, there was agreement to further formal reporting to include legal advice and risk review, prior to decision making.

OTHER BUSINESS

5.0 **Any Other Urgent Business**

There was none.

6.0 **Items For Future Agendas**

Health and Safety Compliance: T: 11/06/24

7.0 **Date Of Next Meeting**

Audit sub 04/06/24

Corporate 11/06/24

CLOSE