

**MINUTE OF GWAHA MANAGEMENT COMMITTEE MEETING HELD ON TUESDAY 23 SEPTEMBER 2025
AT 6:00 PM, HYBRID MEETING VIA VIDEO CONFERENCE AND IN GWAHA OFFICES, 5 ROYAL CRESCENT,
GLASGOW**

PRESENT:

Nicola Adams¹
Anila Ali¹
Surjit Chowdhary
Rowan Evenstar
Nina MacNeill
Joginder Makar
Amy Callan¹
Billy Robertson (Chairperson)
Yushin Toda
Debbie van Pomeran Reilly¹

ATTENDING:

Elaine Travers, Chief Executive
Jen Barrow, Services Director
Daniel Wedge, Technical Director²

APOLOGIES:

Issie Gracie
Ekpe Ukpe

LEAVE OF ABSENCE:

None

OBSERVERS:

None

Pre MC Training: H&S³: lead by Lauren Herd, Compliance Officer

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 A Ali, B Robertson and E Travers as GWEn Board Members. Y Toda's interest in item 5.1, was also 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. At 7.45pm, and in line with Rule 36, MCMs agreed unanimously to continue the meeting beyond 8.00pm to facilitate discussion of all business.⁴

POST MEETING NOTE: D van Pomeran Reilly and R Evenstar's interests in items 4.6 and 5.2 were noted.

CORPORATE

2.0 Minutes

2.1 Management Committee Meeting: 26 August 2025

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 S Chowdhary.

¹ On-line

² Items 1.0 – 3.3, 5.1 – 5.6

³ Health and Safety, for MCMs unable to attend session on 26/08/25.

⁴ Meeting closed 8.30pm

2.1.2 Matters Arising

Item 3.5 AGM arrangements: 25 June 2025 at 6pm

MCMs confirmed the date of the AGM as 25 June 2026 (not 2025), to secure the Pyramid in Anderston as the preferred venue, and in acknowledgement of the year-end challenges in completing the external audit.

Item 2.1.2 Matters arising: 640 Argyle Street retrofit project

MCMs welcomed the contractor's agreement to hold the tender price (until the end of September), pending further discussion with the owner of the commercial premises on funding. Noting the unsuccessful Scottish Government net zero grant application, and Local Authority private sector budget constraints in the current financial year, MCMs confirmed delegated authority for the CE to consider missing share, subject to due diligence, including compliance with GWHA's strategic principles: *in the best interests of current and future tenants and must not risk charitable status or viability*.

2.1 Audit Sub Committee Meeting: 9 September 2025

2.1.1 Adoption of Minute

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

2.1.2 Matters Arising:

There were none.

2.2 MC Action Plan Compliance

Report No. 1 was considered and progress and compliance acknowledged. In response to a MCM query, it was confirmed that the action to explore the preparation of floor plans during void property inspections was noted for consideration as part of the (previously deferred) void management strategy, now scheduled for early 2026. Separately, MCMs were advised of ongoing attempts to source a speaker on raising awareness of the circular economy/recycling.

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, with focus on the Notifiable Events Register; and with confirmation of reporting on the other Registers to the MC Meeting on 07/10/25, in line with the agreed governance reporting arrangements. MCMs acknowledged the internal investigation on NE 31423, noting the discussion with the tenant's family supported the GW Officer assessment that the window restrictor had been wilfully forced, rather than being faulty. MCMs explored whether additional measures would help mitigate risk insofar as tenant and resident safety, however it was concluded that the recently replaced windows met building control requirements; and were reversible (with restrictors) to facilitate ventilation and cleaning. There was reference to ACS advice (in relation to unauthorised access to the SVT scaffolding) that some risks may be unavoidable, depending on an individual's determination, and with this in mind the notion of installing window bars as standard was deemed to be disproportionate, and most likely contrary to building and fire safety regulations. MCMs concluded that the association's response to the NE was reasonable; and acknowledged pending report to the SHR and ongoing reporting to the MC until the NE is closed.

SERVICES

4.0 Tenancy Services

4.1 Service Quality Guarantee

MCMs considered Report No. 4, noting consultation with staff and tenants, and complimenting the document as providing a user-friendly, fair and balanced summary of landlord and tenant responsibilities and expectations. MCMs acknowledged that the majority of the PIs⁵ within the document were already in place, with monitoring systems evolving; and, subject to a few minor amendments including: front cover (vision); social media icons (reversed); contact details (font size); and incorporating information on the Comments and Complaints Guidance, the SQG was approved for launch at the Staff Conference in November (in conjunction with customer service training); and with wider promotion thereafter via the festive newsletter, ATC in January, website and social media.

