

**MINUTE OF GWAH MANAGEMENT COMMITTEE MEETING HELD ON TUESDAY 25 JANUARY 2022
AT 6:00 PM, HYBRID MEETING VIA VIDEO CONFERENCE AND IN GWAH OFFICES, 5 ROYAL CRESCENT,
GLASGOW**

PRESENT:

Anila Ali¹
Steve Bruce¹
Anne Campbell
Issie Gracie¹
Joe Heaney Chairperson
Joginder Makar¹
Amy Robertson¹
Billy Robertson¹
Yushin Toda¹

ATTENDING:

Elaine Travers, Chief Executive
Iain Nicholl, Corporate Director²
Nicola Stobie, Services Director
Daniel Wedge, Technical Director
Craig Orr, Technical Manager³

APOLOGIES:

Nicola Adams
Nina MacNeill

LEAVE OF ABSENCE:

OBSERVERS:

PRE-MC TRAINING: Staff Roles – Corporate: Governance / Finance, Risk Awareness/ HR led by Iain Nicholl, Corporate Director.

WELCOME

1.0 The Chairperson noted apologies, introduced and welcomed all MCMs⁴ 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 and Anila Ali as GWEn Board Members were noted. 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 other service users. MCMs were mindful of their responsibilities as Trustees, accordingly, it was confirmed appropriate that Members did not withdraw from the meeting.

CORPORATE

2.0 Minutes

2.1 Management Committee Meeting: 23 November 2021

2.1.1 Adoption of Minute

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

2.1.2 Matters Arising

Item 5.1 PDP Update: BWC technical initiatives

Members considered Report No. 1, noting the challenges in progressing these initiatives in this mixed tenure development. For the security improvements, MCMs delegated authority to the CEO to instruct the works, subject to due diligence including legal advice and service impact assessment, and with outcome reporting to the SHR under NE 22240. For the telecoms mast lease, MCMs agreed there was merit in exploring revised terms, with delegated authority to the CEO and Office

¹ remote

² Items 1.0-3.6

³ Item 3.3

⁴ Management Committee Members

Bearer to finalise the lease terms, subject to risk mitigation: and with commitment to honour previously agreed apportionment principles.

Item 6.0 AOCB: Training programme: Local Issues

Members agreed 29/03/22 (pre-MC Meeting) for a session overviewing local issues.

2.2 **Audit Sub Committee Meeting: 23 November 2021**

2.2.1 Adoption of Minute

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

2.2.2 Matters Arising

There were no matters arising

2.3 **Audit Sub Committee Meeting: 1 December 2021**

2.3.1 Adoption of Minute

The minute of the meeting was unanimously accepted as a correct record, without amendment; proposed by B Robertson and seconded by I Gracie.

2.3.2 Matters Arising

Item 4.1 GWEn Strategy alignment – Standing Orders

Report No. 2 and the supplementary presentation were considered, with MCMs noting the rationale for establishing GWEn; and the arrangements for ensuring robust governance, and alignment between the GWHA Corporate Plan and GWEn Business Plan. MCMs were assured that the diversification initiatives within the current GWEn Business Plan were at feasibility stage, and that progression would be subject to extensive due diligence, including legal advice and risk assessment as required.

Item 7.0 Date of Next Meeting – ASC Remit

Members considered Report No. 3, agreeing the revised Remit and Meeting Schedule as consistent with the actions agreed in response to NE 1004349, and reflecting the time required for scrutiny of business.

Post Meeting note: Report No.3, ref 6.0 Remit, Risk no.4 update to text to read - 'Monitor H&S compliance, including NEs'

2.4 **MC Action Plan Compliance**

Report No. 4 was considered and progress and compliance acknowledged.

3.0 **Governance**

3.1 Execution Of Documents

There were none.

3.2 Membership Applications

Report No.1 was considered and MCMs unanimously approved the category A applications

Name	Address	Share
PERSONAL DATA REDACTED	PERSONAL DATA REDACTED	PERSONAL DATA REDACTED
PERSONAL DATA REDACTED	PERSONAL DATA REDACTED	PERSONAL DATA REDACTED
PERSONAL DATA REDACTED	PERSONAL DATA REDACTED	PERSONAL DATA REDACTED
PERSONAL DATA REDACTED	PERSONAL DATA REDACTED	PERSONAL DATA REDACTED
PERSONAL DATA REDACTED	PERSONAL DATA REDACTED	PERSONAL DATA REDACTED

In accordance with Rule 59.1, MCMs delegated authority to the Chairperson to sign the certificates in the Secretary's absence.

