

SHAPING THRIVING COMMUNITIES

WELCOME AND MEETING PROTOCOL



Your Views Shape Your Services



CONSULTATION AGENDA

THURSDAY 16/01/25

Annual Tenant Conference Agenda

- 18.00 **Welcome and Meeting Protocol**, Elaine Travers, Chief Executive
- 18.05 **Influencing Strategy and Priorities**, Elaine Travers, Chief Executive
- 18.15 **Community Engagement Event Action Plan**, Jen Barrow, Services Director
- 18.40 **Influencing Rents and Shaping Services**, Jen Barrow, Services Director
- 19.00 **Questions and Feedback**
- 19.35 **Raffle**
- 19.45 **Meeting Close**

Your Views Shape Your Services



SHAPING THRIVING COMMUNITIES

INFLUENCING STRATEGY AND PRIORITIES



Your Views Shape Your Services





GWHA CORPORATE STRATEGY: 2028



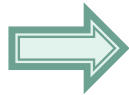
Mission: Homes are our purpose; service and sustainability our priority

Values: Inclusive, Considerate, Accountable, Resourceful, Ethical

Vision: Shaping Thriving Communities

Strategic Themes: Customising Services; Growth and Diversification: sustainable tenures, community services and enterprise

Strategic Principles: must be in the best interest of current and future tenants and must not risk charitable status or viability



Inclusive

We embrace diversity, and we encourage collaborative partnerships for the benefit of our communities.

Considerate

We are mindful of the impact of our interactions, and we take care to listen to our customers to provide a response that is right first time, every time.

Accountable

We are one team, and we accept responsibility for our decisions and our actions.

Resourceful

We manage our resources to optimise value, sustainability and service satisfaction.

Ethical

We are socially responsible, and we act in the best interests of our organisation and our customers.

PRIORITIES

CUSTOMER SERVICES

REPAIRS SERVICES

INVESTMENT



ENHANCED
SERVICES

ROBUST
GOVERNANCE

OPTIMUM
PERFORMANCE

PROGRESS 24/25

Community Engagement
Events

Repairs Partnership

Community Sustainment
Strategy / CB framework

Dover Street New Build

Pipeline Projects

Annual Assurance
Statement: Compliant

100% MC Membership

Staff Structure

GW Timeline

Systems Audits

P1 digital governance

SVT H&S works

P1/P2 Component
Replacement

RAAC

Staff Survey

ICT – Telephone
System

Major Works billing



Dover Street

55 units / 1 commercial



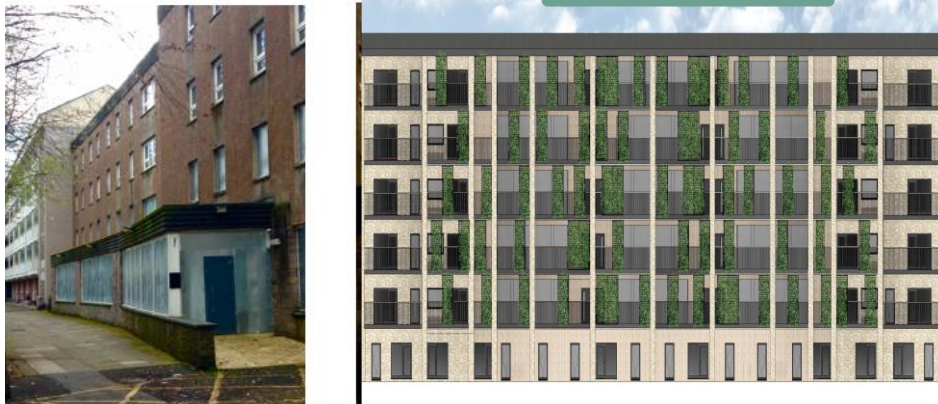
Corunna Street



15 units
Target: 2026

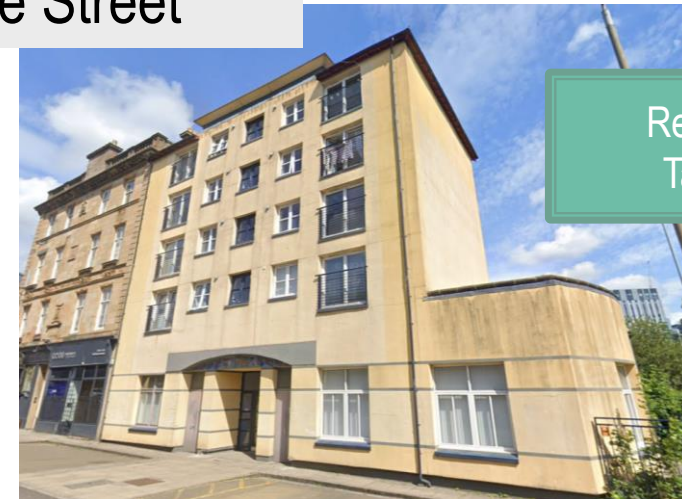
Burnbank Gardens

24 units
Target: 2026



640 Argyle Street

Refurb: 9 units
Target: 2025



Glasgow West Housing Association Ltd

Regulatory Status Compliant

The RSL meets regulatory requirements, including the Standards of Governance and Financial Management.

