MINUTE OF GWHA MANAGEMENT COMMITTEE MEETING HELD ON TUESDAY 21 JANUARY 2025 AT 6:00 PM, HYBRID MEETING VIA VIDEO CONFERENCE AND IN GWHA OFFICES, 5 ROYAL CRESCENT, GLASGOW

PRESENT:
Nicola Adams[1]
Anila Ali[2]
Surjit Chowdhary
Issie Gracie (Chairperson)
Nina MacNeill
Joginder Makar[2]
Amy Robertson[2]
Billy Robertson
Yushin Toda
Ekpe Ukpe
Debbie van Pomeren Reilly

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

APOLOGIES:
Rowan Evenstar

LEAVE OF ABSENCE:
None

OBSERVERS:
None

Pre MC Training: Intro to Estates & Factoring Services: lead by William Hunter, Estates & Factoring 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 and A Ali 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: 3 December 2024

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 E Ukpe.

2.1.2 Matters Arising

Item 2.1.2 MA[3] MC 05/11/24: ARC reporting – GDPR initiative

It was reported that the initiative (carried forward to 2025/26) involved exploring whether the GDPR software, available to purchase on the current Homemaster (housing) and Mitrefinch (HR) databases, would support and/or enhance compliance monitoring.

[1]Online, left 7pm (advised in advance) items 1.0-3.5
[2] Online
[3] Matter Arising

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Item 2.2.2 MA ASC 19/11/24: Ext Audit Management Letter: legal advice

MCMs accepted the solicitor's view (as *the partner in charge of the commercial property team*) as providing sufficient assurance for responding to the external auditor's recommendation in relation to the Title Deeds. Following on from this, it was noted that the external auditor had accepted the legal advice (i.e. that Title Deeds do not need to be updated), closing off the recommendation with no further action required.

Item 2.2.2 MA ASC 19/11/24: H&S Compliance: LLSM–CWST[4] Invoices/Technical Certificates

MCMs noted unsuccessful attempts by the framework provider to obtain the technical certificates in support of the inspections and invoices. It was confirmed that attempts to resolve the matter were ongoing and that inhouse procedures had been reinforced to ensure validation checks prior to payment of invoices in future. Mitigating future service performance, in parallel to the ongoing resolution and recovery, contingency planning has commenced with a view to cancelling year 3 of the contract and bringing forward scheduled re-procurement.

Item 4.2 GWEn Management Accounts: Donation / Projected Deficit

MCMs were advised that the deficit of £5,734 from 2022/23 had to be deducted from the profit of £33,568 in 2023/24, and that contrary to the Minute, the resulting net profit/donation to GWHA would be £27,834 and not £33,568.

2.2 Management Committee Meeting: 14 January 2025

2.2.1 Adoption of Minute

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

2.2.2 Matters Arising: Redacted sensitive data Section 43

MCMs noted that the contractor had dismissed the [redacted] as full and final settlement, and subject to acceptance by 12 noon on Thursday, 23rd January 2025. It was reported that the proposal was made alongside a suggestion by GWHA to jointly engage an independent review of the matter, and to provide the contractor with a redacted extract of the extensive evidence collated by GWHA to demonstrate the association's readiness for escalation. The consultant's report that the contractor had committed to consider the revised offer was welcomed.

2.3 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

Report No.3 was considered and recent recording in the Registers acknowledged. MCMs noted progress against the actions arising from NE 31151 and welcomed the SHR's closure of the NE on 13/01/25. A MCM comment regarding the inefficiency of electric storage heaters was acknowledged, with note that energy efficiency is a key strategic priority, and that measures are in place to help support residents whilst research continues for an optimum solution that addresses the complexities of GWHA stock. On NE 31086, it was noted that the number of outstanding EICRs had been reduced from 109 to 19, and that escalation procedures had been implemented to address the remaining cases. A MCM commended the progress made and noted disappointment at the efforts required to obtain tenant co-operation in providing access for these important works. On NE 31174, there was discussion on the pest policy, with the responsibilities and the reporting expectations of the various parties explored, and with MCMs

[4] Landlord Safety Manual – Cold Water Storage Tanks

emphasising the importance of ensuring explicit information is available for all parties to help mitigate risk. A request for statistics to be presented to the next MC meeting was agreed; and pending the scheduled policy review 2025/26, the internal controls were confirmed, namely step-in authority for GWHA Services Director to instruct remedial/pest control solutions where appropriate and proportionate, to ensure residents are not materially impacted by the non-action of individuals or responsible authorities. In relation to the NE case, it was confirmed that monitoring of the treatment works is ongoing; and that the tenant in the source property is the subject of tenancy sustainment and breach of action due to the deteriorated condition of the property.

3.4 Contingency Planning: Festive Close Review

MCMs considered Report No.4, noting compliance and trends; prompt follow-up with residents and contractors on EM callouts; and a review of the contractor's assessment of repairs underway. Concierge service provision and supporting guard patrol services were as intended (pending the Estates Services review), and there were no material emergency situations reported over the festive period. With assurances over the robustness of the contingency procedures, and with the availability of staff to respond to major incidents, MCMs approved the festive close arrangements for 2025 subject to exigencies at the time.

