

**MINUTE OF GWHA MANAGEMENT COMMITTEE MEETING HELD ON TUESDAY 26 JANUARY 2021  
AT 6:00 PM, VIA VIDEO CONFERENCE**

**PRESENT:**

Anne Campbell  
Joe Heaney Chairperson  
Nina MacNeill  
Joginder Makar  
Susan Mosedale  
Yushin Toda  
Anila Ali  
Billy Robertson

**ATTENDING:**

Elaine Travers, Chief Executive  
Iain Nicholl, Corporate Director  
Jen Barrow, Services Director

**APOLOGIES:**

Issie Gracie

**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. The potential for the meeting to exceed two hours was noted, with Members content to agree this in line with Rule 36.

**CORPORATE**

**2.0 Minutes**

**2.1 Management Committee Meeting: 24 November 2020**

2.1.1 Adoption of Minute

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

2.1.2 Matters Arising

Item 6.2 Telecoms Mast Lease Review

Members noted the ongoing review of the lease, acknowledging further MC reporting in due course.

Item 7.1 Burnbank House: 25 Burnbank Gardens

The potential for revision to the previously agreed Heads of Terms was highlighted, with confirmation of further reporting in due course.

**2.2 Audit Sub Committee Meeting: 8 December 2020**

2.2.1 Adoption of Minute

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

2.2.2 Matters Arising:

Item 3.2 Notifiable Events Register: Asset Disposals

Members noted proposed plans for the remarketing of the property reported under NE 1003551<sup>1</sup>.

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<sup>1</sup> MC Report 25/02/20

### **3.0 Governance**

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

##### **3.1.1 Internet Banking Post Registration Amendments Form**

A copy of the bank's business internet banking post registration amendments form (the "Amendments Form" was laid before the meeting together with a copy of the digital banking services terms and conditions detailing the terms governing the use of Business Internet Banking and mobile app which had previously been accepted by the company together with any amendments made by the bank from time to time and notified to the business (the "T&Cs")

The Company has also been provided with the bank's privacy notice ("Notice") as part of this amendment and have been made aware that personal data on all individuals whose information has been provided within this amendment form will be processed in the manner set out within the notice. The notice is available to view on the bank's website at [cbonline.co.uk/privacy](http://cbonline.co.uk/privacy) and at [ybonline.co.uk/privacy](http://ybonline.co.uk/privacy) and could be updated from time to time. All documents were considered by the meeting and approved.

##### **3.1.2 Dover Street Building Contract**

Members acknowledged the execution of the building contract **PERSONAL DATA REDACTED** by the CE<sup>2</sup> on 22/01/21 in line with delegated authority.

#### **3.2 Membership Applications**

There were none.

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

Members considered Report No. 6, noting NE 1003649 updated covid-19 trend monitoring; and acknowledging the SHR's<sup>3</sup> confirmation of new Rules registration compliance under NE 1003989. Member concerns over the data breach were recorded, the mitigation/action plan was accepted, and MC expectations around data compliance were fully acknowledged. There were no new entries in the P&B register.

#### **3.4 Contingency Planning: Festive Close Review**

Members considered Report No. 7, noting in particular the increased demand from 2019 on the response repairs service. The learning from the procedural non-compliance was accepted and the festive close arrangements for 2021 were approved, subject to exigencies at the time. Clarification of the arrangements for EM/temporary accommodation were sought for reporting to the next MC meeting.

#### **3.5 MC Membership Strategy: Committee Training Forum**

Members considered Report No. 8, approving the 2021 CTF Plan and Membership Strategy.

### **4.0 Finance**

#### **4.1 Delegated Authority**

Members considered Report No. 9, approving the Delegated Authorities, subject to validation of online banking approval limits for allowable accounts.

## **SERVICES**

### **5.0 Complaints Handling Procedure**

Report No.10 was considered. The CHP, PIs and initiatives; and the recommendation in respect to complaints via social media were all approved; and the feedback on the customer facing guide was welcomed for further reporting to the MC Meeting 23/02/21.

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<sup>2</sup> Chief Executive

<sup>3</sup> Scottish Housing Regulator

## 6.0 Tenancy Services

### 6.1 ATC Evaluation/Rent and Services consultation

Report No.11 was considered. Members acknowledged a successful 21<sup>st</sup> ATC, the first in digital format; commending the quick turnaround of the evaluation report, and welcoming the feedback from Attendees for informing future Events. Consultation responses were considered, with Members endorsing tenant support<sup>4</sup> as summarised below; in effect confirming the implementation of the proposals in respect of service charge administration and bulk uplift, and setting aside the provision of décor packs. The MC confirmed that the costs associated with the combined reactive/scheduled bulk uplift service (the preferred option of 73% of respondents) would be absorbed for this year (whilst a review was undertaken); and it was agreed that tenants would be encouraged through the rent notification letters to raise with their MSP the untimely imposition of this service on RSLs.

