MINUTE OF GWHA MANAGEMENT COMMITTEE MEETING HELD ON TUESDAY 31 MARCH 2026 AT 6:00 PM, HYBRID MEETING VIA VIDEO CONFERENCE AND IN GWHA OFFICES, 5 ROYAL CRESCENT, GLASGOW

PRESENT:	**ATTENDING:**
Nicola Adams[1]	Elaine Travers, Chief Executive
Amy Callan	Jen Barrow, Services Director
Surjit Chowdhary	Daniel Wedge, Technical Director
Rowan Evenstar	Kirsty Mackay, Finance & IT Director[2]
Issi Gracie (Chairperson)	
Nina MacNeill	**APOLOGIES:**
Joginder Makar[1]	Anila Ali
Billy Robertson	Yushin Toda
	Ekpe Ukpe
	Debbie van Pomeren Reilly
	LEAVE OF ABSENCE:
	None / name
	OBSERVERS:
	None / name

Pre MC Training: Technical: Asset Management and Procurement led by Craig Orr, Technical Manager.

WELCOME

1.0 The Chairperson noted apologies, introduced and welcomed MCMs to the meeting, and confirmed the order of business. The advance notice of a heavy agenda was referenced with MCMs agreeing unanimously, in line with Rule 36, to continue beyond 8.00pm to facilitate discussion of all business.[3] The general interests of Tenant Members, and GWEn service users, along with the specific interests of E Travers 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: 17 February 2026

2.1.1 Adoption of Minute

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

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[1] On-line

[2] Item 1.0-2.2 and 4.0

[3] Meeting closed at 8.25pm

Publish on Website approval	07/07/26 (ET)

2.1.2 Matters Arising

Item 3.5: Common Buildings Insurance policy restrictions

MCMs welcomed the new insurance underwriter's commitment to work with GW on a case-by-case basis to promote and support owner participation in common works, including if appropriate the enforcement of the "*duty to maintain*" policy condition. Additionally, it was confirmed that policy provisions in relation to injury and damage to 3rd party property will remain in place in the event the policy reverts to the "*escape of water/fire*" cover only, mitigating risk for residents.

Item 4.1: SVT communal painterwork timescale

Referring to Agenda item 6.3, it was reported that the works are scheduled for Q2.

2.2 Audit Sub Committee Meeting: 2 March 2026

Adoption of Minute

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

Matters Arising:

There were no matter arising.

2.3 MC Action Plan Compliance

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

2.3.1 Corunna Street MC visit: 28/04/26

MCMs welcomed the opportunity to visit the site, noting further arrangements to follow.

2.3.2 SHR SCR: Response Letter

MCMs acknowledged receipt of SHR correspondence; noting that a date for a review of the case (to be confirmed) will follow completion of the works (currently estimated as end of April).

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. On NE 31585, MCMs were reassured from the verbal report (written report pending) that the cause of plaster cracking was non-structural, capable of being remedied with additional fixings to prevent further movement; and not of the severity intimated by the tenant's representative. Additionally, that the architect is satisfied that the scope of associated fire-safety-related works does not require a building warrant (subject to structural engineer's confirmation); and that further investigations are underway to establish a scope of works to rectify the drop/run off on the floor. In response to MCM queries it was confirmed that this NE is aligned to the SHR SCR; and that there is regular contact with the decanted tenant on works progress.

Moving to NE 31618, MCMs noted the risk-informed decision to instruct a non-disruptive Fire Risk Assessment at the wholly owned GWHA building (scheduled 27/03/26) in the first instance: the results of which will inform the next phase, including any requirement for offsite specialist sample testing. In relation to resident communications, it was confirmed that there are no known sustainment issues for GWHA residents (insofar as accessing properties / risk mitigation) and that the 3rd party factor has been asked to ensure factored homeowners are copied to the survey findings.

On NE 31625, MCMs noted general resident communications, and postponement of the scheduled homeowner meeting pending conclusion of a recent property sale. Separately it was confirmed that precautionary make-safe works are complete at the address, and at a neighbouring property; roof and gutter inspections have commenced; the results of the drone surveys are under review, and x4 adjacent mixed tenure addresses taken forward as a pilot (Berkeley St / Argyle St corner block) to work through the drone survey reports and utilise GWEn authority levels (with case review paced with follow-on homeowner engagement and feedback); and GWHA emergency "out-of-hours" procedures have been updated to capture learning from the incident response.