3.5 SHR: AAS[5] and Regulatory Engagement Plan update

MCMs welcomed positive feedback from the CE/TD's meeting with the SHR on 08/01/25, noting "*good communication and engagement levels; an overall positive position in relation to the EICRs/H&S and Notifiable Events generally; and an understanding of the challenges in delivering mixed tenure projects in pursuance of SHQS compliance."* The SHR's suggestion regarding the presentation of the Annual Assurance Statement (regulatory status) was acknowledged, and likewise the reminder to utilise the commentary within the Annual Return on the Charter to elaborate on performance/challenges/actions. MCMs noted the SHR's risk assessment process is currently underway and that "*current information indicates a standard regulatory engagement plan for 2025/26*.

SERVICES

4.0 Tenancy Services

4.1 ATC evaluation/Rent consultation

The ATC report was presented; staff and tenant evaluations were discussed, learning and actions for future events was acknowledged (primarily logistical issues, including the suitability of the venue for winter-time events), and positive feedback was welcomed. Despite the low number of completed tenant evaluation forms, MCMs acknowledged encouraging feedback on the Corporate Plan priorities, the Community Engagement Events, the pre-ATC digital access demonstration; and the interest from Attendees on the Committee Training Forum and in joining the Management Committee. A MCM attending the event (remotely) also commended the quality of the presentations.

Progressing to the rent review consultation (Table below), MCMs expressed their gratitude to the tenants who took part in the consultation, and acknowledged the key concerns around rent affordability, investment in homes, energy efficiency and repairs service improvements:

	Total Responses	In Agreement	Opposed	Indifferent/Abstain
Surveys	328	121	202	5
ATC Attendees	27	11	15	1
Total	355	132 (37%)	217 (61%)	6 (2%)

There was reflection on the discussions from the MC meeting 03/12/24, with note to the mounting pressure/risks from external influences and from the increasing cost of delivering ambitious investment plans. There was a reminder of the affordability and comparability data: notably reassurance from the

[5] Annual Assurance Statement

positive independent affordability assessment, and the agreement to suspend the rent restructuring programme to help mitigate the impact of the rent review; alongside a range of sustainment measures to support tenants. On repairs services, it was noted that service satisfaction levels had increased following appointment of a new repairs contractor, and there was confirmation of ongoing projects exploring optimum solutions for improving the energy efficiency of GW homes.

Referencing the level of opposition to the rent proposal, a MCM queried whether progressing with the proposed 4.9% conflicted with the consultation theme "*your views shape your services*", however, this was balanced with note to the concessions made insofar as the variance from CPI in recent years, and to increases pared back following consultation. For clarity it was also confirmed that whilst the outcome of the consultation is an important part of the rent review, the MC responsibility is to ensure a reasonable and fair balance across all rent policy influences. With this in mind, and with emphasis on avoiding a negative impact on the business plan, the decision was made to proceed with the proposed 4.9% rent increase, effective from 28th March 2025. This decision was made alongside the previously agreed measures to help mitigate the impact on tenants, including the continued suspension of the rent restructuring programme; ongoing focus on corporate plan objectives around customer services, repairs and investment for 2025-26 and continuing tenancy sustainment initiatives. It was also agreed that future budget/rent planning discussions should explore in more detail the impact on services of various rent increase levels to ensure appropriate MC overview of priorities.

On service charges it was noted that a provisional 20% adjustment had been made (pending the outcome of current re-procurement) to reflect contractor advice regarding rising costs including increased wages, employer costs (e.g. National Insurance contributions), and business overheads (e.g. insurance, utilities, fuel, materials, vehicles, and waste management), driven by UK-wide economic pressures, including supply chain challenges, recruitment difficulties, Brexit, and global conflicts.

It was confirmed that the review letters were scheduled for issue during February for implementation from 28th March 2025.

4.2 Tenancy Sustainment Starter Pack Evaluation

MCMs considered Report No.5, welcoming the positive feedback from the initiative, and agreeing that the packs represented good value for money. MCMs approved continuation of the initiative for 2025/26 aligned to the Community Sustainment Strategy, with provision of packs to section 5 (homeless) referrals as standard (estimated £5k p/a), and with an additional budget of £800 delegated to the Services Director to agree starter packs for new tenants from the Housing / Transfer lists in specified circumstances.

5.0 Technical

5.1 Major Works Investment Update

MCMs considered Report No.6, noting progress across the projects, with active procurement and/or ongoing site activity reflective of the 2024/25 Corporate Plan initiatives, albeit with some slippage. On the back-court environmental refurbishment project, there was agreement to revisit the findings of the MC 08/11/22 report during 2025/26, including appointment of landscape consultants to evaluate site opportunities and assist resident communication. In response to MCM queries it was confirmed that:

a) contractors could not be excluded from tendering for projects per se, albeit quality scores would reflect previous relevant experience.
b) remedial stonework repairs had been carried out at Byres Road (to mitigate against further decay/H&S risks), pending ongoing engagement with the owner of the commercial units; and with other stonework projects being progressed at an appropriate pace.
c) the preparation of tender documents for the 640 Argyle Street project underway, with plans for phase 1 EWI[6] and phase 2 upgrade of internal fixtures.

Regarding the format of the report, it was agreed to include project values for MCM awareness on spend profiles.

[6] External Wall Insulation

6.0 Regeneration

6.1 Corunna Street Procurement

MCMs noted receipt of three bids, with confirmation of further reporting to the MC meeting 18/02/25, and discussion in the meantime with GCC regarding scope for increased funding to support the higher than budgeted tender sums.

OTHER BUSINESS

7.0 Any Other Urgent Business

8.0 Items For Future Agendas

Social Impact Strategy: c/f 2025/26 (low risk)
Service Engagement Strategy final Plan (MC March 25)

9.0 Date Of Next Meeting

18 February 2025

CLOSE

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