

**MINUTE OF GWAH MANAGEMENT COMMITTEE MEETING HELD ON TUESDAY 13 MAY 2025
AT 6:00 PM, HYBRID MEETING VIA VIDEO CONFERENCE AND IN GWAH OFFICES, 5 ROYAL CRESCENT,
GLASGOW**

PRESENT:

Anila Ali¹
Amy Callan¹
Surjit Chowdhary
Issie Gracie (Chairperson)
Nina MacNeill
Billy Robertson
Yushin Toda
Debbie van Pomeran Reilly¹

ATTENDING:

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

APOLOGIES:

Nicola Adams
Joginder Makar
Ekpe Ukpe
Rowan Evenstar

LEAVE OF ABSENCE:

None

OBSERVERS:

None

Pre MC Training: ARC: lead by Jen Barrow, Services Director

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: 29 April 2025
2.1.1 Adoption of Minute
Deferred to next meeting.
- 2.2 MC Action Plan Compliance**
Deferred to next meeting.

¹ On-line

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 and recent recording in the Registers noted. The priority focus in obtaining EICR certificates was acknowledged by MCMs, and SHR² closure of the associated NE 31086 was welcomed.

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, and on progress against the earlier self-assessment of compliance³ against the revised SSHC. Performance, trends and peer group comparisons across all outcomes were reviewed in the context of current challenges, and the proposed PIs and initiatives for 2025/26 were approved. There was also agreement to mainstream the few remaining low-risk actions from the SSHC compliance self-assessment to other reporting mechanisms:

- a) Good progress in delivering the initiatives aligned to the Corporate Plan priorities around customer services, repairs services and investment: front-line services team and repairs partnership embedding, organisational (logistical) restructuring ongoing to ensure a front-line service delivery focus; and tenant satisfaction levels showing signs of recovery, notably in the repairs service where satisfaction levels have increased by 9% to 80.5%.
- b) New “Engaging with You” website page, and x7 Community Engagement Events providing new opportunities for tenants to meet with the Management Team to discuss local issues.
- c) 100% anti-social behaviour cases resolved within agreed response times; strong performance across estates services (including the appointment of new close cleaning/back-court maintenance contractor); and improved performance in core business areas of relets (35 days to 28 days), repair response times (EM 5.2 hrs to 3.13 hrs) and right first-time repairs (88% to 92%).
- d) SHQS compliance increased (71% to 75%) with 560 households benefiting from a series of works including upgraded kitchens, bathrooms and central heating boilers; and strong levels of compliance across health and safety indicators.
- e) Action plans in place for recovery of historically strong performance (rent arrears 2.81% v 1.9%; void rent loss 0.8% v 0.56%) impacted by the influx of new tenants (Dover Street); and for the average time to complete non-EM repairs (5.27 days v 4.6 days). Likewise close monitoring of equalities data, and complaints monitoring.
- f) Multiple tenancy sustenance initiatives helping to support vulnerable tenants through challenging economy.

In response to MCM queries, it was agreed to report further on examples of learning from complaints; and, with reference to delivering investment/major repairs works in multi-tenure developments, it was confirmed that options for a reduced specification and/or temporary works were explored in instances where homeowner buy-in was not obtained, all within a risk assessment review.

The outcome of the systems audit was considered by MCMs, and the “reasonable assurance” noted: “The system of internal controls is generally adequate and operating effectively but some improvements

² Scottish Housing Regulator

³ MC meetings 29/11/22, 16/05/23 and 14/05/24

are required to ensure that risks are managed and process objectives achieved". Of the 5 recommendations⁴, x4 (associated primarily with new staff learning) had been closed off during the audit, and x1 "important" recommendation (relating to database functionality – emergency repairs) was noted for development during 2025/26, with scrutiny and oversight by the ASC to completion.

