

**MINUTE OF GWAH MANAGEMENT COMMITTEE MEETING HELD ON TUESDAY 25 MARCH 2025
AT 6:00 PM, HYBRID MEETING VIA VIDEO CONFERENCE AND IN GWAH OFFICES, 5 ROYAL CRESCENT,
GLASGOW**

PRESENT:

Nicola Adams
Surjit Chowdhary
Rowan Evenstar
Issie Gracie (Chairperson)
Nina MacNeill
Joginder Makar
Amy Robertson
Billy Robertson
Yushin Toda²
Ekpe Ukpe²

ATTENDING:

Elaine Travers, Chief Executive
Iain Nicholl, Corporate Director¹
Jen Barrow, Services Director²
Daniel Wedge, Technical Director

APOLOGIES:

Anila Ali
Debbie van Pomeroy Reilly

LEAVE OF ABSENCE:

None

OBSERVERS:

None

Pre MC Training: Introduction to Technical Team, lead 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 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: 18 February 2025

2.1.1 Adoption of Minute

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

2.1.2 Matters Arising:

Item 3.7 MCM Planning and Support: Committee Training Forum

The presented Report No.1 was considered and the scaled-back programme for 2025 agreed.

2.2 Audit Sub-Committee Meeting: 18 March 2025

¹ Items 1.0-4.3

² Items 1.0-3.5

- 2.2.1 Adoption of Minute
The minute of the meeting was unanimously accepted as a correct record, without amendment, proposed by B Robertson and seconded by N MacNeill.
- 2.2.2 Matters Arising:
Item 3.2 Landlord Safety Manual – self assessment
MCMs supported the decision to defer the external systems audit to Q3 2025 to accommodate the identified programme of internal self-assessment, and associated priority procurement initiatives.
- 2.3 MC Action Plan Compliance**
Report No. 2 was considered and progress and compliance acknowledged.
- 2.3.1 Dover Street Contract Compliance
MCMs noted no further contact from the contractor; and plans in place for GWHA to meet with the project manager early April to review the current position, with further reporting to the MC thereafter.
- 2.3.2 Provisional dates for Summer Staff/Committee Social
Possible options for weeks beginning 30/06, 28/07, 04/08 and 11/08 were explored, with agreement to check individual MCM availability and preference.
- 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.4 was considered and recent recording in the Registers acknowledged, including SHR closure of NE 31174. On NE 31086, it was noted that the number of outstanding EICRs had further reduced from 19³ to 11 properties, with arrangements in place for achieving compliance in all bar two cases, which are the subject of ongoing tenancy sustainment intervention. Of the remaining nine, two are subject to full rewiring (arranged) and forced access procedures are underway at seven. A MCM commented on the resource intensive engagement required to achieve access for these important safety checks and commended the positive report that 98/109 (90%) of the expired EICRs were now complete, with a target 107/109 (98%) compliance by 31/03/25, subject to the arrangements outlined.
- 3.4 GWEN Business Review
MCMs reviewed the GWEN Business documents at Report No. 5. The Business Plan was considered with recommendation from the GWEN Board (27/02/25) and with the ASC (18/03/25) confirming strategic alignment. Progress through the business strategy was acknowledged, with MCMs noting 2025/26 focus on the carry forward initiatives, and on the evaluation of the “excellence” phase of the strategy, with reference to the recent systems audit, and the planned options appraisal. In response to a MCM query it was confirmed that the Risk Schedule would be further developed in line with Strategy Review discussions, and in the meantime, it was reported that the controls in relation to Board membership aim to mitigate the risk of external board members side-tracking GWEN and GWHA strategic alignment: specifically the Standing Orders and Articles confirm GWHA as the sole shareholder retaining ultimate control of GWEN. The financial projections were reviewed with advice that the payment in advance for investment works (from homeowners) is key to maintaining strong cashflow, alongside prompt payment and debt management. In response to MCM queries on the budget for 2025/26, it was confirmed that the projected income for investment works aligns with the planned investment programme (which will vary annually); and separately that the Management Fee is set by the GWEN Board taking account of projected costs and comparisons with other property factors and GWHA rent increase. Satisfied with a comprehensive review, the Business Plan and budget were approved by MCMs.

