MINUTE OF GWHA MANAGEMENT COMMITTEE MEETING HELD ON TUESDAY 17 FEBRUARY 2026 AT 6:00 PM, HYBRID MEETING VIA VIDEO CONFERENCE AND IN GWHA OFFICES, 5 ROYAL CRESCENT, GLASGOW

PRESENT:
Nicola Adams[1]
Anila Ali[1]
Amy Callan[1]
Surjit Chowdhary
Rowan Evenstar[1]
Issie Gracie (Chairperson)
Nina MacNeill
Joginder Makar
Billy Robertson
Yushin Toda
Ekpe Ukpe

ATTENDING:
Elaine Travers, Chief Executive
Mhairi Maguire, Governance Director
Kirsty McKay, Finance & IT Director

APOLOGIES:
Debbie van Pomeren Reilly

LEAVE OF ABSENCE:
None

OBSERVERS:
None

Pre MC Training: IT Surgery for Tablets, led by Neil Pyott

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, 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: 20 January 2026

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 J Makar.

2.1.2 Matters Arising
Item 3.3 Registers Compliance Reporting: ASC reporting
MCMs were alerted to a correction in Report No. 4, namely that the next Audit Sub-Committee meeting is scheduled for 02/03/26, and not the reported 10/03/26.

2.2 MC Action Plan Compliance
Report No.1 was considered, and progress and compliance acknowledged. MCMs were reminded to return ICT declarations as soon as possible.

[1] On-line

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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, acknowledging FOI and EIR compliance in the period October-December 2025, as reported to the Scottish Information Commissioner. In response to a MCM query it was confirmed that the "days taken" were the number of working days from receipt of the enquiry to response, with RAG[2] colours reporting on actual performance against the target 42 days, which may be extended with the agreement of the customer. Referencing the "requested" information, MCMs asked for additional narrative in future reporting to elaborate the nature of the request. There were no data breaches, EPBs or SAR requests to report.

In advance of the next full NE reporting to the MC meeting 31/03/26, there was forewarning of a recent fatality at Blythswood Court, which the police are investigating. Separately, following on from the MC Memo 05/02/26, it was reported that there had been minimal further contact in relation to the now former tenancy, and that the Services Team were managing the case in line with procedures.

3.4 Affiliations Review 2025/26
MCMs considered Report No.4, endorsing the regulatory/legal affiliations, and approving the list of recommended affiliations, including the continuation of Housemark membership (and photobook software) for a further year; and new subscriptions for SHARE e-learning (in support of training/learning plans) and the Scottish Housing Network (to bridge the gap in performance benchmark data following the recent dissolution of the QEF).

3.5 Corporate Plan & Risk Strategy Review
MCMs considered Report No.5, noting good progress against the 2025/26 Plan in the context of ongoing challenging external and internal influences. Tenant engagement via the ATC[3] was acknowledged; and mid-year performance as reported to MC 04/11/25 was noted as a reference point for informing 2026/27 Performance Indictors (PIs), initiatives and priorities; and, if required, discussion with the SHR in relation to the Regulatory Engagement Plan for 2026/27.

Risk and mitigation were explored, mindful of the impending strategy/framework review, and with a focus on the variances over the year. Strategic risks around potential FOI reform, GWEn Board resignations, common area capital investment challenges (owner participation) and aligned insurance policy restrictions were considered, with assurance offered through the mitigation and monitoring measures, including formal quarterly reviews via the Executive Team, and Audit Sub-Committee scrutiny of medium/high risks. In response to MCM queries, it was confirmed that:

a) the "drivers" related to the headline drivers in the corporate strategy rather than a risk driver.
b) in the case of GWHA/GWEn, the asset-locked governance structure (as a risk control), means that GWHA is the sole shareholder; and has oversight and step-in rights insofar as the activities of the subsidiary, ensuring the objectives remain aligned and assets protected.
c) discussion is ongoing with the insurer (policy due for renewal) regarding potential buildings insurance policy restrictions where consent to carry out essential repairs is not forthcoming from factored property owners; and that given the real challenges in progressing common repairs in mixed tenure developments, this risk had been flagged by GWHA to the GWSF. Aligned to this, there was discussion about planned investment works, with confirmation that the MC approve the programme

[2] Red/Amber/Green
[3] Annual Tenants Conference

and budget annually, which is then promoted via the CEVs, ATC and website; with any proposed material variations from the programme requested through 6-monthly MC reporting.

