

**MINUTE OF GWAH MANAGEMENT COMMITTEE MEETING HELD ON TUESDAY 19 MAY 2026
AT 6:00 PM, HYBRID MEETING VIA VIDEO CONFERENCE AND IN GWAH OFFICES, 5 ROYAL CRESCENT,
GLASGOW**

Minute signed:	Date:
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PRESENT:

Nicola Adams¹
Anila Ali
Amy Callan
Surjit Chowdhary¹
Rowan Evenstar¹
Issie Gracie
Nina MacNeill
Joginder Makar
Billy Robertson (Chairperson)

ATTENDING:

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

APOLOGIES:

Yushin Toda

LEAVE OF ABSENCE:

Debbie van Pomeroy Reilly
Ekpe Ukpe

OBSERVERS:

None

Pre MC Training: ARC Introduction and Briefing: lead by Megan Blair, Quality Assurance Manager.

WELCOME

- 1.0** The Chairperson noted apologies, introduced and welcomed MCMs to the meeting, and confirmed the order of business. A 3-month leave of absence was approved for E Ukpe. The general interests of Tenant Members, and GWEn service users, along with the specific interests of E Travers, A Ali and B Robertson 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: 28 April 2026

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 N MacNeill.

2.1.2 Matters Arising

Item 4.5: External Audit Plan – amendment

MCMs accepted the amendment to the GWAH and GWEn Plans, namely that a second partner at the TC Group would review the planning and control sections of the audit to mitigate a risk from familiarity due to the lead partner's long history with the association. MCMs also approved the presented Impairment Checklist, agreeing with the recommendation to include reference to the regulatory

¹ On-line

compliance challenges associated with mixed tenure, traditional stonework properties.

2.2 MC Action Plan Compliance

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

3.0 Governance

3.1 Execution Of Documents

There were none

3.2 Membership Applications

There were none.

3.3 Registers: Compliance Reporting

MCMs considered Report No.3, noting recent recording in the Registers; and welcoming the verbal report that the SHR had now closed NEs 31625, 31681 and 31734.

On NE 31585, MCMs were reassured from the engineer's report that whilst disruptive works are essential to rectify the issues with the floating floor, these works are not considered to be related to a building structural concern or wider tenant or resident safety issues. It was further confirmed (by the engineer) that the scope of works for the building (generally), which is currently being prepared, does not require a building warrant or SER² certificate. Communication with the decanted tenant is ongoing, and an evaluation, aligned to the Serious Concern Report, is scheduled for reporting to the MC in Q2. In terms of the wider investigations, it was agreed that the planned review of the existing project should inform the strategy for the other properties in the area.

Moving to NE 31618, MCMs welcomed the ACS "low fire risk assessment" report as summarised, and acknowledged the actions identified in response to the report recommendations. With a verbal alert to the SHR's recent communications, MCMs agreed, as a precaution, to seek further independent reassurance via ACS, on whether completion of the actions, alongside ongoing routine estate inspections and recent FRA³ masterclass training for two key members of staff, was sufficient to mitigate active tenant and resident safety concerns at this development, including negating the need for a Single Building Assessment, further EWI disruptive surveying and PEEPs⁴.

On NE 31741, MCMs commended the prompt response and action of GWhA staff, in line with the Stonework Strategy (2026); noting that owner engagement was well underway to progress the remedial works as outlined in the Investment Plans approved by the MC 31/03/26.

As per governance arrangements, further reporting on the H&S Register is scheduled for the ASC meeting 02/06/26; EPBs and Data Breaches to the MC meeting 16/06/26; and SARs, FOI and EIRs for the period April-June 2026 to the MC meeting in August. It was agreed in response to a MCM request that the reporting period would be noted in the covering report against each of the Registers.

SERVICES

4.0 Services

4.1 ARC³ (End of year) Performance Report

Report No. 4 was considered in conjunction with a 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 current challenges, and the

² Structural Engineer's Registration

³ Fire Risk Assessment

⁴ Personal Emergency Evacuation Plans

proposed Pls and initiatives for 2026/27 were approved:

- a) Good progress in delivering the initiatives aligned to the Corporate Plan priorities around customer services, repairs services and investment: including the relaunch of the Service Quality Guarantee, early adoption of procedures for compliance with Awaab's law, and delivery of Yr 2 Community Engagement Events and aligned action plans.
- b) 100% anti-social behaviour cases resolved within agreed response times; strong performance across estates services (including Estates Strategy review); EM repair response times maintained at 3.13 hours, and improved performance in relets (19.9 days from 28 days).
- c) SHQS compliance increased (75% to 76%) with >200 households benefiting from a series of works including upgraded kitchens, bathrooms and central heating boilers; and strong levels of compliance across reportable health and safety indicators.
- d) Multiple tenancy sustainment initiatives helping to support vulnerable tenants through a challenging economy, including launch of a handyperson service (12 requests to date) and introduction of the housing perks initiative (£1758 savings for tenants to date).