³ MC 21/01/25

As reported to the MC 18/02/25, the intention of the existing Boards Directors (A Ali, A Campbell and E Travers) to continue on the Board was noted, with MC approval; and the plans for recruiting an additional Director were set aside, subject to exigencies.

3.5 Human Rights Acts Compliance

MCMs considered Report No.6, noting that the compliance self-assessment against available best practice had been progressed pending further advice (and a timescale) from the Scottish Government on the introduction of Scottish legislation post BREXIT. In response to MCM queries it was confirmed that housing allocations are governed by the Housing Allocations Policy in compliance with relevant legislation and regulatory requirements including equalities and human rights requirements; and are informed by GWHAs Housing Needs and Demands Analysis, with current MC reporting on outcomes (including equalities monitoring of existing and new tenancies) via the annual service performance reporting in May. Also, that the equalities strategy (incorporating equalities impact assessments on policies) and procedures and delegated authorities aim to ensure that all stakeholders are treated fairly and inclusively, and that access to information and advice on GWHAs services and activities is readily available, including recourse in the event of dissatisfaction. Acknowledging MCM role in ensuring governance compliance, there was agreement to include Human Rights training to the Committee Training Plan 2025/26 as an action additional to the proposed systems audit and the development of a compliance checklist for consideration as part of service provision and policy setting. Further reporting on the outcome of the systems audit was also confirmed.

4.0 Finance

4.1 30 Year Cashflow

MCMs considered the update to the 30-year cashflow as outlined in Report No. 7, noting the revised inflation, voids and bad debt assumptions⁴ and acknowledging that whilst cash balances decline in the short term due to substantial capital works and the self-funding of development projects, the position begins to recover from year 5, demonstrating GWHAs ability to maintain properties and support the 30-year life cycle costing plans. In response to MC queries, it was confirmed that provision had been made for the EVH salary settlement and the UK Government National Insurance reform. Additionally, that the reported position was dependent on realising the assumptions and as such would be monitored closely. Satisfied of a prudent and considered assessment, MCMs approved the proposed 30-year cash flow.

4.2 Management Accounts to 31/01/25

MCMs considered Report No. 8, noting the context to under-budget management expenses; and housing account surplus for the period of £966k against budgeted loss of £953k, with the variance due to factors including planned maintenance underspend (to be carried forward), property maintenance overspend (currently under review, in particular void costs), and landlord supply costs exceeding budget (meter readings underway). The Management Accounts for the period to January 2025 were approved; with note to the strong financial position including fully cash-backed net current assets of £22.3m; total capital and reserves of £38.4m (including £518k designated pension reserve); net charitable income of £109.6k and lender covenant compliance at the end of the financial year past.

4.3 Final Budget 2025/26

MCMs considered Report No. 9, with highlighted amends from the draft budget presented in February, including the increased provision within management expenses to reflect recent recruitment and confirmed salary review; and within the housing account: void and bad debt assumptions reduced to more accurately reflect historical levels, and a small increase to general

⁴ MC 18/02/25 R11

expenses to reflect recently identified spend. On the statement of financial position, and in response to a MCM query, it was confirmed that reducing current assets reflects payment of investment works, which in turn adds to the value of the business (non-current assets); conversely, with no investment the asset value would decrease with depreciation. The final budget for 2025/26 was approved unanimously, with note to the importance of cash flow, and with expectation of close monitoring and ongoing focus on delivering efficiencies and outperforming budget projections.

SERVICES

5.0 Services

- 5.1 BBH Intergenerational housing support feasibility
MCMs agreed deferment of this initiative to align with the Burnbank Gardens development project.

