



THE GLASGOW HOUSING ASSOCIATION LIMITED

GHA BOARD

By video conference

MINUTE OF MEETING – FRIDAY 25 MARCH 2022

Present: Bernadette Hewitt (Chair), Professor Paddy Gray (Vice-Chair), Jo Boaden, Andrew Clark, Cathy McGrath, Councillor Kenny McLean, Councillor Frank McAveety and Robert Keir

In attendance: Anthony Allison (Director of Governance), Martin Armstrong (Group Chief Executive), Steven Henderson (Group director of Finance), Jehan Weerasinghe (Managing Director), Stephen Devine (Director of Assets and Sustainability – items 5 and 6 only)

1. Apologies for Absence

Apologies were received from Martin Kelso.

2. Declarations of Interest

The Board noted the standing declarations of interest.

3. Minute of Friday 25 March 2022 and matters arising

Decided: The Board approved the minute of 25 March 2022.

4. Wheatley Homes Glasgow update

The Board received a progress update and an update on the next steps for the creation of Wheatley Homes Glasgow.

The Board considered the revised Lock ups and garages policy, their applicability to mobility scooters and the link to our fire safety in multi storey flats in terms of landings being clear. The Board disused the availability of electric charging points within the proximity of our garages. It was confirmed that the infrastructure is not currently in place, but we would be seeking to develop this alongside partners.

The Board welcomed the continued progress, including the work to develop our vision following the recent Board strategy workshop.

Decided: The Board

- 1) Noted that a more detailed update on plans for how we implement our new engagement approach will be brought back to the next meeting;**
- 2) Agreed the proposed approach to implementing our vision for future communication with tenants as set out in the report;**

- 3) **Approved the proposed approach to Building a better Glasgow: the next stage for investment and regeneration; and**
- 4) **Approved the updated lock ups and garages policy.**

5. Transforming our repairs environment

The Board was provided with a report which set out plans for the joint development, with CBG, of the repairs and maintenance service provided to our tenants.

The Board welcomed the continued focus within CBG on increasing the diversity of their workforce. It was explained that CBG has a strong history of programmes to support diversity, especially through its trade apprentices. It was noted that there is the potential to learn lessons from other sectors and how they have improved diversity.

The Board reviewed the immediate actions and how we will measure the benefits they deliver. It was confirmed the Board would receive regular updates on progress.

The Board discussed CBG's approach to sustainability, in particular its carbon footprint. It was explained that CBG are developing mechanisms to measure such areas both in its own activities and its wider supply chain.

An update was provided on work planned to reduce the number of outstanding repairs and to undertake a similar exercise on a regular basis. It was explained that this included considering capacity within CBG, its contractors and supply chains.

Decided: The Board noted this update and agreed to receive updates on progress at subsequent meetings.

6. Home Safe building compliance update

The Board was provided with an update on our building compliance work streams. It was reiterated that a focus remains on seeking to undertake multiple works in a single visit where possible to increase convenience for tenants.

The Board reiterated the need for good communication with tenants during all investment activity and the likelihood that this would reduce instances of no access.

The Board considered how we maximised the opportunity to undertake compliance work when properties become void. It was confirmed we would seek to deliver investment work prior to a relet where appropriate, but within the context of ensuring our overall programme remains as efficiently delivered as possible.

Decided: The Board noted the content of this report and agreed the proposed approach to compliance related works.

7. Energy costs: supporting our customers

The Board was updated on the steps we are taking to support our customers with increasing energy costs.

The Board recognised that we are doing all we practically can and that our operating model supports us having ongoing conversations with tenants. It was explained that this supports us in engaging with tenants and offering support early before more serious issues, such as financial difficulties, develop.

The Board discussed the impact of the wider economic context and how this might increase demand as home ownership becomes more financially challenging to maintain.

Decided: The Board noted the measures we are taking to support customers facing hardship due to the energy crisis.

8. New operating model update

The Board was provided with an update on progress with our new operating model and the proposed next steps as we emerge from the Scottish Government's Omicron-related restrictions.

The Board reviewed the proposed approach and agreed it was appropriate under the current operating context .

Decided: The Board noted the contents of the report.

9. Scottish Government New Deal for Tenants – consultation response

The Board received a report which summarised the Scottish Government's recently published draft strategy for the rented sector in Scotland, *A New Deal for Tenants*, and outlined potential implications arising from the proposals it contains.

Decided: The Board considered the draft proposals set out in a *New Deal for Tenants* and the Group's proposed response to the Scottish Government's consultation exercise.

10. Governance update

The Board was provided with a report which provided an update, seeking approval where appropriate, on the following governance related matters:

- Proposed amendment to our Rules;
- Strategic governance review implementation update; and
- the proposed Transfer of Engagement from Strathclyde (Camphill) Housing Society.

Decided: The Board

- 1) Agreed that we update the Rules to formally change our name to Wheatley Homes Glasgow Limited and amend the restrictions on office bearer roles;**
- 2) Delegated authority to the Chair and Group CEO to finalise the proposed Board composition and associated revised Rules, including the changes in the recommendation above, for consideration at a Special General Meeting;**

- 3) Subject to prior Group Remuneration, Appointments, Appraisal and Governance Committee approval, approved the calling of a Special General Meeting, to be held virtually, for 10.30am on Friday 29 April 2022 to pass a resolution to adopt the revised Rules;
- 4) Provided feedback on and agreed to recommend to the Group Board the proposed Board Terms of Reference;
- 5) Noted the Board diversity indicators to be factored into our 3 year succession plan;
- 6) Noted the revised Board reporting template;
- 7) Agreed that we incorporate the risk review into our wider strategy workshop in May; and
- 8) Agreed to receive a Transfer of Engagements from Strathclyde (Camphill) Housing Society and delegated authority to the Chair to agree to make any decisions on our behalf in relation to the consultation and ballot process.

11. a) Finance report

The Board was provided with an update on the financial performance for the period to 28 February 2022.

The Board discussed the financial implications of our current void rates. It was explained that whilst our void rates were low, they were being driven by Wyndford, Kennishead and the impact of repairs on void turnarounds.

The Board discussed the impact of our development programme on our financial performance, including where we are being compensated for delays.

Decided: The Board noted the financial performance for the period to February 2022.

b) 2022/23 Budget

The Board received a report which sought approval for the 2022/23 budget.

The Board revised the budget, noting that it reflected the previously approved business plan.

Decided: The Board approved the draft 2022/23 budget.

12. Corporate risk register

The Board was provided with a report which sought agreement and approval of a revised Corporate Risk Register.

Decided: The Board reviewed and approved the revised corporate risk register.

13. Gender pay gap (presentation)

The Board received an update on our gender pay gap report for 2020/21, which is factual reporting.

Decided: The Board noted the content of the present

14. AOCB

The Board recognised the outstanding legacy of GHA in the city as we move towards a new vision for housing in Glasgow under the Wheatley Homes Glasgow brand.

Signed
(Chair)