

**MINUTE OF GWAH MANAGEMENT COMMITTEE MEETING HELD ON TUESDAY 5 SEPTEMBER 2023
AT 6:00 PM, HYBRID MEETING VIA VIDEO CONFERENCE AND IN GWAH OFFICES, 5 ROYAL CRESCENT,
GLASGOW**

PRESENT:

Nicola Adams
Rowan Evenstar²
Issie Gracie (Chairperson)
Nina MacNeill
Amy Robertson²
Yushin Toda
Ekpe Ukpe
Debbie van Pomeran Reilly²

ATTENDING:

Craig Orr, Technical Manager¹
Elaine Travers, Chief Executive
Iain Nicholl, Corporate Director³
Daniel Wedge, Technical Director

APOLOGIES:

Anila Ali
Joginder Makar
Billy Robertson

LEAVE OF ABSENCE:

OBSERVERS:

TRAINING: SHAREPOINT / DIGITAL ACCESS, lead by Neil Pyott, IT Officer and Carol Nicol, Corporate Officer

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 MCMs 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. MCMs were mindful of their responsibilities as Trustees, accordingly, the Secretary confirmed it was not necessary for members to withdraw from the meeting.

CORPORATE

2.0 Minutes

2.1 Management Committee Meeting: 22 August 2023

2.1.1 Adoption of Minute

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

2.1.2 Matters Arising

Note was made of the H&S training on 22/08/23, with advice that a further session would be arranged imminently for the three MCMs who were unable to attend. In the meantime MCMs were asked to return the "Responsibilities" Form at the earliest opportunity as evidence of compliance with the regulatory framework.

2.2 MC Action Plan Compliance

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

¹ Item 1.0-2.1.2 and 6.5 (6pm-6.30pm)

² Online

³ Items 1.0-2.2 and 4.0 (6pm-7pm)

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.1, welcoming the Scottish Housing Regulator's (SHR) recent closure of Notifiable Events (NEs) 30299 and 30517. The project delivery framework linked to NE 30299 was reviewed, with MCMs noting that the outgoing contractor had declined the offer to participate in a review of the response maintenance contract; and that GWhA would continue the review process, irrespective, to inform the planned reprocurement exercise. With SHR closure of this NE, MCMs were in agreement to future reporting in line with routine repairs performance monitoring and procurement compliance processes. In response to a MCM query, it was noted that the options for reprocurement of the (separate) Annual Gas Servicing and Maintenance contract (which is due to expire Q3) were currently under review and that factors including performance, cost and service delivery would inform the contractor appointment.

Progress against NE 1004349 was then considered with reference to a (presented) project tracker documenting movement towards addressing the three priority risks. The plans to address the glass breakage risk across all three blocks by the end of October was welcomed; with MCMs also noting Phase 1 replacement glazing underway, and anticipated recovery of the current non-material delay towards the target project completion date of mid-March. In response to a MCM query it was confirmed that the works were scheduled to run concurrently across the three buildings, and that all of the reported risks in 4 of the 5 blocks (comprising 71% of residential units) would be closed off by the end of the calendar year.

Moving to NE 30399, MCMs noted progress against the identified actions, acknowledging completion of the cyclical roof and gutter inspection programme for 2022/23; and were assured of plans underway for addressing works required, including pursuing contractors for outstanding quotations; and communication with home owners for mandates to progress works. It was confirmed that temporary "make safe" works had been instructed where required, and that home owners would be alerted imminently to advice that buildings insurance could potentially be compromised if permanent repairs are not progressed. The slower progress in completing the roof anchor inspections and aligned works was then highlighted with a clear expectation on the contractor to finalise this element of the cyclical project by the end of September.

In line with revised governance reporting agreed 22/08/23, the next update on NEs was confirmed as MC(S) meeting 07/11/23; with the exception of new NEs and/or material developments in existing NEs. Data breaches and entries in the EPB⁴, SAR, FOI and EIR Registers⁵ would be reported to the MC(C) meeting 03/10/23, and H&S reporting is as previously agreed.

4.0 Finance

4.1 GWEn Annual Accounts and Management Letter

MCMs reviewed the GWEn annual accounts at Report No.3, acknowledging unanimous approval by the GWEn Board on 24/08/23. The £5.7k loss during the period was noted as primarily due to the impact of higher than anticipated legal and professional fees in the defence of tribunal cases; and to the 21/22 profit of £46k donated by GWEn to GWhA. MCMs were assured that the incurred loss was

⁴ Entitlements, Payments and Benefits

⁵ Subject Access Requests; Freedom of Information; Environmental Information Regulations

low risk, and accepted there would be no gift aid donation to GWHA for the period 22/23. In response to a MCM query it was confirmed that any increase in repair costs would be recovered in full from either private owners or GWHA.