Moving to the draft initiatives for 2026/27, and the MC query regarding the Athole Gardens Heat Network Registration, it was noted that this requirement related to the gas communal heating system serving the properties, where individual use is monitored via radiator control/meters. This led to a general discussion about the plans for upgrading the electric storage heaters in some GWHA properties, and there was reference also to the net zero options appraisal (St Vincent Terrace); with suggestions noted for alternative, modern and more efficient technology on the market.

Noting reassurance from the systems audit 2025, MCMs approved the principles/outline initiatives and 80% PI for the 2026/27 Corporate Plan (CP), with a focus on concluding carry-forward initiatives, and with ongoing priorities around enhanced customer and repairs services, and investment programme delivery. It was confirmed that the CP initiatives would be refined via the imminent Staff (planning) Conference, with final version presented to MC 28/04/26, for implementation thereafter.

3.6 ICT Strategy Review and Compliance

MCMs considered Report No.6, welcoming the significant positive impact of initiatives delivered during the year, and accepting the context to delayed progress with other planned initiatives. The initiatives for 2026/27 (including carry forward) and the aligned budget provision were approved; and there was note to the ongoing monitoring of system audit recommendations via the Audit Sub-Committee, with expectation that all actions would be concluded by Q2 2026/27.

3.7 Professional Services Performance Reviews

MCMs considered Report No. 7 noting primarily strong performance reviews, and with reassurance of follow-up action where services fall short of expectations. Continuation of the service contracts was approved by the MC; and there was confirmation that the delayed review of legal services was now in hand (Q1 2026/27), and that optimum timing for a review of insurance broker services would be informed by sector experience feedback.

4.0 Finance

4.1 Draft Budget 2026/27

MCMs considered Report No. 10, acknowledging the ongoing challenges in the prevailing economic climate, with careful budgeting and prudent assumptions, and close monitoring of expenditure, critical to maintaining financial sustainability and investment in homes and services. The additional analyses, including variance reporting against previous year-end costs, was welcomed by MCMs, and there was acknowledgement that some projections (including capital investment plans and environmental services contracts) were still under review, and would be further developed for approval in the final budget report to MC 31/03/26. On planned repairs and maintenance, there were queries from MCMs on the timescale for delivering the communal painterwork project at SVT, and there was a positive note to the recent use of drones for capturing information on external property condition. Additionally, it was confirmed that the eight tumble driers (due for replacement) serviced properties in the Hyndland area. The effect of the significant planned investment in 2ST[4] properties was noted, with reference to accounting practices (notably the 2ST payment, now almost exhausted), and with confirmation that the investment cannot be capitalised to add value to the business until such times as the dowry is fully expended. Whilst MCMs acknowledged a currently strong financial (and cash) position overall, and approved unanimously the draft budget to March 2027, there was nonetheless concern over the potential impact on future rent levels of increasing costs (in particular reactive maintenance and staff costs); with emphasis on the importance of managing operational expenditure, without reliance on reserves; and on ensuring realistic capital investment plans.

[4] Second Stage Transfer

4.2 Internal Financial Controls/Delegated Authorities
Report No.9 was considered and the revisions to the delegated authorities were approved to reflect operational changes, increased expenditure levels, and clarity of responsibilities; and with provision for commercial settlements with legal advice, and, where required, committee approval.

4.3 GWEn Schedule of Rates
Report No. 10 was considered and the Schedule of Rates for 2026/27 approved. In response to a MCM query it was confirmed that the scope for extending the handyperson service initiative (due to be implemented from April 2026 in partnership with the Bell Group) to GWEn factored properties would be considered as part of the service evaluation. It was also confirmed that the GWHA funding for the initiative was generated via the community benefits from procurement.

OTHER BUSINESS

5.0 Any Other Urgent Business

6.0 Items For Future Agendas

7.0 Date Of Next Meeting
Staffing Sub & Audit Sub – 2 Mar 2026
Corporate & Services/Tech 31 Mar 2026
MC Training: Entitlements, Payments & Benefits 14 May 2026

CLOSE

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