Aligned to the discussion on customer services, a MCM requested a reminder for all staff to introduce themselves when engaging with residents; and separately there was comment on the varying quality of information on the website (with specific reference to contact details), with acknowledgement that the website was under review. A MCM report on a recent experience in obtaining key fobs was noted for further investigation.

4.2 Domestic Abuse Policy

MCMs considered the Policy presented at Report No.5, welcoming the positive feedback obtained in the consultation process, particularly the recognition of a robust, survivor-centred policy; for implementation alongside training for GWH staff (and for the principal contractor) on recognising potential signs of domestic abuse. There was discussion on the measures in place for managing reported damage/repairs within a property, and it was confirmed that whilst there had been very few reports of domestic abuse to GW directly, the policy demonstrates that the association, in partnership with other agencies, is equipped to support victims, including assisting relocation of victim/families for safety reasons. Subject to minor amendment to remove reference to the contractor's name, and a few grammatical points, MC approved the policy and the associated PIs, in the context of the compliance and risk schedules, and the equalities impact assessment.

4.3 2025/26 Homeless Lettings Quotas

Report No.6 was considered, with MCMs approving the Local Authority (HSCP)⁶ request for 67% of lets to homeless households (section 5 referrals); in recognition of the ongoing challenges around the rising numbers of homeless applications and the number of households residing in temporary accommodation. It was confirmed that efforts are underway to identify a speaker for the SRW⁷ on 21/10/25 (previous trainer, Patricia Gallagher suggested by an MCM) to facilitate discussion on GW's role in responding to the mounting pressures of homelessness in the city; with this session timely insofar as informing the CE/Service Director's attendance at GCC⁸ HSCP strategic event on 22/10/25.

A MCM comment on the difficulty in reading some of the text/colours within the powerpoint presentation was noted for future reference.

4.4 Festive Family Fund⁹ – 2025 funding approval

MCMs considered report No. 7, approving the new name for this long-standing GW sustainment initiative, with funding for Christmas 2025 confirmed at the uplifted amount of £30 per eligible child.

4.5 Housing Perks

MCMs considered Report No.8, approving the recommendation to introduce the initiative at a year one cost of c£2.5k, funded from the community benefit fund, and with extension beyond year one subject to MC evaluation. In response to MCM queries it was confirmed that whilst GW would be able to access

⁵ Performance Indicators

⁶ Housing and Social Care Partnership

⁷ Strategy Review Workshop

⁸ Glasgow City Council

⁹ Previously 'Cash For Kids'

information on usage via a dynamic dashboard, there was no mechanism for restricting the type of purchases made via the app, or for ensuring it was utilised only by the intended members: in this case GW tenants, and staff as a secondary group (as recommended by Housing Perks as a means of helping with promotion). MCMs were supportive of the initiative, commenting on the relatively low cost and potentially high impact; albeit also recognising limitations in terms of accessibility for tenants who do not have smart phones; and with the suggestion that mechanisms for wider inclusion are explored, including scope for a card facility or the ability for GW to download vouchers/discount codes for issue to non-mobile users. It was confirmed that the scheme would be launched before Christmas (including for tenants, to optimise benefit) and, to encourage uptake, there would be ongoing promotion at GW events, social media, and through routine service delivery including the welfare benefits service and at tenancy sign-ups. Homing in on the community benefit fund, a MCM queried whether this could be utilised to offset rent increases, however, it was accepted in response, that these monies, collected through procurement, were intended for delivery of community sustainment initiatives. The potential for extending the scheme to non-tenant MCMs was mooted by the CE, subject to the appropriate due diligence and EPB¹⁰ compliance, to be explored.

4.6 BWC Surgery: Pilot Evaluation

Report No. 9 was considered, with comment that the reintroduction of the surgeries last year had been welcomed, and that the low turnout, and recommendation to withdraw, was disappointing. This led to queries on reasons for non-attendance possibly linked to promotion, timing and notice; and with MCMs agreeing to a further 3-month extension (and evaluation thereafter), with the dates/times to be varied and provided upfront through notices in each of the buildings (lifts/notice boards) and with social media and text reminders a minimum of three days in advance of each surgery.

Referring to the engagement opportunities outlined in the Report, MCMs suggested that the CEV¹¹ evaluation explore the Annexe Healthy Living Centre for residents in Partick (rather than the Kelvinside Hillhead Church), and likewise the Hyndland Community Hall in Novar Drive for Hyndland residents.

4.7 Damp and Mould Guidance: Compliance Progress Report

MCMs considered Report No. 10, noting the contextual timeline, and the good progress against the action plan, as providing assurance on *tenant and resident safety* compliance to inform the Annual Assurance Statement for 2025. Additionally, MCMs noted GW's engagement with the GWSF¹² pre-consultation on proposals to introduce "Awaab's Law" in Scotland, with fuller consultation expected later.