We don't currently require any further assurance from Glasgow West Housing Association Ltd (Glasgow West) other than the annual regulatory returns required from all RSLs.

Regulatory returns

Glasgow West must provide us with the following annual regulatory returns and alert us to notifiable events as appropriate:

- Annual Assurance Statement;
- audited financial statements and external auditor's management letter;
- loan portfolio return;
- five year financial projections; and
- Annual Return on the Charter.

It should also notify us of any material changes to its Annual Assurance Statement, and any tenant and resident safety matter which has been reported to or is being investigated by the Health and Safety Executive or reports from regulatory or statutory authorities or insurance providers, relating to safety concerns.

Our lead officer for Glasgow West Housing Association Ltd is:

Name: Craig Heron, Regulation Manager
Telephone: 0141 242 5421
Email: craig.heron@shr.gov.scot





ASSURANCE STATEMENT 2024:

Non-Compliant: Working Towards Compliance

GWHA's Management Committee has the necessary levels of assurance to report full compliance with The Standards of Governance and Financial Management, the relevant standards of the Scottish Social Housing Charter, and the Constitutional Requirements for RSLs; and partial compliance with chapter 3 of the regulatory framework and specific regulatory assurance requirements:

Working Towards Compliance	Context	Action Plan 2024/25
Tenant and Resident Safety	Recent expiry (Q1/2 2024/25) of 23/1489 EICR ¹ 5-year certificates (1.5% of stock) due to procedural oversight. Notifiable Event Ref 31086 (03/10/24)	Q3 Priority action to address: work scheduling/access arrangements Q3 Review of Procedures

Our assessment of compliance is corroborated by a robust strategic management and governance framework including routine environmental scanning and risk review, performance benchmarking, and compliance self-assessment against legislation, regulatory requirements and best practice. Independent specialist advisors support complex decision-making, and systems and external audit provide additional scrutiny and validation. The independent monitoring of service satisfaction, and reports from our consultation and engagement measures are reflected in our decision-making; and feedback and learning from complaints support our culture of continuous improvement. Our Corporate Strategy to 2028 is influenced by the feedback from our *Future Services Survey (2022)* ensuring tenants' service needs, priorities and aspirations underpin our strategic objectives; and our immediate priority remains on recovering our previously strong performance in customer services (tenant satisfaction), repairs and investment.

Our Equalities and Human Rights Strategy was reviewed in 2021/22, and our self-assessment of compliance with sector aligned human rights guidance is ongoing towards embedding best practice. Mindful of GDPR requirements, we refined the extent of our equalities data collection to four protected characteristics (age, sex, race and disability), and we are assured that our Equalities Impact Assessments, incorporating all protected characteristics, ensure

compliant policies and procedures. We are aware that this is a developing area, and our approach is kept under review to reflect emerging advice.

Specifically in relation to Tenant and Resident Safety, in the period since our 2023 assurance statement we have met two significant milestones: the findings of our RAAC² verification process confirms our stock is not affected; and the St Vincent Terrace project completed with significantly increased building and fire safety measures, with the commissioned independent report indicating that previously identified risks *"have all been addressed as far as reasonably practicable"*. There remain some residual works across our properties to optimise compliance with the Fire (Safety) Scotland Regulations (fire and smoke alarms) and achieving the enhanced Tolerable Standard requirements for evidencing electrical safety, including forced access where all other measures have been unsuccessful. On other safety matters we are satisfied that systems, controls and proportionate action plans are in place to enhance our existing compliance baseline: gas; water, asbestos, dampness and mould; passenger lifts and roof anchor/fall arrest systems. We remain vigilant to wider public health issues, with proactive stakeholder engagement to ensure effective strategies for managing waste and vermin across our area of operation.

In this volatile operating environment, and with an evolving regulatory landscape, there remain challenges and risks for our business and for our operations. We are closely monitoring our Plans to ensure they remain appropriate and proportionate in context to our service delivery and regulatory commitments; with ongoing emphasis on delivering affordable rents and on fostering strong partnerships to support our communities. We are encouraged by the completion of our Dover Street New Build project, delivering 55 new homes for social rent and a commercial unit within our area; and likewise with the progress of our other pipeline investment projects. We are satisfied that the actions within our compliance plans are appropriate and proportionate; we are aware of the requirement to notify the SHR of material changes in our compliance during the year; and we are assured that the appropriate arrangements are in place should this be necessary.