Noting several levels of scrutiny of data to demonstrate regulatory compliance, and subject to a data amendment (average number of days to complete Stage 2 complaints 19.4 v the reported 20.2 days), and clarification on whether the condition of the Buttery properties impacted SHQS compliance, MCMs delegated authority to Iain Nicholl, Corporate Director to submit the ARC to the SHR in line with GWHA's target timescale of 23/05/25.

4.2 Repairs Call Handling Evaluation

Report No. 5, presenting an evaluation of the repairs call-handling pilot, was considered by MCMs, alongside the risk-assessed options appraisal for the ongoing repairs call-handling management by the incumbent contractor. The following points were summarised to inform decision-making:

- Improved performance in the last year across several repairs' indicators, and ongoing GWHA staff training to ensure the correct allocation of repairs (urgent v routine).
- The soft launch of the call-handling pilot had resulted in a significant number of repairs still being reported to GWHA, rather than directly to the contractor.

Reassurances were offered in response to MCM queries and concerns:

- GWHA would retain full responsibility for the management of complaints relating to the repairs service.
- Call-handling and works order processing by the contractor would increase capacity for GWHA staff to focus on front-line service delivery, in particular increased visibility within the community.
- Recognition that the property repairs service represents a very important part of GWHA's landlord obligations and that regular contact and close monitoring of the contractor via a set of formal performance indicators would help mitigate risk of a negative impact on GWHA of poor service delivery (as experienced with the previous contractor).
- Performance assessment would be influenced by the ongoing independent continuous monitoring of service satisfaction, with GWHA follow-up with tenants and residents on feedback received; and with review and shared learning with the contractor where service shortfalls are identified.
- The call-handling contract would be separate from the repairs contract to enable GWHA withdrawal if required, on provision of three months' notice.
- Reassurance that the contractor is fully versed on GWHA repairs responsibilities (homeowners v tenants; landlord v tenant; and common v property) and on authority levels; and confirmation that pre/post inspection of repairs would be carried out by qualified, competent GWHA staff.
- Confirmation that GWHA would not require additional staff/recruitment for implementation of the proposal.
- Agreement that full roll-out/implementation of the call-handling service would be preceded by a communication strategy to ensure resident awareness.

Whilst there remained reservations over the proposal, MCMs recognised the potential efficiencies for residents in arranging repairs directly with the contractor, and for GWHA insofar as optimising value for money and service delivery focus. It was agreed that a sensitive roll-out would be required in the early stages in particular, including redirecting callers to the contractor (rather than GWHA processing) to ensure the service is embedded at the earliest opportunity; and with further reporting to the MC (November 2025) to provide reassurance on performance levels and resident experiences. Within this backdrop, MCMs agreed the appointment of the incumbent contractor for the continuation of call-handling on a permanent basis for the remaining contract term (with roll-out from 01/06/25), subject to ongoing satisfactory performance.

5.0 Technical

5.1 Total Homes Annual Report

⁴ X4 important and x1 routine

MCMs considered Report No. 6, noting the annual overview of Total Homes Bulk Uplift and fly-tipping services, including performance, demand, and costs incurred in the context of the identified risk profile. MCMs acknowledged the positive impact of the service insofar as the upkeep of the common/environmental areas, agreeing continuation subject to performance, rolling initiatives; and future rent / factoring fee setting calculations. The importance of promoting recycling was emphasised by a MCM, and the suggestion to invite the Total Homes operatives to share their knowledge was noted for investigation.

6.0 Regeneration

6.1 Projects Progress

MCMs noted that the Burnbank Gardens development contract had been formalised, with works due to commence on site by the end of the month.

OTHER BUSINESS

7.0 Any Other Urgent Business

7.1 Rescheduled Training

MCMs agreed to defer the governance training (likely Q2 2025/26) until the SFHA Guidance was finalised.

8.0 Items For Future Agendas

Dover St-HACT social value research report

9.0 Date Of Next Meeting

Corporate – 17 June 2025

ASC – 3 June 2025

CLOSE