Referring to NE 31681, MCMs acknowledged the return of the keys from the police, with advice that attempts to trace family had been unsuccessful, and that their enquiries in relation to the property are complete. It was confirmed from a subsequent GW property inspection that there were no contributory health and safety risks insofar as the windows, and that the bedroom window, subject of a repair report (within target timescale) opened to an enclosed balcony. In response to a MCM query, there was reassurance that measures are in place to support staff in these instances, and that there had also been immediate emergency services onsite contact with the concierge.

Additional to the information in Report No. 3, MCMs noted closure of recent NE 31732, alerting the SHR to the external auditor's merger, as reported to the MC meeting 02/12/25.

MCMs moved to consider the reported data breach, noting the context, and accepting the response and learning as proportionate and appropriate in the circumstances. In response to MCM query it was confirmed that depending on the task, the housing database has capacity to produce downloads by batch (for example covering multiple addresses) and/or single selection.

There were no EPBs to report, and further reporting on SARs, FOI and EIRs for the period January to March is scheduled for the MC meeting 28/04/26.

3.4 SHR Regulatory Standards Compliance

MCMs considered Report No. 4, noting good progress against the actions identified in the AAS[4] evidence bank systems audit 2025 (x1 action outstanding: underway) and a strong self-assessment of compliance for 2026, with appropriate and proportionate responses and clear timescales for addressing the identified low-risk non-material actions. The scheduled external validation by the systems auditor in advance of preparing the 2026 AAS was noted as an additional assurance measure for MCMs.

3.5 SHR Regulatory Compliance 2025/26 and Engagement Plan 2026/27

MCMs considered Report No.5, noting full compliance with the requirements of the 2025/26 Regulatory Engagement Plan, and welcoming SHR confirmation of a "*standard compliant*" Engagement Plan for 2026/27.

3.6 MC Planning and Support Policy – Committee Training Forum (CTF)

Mindful of the current full compliment of MCMs, there was agreement to offer a rebadged, scaled- back version of the CTF this year, with the aim of retaining the opportunity for engagement with residents and for the promotion of membership of the association and the MC.

3.7 GWEN Business Review

MCMs reviewed the GWEn Business documents at Report No. 7, accepting verbal corrections to the covering report: namely the resignation of Board Member A Campbell (as reported to the GWEn Board 17/02/26); and next reporting of compliance with the Services Sharing Agreement to the ASC 02/06/26). The Business Plan was considered with recommendation from the GWEn Board (26/02/26) and with the ASC (02/03/26) confirming strategic alignment, as supported by GWEn Board Minutes. Progress through the business strategy was acknowledged, with MCMs noting carry forward initiatives including a potential acceleration of the "commercial transfer options" depending on legal and financial advice, and new initiatives including homeowner satisfaction survey and strategic business growth evaluation. There was also reference to potential additional recharges associated with the outgoing repairs contractor, the detail of which is being scrutinised; and to a commercial settlement, with legal advice, of multiple accounts associated with a GWEn factored client, leaving scope for a future test case to be initiated to determine disputed common area apportionments. In the overview of the Risk Schedule, the GWEn Board composition was considered, with MCMs agreeing with the recommendation from the GWEn Board,

[4] Annual Assurance Statement

supported by the ASC, to explore recruitment of an additional Board Member to maintain governance compliance; all subject to due diligence and MC advance approval of an appointment. The financial projections at Appendix 2 were reviewed with advice that the payment in advance for investment works (from homeowners) remains key to maintaining strong cashflow, alongside prompt payment and debt management; and with a profit of £43.3k projected for the year. Satisfied of a comprehensive review, the Business Plan and budget were approved by MCMs.

3.8 MC Calendar

MCMs considered Report No.8, noting the addition of EPB training by L Ewart on 14/05/26. A MCM suggested that calendar appointments are circulated via gmail for ease of reference for MCMs via the tablets.