3.3 Registers: Compliance Reporting

Report No.6 was considered and the closure of NE 22466 was welcomed. Progress against NE 1004349 project development and governance matters was then considered, the risk schedule was

reviewed, and homeowner concerns over responsibility for the remedial works cost was acknowledged for further discussion as part of the legal review. The priority H&S focus and the importance of the legal review were recognised, although MCMs were also concerned about the escalating scaffolding costs, and there was empathy for the residents living within the development at this time; with MCMs pressing for the interim legal review to be finalised at the earliest opportunity to facilitate decision making and works progress. In this context, ongoing delegated authority to the CEO and Office Bearers was confirmed, as previously agreed, and monthly reporting to the SHR in line with the Engagement Plan was acknowledged. MCMs then moved to consider NE 22509 with assurance offered regarding the robust risk mitigation measures in place, with preliminary in-house investigations indicating a likely breach of these protocols and leading to additional control measures and monitoring. MCMs noted the HSE RIDDOR alert and acknowledged ongoing reporting of this NE to conclusion. The discussion ended with general comments about the non-traditional developments within GWhA's stock profile, and aspirations for the longer term regeneration of these areas.

Recent recording in the SAR, FOR and EIR Register was noted; there were no data breaches or Payments and Benefits to report. H&S reporting was as previously agreed.

3.4 Contingency Planning: Festive Close Review

Members considered Report No.7, noting compliance and trends. The EVH terms and conditions were confirmed (public holidays); learning from the low risk procedural non-compliances was accepted, and the follow-up with residents and contractors on EM call-outs was noted. With assurances over the robustness of the contingency procedures, and the availability of staff to respond to major incidents, the festive close arrangements for 2022 were approved subject to exigencies at the time.

Post meeting note: ref 3.2.5 – dates corrected as follows

Concierge Cleaning and Patrol KPI's were impacted on 26/12/21 by unforeseen/unplanned absence.

(a) 93.3% of patrols were undertaken between 24/12/21-05/01/22.

3.5 MC Planning and Support Policy: Committee Training Forum 2022

Report No. v8 was considered, with MCMs deliberating the necessity for a CTF in 2022, in the context of the current MC complement. Whilst agreeing the promotion of MC membership as a key driver for the CTF, there was also general consensus over the value of the sessions in raising awareness of GWhA and the RSL sector, and in this context it was agreed to refine and rebrand the CTF for 2022 as a means of offering ongoing learning opportunities for tenants and other local stakeholders.

3.6 Data Protection Policy Review

Members considered Report No.9, approving the updated DPP, initiatives and performance indicators in the context of the compliance self-assessment, risk schedule and EQIA. The Employee Privacy Notice was approved; scheduled staff training April 2022 was noted; and delegated authority was granted to the CEO to finalise the Tenant Privacy Notice and Retention Schedule in Q1 2022/23.

Post meeting note: Residual Risk scores omitted in error. Under enhanced services, Community Sustainment, Adverse publicity due to data breach, scores should be 2 and 4 with total 8

SERVICES

4.0 Tenancy Services

4.1 ATC Evaluation/Rent Consultation

Report No. 10P was considered; staff and tenant evaluations were discussed and positive feedback for the conference was acknowledged. MCM's favourable comments on the investment and rent review presentations were noted, and particular reference was made to the property slides in visually

highlighting the more extreme tenancy sustainment challenges. The support (most notably from ATC Attendees) for enhanced services, and for the corporate vision and values was welcomed (Table 1), and the opportunities for active engagement through the live ATC polls was commended.

Table 1	Total Responses %	Pre-ATC (%)	ATC (%)
Wider Roles Services:			
i. Utility/Energy Advice Services	53 ⁵	47	91
ii. Grant Funding Applications	83 ⁶	81	95
Vision and Values	95	-	95

There was general consensus over the benefits of hearing the presentations in advance of the feedback; and suggestions for encouraging increased awareness and attendance at future ATC were noted for further consideration, action and response. These included recording the presentations for upload to the website; hosting a hybrid event; and enhancing the content and format of the rent review consultation leaflet.

