



THE GLASGOW HOUSING ASSOCIATION LIMITED
GHA BOARD
BY VIDEOCONFERENCE
MINUTE OF MEETING – FRIDAY 6 NOVEMBER 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), Jackie McIntosh (Director of Property Development and Initiatives - item 4 only) and Brian Stewart (Director of Repairs, Investment and Compliance – item 8b 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 14 August 2020 and 23 October 2020 and matters arising

Decided: The Board approved the minute of 14 August 2020 and 23 October 2020.

4. Coronavirus (COVID-19): Scotland’s Strategic Framework (presentation)

The Board received an update on the recently published ‘Scotland’s Strategic Framework’ and: the implications for our service mobilisation across the tiers; shielding guidance; and our wider approach to staff infections and exposures.

The Board considered the implications for our service levels, how staff are adapting to the revised working safety guidelines and our future plans for testing. It was confirmed that staff have been reassured by our visible messaging and clear training and guidance. In relation to testing, it was explained that we are working within the Scottish Government testing arrangements.

It was reaffirmed that in relation to self-isolating we apply Scottish Government guidance.

Decided: The Board noted the update on Scotland's Strategic Framework.

5. Staff survey during lockdown, summer 2020

The Board received an update on the results of the survey held in the summer to understand staff experience during the first four months of lockdown and how we are using the feedback to shape our future ways of working.

The Board welcomed the breadth of feedback and the work undertaken to respond to the challenges which have arisen from the unprecedented circumstances. In particular, the work of the Employee Relations team was commended.

The Board recognised the potential to respond to the staff feedback and embed the positive elements in our future operating model.

Decided: The Board noted the contents of the reports.

6. [redacted]

7. 2020/21 Rent Setting

The Board received a detailed update on the rent setting proposals, including a presentation with additional affordability and comparability analysis.

The Board discussed the proposals, in particular the affordability and comparability analysis across our stock profile. The Board considered the comparative rent levels, demand and tenancy turnover levels within the context of our High Rise Living Framework commitment.

It was agreed that an element of variation within our approach in certain elements of our stock was appropriate based on the comparative rent levels, demand and tenancy turnover levels.

Decided: The Board

1) agreed that we consult tenants in 3319 multi-storey properties on a base rent and service charge increase of 1%, with the other option given for 1.5%; and

2) agreed to consult all other tenants on a general rent and service charge increase of 1.7%, with the other option given for 2.2%.

8a. Business update

The Board received an update on our ongoing response to the impact of the pandemic on our services, our tenants and communities. In particular, the Board were updated on our letting activity, including prioritisation of lets to homelessness, and rental income.

The Board discussed plans for undertaking major repairs, including the potential for decanting tenants. It was confirmed that we will look at each case based on an individual assessment and feedback from tenants.

The Board welcomed the continued strong performance in relation to arrears and gas safety.

The landlord assurance procedure was set out in further detail, in particular the focus on the best allocation of our resources and the focus on safety.

The Board discussed how we support homeless households settling into communities. It was explained that we have utilised the outcome star as part of this process to better understand and respond to support needs at an early stage.

The Board sought a further update on our close cleaning mobilisation. A detailed update on our current service levels was provided, including a pilot in the North West to also provide maintenance of front gardens.

The Board welcomed the success of the targeted intervention by the Community Improvement Partnership in responding to noise nuisance issues.

Decided: The Board noted the contents of the report.

8b. Building compliance update

The Board received a detailed update on each of our building compliance work streams, within the context of the restrictions which have and are currently in place.

The Board recognised the success in fully clearing the gas safety check backlog and sought an update on our legionella prevention and water management. It was confirmed that we have now reached 85% completion and expect to complete the full programme by the end of the financial year based on the current operating context. It was confirmed that we have robust existing arrangements in place.

The Board sought a further update on our TMV servicing. It was confirmed we have had no incidents and have written to all tenants to encourage them to discuss any issues with us. It was explained that we seek to undertake TMV servicing in tandem with gas servicing where possible to minimise disruption for tenants.

The Board discussed our projected electrical inspection programme relative to the March 2022 deadline. It was explained that we are confident of achieving this, are seeking to raise awareness with tenants and are confident CBG have the resources to deliver.

Decided: The Board:

- 1) noted the contents of the report; and**
- 2) agreed the proposed approach to compliance related works.**

9. Delivery Plan 2020/21 and Quarter 2 performance

The Board were updated on performance for the year to date and the Delivery Plan approach for 2020/21, including phased targets.

The Board discussed the phased approach, recognising that restrictions impacting performance are outwith our control and the outstanding performance already achieved within that context.

Decided: The Board approved the phased targets and delivery plan for 2020/21.

10. Five year review of City Building (Glasgow) LLP

The Board were provided with an update on the planned 5-year review of the Group joint venture with Glasgow City Council- City Building (Glasgow) LLP (CBG).

The Board discussed the Terms of Reference and the opportunity to reflect on the positive work to date as well as identify areas for future refinement.

Decided: The Board noted the update and the Terms of Reference that agreed for the 5-year review of the CBG joint venture at Appendix 1.

11. [redacted]

12. Finance Report

The Board were provided with a summary of financial performance for the year to date and the latest forecast for the full year.

The Board considered financial performance for the year to date, in particular the variations arising from the impact of the pandemic on our services and development and investment activity. It was noted that there are no material issues.

Decided: The Board noted the management accounts and the full year forecast outturn to 31 May 2021.

13. Governance update

The Board received an update on the outcome of the Annual Assurance Statement self-assessment and the outcome of our review of our development project approval criteria.

The Board considered the proposed updates to our succession plan as part of our wider response to the pandemic and agreed the increased stability and continuity would benefit the Board.

It was explained that the TRA related disposals were an obligation under the Members' Agreement for Transforming Communities: Glasgow and the proposals reflected this position.

Decided: The Board

- 1) approved the appointment of John Bannon MBE and Lara Lassisi;
- 2) approved the update to the Board three-year succession plan to extend the Chair until 2023;
- 3) noted the Group Annual Assurance Statement;
- 4) agreed to delegate authority for TRA related disposals, including document execution, to TC:G to the Group Director of Property and Group Director of Finance; and
- 5) noted the Development Project approval criteria will be updated to reflect the new Group IRR rate.

14. Corporate Risk Register

The Board received a summary of the proposed updates to the corporate risk register, including a proposed further change to the wording of risk 9 mitigations.

The Board agreed that the residual risk level of risk 17 be further considered, with a view to it reducing to reflect the mitigations.

Decided: The Board approved the revised corporate risk register, subject to the further updates to risk 9 and 17.

15. Assurance update

The Board were provided with a status update on the delivery of the Group's Internal Audit work 2020/21.

The Board noted the plan was necessarily adjusted to reflect our operating environment.

Decided: The Board noted the report.

16. AOCB

There was no other competent business.

Signed Date
(Chair)