4.0 Finance

4.1 Management Accounts to 31/01/26

MCMs considered Report No. 9, noting the context to under-budget management expenses; and housing account surplus of £416.2k against a budgeted deficit of £1.433.8k, with the variance due to factors including planned maintenance underspend, and property maintenance overspends. In response to a MCM query it was confirmed that the set-up costs for the hybrid mail system contributed to the overspend in communication costs. Separately, there was a query on whether the association should consider settling current borrowings given the associated higher interest rate, with agreement from MCMs to further explore this option as part of the 30-year cash plan report to the MC 28/04/26. The Management Accounts for the period to January 2026 were approved unanimously; with note to the strong financial position including fully cash-backed net current assets of £22.3m; and an increase in total capital and reserves to £40.2m (including £328k designated pension reserve).

4.2 Final Budget 2026/27

MCMs considered Report No. 10, further refined from the draft budget presented in February, and reflecting a challenging financial environment with ongoing pressures across staffing, repairs and maintenance, and contracted costs. Key adjustments from the draft budget were noted to include reduced spend on SVT works (due to stalled projects), and on the repairs and maintenance budget (to reflect anticipated cost control measures); and an increase in the value of planned maintenance costs to be capitalised. An overall deficit of £1.2m and a decrease of £9.6m in net current assets is projected for the year, driven primarily by a deliberate increase in planned maintenance expenditure and investment, a significant portion of which will be funded from designated reserves. In response to MCM queries it was reported that "other grants" (£60k) is exclusive of Stage III medical adaptations funding, not yet confirmed; and that "interest receivable" in the projected cash flow aligns with investment maturity dates. Despite the reported deficit, MCMs were reassured that the association's underlying financial position remains robust, and on this basis were content to approve unanimously the final budget for 2026/27, with note to the importance of cash flow, and with expectation of close monitoring and ongoing focus on delivering efficiencies and outperforming budget projections. On the layout of the report, a suggestion was made to retain the gridlines for ease of reference.

4.3 Donations Policy – annual report

MCMs considered Report No.11, approving the amended Donations Policy (further developed to reflect the first year of implementation) in the context of compliance, risk and equalities impact. The annual report of donations received, and community benefit expenditure, was noted, with the caveat that this report would be further developed in the coming months to include the pre-reporting period balance.

4.4 IT Policy

MCMs accepted the proposal to defer this policy, pending a further internal review.

SERVICES

5.0 Services

5.1 Services Policy Framework: Annual Report

Report No.13, was considered, and progress against the Year 1 Policy Framework, and aligned initiatives and PIs were noted. There was concern in relation to the overdue policy reviews in the context of governance assurance, and this was answered with some historical context around resource priorities and external influencing factors; and with confirmation that a risk-based, proportionate and pragmatic approach influenced the sequencing in the Framework; with reassurance of interim baseline legislative and regulatory compliance in operational service delivery.

5.2 Abandoned Properties Policy

MCMs considered Report No.14, approving the revised Policy and aligned PIs and initiatives within the context of compliance, risk and equalities impact.

5.3 2026/27 Homeless Letting Quotas and Starter Packs

MCMs considered Report No.15, noting the HSCP's[5] new "*multi-year ask*" approach of all RSLs for 67% of lets, *"subject to reduction in future years if the target is met*". In response to MC queries, it was noted that this was for permanent tenancies, and that the response from RSLs varied, and was often influenced by geographical demand. Additionally, it was reported that tenancy sustainment levels for section 5 referrals was not vastly inconsistent with other sources of let, and that rent arrears accrued at the commencement of a tenancy were the main issue for all lets, which a MCM commented to be more akin to the frequency/delay in benefit payments, rather than a deliberate non-payment by tenants. In terms of the 67%, whilst mindful of the corresponding impact on GWHA Housing and Transfer Lists, and of the associated costs of managing these Lists for <40% of lets, MCMs were also alert to the housing emergency in Glasgow, and on balance, agreed to maintain the current 67% letting quota for the forthcoming year, subject to ongoing supportive partnership working with the homeless casework teams. MCMs were also in agreement over the proposed budget of £7,148 for Year 2 of the starter pack initiative, in line with the Community Sustainment Strategy, and supporting tenancy sustainment from community benefit funding.

