



THE GLASGOW HOUSING ASSOCIATION LIMITED

GHA BOARD

By video conference

MINUTE OF MEETING – FRIDAY 5 NOVEMBER 2021

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

In attendance: Anthony Allison (Director of Governance), Martin Armstrong (Group Chief Executive), Steven Henderson (Group Director of Finance), Jehan Weerasinghe (GHA Managing Director), Tom Barclay (Group Director of Property and Development -items 5 and 6 only), Kirsty Ward (Group Universal Credit Lead -item 7b only), Stephen Devise (Director of Assets and Sustainability – Item 8 only) and Ranald Brown (Director of Assurance -items 13 and 14 only).

1. Apologies for Absence

There were no apologies for absence.

2. Declarations of Interest

The Board noted the standing declarations of interest.

3. Minute of Friday 17 September 2021 and matters arising

Decided: The Board approved the minute of 17 September 2021.

4. Single Glasgow Vehicle - Consultation feedback and next steps

The Board received feedback from the tenant consultation, which indicated strong support for our new operating and engagement models, and the Wheatley Homes Glasgow name.

The Board welcomed the response levels and high support for the proposals. The Board discussed how we take forward the new approach to engagement. It was confirmed that this would commence immediately, including the rent setting focus groups being used as an opportunity to recruit customer voices. It was noted that our approach would also be discussed in more detail at the Board workshop.

Decided: The Board

- 1) noted the outcome of the consultation on our new operating and engagement models, and the Wheatley Homes Glasgow name;**
- 2) In light of the views expressed by tenants, agreed that we should proceed with implementation of the proposals including:**

- Implementing the new Customer First Centre from 1 December 2021
 - commencing the recruitment for the Glasgow 1000;
 - Incorporating £5m into the business plan for customer priorities; and
 - our new Hub-Centres of Excellence
- 3) agreed we hold a Board workshop on Friday 28 January at 10.30am to consider the matters set out in 6.17.

5. Wyndford regeneration

The Board received a presentation setting out: background information on the Wyndford area and our stock profile; the existing site plan relative to the Maryhill Transformational Regeneration Area; a profile of the current lets and letting and repairs performance levels, including comparators to GHA averages; proposals for regeneration; and an indicative timeline.

[redacted]

The Board reiterated the need to ensure that throughout any regeneration process all necessary repairs are completed. It was confirmed this would be the case, as it has been for all previous regenerations projects of a similar nature.

The Board discussed the means by which we would embed sustainability practices throughout the regeneration, the impact on supply more widely and link to wider Transformational Regeneration Areas.

The Board were updated on the planned rehousing strategy and our commitment to support all tenants being rehoused.

Decided: The Board

- 1) agreed to cease letting of the four 26 storey blocks at respectively 120, 151, 171 and 191 Wyndford Road, Glasgow;
- 2) agreed to consult with customers within the four Wyndford Road 26 storey blocks on our proposals for demolition as part of a wider regeneration of the area;
- 3) [redacted]
- 4) noted the emerging regeneration plans, to be advanced with support from GCC, for Wyndford;
- 5) agreed to receive a further report on Wyndford in February 2022, including the outcome of the tenant consultation process; and
- 6) agreed that our strategic approach to homelessness forms the subject of a further report to Board.

6. a) New Build Mid-Year Review

The Board were updated on progress to date with our development programme, including completions and spend to date.

The Board discussed the projected completion dates for projects on site and sought an update on the Watson Street and Sighthill projects. It was confirmed we expect Watson Street to complete in time and an update was provided on our engagement with the contractor at Sighthill regarding non-completion.

Decided: The Board noted the report.

b) Transfer of properties

The Board noted the transferred cured an error in title transfer at the point of stock transfer.

Decided: The Board approved the transfer of 11 flatted properties noted in section 4.1 to Glasgow City Council.

7. a) 2022 rent setting

The Board received a presentation setting out the rent proposals relative to the elements of our rent setting framework.

The Board considered the wider economic context, in particular the sharp increase in inflation, affordability analysis and comparability. The Board discussed the financial viability of the proposals, which are all below the current rate of inflation. It was confirmed that the proposals would maintain current service levels for tenants. The Board strongly supported the proposals at a time where our tenants will be experiencing other challenges which will impact affordability.

The Board considered the proposed approach to consultation, in particular the resumption of tenant focus groups and the consultation process and results being handled interdependently. It was agreed that the proposed approach was comprehensive.

Decided: The Board

- 1) agreed the proposed range of rent and service charge increase options for consultation with tenants, excluding ex Cube stock, as follows:
- 1.9%, 2.4% and 2.9%;**
- 2) agreed that ex Cube stock are consulted on a 1% rent and service charge increase in line with the ballot commitment:**
- 3) Agreed that Wyndford stock subject to consultation on demolition should have no increase applied for 2022/23; and**
- 3) approved the approach to rent consultation set out in this report and noted that the results of consultation will be presented to the Board in February 2022 to enable final rent decisions to be made.**

b) benefit uptake campaign (Presentation)

The Board received an update on the range of activities we are undertaking to support our tenants access all their entitlements.

Decided: The Board noted the presentation.

8. Repairs update and revised policy

The Board received an update on performance within our repairs service, how the Customer First Centre will support service improvements and the refreshed repairs policy. It was explained the policy would be for internal use, but that we would prepare a customer facing summary version with the relevant information.

The Board discussed our approach to quality assurance with sub-contractors. It was explained that where any issues are identified, particularly through tenant feedback, we robustly feedback to the sub-contractor. It was confirmed that any recurring negative feedback would lead to a sub-contractor being removed. The Board welcomed the focus on sustainability in our approach and agreed that the policy should clarify for adaptations what triggers the first day under the 25 day target.

Decided: The Board

- 1) noted the update; and
- 2) approved the GHA Repairs & Maintenance Policy Framework

9. Independent review of pandemic response

The Board noted the findings of the independent review of the wider Group's response to the pandemic and acknowledged the significant contribution of our own staff.

Decided: The Board noted the report.

10. 2021 Group Annual Assurance Statement

The Board received feedback on the outcome of our annual self assessment against the SHR regulatory framework and associated assurance statement.

Decided: The Board noted the 2021 Group Annual Assurance Statement.

11 Performance Report Quarter 2 2021/22

The Board received summary of performance for the year to date.

The Board considered the potential tenant facing app and how we ensure there is sufficient demand. It was explained that we intended to undertake a pilot to establish demand and user experience but that the security provisions required to be established. The Board reiterated the importance of understanding tenant's views on whether any proposed app would add value or enhance their likelihood of engaging through this medium.

Decided: The Board noted the report.

12. Finance report

The Board received a summary of financial performance for the year to date and variations to budget.

The Board reviewed financial performance for the year to date and sought confirmation of the treatment of the recent litigation settlement income. The treatment of the income was clarified.

Decided: The Board noted the management accounts for the year ended 30 September 2021 and the Q2 full year forecast outturn to 31 March 2022.

13. Corporate risk register

The Board reviewed the corporate risk register, the proposed updates and the rationale for the updates. It was agreed the changes reflected our key risks and that mitigations in place were appropriate.

Decided: The Board reviewed and approved the revised Corporate Risk Register.

14. Assurance update

The Board received an update on Internal Audit work completed in quarter 1 and quarter 2 2021/22. It was confirmed there were no issues requiring specific Board consideration.

Decided: The Board noted the report.

15. AOCB

There was no other competent business.

Signed
(Chair)