

**MINUTE OF GWAH MANAGEMENT COMMITTEE MEETING HELD ON TUESDAY 16 MAY 2023  
AT 6:00 PM, HYBRID MEETING VIA VIDEO CONFERENCE AND IN GWAH OFFICES, 5 ROYAL CRESCENT,  
GLASGOW**

**PRESENT:**

Nicola Adams<sup>1</sup>  
Anila Ali  
Steve Bruce  
Issie Gracie (Chairperson)  
Nina MacNeill  
Joginder Makar  
Amy Robertson  
Billy Robertson  
Yushin Toda

**Co-opted Members**

**ATTENDING:**

Elaine Travers, Chief Executive  
Iain Nicholl, Corporate Director<sup>2</sup>  
Jen Barrow, Services Director<sup>3</sup>  
Daniel Wedge, Technical Director

**APOLOGIES:**

Rowan Evenstar (Co-opted member)

**LEAVE OF ABSENCE:**

Anne Campbell

**OBSERVERS:**

Ekpe Ukpe  
Surjit Chowdhary  
Gina McGavin  
Alison Chiesa  
Debbie van Pomeran Reilly

**ARC<sup>4</sup>: Introduction & Briefing (session cancelled) - covered in introduction to agenda item 5.1**

**WELCOME**

**1.0** The Chairperson noted apologies, introduced and welcomed MCMs and Committee Training Forum (CFT) Member Observers to the meeting. The order of business was confirmed and the general interests of Tenant Members, and GWEn service users, along with the specific interests of E Travers and A Ali as GWEn Board Directors was noted. A Robertson's earlier declared interest in item 3.3 (Ref 56) was noted, with the Secretary confirming that the MCM was mindful of her responsibilities as a Trustee and would abstain from the relevant discussion, with no requirement to withdraw from the meeting. The Chairperson reminded Members 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.

**CORPORATE**

**2.0 Minutes**

**2.1 Management Committee Meeting: 25 April 2023**

**2.1.1 Adoption of Minute**

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

**2.1.2 Matters Arising**

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<sup>1</sup> On-line

<sup>2</sup> Item 1.0-3.2, 3.6 and 4.1

<sup>3</sup> Item 1.0-3.3, 3.6, 4.1 and 5.0

<sup>4</sup> Annual Return on the Charter

There were no matters arising.

## 2.2 MC Action Plan Compliance

Report No.1 was considered and progress and compliance acknowledged

## 3.0 Governance

### 3.1 Execution Of Documents

There were none.

### 3.2 Membership Applications

Report No. 2 was considered and MCMs approved unanimously the Cat A application.

Name	Address	Share
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### 3.3 Registers: Compliance Reporting

Report No.3 was considered and recent recording in the Registers noted. MCMs considered NE 1004349 report alongside the supplementary presentation, acknowledging recent progress insofar as the placement of the glazing order; and the plans for resident communication. The draft works programme, with an anticipated site start early June, was noted for confirmation at the design team meeting scheduled for 17/05/23; and the proposed phasing of the works towards anticipated completion December 2023 to prioritise health and safety and SHQS compliance was welcomed. Alert to the approaching MC summer recess, ongoing delegated authority for Office Bearers and the Chief Executive was confirmed as previous.

Progressing to NE 30299 and the supplementary presentation, MCMs were in agreement with the proposed appointment of a "single contractor" through a VEAT<sup>5</sup> notice, as the optimum short-term solution in context to the legal advice and risk exposure; and pending full procurement of the contract within the next 12 month period. For the benefit of the CTF Observers, there was a summary of the events leading to the current situation, and the principles of GWHA's Procurement Strategy were outlined with reassurance that the proposed approach (appointment of a contractor without a traditional competitive tendering process) was exceptional and reflective of the urgency. MCMs acknowledged further reporting to the MC, following the meeting with the proposed primary contractor to explore contract terms including pricing schedule, resource capacity and service expectations. In terms of the incumbent contractor, MCMs noted previously reported data integrity and performance issues remained.