6.0 Technical

6.1 Procurement Report: Close Cleaning and Ground Maintenance

MCMs considered Report No.16, noting the appointment of Caledonian Maintenance Services Ltd (CMS) in line with Procurement Strategy, Procedures and regulatory compliance; and, in the context of ensuring critical path commencement of essential services, noting contract award within budget and routine delegated authority. In response to a MCM query it was confirmed that CMS provided the services prior to the early-2025 procurement exercise; and were reappointed on a temporary basis from August 2025 following the mutually agreed termination of the procured contract. In terms of the significant reduction from *expressions of interest* to *actual bids* in the reported procurement exercise, this was presumed to be a reluctance on the part of interested parties to carry out site visits in advance of pricing: a requirement introduced as a learning point from the previous procurement.

6.2 Stonework Strategy 2026-29

MCMs considered Report No.17, and, mindful of recent Strategy Review discussions, approved the Stonework Strategy and the aligned missing share principles as the framework for service delivery in alignment with strategic drivers in the context of legislative and regulatory compliance, a focus on tenant, resident and public safety, and the preservation of traditional pre-1919 stone tenement building fabric. The practicality of progressing mixed tenure projects was explored with reference to the strategic direction (delivery options and pathways), with reassurance for MCMs that make-safe works (pathway 1) would be the default position in all instances recognising the nature of the high costs associated with addressing natural stone weathering and end of life historic repairs. In response to MCM query it was confirmed this included utilising and maximising the GWEn delegated authorities for mixed tenure blocks,

[5] Health and Social Care Partnershp

with x4 adjacent addresses (Berkeley / Argyle St corner block) being progressed as an initial pilot for case and learning review.

6.3 Major Works and Investment Update

MCMs considered Report No.18, noting demonstrable progress across retrofit and planned investment projects, with active procurement and/or ongoing actively reflective of the 2025/26 Corporate Plan initiatives, albeit with some reported slippage around mixed tenure projects (stonework in particular); and plans in place for recovering slippage in the cyclical CWST project by end of April, and potential for missing share review to facilitate progress of the cyclical painterwork at St Vincent Terrace (SVT). An MCM enquired about the scaffolding in place for over a year at an Argyle Street property, with recognition that this was a costly but essential safety measure pending homeowner support for a works project. The indicative investment plans for 2026/27 were approved, with confirmation of further discussion and options appraisal insofar as heating options at SVT, and with a suggestion to consider piloting an alternative electric system within a smaller development in the first instance, albeit recognising the investment priority at SVT.

6.4 Procurement Plan

MCMs considered Report No.19, noting the 2025/26 EOY procurement delivery summary, and approving the updated procurement guide, and the ambitious £10.4m Procurement Delivery Plan (PDP) for 2026/27. Twice yearly reporting against priority major works procurement initiatives (September and March) and full reporting on mid and EOY performance against the PDP in November and March were agreed.

OTHER BUSINESS

7.0 Any Other Urgent Business

Corunna St – Kitchens

MCMs noted that the intended kitchen supplier had recently ceased trading and that an alternative supplier, providing items of a close match to the preferred choice, had since been sourced. MCMs approved this non-material change, acknowledging confirmation that the kitchens were HVN[6] compliant, including non-protruding handles.

8.0 Items For Future Agendas

Performance Leadership Strategy, c/f MC 28/04/2026
Pre AGM formalities & MC Competencies, c/f MC 28/04/2026
MC Appraisals report, c/f MC 28/04/2026
30 Year Cashflow, c/f MC 28/04/2026
Corporate Plan Review & Initiatives 2025/26, c/f MC 28/04/2026
Equalities & Human Rights Strategy, c/f MC 19/05/2026
MC Training, c/f MC 16/06/2026
Void Management Strategy, c/f 2026/27 Q2
Fire Strategy Review c/f Q3 26/27, reflecting R9 MC20/01/26 action plan.

9.0 Date Of Next Meeting

Corporate – 28 April 2026
MC Training: Entitlements, Payments and Benefits – 14 May 2026

CLOSE

[6] Housing For Varying Needs

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