6.0 Technical

- 6.1 Major Works and Investment Update (including 2024/25 PDP⁵)
MCMs considered Report No. 10, welcoming demonstrable progress across the project tracker, including active procurement and/or ongoing site activity reflective of the 2024/25 Corporate Plan initiatives:
a) 82/175 kitchens/bathrooms within phase 2 complete.
b) Tender evaluations underway for the close cleaning and ground maintenance contracts, and for the retrofit project at 640 Argyle Street.
c) CWST⁶ contract under review, with procurement brought forward to Q1 2025/26 reflective of previous reporting to the ASC and MC on this matter
On the PDP, it was noted that project values had now been incorporated as per MCM request⁷, with the summary position reporting contract awards in 22/53 projects, and with confirmation that outstanding/ongoing/on hold initiatives would be carried forward to 2025/26.
- 6.2 Procurement Strategy: 2025/26 plan (final)
MCMs considered Report No.11 approving the Procurement Plan 2025/26 (for publication in line with regulatory requirements) and the aligned Procurement Activity Summary, reflective of MC reporting⁸ and pending further development of the summary 5-year investment plan and ongoing monitoring to reflect exigencies. In response to MCM queries it was reported that interim investment at SVT (door entry systems / cyclical painting) will be explored as a priority Q1/2 2025/26; notwithstanding the required due diligence and viability scrutiny of the outline net-zero project (including associated stakeholder engagement) prior to MC decision-making; and potential future Scottish Government grant funding opportunities for GW and private homeowners.
- 6.3 Car Parking Policy – Enforcement Controls Review
MCMs considered Report No.12, approving the proposed policy amendments and updated risk schedule, incorporating enhanced enforcement measures to address the misuse of sites, including authority for the Chief Executive to authorise legal action in specific circumstances and with legal advice.
- 6.4 Estates Services – Consumer Panel Action Plan
MCMs considered Report No.13, noting thanks to the small number of residents (11%) who took time to engage in the consultation process; with comments around potential poster blindness and an acknowledgement of the welcome upgrade of the notices at BWC. For SVT and BWC, the phase 1 actions were approved for a pilot period of 6 months, including extending the security patrols at BWC and generally increasing the visibility and accessibility of the service across both sites: alongside enhanced handover transition and ongoing ASB trend review and scrutiny of service value for money.

⁵ Procurement Delivery Plan

⁶ Cold Water Storage Tanks

⁷ MC 21/01/25

⁸ MC 18/02/25 (draft budget and investment options; and 25/03/25 (final budget)

At Hyndland, MC approved phase 1 actions included concierge recruitment to meet local service needs, alongside increased visibility and exploring opportunities for wider engagement with residents. The action plan setting out a timeframe for implementation of phase 1 and for developing a phase 2 was also agreed as appropriate and proportionate.

OTHER BUSINESS

7.0 Any Other Urgent Business

7.1 SHR Regulatory Engagement Plan 2025/26

MCMs noted the outcome of discussion with the SHR and welcomed the standard compliant engagement plan for 2025/26, due to be published 31/03/25.

7.2 Service Engagement Plan 2025/26

MCMs reviewed the presented document, developed from the principles agreed by the MC 05/11/24 and referenced in the festive newsletter for tenant feedback. The comprehensive SEP was approved, including the plans for repeating the Community Engagement Events this year. The suggestion to reference GWhA (in full) on the front cover was noted.

8.0 Items For Future Agendas

Corunna Street T: 29/04/25

Procurement Report: 640 Argyle Street Retrofit, rT: 29/04/25

SHR Regulatory Standards Compliance T: 29/04/25

MC Appraisals Report T: 29/04/25

Pre AGM Formalities & MC Competencies T: 29/04/25

Corporate Plan Review and Initiatives 2025/26 T: 29/04/25

Dover St-HACT social value research report [13/05/25]

Internal Financial Controls (PI review) T: 17/06/25

Fire Safety Plan (Strategy Review), rT: Nov 2025

Estates Services and Waste Strategy > 24/25, rT: Nov 2025.

9.0 Date Of Next Meeting

Corporate – 29 April 2025

(including *St Vincent Terrace*: 1yr on)

CLOSE