Issi Gracie (Chairperson)
On behalf of GWHA's Management Committee
22 October 2024 (ref. MC Meeting 08/10/24)

¹ Electrical Installation Certificate Reports

² Reinforced Autoclave Aerated Concrete



- Ongoing economic uncertainty (materials/labour/fuel)
- Conflict in Ukraine and in the Middle East
- Housing crisis- National Housing Emergency declared
- Housing (Scotland) Bill – ask and act (homelessness)
- Welfare Reform/Fiscal austerity (Winter fuel payment)
- Rent Controls
- Inflation/Interest rates
- Borrowing/Bonds Cost/Conditions
- Pension Gap/deficits
- Changing Demographics
- Digital by Default – cyber attacks
- Diminishing LA Services
- Increasing Regulation Charities (Scotland) Act 2023
- Sector Skills Profile
- PRS Growth (& SG housing supply vehicle)
- Smith Commission / SG devolved powers / Indy Ref 2
- Public Bodies: FOI
- Government Agenda – Employer NI
- Climate Change/Net Zero targets/ESSH consultation
- Employment Rights Bill
- Grenfell Enquiry Phase 2

Environmental Change

- Tenure v Stock Profile
- Teams (changing roles/turnover)
- Core –v- support/sustainment
- Priorities/Needs and Aspirations
- Increasing Housing Demand
- Debt Management (Arrears/RRs)
- Rent affordability
- SSHC/Service Satisfaction levels
- SHQS/ESSH stock constraints
- O/O investment challenges
- Dev Opps/MMR v Risk
- Commercial Risk/GW Property Portfolio Review
- Competing Demands
- Service, Performance and Governance
- Staff retention / satisfaction / office facilities

Internal Context

- Environmental Scanning
 - PESTLE
 - KEY Trends
- SWOT
- TOWS: Potential Strategies

2028 Vision

Pace of Change



ENHANCED
SERVICES

ROBUST
GOVERNANCE

OPTIMUM
PERFORMANCE

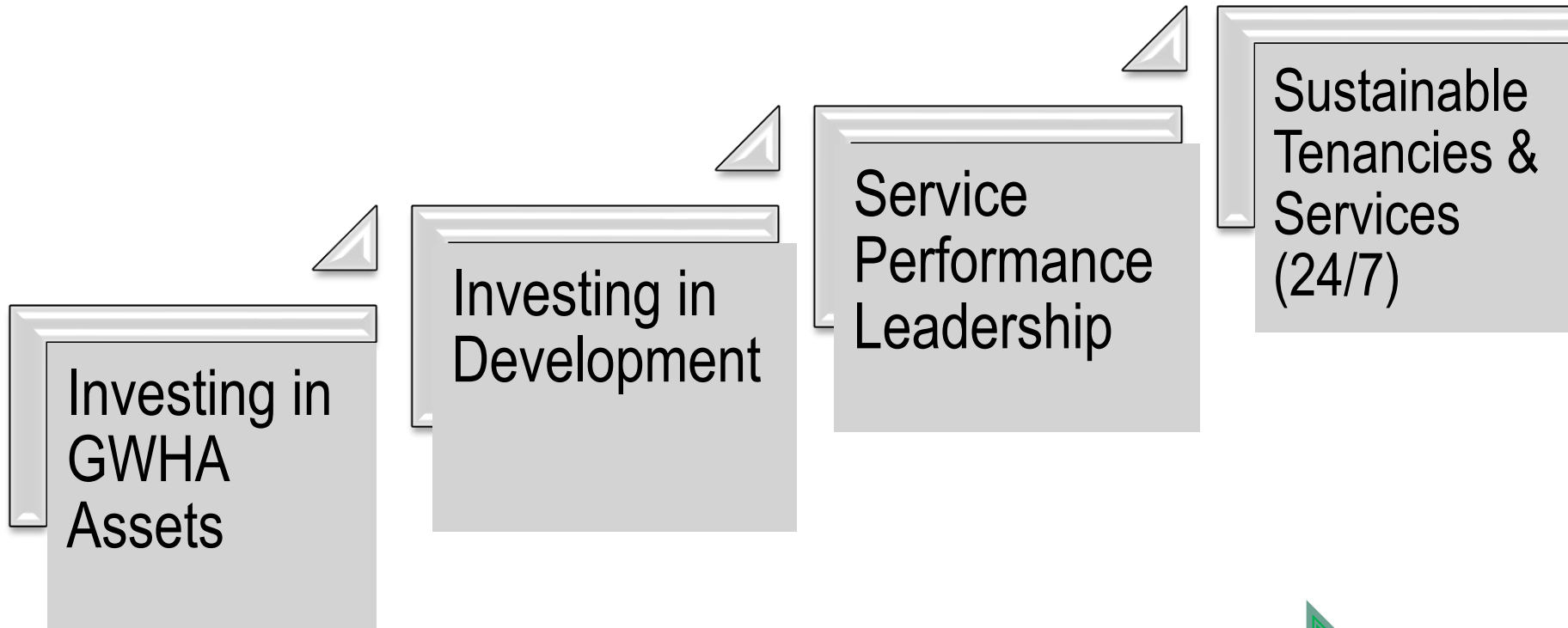
PLANS 25/26

CUSTOMER SERVICES

REPAIRS SERVICES

INVESTMENT PROGRAMME





Investing in the Future – Towards 2028!



SHAPING THRIVING COMMUNITIES

FEEDBACK



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SHAPING THRIVING COMMUNITIES

RAFFLE



Your Views Shape Your Services



SHAPING THRIVING COMMUNITIES

AGM
Monday
Xx/ 06 / 2025

Conclusion, Thanks and Close

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