	No and % of Respondents in Agreement	Pre-ATC Survey	ATC Attendees	Total
1	Service Charges bespoke to the property	65% (113/173)	86% (13/15)	67% (126/188)
2a	Bulk Uplift: "doing nothing" high risk	88% (167/189)	100% (14/14)	89% (181/203)
2b	GW bridge gap in LA service	79% (151/189)	86% (13/15)	80% (164/204)
2c	Combination of reactive/scheduled service the preferred option for Year 1	71% (118/165)	92% (12/13)	73% (130/178)
3a	Décor pack good value for money	38% (64/165)	57% (8/14)	40% (72/179)
3b	To pay increased rent to fund the cost of décor pack	21% (38/175)	42% (6/14)	23% (44/189)

Members were encouraged to note that service charges were reduced for 2021/22 for some tenants, due to a combination of lower costs from the successfully retendered contracts, and to an accrued surplus from the period of covid-19 service disruption offsetting the amount payable for 2021.

Progressing to the rent review, Members welcomed the impressive 236 consultation responses (15% of all tenancies): with 24 (10%) of the responses from the ATC; and the remainder from the pre-ATC consultation PI to proactively contact a minimum 10% of tenants. It was noted that 54% of the 213 tenants expressing a view<sup>5</sup> were not in favour of the average 1.97% rent proposal<sup>6</sup>, and that, typically, the higher levels of support (56%)<sup>7</sup> were from ATC Attendees.

The extensive rent feedback was deliberated, and, whilst confident of GWHA's strong performance against the affordability and comparability rent policy review factors, Members were nonetheless concerned at the impact of the pandemic on household incomes, and were minded to revisit the original 1.97% proposal in these exceptional circumstances. The unforeseen costs from the imposition of bulk uplift services, BREXIT uncertainty, and increasing regulatory requirements around SHQS/ESSH were all acknowledged; with Members querying the potential for ongoing budget efficiencies in 2021/22 to reflect the continuing impact of Government restrictions on office overheads and service delivery.

Mindful that the budget was scheduled for the MC Meeting 23/02/21, and conscious of time constraints insofar as rent notifications, delegated authority was granted to the Chief Executive to contain the average rent increase to within c1.5%-1.8%; with consensus that a post-pandemic recovery strategy may be required to deliver a balanced budget this year, and avoid future service impact. It was agreed that the rent increase,

<sup>4</sup> % of those expressing a view

<sup>5</sup> 23 were indifferent/abstained (22 pre-ATC consultation and 1 ATC)

<sup>6</sup> Delivered as 1.4% plus maximum £3 per week.

<sup>7</sup> 2019 ATC: 87.5% in support of proposal

effective from 28/03/21 would be delivered through Year 2 of the rent restructuring programme.

## **POST MEETING NOTE**

An average rent increase of 1.5% was determined for delivery through the rent restructuring programme (with individual rent increases capped at a maximum of 1.6% plus £2 per week).

### **7.0 Repairs**

7.1 SSHC 5: Repairs, Maintenance and Improvements [Follow up report]  
Noting low risk, Report No 12 was deferred to MC Meeting 23/02/21.

7.2 Right to Repair Policy  
Noting low risk, Report No 13 was deferred to MC Meeting 23/02/21.

### **8.0 Technical**

8.1 Procurement Delivery Plan (PDP)Progress  
Progress against the PDP, as outlined in Report No. 14, was noted.

8.2 Procurement Report:

8.2.1 Roof Inspection & Gutter Cleaning  
Report No.15 was noted, with Members acknowledging the contract award for cyclical Roof Inspection and Gutter Cleaning in line with regulatory compliance and delegated authority; and including procedural adjustment to reflect covid-19 Health & Safety controls.

8.3 SHQS<sup>8</sup> Progress Report  
Members considered Report No 16, noting performance update in the context of the changing regulatory compliance framework, and reflecting the impact of Covid-19 on procurement and investment works.

### **9.0 Regeneration**

9.1 Dover St  
Members considered Report No.17, noting executed contract and agreeing variation recommendations.

## **OTHER BUSINESS**

### **10.0 Any Other Urgent Business**

10.1 Sustainment Initiatives  
Members noted 170 children benefitted from £4,500 funding from GWA in lieu of Cash For Kids grant this year. Additionally there were seven hampers raffled in lieu of GWA's annual festive gift delivery for older/vulnerable households.

10.2 SVT Curtain Walling  
Report No. 18 was presented, with Members delegating authority for consultant appointment and procurement of risk mitigation works, by exception, and with a view to further investigations and SHR NE reporting.

### **11.0 Items For Future Agendas**

Community Sustainment/Social Impact Strategy: 23/02/20  
Complaints Handling Procedure: 23/02/20

### **12.0 Date Of Next Meeting**

MC Corporate 23 February 2021

## **CLOSE**

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<sup>8</sup> Scottish Housing Progress Report