

**MINUTE OF GWHA MANAGEMENT COMMITTEE MEETING HELD ON TUESDAY 10 NOVEMBER 2020  
AT 6:00 PM, VIA VIDEO CONFERENCE**

**PRESENT:**

Joe Heaney Chairperson  
Joginder Makar<sup>1</sup>  
Susan Mosedale  
Yushin Toda  
Anila Ali  
Billy Robertson

**ATTENDING:**

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

**APOLOGIES:**

Nina MacNeill  
Issie Gracie  
Anne Campbell

**LEAVE OF ABSENCE:**

**OBSERVERS:**

**WELCOME**

- 1.0** The Chairperson noted apologies, introduced and welcomed all Committee members to the meeting. The general interest of Tenant Members, and GWEn service users, along with the specific interests of Elaine Travers and Susan Mosedale as GWEn Board Members were noted. Members were mindful of their responsibilities as Trustees, accordingly, the Secretary confirmed it was appropriate that Members did not withdraw from the meeting. In line with Rule 36, at 7.55pm Members agreed to extend the meeting to 8.30pm to conclude business.

**CORPORATE**

**2.0 Minutes**

**2.1 Management Committee Meeting: 22 November 2020**

**2.1.1 Adoption of Minute**

The minute of the meeting was unanimously accepted as a correct record, without amendment; proposed by S Mosedale and seconded by Y Toda.

**2.1.2 Matters Arising**

Item 3.7 H&S<sup>2</sup> Compliance: contractor covid-19 controls

Report No. 1 was considered. Members were reassured by the contractor H&S controls and welcomed the changes implemented to ensure clarity of communication.

Item 5.1 Fire Safety Plan: compliance

Members considered Report No. 2, approving the amendments as adding strength and structure to the Fire Safety Plan compliance self-assessment.

**2.2 Audit Sub Committee Meeting: 22 September 2020**

**2.2.1 Adoption of Minute**

The minute of the meeting was unanimously accepted as a correct record, without amendment; proposed by Y Toda and seconded by S Mosedale.

**2.2.2 Matters Arising**

There were no matters arising.

---

<sup>1</sup> Items 1.0-7.0

<sup>2</sup> Health and Safety

### **3.0 Governance**

#### **3.1 Execution Of Documents**

There were none.

#### **3.2 Membership Applications**

There were none.

#### **3.3 Registers: Notifiable Events (NE) / Data Breaches / Payments and Benefits**

Members considered Report No. 4, acknowledging NE 1003649 updated covid-19 trend monitoring; and contemplating the Annual Assurance Statement in the context of the Scottish Housing Regulator's response to the self-assessment against the Scottish Government's (SG) pandemic impact correspondence, and the subsequent advice that the Scottish Minister is making recommendation to the Scottish Parliament to extend compliance of the Fire (Scotland) 2021 Regulations to February 2022. The learning from the recent data breach was acknowledged and there were no payment and benefits to report.

#### **3.4 Gifts and Hospitality**

Report No.5 was considered. Members approved the SSC<sup>3</sup> recommendation as offering clarity and objectivity to the policy.

## **SERVICES**

### **4.0 Mid-year Performance Report**

Members considered Report No. 6 and the accompanying presentation, discussing performance against the Charter outcomes, welcoming progress in the midst of unprecedented circumstances, and agreeing revised targets, where recommended, in the context of risk. Further reporting against SSHC<sup>4</sup> 5 was agreed<sup>5</sup>, and the following specific points were noted from the discussions:

- a) Service satisfaction levels generally maintained or improved, with the exception of Indicator 12<sup>6</sup> impacted by suspended close cleaning;
- b) Ongoing endeavours to encourage participation in the Consumer Panel; ATC<sup>7</sup> planning underway; and social media providing a valuable communication platform during office lockdown;
- c) Covid-19 service restrictions and enhanced SHQS<sup>8</sup> requirements (Healthy, Safe and Secure) impacting compliance, as per NE reporting under item 3.3.
- d) Non-covid related Annual Gas Servicing slippage in one property prompting procedural review and increased scrutiny;
- e) 100% reported anti-social behaviour cases concluded within target response times; phased reinstatement of estate/concierge services with H&S RAMS<sup>9</sup>; and ongoing challenges with refuse/bulk uplift;
- f) Housing allocations are now resumed, although the impact of covid-19 restrictions on void rent loss, re-let times and offer refusals is unlikely to be recovered before the year-end;
- g) Challenging household circumstances affecting Save with Rent and Rent Reward Scheme membership; with proactive and intensive tenancy sustainment support including prompt access to benefits advice service, and weekly welfare calls to vulnerable households;
- h) Increase in Universal Credit claimants; and in 13 week + rent arrears cases impacting performance leadership strategy, with slow recovery of rent collection performance anticipated through to 2021/22.