The audit report/management letter was then reviewed, with confirmation that matters highlighted in the year prior had been addressed; and with explanation that the “unadjusted differences” were a timing issue, with confirmation of zero effect as the sums would be recovered from home owners. The audit observation in relation to internal controls was noted as a discussion about the reporting of accrued cyclical/major works funds in the balance sheet, with agreement that a plan for utilising these funds should be devised by GWEn to ensure these sums are viable liabilities on the balance sheet.

4.2 GWEn Letter of Support

The letter of Support at Report No. 4 was considered and approved unanimously by MCMs for signature by Issi Gracie, Chairperson. In response to MCM query as to why this was required, it was confirmed that due to the small reserves held by GWEn this is the security required by the auditors to ensure GWEn’s status as a going concern for a further 1 year.

SERVICES

5.0 Services

5.1 Community Sustainment Strategy

MCMs considered Report No. 5, approving the Strategy towards 2028 as a sound basis and framework for developing initiatives in response to resident feedback; alongside exploring the “wellbeing” approach to measuring social value as a means of illustrating the positive impact of the association’s services and wider role activities within our communities. MCMs were in agreement that residents were key to making communities better, and commended initiatives such as the Good Close/Garden competition (GCGC) as encouraging residents to work together, taking responsibility for their environment and inspiring others to follow suit. Within this backdrop there was consensus that measures for further promoting the GCGC should be explored, alongside initiatives and partnerships that provide a platform for neighbours to engage with each other and form networks that encourage neighbourliness and help alleviate isolation and loneliness. Ongoing support for the Pyramid in Anderston (food pantry) was also agreed as a means of supporting tenants during these unprecedented times. In terms of funding for delivery of the Community Sustainment Strategy initiatives, this was confirmed as a combination of sources including community benefits from procurement; gift aid donations from GWEn and successful grant funding applications.

5.2 SHR – Tenant and Resident Safety Assurance Review

MCMs considered Report No.6, reviewing the self-assessment of compliance against the SHR regulatory expectations, updated from the earlier MC report⁶ to include factors within supplementary SHR correspondence⁷, and incorporating further areas of risk identified by GWHA: namely pest control and roof anchor/fall arrest systems, as well as a general oversight of tenant and resident safety. MCMs were satisfied of a comprehensive self-assessment and aligned action plan for informing the Annual Assurance Statement 2023; making particular note of the actions underway to secure optimum EICR compliance, and acknowledging impending MC/staff training⁸ for informing the scheduled compliance self-assessment (MC 03/10/23) against sectorial guidance on damp and mould within social housing.

MCMs moved to discuss the escalating issues around pest/rodent control throughout the City, supporting the canvassing of elected members, both directly and via GWSF; in conjunction with ongoing resident communications and a treatment strategy based on a public health mitigation approach.

⁶ MC 28/02/23

⁷ SHR letter 03/07/23

⁸ 27/09/23

Additional to the report, MCMs were alerted to a recent media enquiry in relation to RAAC (reinforced autoclaved aerated concrete), with note to the current position of “no known RAAC within GWHA developments”. With an expectation of further enquiries, there was agreement to provide ongoing updates to the MC as appropriate.

5.3 Tenancy Sustainment Event Briefing [Energy]

Members considered Report No.7, noting successful joint event with Home Energy Scotland. A MCM comment that storage heating in some properties was very expensive and inefficient was noted for informing future investment programmes.

6.0 Technical

6.1 Environmental Panel (GCGC⁹) Awards / Garden Grant

MCMs considered Report No. 8, echoing the earlier sentiments over the commendable efforts of residents in enhancing the common areas, and approving unanimously the recommendations of the GCGC judging panel. Progress against the identified Garden Grant Consumer Panel initiatives was acknowledged, and continuation of the community sustainment initiative to 2024 was agreed.

6.2 Major Works and Investment Update

MCMs considered the major works and investment updates as summarised in Report No. 9, agreeing appropriate progress across the priority 1 and 2 projects; and likewise progress and actions against the procurement delivery plan. Referring to the impending AGS contract procurement, it was noted that the existing contractor had no TUPE expectations.

