

**MINUTE OF GWAH MANAGEMENT COMMITTEE MEETING HELD ON TUESDAY 9 NOVEMBER 2021
AT 6:00 PM, HYBRID MEETING VIA VIDEO CONFERENCE AND IN GWAH OFFICES, 5 ROYAL CRESCENT,
GLASGOW**

PRESENT:

Nicola Adams¹
Steve Bruce¹
Anne Campbell
Joe Heaney, Chairperson¹
Nina MacNeill¹
Joginder Makar
Amy Robertson¹
Billy Robertson¹
Yushin Toda

ATTENDING:

Elaine Travers, Chief Executive
Iain Nicholl, Corporate Director
Daniel Wedge, Technical Director

APOLOGIES:

Anila Ali
Issie Gracie

LEAVE OF ABSENCE:

OBSERVERS:

WELCOME

- 1.0 The Chairperson noted apologies, introduced and welcomed all MCMs to the Meeting; and confirmed the order of business. The general interest of Tenant Members, and GWEn service users, along with the specific interests of Elaine Travers as a GWEn Board Member 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.

CORPORATE

2.0 Minutes

2.1 Management Committee Meeting: 21 September 2021

2.1.1 Adoption of Minute

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

2.1.2 Matters Arising

Item 3.5 H&S Compliance: Defibrillator

Members noted initial enquiries, agreeing further investigations prior to final decision making.

Item 3.7 Annual Assurance Statement 2021

Report No. 1 was considered and submission of the Statement to the SHR² within the required timescale was noted.

Item 5.2 Telecoms Mast – Lease Review Update

Members were disappointed to note that the necessary level of support for the proposal had not been obtained at the homeowners meeting on 21/10/21, and that the 28-day cool-off period was now underway.

2.1 Audit Sub Committee Meeting: 21 September 2021

2.1.1 Adoption of Minute

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

¹ Online

²Scottish Housing Regulator

- 2.1.2 Matters Arising
 Item 5.3 H&S Register
 Members noted advice that the circumstances surrounding the incident in question were such that RIDDR reporting was not required.
 Item 5.2 FTT PFE0³
 Members were alerted to the FTT's decision not to issue a PFE0, with cautionary note that the homeowner has the right to appeal this decision.

2.2 MC Action Plan Compliance
 Report No. 2 was considered and progress and compliance acknowledged. Members noted the amended date at 3.5 and 5.2 (MC Meeting 21/09/21) to 09/11/21.

3.0 Governance
 3.1 Execution Of Documents
 There were none

3.2 Membership Applications
 Report No.1 was considered. Members approved the reinstatement of cancelled membership number [PERSONAL DATA REDACTED] and unanimously approved the category A application.

Name	Address	Share
[PERSONAL DATA REDACTED]	[PERSONAL DATA REDACTED]	[PERSONAL DATA REDACTED]

3.3 Registers: Compliance Reporting
 Report No. 4 was considered, with recent recordings in the Registers reviewed. The SHR's closure of NEs⁴ 1003649, 22240 and 22287 was noted, and there was agreement to retain monthly MC covid-19 service impact reporting (NE 1003649 Appendix 1), with further review at the year end. Within this Appendix 1, GWhA's reporting against the percentage of rental income from direct housing cost payments was queried for clarification at the next MC Meeting, and there was confirmation of internal reporting arrangements for H&S and concierge incident reporting. Members moved to consider the only remaining active NE 1004349, noting the benefit of the recent stock tour insofar as understanding the SVT GCW structure. The scheduled homeowner meeting was noted, and the revised programme focussing on priority works was approved. The initial legal opinion was referenced for further discussion and the progress against the governance and general action plans was acknowledged. The governance training dates and timing (6pm-7.30pm) were confirmed and an amended date (from September to November) was recorded against the Communication Action Plan item 7. In the Risk Schedule, the residual risk score set higher than the inherent risk score was confirmed as reflecting the static nature of the latter in comparison to the ongoing review and identification of new/emerging risks.

Recent recording in the Payments and Benefits Register and in the SAR, FOI and EIR Registers was noted; there were no data breaches to report; and H&S reporting was as previously agreed, with scheduled reporting on the ACS audits to the Audit Sub Committee meeting 23/11/21.

3.4 Regulatory Review and Revised Engagement Plan 2021/22
 Report No. 5 was considered, with Members welcoming the positive outcome of the SHR regulatory review; acknowledging the requirements of the reviewed Engagement Plan; and approving the MC compliance reporting framework.

3.5 Formal Complaint : HAP⁵ clarification
 Members considered the context to Report No. 6, confirming the HAP (in respect to offers of

³ First Tier Tribunal, Property Factors Enforcement Order
⁴ Notifiable Events
⁵ Housing Allocations Policy

accommodation) reflected intentions.