The action plans for recovery of performance in relation to complaints handling and rent collection; for improved performance in the delivery of medical adaptations (notably in tenants providing access); and for the procurement of a new consultant for continuous monitoring of service satisfaction, were all acknowledged. The few non-material revisions in the report commentary were noted; and the proposed amendment to the "right first time" performance was approved (from 87.45% to 97.39%) subject to systems audit validation.

The following MC observations were noted:

- a) Disappointment in the reduced level of tenant satisfaction with the "quality of the home" (80% to 76%), bearing in mind the significant levels of investment in recent years: to be further explored via the new continuous monitoring measures.
- b) Limited H&S data reporting within the ARC: albeit comprehensive reporting by GWAH via the MC/ASC.
- c) Increase in former tenant arrears: associated with recovery action and note to plans for review of debt recovery policy, including reinstatement of rechargeable repairs.
- d) Significant operational detail within the report: to be reviewed in advance of next reporting.

4.1.1 Systems Audit of ARC

A summary of the outcome of the systems audit (which will be reported to the ASC in full) was considered by MCMs, and the "reasonable assurance" noted:

"The system of internal controls is generally adequate and operating effectively but some improvements are required to ensure that risks are managed and process objectives achieved".

Discussion with the systems auditor in relation to the five recommendations⁵ is underway; and it was confirmed that, except for the right first-time data (referenced at 4.1) the recommendations do not impact the ARC submission. Likewise, the audit review of the four priority 2 recommendations from last year, noting that "meaningful improvements have since been implemented, albeit there is scope to enhance review process further to ensure data integrity and calculation methodologies":

With several levels of scrutiny of data to demonstrate regulatory compliance, MCMs delegated authority for submission of the ARC to the SHR in line with delegated authorities, and within GWAH's target timescale of 21/05/26 (prior to the 31/05/26 regulatory requirement).

4.2 Performance Leadership Strategy, c/f MC 28/04/2026

MCMs considered Report No. 6, welcoming the structured framework for leading, monitoring and

⁵ X3 medium risk; x1 low risk and x1 operational

optimising performance; and approving the Strategy, aligned PIs and initiatives with the aim of delivering services effectively, in the context of risk and equalities impact, in compliance with regulatory requirements, and taking account of tenant expectations.

4.3 Domestic Abuse Policy [Revision]

MCMs considered Report No.7, approving the revision to the policy effective from 01/08/26: incorporating the enhanced powers for registered social landlords to recover possession of properties in cases of domestic abuse.

4.4 Succession to Tenancy Policy

MCMs considered Report No 8, approving the revised policy, PIs and initiatives, effective from 01/08/26, in the context of compliance, risk and equalities impact.

TECHNICAL

5.1 Total Homes (End of Year Report)

MCMs considered Report No.9, noting annual overview of Total Homes Bulk Uplift and fly-tipping services; including performance, demand, and summary of costs incurred in the context of the identified risk profile. Continuation of this enhanced service provision was agreed subject to ongoing satisfactory performance, rolling initiatives; and future rent / factoring fee setting calculations. It was confirmed in response to a MCM query that the service represented value in comparison to GCC door collection rates.

6.0 Regeneration

6.1 Projects Progress:

6.1.1 640 Argyle Street

MCMs considered Report No.10, noting progress since the site start date 02/02/26; and plans for engaging with SWG3 Yardworks to develop proposals for a mural on the gable of the building.

6.1.2 Corunna Street

MCMs considered Report No.11, noting positive feedback from recent MCMs' site visit, and works progress as anticipated at this stage in the project.

6.1.3 Burnbank House: 25 Burnbank Gardens

MCMs considered Report No.12, noting work progress as anticipated; and further discussions underway with QXHA in relation to the variations and community benefits.

OTHER BUSINESS

7.0 Any Other Urgent Business

There was none.

8.0 Items For Future Agendas

Human Rights: Compliance Self-Assessment [Updated]
Equalities & Human Rights Strategy

9.0 Date Of Next Meeting

Audit Sub – 2 Jun 2026
Provisional Corporate - 9 June 2026 (TBC)
Corporate – 16 Jun 2026

CLOSE