6.2.1 Cyclical Close Painting – Project Report

Report No.10 was considered, with MCMs expressing disappointment at the lack of support from home owners in 25/33 of the phase 1 scheduled closes, and with concern over the longer term impact of a lack of maintenance in these buildings. This was balanced with recognition of the current difficult financial climate and potential affordability issues for home owners at this time. To enable the programme to proceed, MCMs acknowledged strategy of bringing forward GWHA wholly-owned properties to Phase 1, with the aim of show-casing the completed work to encourage home owner participation in later phases. As proposed in the contingency plan, delegated authority was also granted for the Executive Team to establish criteria for covering missing shares in future phases, within approved budgets. MCMs agreed a March 2024 update on the project as part of the Major Works and Investment reporting.

6.3 Procurement Report: Stonework & Roof Replacement

MCMs considered Report No. 11, noting the outcome of the tender evaluation process, accepting the context to the variances from the 2023/24 budget provision, and exploring the case for bringing forward the roof works from the LCC (life cycle costing) guideline date of 2036. Whilst difficult to articulate the potential/specific benefits to be derived from the project (e.g. in terms of thermal efficiency / EPC ratings), there was a general consensus that the project was justifiable insofar as mitigating against repeated remedial works/costs; longer term protection of the property asset; optimising value from the procurement process; and in terms of obtaining Local Authority private grant funding assistance for the sole owner of the commercial units. There was note from a MCM to GWHA’s responsibility as the procuring agent to obtain best value in procurement; with the detailed tender evaluation report, and confirmation of the association’s robust, independently validated procurement processes, offered as evidence in reply. There was also note to GWHA’s (usual) majority ownership in developments and a corresponding lack of influence/control from other owners, although this was counter balanced with reference to the Deeds (as illustrated with the close painting contract) and with confirmation of ongoing extensive engagement with the owner in this particular project. Referring to the other owner’s share of the works cost, it was confirmed in response to a MCM query that risks of non-payment would be mitigated through a Minute of Agreement developed with advice from GW’s solicitor and signed in advance of the works.

⁹ Good Close Garden Competition Awards

The discussion concluded with MCMs in agreement to extend the scope of the stonework project to include replacement of the roof; and, in the context of budget and tender variation, confirmed agreement to proceed with the contract award, subject to GWEn engagement; noting routine compliance with Procurement Policy and Procedures and regulatory compliance; and mindful of critical path commencement of works towards SHQS compliance.

6.4 SHQS & EESSH¹⁰ Compliance Update

Report No.12 was considered, with current and projected SHQS compliance noted, subject to completion of the stonework and SVT projects as previously reported.

6.5 EESSH – Legislative Update

MCMs considered the presented Report No.13, summarising the Scottish Government's (SG) ongoing review of the EESSH, and highlighting the potential implications of the evolving information/advice for GWHA's Energy Efficiency and Asset Management Strategies. Of particular note in the SG's review are:

- Suspension of EESSH2 EPC¹¹ band B target by 2032; and of the “no relet” of EPC band B properties;
- Prohibition of gas boilers in new build developments beyond 2024; and of replacement gas boilers beyond 2035;
- Consultation on a new EPC certification, intended to provide more user friendly information on the fabric efficiency of buildings; as well as addressing the current conflict that encourages the use of gas heating systems rather than zero direct emissions heating systems which typically use electricity.

For GWHA, whilst the SG review is ongoing, and whilst technology and sector experience develops, the key focus will be in achieving an optimum balance between asset investment and rental income. In response to a MCM query it was confirmed that whilst there is substantial provision within the business plan/LCC for energy efficiency projects, it is difficult to determine the adequacy of the budget until such times as the Standard is confirmed. Whether funding will be available for home owners and/or for the RSL sector for the installation of EE measures remains to be seen.

7.0 Regeneration

7.1 Dover Street: GW @ 40 Mural – Working Group

MCM volunteers were sought for a short-life working group to agree principles for a mural for the Dover Street development; and to consider potential for an artwork project on the gable of 640 Argyle Street.

OTHER BUSINESS

8.0 Any Other Urgent Business

There was no other urgent business.

9.0 Items For Future Agendas

Total Homes (Bulk Uplift) Annual Report – MC 07/11/23.¹²

Dover Street: Commercial Unit Partner – MC 07/11/23

10.0 Date Of Next Meeting

Audit Sub Committee – Agenda amended from 12th to 19th September

MC Corporate – Agenda amended from 19th September to 3rd October

CLOSE

¹⁰ Scottish Housing Quality Standard / Energy Efficiency Standard for Social Housing

¹¹ Energy Performance Certificate

¹² align with planned reporting of Estates Services Strategy

