



THE GLASGOW HOUSING ASSOCIATION LIMITED
GHA BOARD
BY VIDEOCONFERENCE
MINUTE OF MEETING – FRIDAY 14 AUGUST 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), Alex Adrain (Managing Director, Wheatley 360 items 5 and 6 only) and David Fletcher (Director of Development, item 8 only)

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 10 July 2020 and matters arising

Decided: The Board approved the minute of 10 July 2020.

4. Remobilisation of Services update

The Board received an update on the remobilisation of services across the business, including confirmation we have now met the target of lets provided to Glasgow City Council for use as temporary lets to for homeless customers.

The Board discussed progress with the mobilisation of letting activity, including the provision of support services for Housing First lets. It was confirmed that Housing First lets were still receiving appropriate support packages.

The Board sought an update on compliance related activity, including fire and gas safety. It was confirmed that in addition to telephone consultations with very high risk customers, our visiting teams are liaising with the fire safety team to respond to any specific issues. It was further confirmed that since the report was issued an additional 45 gas safety checks have been completed and a further 30 were due to be completed by the end of the week. It was noted that a further update would be provided to the next meeting.

The Board discussed our approach to income collection and sought confirmation that we have appropriate controls and training in place in relation to Housing Officers receiving payments. It was confirmed this was the case and that in addition to this, we also engaged tenants regarding affordability more widely where appropriate during discussions.

The Board recognised the strong response from our partners, particularly City Building, during our remobilisation.

The Board discussed the plans to survey customers who are due to have any internal works done prior to the end of the financial year, to assess their views on having tradespeople in their homes and identify any concerns and seek confirmation as to how we will undertake this. It was confirmed this would be via the Customer Service Centre.

The Board discussed our Personal Protective Equipment (“PPE”) supply and welcomed its continued robustness. It was confirmed we have been taking into account staff feedback from our visiting teams on the best use and deployment of PPE.

Decided: The Board noted the contents of the report.

5. Anti-Social Behaviour update

The Board received detailed update on: our approach and model for Anti-Social Behaviour (“ASB”); our wider Community Improvement Partnership and Group Protection activity; delivery of our ASB service and incident data during the period of lockdown; and learning from the recent lockdown period.

The Board discussed how we engage other stakeholders in areas where incidents impact beyond our own immediate stock and footprint. It was confirmed we engage extensively, including with owner occupiers and other housing providers.

The Board further discussed how we share data with other partners, to the extent permissible, to avoid displacement of issues. It was confirmed we engage with partners to share intelligence, where permissible, to focus on future prevention rather than displacement.

The Board considered the level of anti-social behaviour during lockdown, in particular the increase in ‘category b’ incidents and the next phases of our remobilisation plans for the Community Improvement Partnership.

Decided: The Board noted the update on Anti-Social Behaviour.

6. Homelessness update

The Board received a detailed update on: our response to homelessness across Group; the Scottish context; Homelessness and Rough Sleeping Action Group (HARSAG); homeless direction and policy; our own contribution in GHA; and the impact of Covid-19 for letting and services.

The Board discussed the highly complex nature of homelessness and the importance of us playing a significant role, working with partners.

The Board discussed the challenges with ensuring sufficient supply, the importance of maintaining balanced, sustainable communities and the national policy direction. It was explained that we are heavily engaged at national and local level in relation to policy as well as through Wheatley Care.

The Board discussed the potential implications of significantly increasing the proportion of lets to homeless and the potential impact in relation to existing communities, existing waiting list applicants and future new supply. It was explained that these were issues we would seek to ensure there is awareness of in the overall policy context.

Decided: The Board noted the update on homelessness

7. Customer satisfaction surveys 2020/21

The Board considered the proposed approach to our satisfaction survey, recognising that our last survey required by the SHR triennially, was carried out last year. It was agreed we should continue to use the same robust methodology in terms of sampling to ensure a representative and appropriately segmented response.

Decided: The Board:

- 1) Agreed the proposed approach to gathering customer feedback for 2020/21**
- 2) Agreed that the 2019/20 formal ARC survey results will be reported in the 2020/21 returns to the Scottish Housing Regulator, as is permitted within the regulatory guidance.**

8. Development update

The Board received an update on the impact of the pandemic on our development programme and the current position with programme.

The Board received further assurance that the Group Development Committee have undertaken detailed scrutiny of the implications for our supply chain, financial robustness of our counterparties and costs.

The Board welcomed the continued focus on remobilisation and the units handed over in recent weeks.

Decided: The Board noted the contents of the report.

9a/b.2019/20 Financial Statements and Annual Internal Audit Report and Assurance Statement 2019/20

The Board received a summary of financial statements for the year and the adjustments made between the 31 March management accounts and the final audited accounts.

The Board welcomed the continued strengthening of our balance sheet, in particular the positive impact of our extensive investment in tenant's homes.

Decided: The Board:

- 1) Approved the 2019/20 financial statements;**
- 2) Confirmed the preparation of the financial statements using the going concern basis;**
- 3) Delegated authority to the Chair and Group Director of Finance to approve any non-material changes to the accounts;**
- 4) Approved the letter of representation from the auditors, and noted the related letter of comfort from the Chief Executive; and**
- 5) Noted the contents of the Annual Internal Audit Report and Assurance Statement 2019/20 along with the overall Annual Internal Audit opinion detailed in Section 6 therein.**

10. Finance Report

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

The Board discussed our arrears performance and welcomed the robustness of our financial position given our operating context. The Board further considered our reforecast and reviewed and agreed with underpinning changes.

Decided: The Board noted the management accounts for the period to 30 June 2020 and the full year forecast outturn to 31 March 2021.

11. Five Year Financial Projections

The Board received a summary of our Five Year Financial Projection return.

The Board welcomed the confirmation that we remain financially strong and agreed that given the unprecedented level of uncertainty, the financial projections should remain under review

Decided: The Board

- 1) Noted the update to our financial projections, including the impact of the actual results for 2019/20 as reported in the Statutory Accounts; and**
- 2) Approved the summary sheet and accompanying financial data and projections at Appendix 1 and authorised these to be submitted to the SHR**

12. Governance update

The Board received an update on a range of governance related matters, particularly the assessment of the proposed constitutional changes relative to the SHR Regulatory Framework.

The Board received a further update on recruitment for existing vacancies.

The Board considered the proposed constitutional changes, particularly the associated process relating to rule 37.4. It was agreed that a clear process was critical and that the formal approval of the Group Remuneration, Appointments, Appraisal and Governance Committee was an essential governance control.

Decided: The Board:

- 1) Approved the tracked changed Rules;**
- 2) Delegated authority to the Chair and Company Secretary to agree any further non-material changes to the Rules prior to them being presented to the SGM for approval**
- 3) Agreed to call the Annual General Meeting for 18 September 2020 at 10.30 to be held virtually via Zoom;**
- 4) Agree to recommend Bernadette Hewitt to the AGM for reappointment, subject to Parent approval;**
- 5) Noted the confirmation from the Secretary that Rules 62-67 have been followed**
- 6) Agreed to call an 'Special General Meeting for 18 September 2020 at 10.20 am to be held virtually via Zoom to pass a special resolution to adopt the revised Rules**

13. AOCB

There was no other competent business.

Signed Date
(Chair)