3.6 Sensitive data

SERVICES

4.0 Mid-year Performance Report

Members considered Report No. 8 and the accompanying presentation, discussing performance against the Charter outcomes, welcoming progress in the midst of ongoing service disruption, and agreeing revised targets, where recommended, in the context of risk. Further reporting against SSHC⁶ 5 was agreed⁷, and the following points referenced:

- a) Direct approach to former CTF⁸ member/MC nominee to fill casual vacancy; with newsletter advertising thereafter;
- b) Reporting on RTP⁹ sales (abolished in 2016) to be discontinued;
- c) Service satisfaction survey analysis and reporting to be further developed to facilitate trend monitoring and action planning.
- d) Significant Performance Failure (submitted by a tenant in relation to the change in service charge administration and the increase in service charges) currently under review by the SHR;
- e) Enhanced reporting on equalities and human rights to inform decision making.
- f) Ongoing endeavours to encourage participation in the Consumer Panel; ATC¹⁰ planning underway; and social media providing a valuable communication platform;
- g) Covid-19 impact; supply chain issues and enhanced SHQS¹¹ and regulatory requirements (Healthy, Safe and Secure) impacting compliance, as per NE reporting.
- h) Whilst generally positive feedback on service contractors (estates); a Member's concerns around the quality/cost were noted for input to contractor's ongoing performance reviews.
- i) Void rent loss, re-let times and offer refusals currently under scrutiny with the aim of identifying a robust recovery strategy.
- j) 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 welfare calls to vulnerable households;
- k) Extension of bookworms membership to include children up to the age of 16;
- l) Improved rent collection performance and plans underway for withdrawal of transitional (covid) policy.

In reviewing SSHC 11, the ongoing impact of covid-19 on fund raising activities was considered, with Members agreeing to repeat financial assistance for a tenancy sustainment initiative the equivalent of "Cash For Kids", as a means of supporting GW children in these particularly challenging times.

5.0 Rent and Service Charges Review 2022/23

Report No. 9, incorporating the annual self-assessment against SSHC outcomes 13-15, and the SHR's thematic inquiry recommendations¹² was considered, alongside the supplementary presentation. Members acknowledged the challenges of reaching a fair and balanced outcome in the midst of ongoing unprecedented global market turbulence; as new, emerging and heightened risks pressurise our sector and emphasise the challenges for our tenants' incomes and ability to afford rents. The general increase in costs was noted of concern, and there was resistance to the service contract increases (estate services), and to the 15% backdated increase proposed by a primary contractor in the absence of aligned service enhancements. There was also a cautionary note to increasing rent levels amidst declining satisfaction

⁶ Scottish Social Housing Charter

⁷ MC Meeting 25/01/22

⁸ Committee Training Forum

⁹ Right to Purchase

¹⁰ Annual Tenants Conference

¹¹ Scottish Housing Quality Standard

¹² How Social Landlords consult tenants about rent increases

levels, with Members calling for further analysis and action planning to address this. In terms of the rent review proposal, Members were in agreement that a stand-still position was high risk in the context of CPI 3.1%, and market indications, and there was consensus on the proposed average increase of 3.96% (including 0.8% for the bulk uplift service to be reflected in the rent review, rather than service charges) as the minimum required to maintain current service levels. There was also some support for clearly defined enhanced service options to be brought forward for consideration to the next MC meeting. In considering delivery of the increase, whilst the positive outcome of rent restructuring on affordability levels was welcomed, Members were wary of the impact of applying Year 3 in the current climate; and there was agreement that partial implementation, as follows, was appropriate for this year:

- a) Minimum 1.5% increase for 2 apartment properties
- b) Maximum 2.4% plus £5.30 p/w for “under target” rents

For the service charge review, the contractual terms were noted, and there was acknowledgement that the sums payable for 2022/23 would in some instances appear artificially high due to the rebalancing of costs and charges post-lockdown: with forewarning of this provided to residents in the 2021/22 rent increase letters.

The tenant consultation process was then confirmed, with Members noting final decisions required at the MC Meeting 25/01/22.

6.0 Service Engagement Strategy: Plan 2022/23 + ATC Principles

Report No.10 was considered and the Service Engagement Strategy: Plan 2022/23 and ATC principles were approved in the context of current exigencies.

7.0 Technical

7.1 SHQS and EESSH Update

MC considered Report No. 11, noting current and projected performance and recovery plans, subject to procurement, contract award and works scheduling in the context of the particularly challenging market conditions.

OTHER BUSINESS

8.0 Any Other Urgent Business

There was none.

9.0 Items For Future Agendas

EWI Options Appraisal T: 23/11/21

Major Work & PDP Update (+2022/23 draft initiatives) T: 23/11/2021

Future Services Survey T: 25/01/22

Asset Management Strategy: Commercial Unit EOI T: 29/03/22

Social Impact Strategy T: Aug 2022

10.0 Date Of Next Meeting

23 November 2021

CLOSE