From NE 303399, MCMs noted the current lack of response from two existing contractors for quotes for remedial works identified during the roof inspections, with a pending response from a third (new) contractor to enable instruction of works, and/or home owner consultation as required. The rescheduled date of 10/06/23 for the remaining roof anchor inspections was accepted, with note to this being subject to completion of preliminary safety works instructed to our primary (response repairs) contractor. At the date of reporting, 88% of roof anchor inspections and 71% of roof inspections were complete.

MCMs were alerted to a potentially new NE: an intimated court action for alleged breach of the telecommunications code legislation, specifically GWHA's failure to confirm permission for installation of a mast for the provision of wireless superfast broadband from the roof of a high rise property. MCMs noted holding response (with advice from GWHA's solicitor) confirming that the property is mixed tenure and that neither GWHA nor GWEn have the remit to grant approval on behalf of all owners. Further reporting on this matter was agreed, with acknowledgement that court action against the association would trigger a NE.

There were no EPBs or data breaches to report, and the quarterly report on entries to the SAR, FOI and EIR Registers was acknowledged. Reporting against the H&S Register is as previously agreed.

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<sup>5</sup> Voluntary Ex-Ante Notice

### 3.4 Corporate Plan 2023-28

Report No. 4 was considered with reference to the Strategy Review in December 2022, and the subsequent consultation and MCM discussions. There was agreement that the 5-year Plan, inclusive of the 2023/24 initiatives, was consistent with the association's ambitions towards its 50<sup>th</sup> anniversary in 2028, with the agreed early focus on customer and repairs services and on delivery of investment commitments. The Plan was approved, with suggestion that a condensed "community" version would be helpful in outlining for tenants the plans and priorities for their immediate area.

### 3.5 Health and Safety Compliance

Report No. 5 was considered, with MCMs noting performance and actions in context of Member's statutory responsibility for health and safety. MCMs welcomed the positive report from the external audit of GWHA's Health and Safety Systems, and evaluation against the Health & Safety Control Manual: "*overall, GWHA have demonstrated that they have a robust HSMS in place*"; and confirmed that the response to the three recommendations was acceptable. The planned external audit (Q3 2023/24) of compliance with the Landlord Health and Safety Manual was noted; and the "business as usual" approach insofar as covid 19 risk mitigation was endorsed, alongside promotion of good hygiene practices. The paced reopening of the concierge stations through Q1 2023/24; and the planned review of 24/7 concierge services (Q2/3 2023/24) to reflect resource capacity and Future Service Survey feedback, were agreed; and the strengthened house-keeping and HMO compliance procedures and PIs were acknowledged.

### 3.6 Dover Street Opening

Report No.6 was considered and the draft programme and principles were agreed for further development; all subject to confirmation of a handover date, and to further consideration of options for the formal "cutting of the ribbon".

### 3.7 Significant Performance Failure: SHR investigation report

MCMs reflected on previous contact with the Residents Group before moving to consider the two headline areas investigated by the SHR, as outlined in Report No 7: namely, housing quality and maintenance; and rent consultation and rent setting. MCMs accepted the outcome of the SHR investigation on both points "*we do not consider the concerns raised meet the criteria for a significant performance failure*"; and were mindful of the potential for a review application to be submitted by the Residents Group (within 10 working days of receiving decision: c.12/05/23). In terms of learning from the process, there was agreement that future annual rent review consultations should elaborate the range of increases within the rent proposal. Additionally, the SHR's suggestion within the decision letter (that the Residents Group consider reopening dialogue with the association) was welcomed, with MCMs in agreement that this would be helpful in rebuilding positive relationships for the benefit of the Burnbank community.

#### MSP Meeting

3.7.1 Following on from the SPF report, MCMS were updated on a positive meeting on 28/04/23 with MSP Patrick Harvey; providing an opportunity for GWHA's Executive Team to respond to concerns; as well as to promote the work of the association; and open dialogue in terms of future engagement.