4.8 Handyperson Service: feasibility

The proposal as outlined in Report No. 11 was considered, with MCMs reviewing the business case: research, options appraisal and partnership opportunity. In response to queries it was confirmed that the service would cover labour for minor repairs, capped at 20 hours per month in the first year; with the Bell Group contributing 10 hours (free of charge), and GW matching this at a total cost of £3420 for the first year, funded from the community benefit fund. Also, that it would be offered on a first-come-first-served basis, managed by GW, and would be subject to evaluation (January 2027) including assessment of demand. The proposed partnership approach versus direct employment was considered briefly, with MCMs agreeing that the partnership approach was proportionate at this stage, in the context of risk (including costs, employer liability). MCMs approved the partnership proposal and the next steps and timescales as outlined, with agreement on April 2026 as the launch date.

5.0 Technical

5.1 Environmental Panel (Good Close Garden) Awards

MCMs considered Report No. 11. With queries in relation to the recommendations, the consistency in assessment criteria (items in common areas) and the source/number of nominations (including a MCM specific query on whether relevant formal complaints are considered by the Panel), there was agreement to defer decisions on the awards (MC meeting: 04/11/25), pending further investigation of the points

¹⁰ Entitlements, Payments and Benefits

¹¹ Community Engagement Event

¹² Glasgow and West of Scotland Forum

raised.

5.2 Concierge/Guard Patrol Service Evaluation

MCMs considered Report No. 13, noting progress of the action plan initiatives relating to the 2024 Concierge Service Consumer Panel (CP), and in the context of the outlined resident feedback, agreed continuation of the current combined service provision pilot for an additional 12 months. During that period; the long-term strategic direction will be considered as part of the Estates Services Strategy (planned for MC 04/11/25), with flexible guard service contract arrangements implemented in the interim to reflect the extension of that pilot period and transition thereafter to Services beyond Oct 2026.

5.3 Parking Policy (Amendment)

As per Report No. 14, MCMs considered the proposed Car Parking Policy amendment options and the associated risks in the context of stage 2 complaint learning. A MCM queried whether car insurance should be a pre-requisite for allocation of a space, and separately there was mention that lockups in Hyndland had been allocated (albeit historically) to residents from outwith the area and were used for storage rather than cars. There were also queries in relation to the lack of (or use of) spaces at St Vincent Terrace and Blythswood Court for disabled drivers/blue badge holders: all of which are to be investigated in line with the policy. Returning to the report, option 2 was agreed by MCMs, namely that priority 4 is amended to note that other GW tenants living out with the development should be registered car owners, and for completeness, an additional priority 8 should be included to incorporate all other applicants, with ZERO priority points awarded .

5.4 Procurement Report: Byres Rd and University Place

MCMs acknowledged the procurement outcome of the stonework and roof project, as per Report No. 15, noting routine compliance with policy, procedures, and regulatory compliance. Noting higher than anticipated tender returns and outlined risks, and pending Strategy Review discussions, MCMs agreed, in principle, to the proposed re-tendering of the project with procurement and budget flexibility to ensure value for money adjustment of the scope of works and health and safety mitigation as a priority; all with delegated authority to the CE to agree delivery of the works within the 5-year stonework budget.

5.5 Major Works and Investment Update (Inc Priority PDP¹³)

MCMs considered Report No.16, confirming appropriate progress and action; and approving ongoing delegated authority to the CE for operational risk review and approval of missing share contributions reflective of appropriate controls, recovery mitigations and budget provisions.

5.6 640 Argyle St – Render Options

Report No.17 was considered, and the outcome of feedback from 13 respondents was reported: 5 respondents selected option 10; and options 6 and 7 received 4 votes each. MCMs commented that the variations between some of the options appeared to be minor; that the preferred option 10 was very similar to the existing render colour; and that staff were likely to have a better awareness of the fit insofar as the surrounding buildings. There was agreement to proceed with option 10.

OTHER BUSINESS

6.0 Any Other Urgent Business

100% MC Responsibilities Statements signed and returned.

There was a reminder that all MCMs are required to complete the Responsibilities Statement following attendance at H&S training session in order for the association to demonstrate compliance with the regulatory framework. It was confirmed that contact would be made with the few remaining MCMs that had not yet attended training to address this as a matter of urgency. MCM co-operation in this matter was requested.

Health and Safety Policy Statement 2025 to be signed (Chair / CE) – T: mid October

¹³ Procurement Delivery Plan

7.0 Items For Future Agendas

7.1 Dover St HACT social value research impact T: 04 /11/25

7.2 Services Policy Framework T: 04/11/25

7.3 Response Repairs T: 04/11/25

8.0 Date Of Next Meeting

Corporate – 7 October 2025

Strategy Review – 21 October 2025

CLOSE