



**THE GLASGOW HOUSING ASSOCIATION LIMITED**

**GHA BOARD**

**BY VIDEOCONFERENCE**

**MINUTE OF MEETING – FRIDAY 29 MAY 2020**

Present: Bernadette Hewitt (Chair), Jo Armstrong, Jo Boaden, Professor Paddy Gray and Cathy McGrath.

In attendance: Anthony Allison (Director of Governance), Martin Armstrong (Group Chief Executive), Olga Clayton (Group Director of Housing and Care), Steven Henderson (Group Director of Finance), Jehan Weerasinghe (GHA Managing Director)

**1. Apologies for Absence**

There were no apologies for absence. It was noted that non-attending members had all received the papers and given the opportunity to provide feedback on the papers.

**2. Declarations of Interest**

The Board noted the standing declarations of interest.

**3. Minute of 14 February 2020 and matters arising**

**Decided: The Board approved the minute of 14 February 2020.**

**4. Business Update**

The Board received an update on our response to the impact of the current Coronavirus crisis on the business, our customers and communities. It was explained that a key priority has been engaging with our tenants, with in excess of 70,000 calls made to date.

The Board discussed the necessary changes to the repairs service and how we will manage the backlog that is likely to develop. It was explained that we will engage with all customers whose repairs were suspended as we start to resume the repairs service to seek to phase the repairs in a manageable way.

The Board discussed the position in relation to gas safety checks. It was confirmed we are not, at this stage, forcing access but that our approach will evolve in line with government guidance.

The Board discussed our ongoing contribution to homelessness via offering empty properties to Local Authorities and the potential for permanent conversion of those tenancies in future. The Board received an update on the number of properties provided to date and it was confirmed we will consider making the tenancies permanent in future.

The Board discussed the increase in instances of antisocial behaviour. It was explained that the increase primarily relates to low level noise complaints reflecting the significant increase in people are at home simultaneously.

The Board discussed the impact on arrears to date and how it compares to the sector more widely. It was confirmed we are performing well relative to the sector.

The Board discussed how we engage and support tenants at risk of their employment ending. It was explained that we are proactively engaging our tenants to understand their circumstances and ensure they are aware of the range of support we can offer.

It was further explained that we developed a 'here to help' communication campaign to increase awareness of the support available.

**Decided: The Board noted the contents of the report.**

## **5. Framework for start-up and renewal of activity**

The Board received an update on the framework for the start up and renewal of activity in a managed, phased way across our key business areas. It was noted that the government had published its roadmap since the report was completed.

The Board welcomed the clearly defined, structured approach and discussed the potential implications of local Covid 19 hotspots developing in our communities. It was confirmed we would continue to be guided by the relevant government guidance.

The Board discussed the potential impact of the restrictions on investment and repairs on the condition of our stock. It was explained that we already deliver comparatively high levels of ongoing investment in our stock, reflected in our valuations, and that this mitigated any significant impact on stock condition.

The Board received a more detailed update on plans to develop and introduce virtual viewings and updates to our allocations process.

The Board considered the resumption of development activity and the health and safety steps which will require to be implemented to protect our staff.

**Decided: The Board agreed the proposals set out in this paper in principle, subject to the timing of their implementation and any adjustments necessary to ensure ongoing compliance with Scottish Government legislation and guidance**

## **6. Annual Return on the Charter and year end results 2019/20**

The Board received a summary of performance over the year, which represented the final year of our 5-year plan. It was confirmed we have achieved our strategic priority of 80% of indicators being at top quartile level.

The Board discussed our approach to identifying relevant comparators, taking into account both scale and stock profile.

**Decided: The Board:**

- 1) Approved the draft 2019/20 Charter results;**
- 2) Delegated authority to the Group Director of Housing and Care to sign off any non-material changes to the results which may be required prior to submission; and**
- 3) Delegated authority to the Group Director of Housing and Care to sign off the Charter and EESSH submissions on behalf of GHA.**

## **7. Alertacall expansion**

The Board received a summary of the proposed expansion, which seeks to build on the success and positive tenant feedback to date.

The Board further discussed tenant feedback on the system to date, which has been very positive in LivingWell.

It was confirmed the offering is focussed on housing support.

**Decided: The Board noted the progress made with Phase 1 and 2 of the roll out and associated timescales for phase 3.**

## **8. Finance report**

The Board received a summary of financial performance for the year to date, yearend performance for 2019/20 and the 2020/21 budget. It was further explained that an update to the business plan would be presented to the next meeting.

The year end variation for ER/VR was set out in further detail, including the savings this will generate over the course of the business plan.

The Board considered the impact of the pandemic on void losses and the variations associated with unplanned expenditure in areas such as IT and Personal Protective Equipment.

**Decided: The Board**

- 1) Noted the management accounts for the period to 30 April 2020;**
- 2) Noted the management accounts for the period to 31 March 2020; and**
- 3) Approved the draft 2020/21 budget.**

## **9. Governance update**

The Board received an update on a range of governance matters.

The Board reiterated that recruitment of tenant Board members remained a priority. It was agreed we would engage the prospective candidates identified pre pandemic to establish their sustained interest.

**Decided: The Board**

- 1) Approved the proposed changes to our Rules and delegate authority to the Secretary to call a Special General Meeting**
- 2) Noted the use of the urgent actions provisions in the Group Standing Orders on 20 March 2020 and 23 March 2020**
- 3) Noted the amendments to the Group Standing Orders;**
- 4) Approved our application for a consumer credit licence; and**
- 5) Agreed an additional meeting on Friday 10th July**

**10. AOCB**

There was no other competent business.

Signed ..... Date .....  
(Chair)