## 4.0 Finance

### 4.1 30 Year Plan

MCMs considered the update to the 30-year Cashflow as outlined in Report No. 8, reviewing the revisions from previous reporting; incorporating the independent LCC data; and exploring scenarios around retaining and redeeming existing loans; noting:

- a) prudent assumptions within the context of the current financial climate: with predictions for a sharp decline in CPI from April; and with revised rent increase assumptions;

- b) decreasing cash balances to year 5 due to increased spend on investment and planned maintenance, and self-funding elements of development projects; with balances levelling out from c. year 12 and steadily increasing from c. year 22;
- c) limited benefit in redeeming current loan facilities in the short term and while covenants are achieved; MCMs approved the updated 30-year plan, opting to retain current loan facilities to help mitigate risk in the current financial climate, and with a view to further analysis during 2024/25 and annually thereafter.

## SERVICES

### 5.0 Services

#### 5.1 ARC<sup>3</sup> (End of year) Performance Report

Report No.9 was considered in conjunction with the summary presentation on the key points against each of the Scottish Social Housing Charter (SSHC) outcomes. Progress against the earlier self-assessment of compliance against the revised SSHC was considered; and performance, trends and peer group comparisons across all outcomes were reviewed in the context of current challenges. The following was noted from the reporting and the proposed PIs and initiatives, aligned to the Corporate Plan, were approved:

- a) Enhanced opportunities for resident feedback through hybrid service satisfaction surveys and consultative events (ATC, consumer panel meetings);
- b) Improved performance in core business areas of rent collection (97.99% to 98.07%); void rent loss (1.13% to 0.47%), days to relet (52.6 days to 21.8 days) and responses to anti-social behaviour complaints (100%);
- c) SHQS compliance increased (12% to 57%) and 100% properties with valid AGS certificates;
- d) Action Plans in place for recovery of service satisfaction levels, and close monitoring of complaints performance and equalities data; and likewise for addressing the reported performance and data integrity issues with the response repairs service (NE 30299);
- e) Multiple tenancy sustainment initiatives helping to support tenants through these difficult times.

The outcome of the systems audit was reviewed “35/37 indicators achieving satisfactory status” and the “minor action” identified in the remaining two “acceptable” indicators was agreed. The auditor’s comment that “the association has a good method of gathering, calculating and audit trailing the information for the indicators we checked” was accepted as providing external validation and reassurance.

Noting that there were no further amendments to the report, and acknowledging several levels of scrutiny of data to demonstrate compliance with regulatory compliance, MCMs delegated authority to Iain Nicholl, Corporate Director to submit the ARC to the SHR in line with GWHA’s target timescale of 25/05/23.

### 6.0 Technical

#### 6.1 Major Works Update + Procurement Delivery Plan (PDP) – Full Update

The PDP at Report No. 10 was approved, with note to strong year end performance against the 2022/23 Plan, and the scheduling of priority 1 (SHQS) and priority 2 (planned investment) projects for 2023/24 to reflect risk, resource capacity, and homeowner consultation requirements. Focussed reporting on the priority 1 projects was agreed as previous.

#### 6.2 30 Year Life Cycle Costing review

MCMs considered Report No.11, noting the summary trend analysis, agreeing the actions for continuous data enhancement, and welcoming the external validation as providing assurance of a robust platform for informing longer term financial planning and asset management: Langmuir and Hay “confident that it reflects a genuine assessment of the necessary investment that is required over the timeframe” and HRC “providing a solid basis for projecting future cashflow.... subject to an ongoing focus on every aspect of asset performance ensuring continued investment remains sustainable and the assets invested in are fit for purpose”.

## **OTHER BUSINESS**

### **8.0 Any Other Urgent Business**

There was no other urgent business.

### **9.0 Items For Future Agendas**

Services Policy Reviews – compliance update T: 13/06/23

### **10.0 Date Of Next Meeting**

13 June 2023

## **CLOSE**