---

<sup>3</sup> Staffing Sub-Committee

<sup>4</sup> Scottish Social Housing Charter

<sup>5</sup> MC Meeting 26/01/21

<sup>6</sup> Landlord's contribution to the management of the neighbourhood

<sup>7</sup> Annual Tenants Conference

<sup>8</sup> Scottish Housing Quality Standard

<sup>9</sup> Risk assessment method statement

4.1 SSHC<sup>10</sup> 11: Cash for Kids  
Report No. 7 was considered, with Members agreeing financial support for this tenancy sustainment initiative on an exceptional basis.

## 5.0 Rent Policy 2021/22

Report No. 8, incorporating the annual self-assessment against SSHC outcomes 13-15, and the SHR's thematic inquiry recommendations<sup>11</sup> was considered, alongside the supplementary presentation. Members acknowledged the challenges of reaching a fair and balanced outcome in this exceptionally complex and unpredictable external operating environment; including covid-19 pressures on our tenant households and on service costs, Brexit predictions for escalating costs, and the ever increasing reliance on RSLs to bridge the gap in declining public services: most recently bulk uplift. The positive impact of rent restructuring on affordability levels, and the narrowing of local comparable average rent levels was welcomed, however, Members were nonetheless guarded over the affordability challenges for single people in particular. With careful consideration of the options, and a requirement for efficiency savings to absorb year one bulk uplift costs, Members unanimously supported consultation on the proposed average 1.97%, delivered through rent restructuring (phase 2 year 2) and translating to a 0% increase for the 55% of households with the most pressured rents, and a 1.4% increase, plus a maximum £3.00 per week for the remaining 45% of households. Whilst there were reservations that enhanced service options attracting an increase beyond the average 1.97% would be unpalatable at this time, with an ambitious investment programme pending, there was agreement that consultation on the current policy in respect of decoration allowances was appropriate. In terms of the service charge consultation period, this was extended to align with the rent review, and the plans for presenting the consultation information leaflet to the MC Meeting 24/11/20 was approved.

## 6.0 Service Engagement Strategy: Plan 2021/22 + ATC Principles

Report No. 9 was considered and the Service Engagement Strategy: Plan 2021/22 and ATC principles were approved in the context of current exigencies.

## 7.0 Repairs and Factoring

### 7.1 Stage III Medical Adaptations Policy

Members considered Report No. 10, acknowledging amendment to note 16% of properties currently adapted. Members approved the revised Stage 3 Adaptations Policy, including the initiatives and performance indicators (and retaining the 20% stock adaptation guideline), in the context of compliance, risk and equalities impact assessment.

### 7.2 Procurement Compliance

Members considered Report No. 11 noting the circumstances surrounding the variation, and acknowledging the subsequent actions.

### 7.3 Pest Control Policy

Report No.12 was considered and the amendment to the Pest Control Policy to reflect recent learning was approved.

## 8.0 Technical

---

<sup>10</sup> Scottish Social Housing Charter

<sup>11</sup> How Social Landlords consult tenants about rent increases

- 8.1 PDP<sup>12</sup> Progress + 2021/22 Plan  
Members considered Report No.13 and the supplementary presentation, noting progress against the PDP and plans for the 2021/22

## **OTHER BUSINESS**

- 9.0 **Any Other Urgent Business**  
There was no other business.

- 10.0 **Items For Future Agendas**  
Estate Services Strategy: 24/11/20  
EWI<sup>13</sup> Options Appraisal: 24/11/20  
BBH Development Agreement: 24/11/20  
Corunna Street Condition Report: 24/11/20  
Equalities Strategy: 26/01/20  
Mid-year performance report SSHC 5: 26/01/20

- 11.0 **Date Of Next Meeting**  
MC Corporate 24 Nov 2020  
Audit Sub 24 Nov 2020

## **CLOSE**

---

<sup>12</sup> Procurement Development Plan

<sup>13</sup> External Wall Insulation