Progressing to the rent review (Table 2), MCMs welcomed the impressive 241 consultation responses (16% of all tenancies), noting 23 (10%) from ATC Attendees, and the remainder from the pre-ATC consultation PI to proactively contact a minimum 15% of tenants. It was noted that 53% of tenants overall were not in favour of the average 3.96% rent proposal, and that, typically, of those expressing a view, the higher levels of support (68%)⁷ were from ATC Attendees.

Table 2	Total Responses		In Agreement		Not in Agreement		Abstention	
	No	%	No	%	No	%	No	%
Pre-ATC	218	90	61	28	124	57	33	15
ATC	23	10	13	56	6	26	4	17
Total	241	100	74	30	130	53	37	15

The rent review feedback was considered, with MCMs acknowledging the challenges in reaching a balance between the three rent policy factors (affordability, comparability and cost); and there was concern at the prospect of adding to current household pressures. MCMs were also conscious of the added impact of the rent restructuring initiative, which although mitigated this year (through an increase for the 2 apt rents that had not been revised since 2019/20), still produced rents higher than the average for a number of properties, as progress towards the agreed rent restructuring principles/objectives continues.

The scope for pairing back the rent increase again this year⁸ was deliberated, although there was consensus that reducing the required increase would be a high risk strategy in the context of the exceptionally volatile economy and increasing CPI; and there was some comfort from the knowledge that 100% of GWAH post-increase rents continue to meet the SFHA 30% affordability test. MCMs were clear that proactive efforts should continue to be made to support our most vulnerable tenants in these challenging times, through our benefits advice service and tenancy sustainment initiatives. With some further comments acknowledging a difficult year ahead for our tenants and for our wider community, the discussion concluded with unanimous agreement that an average 3.96% increase (to be delivered through Year 3 rent restructuring), was required to maintain current service levels, and to avoid future impact on service provision and investment priorities:

- a) Minimum 1.5% increase for 2 apartment properties

⁵ Of responses received – in favour: pre-ATC 53/112; ATC 18/20

⁶ Of responses received – in favour: pre-ATC 90/111; ATC 19/20

⁷ 2021 ATC: 56% in support of proposal

⁸ Reduced from average 1.97% to 1.5% for 2021/22

b) Maximum 2.4% plus £5.30 p/w for “under target” rents

In closing, MCMs offered thanks to all tenants who had taken the time to attend the ATC and/or to provide feedback through the pre-ATC consultation measures.

4.2 Service Quality Guarantee (SQG)

Members considered Report No.11, approving the SQG and annual review frequency. The user-friendly layout and content of the document were complimented.

4.3 Future Services Survey

Report No.12P was summarised with reference to the Corporate Plan initiative, and to the purpose and timeline. Delegated authority was granted to the CEO to commission the survey, with input from HACT to ensure relevant data collection to inform a community benefit framework and subsequent social value/impact assessment. MCMs were assured that the survey results would be available for consideration by the MC to inform future service priorities.

5.0 Technical

5.1 PDP (Priority focus)

Report No.13 was considered, with MCMs noting in particular:

- a) SVT topographical survey completed since the issue of the report; although the GCW project has stalled slightly, as per earlier NE reporting;
- b) Design Team appointed to drive forward compliance with the SHQS/Fire Safety Regulations, with contractor appointment anticipated Feb/Mar;
- c) Ongoing scrutiny of window phase 3 (single bid) to ensure demonstrable value; with delegated authority to Technical Director to instruct Feb/Mar;
- d) Stonework consultant appointment; and commencement of representational asbestos surveys both targeted Feb.

MCMs agreed priority focus reporting of the PDP with full biannual reporting (May and November) of all projects.

Post Meeting Note:

An apology and context was offered to a MCM for the slippage in the non-regulatory projects, with commitment to resurrect these at the earliest opportunity.

OTHER BUSINESS

6.0 Any Other Urgent Business

There was no other urgent business

7.0 Items For Future Agendas

SHQS & EESSH Progress Report: 22/02/22

EWI Options Appraisal: 19/04/2

BBH: intergenerational housing support: c/f 2022/23

8.0 Date Of Next Meeting

22 February 2022

CLOSE