



**Minutes of GHA Board Meeting  
held on Thursday 30 January 2025 at 6pm**

**PRESENT:**

Mr G Maguire, Chair  
Ms K Russell, Secretary  
Ms A Connelly, Member  
Mr Z Khan, Member  
Ms A Williamson, Member  
Ms F Cochran, Member  
Ms S Keast, Member

**IN ATTENDANCE:**

Ms C Quinn, Group CEO (GCEO)  
Mr R Dulin, Head of Finance & Corporate Services (HFCS)  
Ms M McCall, Head of Operations & Performance (HOP)  
Ms N Salmon, Group Corporate Services Team Leader (CSTL)  
Ms E Taggart, Development Consultant, C~urb (DC)  
Mr A Murphy, Observer  
Mr C Thomson, Observer  
Ms N Pettigrew, Observer

**1.0 Apologies**

- 1.1 The Chair advised that Ms A Fraser and Mr S McLachlan have submitted their apologies.

**2.0 Declarations of Interest, Gifts and Hospitality**

- 2.1 Mr Z Khan declared that he is a Director of the Home Team (HT). Ms A Williamson declared that she is a Director of the Water Row Company (WRC).
- 2.2 There were no declarations of gifts and hospitality.

**3.0 Declaration of Receipt and Understanding**

- 3.1 Members confirmed receipt and understanding of their papers.

**4.0 Governing Body Matters & Minutes for Approval and Information**

- 4.1 Governing Body Recruitment – Potential New Members Observing Meeting
- 4.1.1 The Chair welcomed Mr A Murphy, Mr C Thomson and Ms N Pettigrew to the meeting and advised that they are potential new Board Members observing the meeting. The Chair then invited each to introduce themselves and provide a brief summary of their background.

- 4.1.2 The Chair advised that Mr J MacGilp, Interim Deputy GCEO left the organisation on 23 January 2025 and advised that the GCEO and himself had met with Mr S O'Connor to discuss the role of Interim CEO.
- 4.1.3 The GCEO provided the Board with Mr O'Connor's background and advised that following the meeting, Mr O'Connor was offered the position of Interim CEO working 3 days per week for a period of 3 months.
- 4.2 Draft Minute of Special GHA Board Meeting 16 December 2024
  - 4.2.1 The Minutes of the Special GHA Board meeting held on 16 December 2024 were approved by Ms A Williamson and seconded by Ms K Russell as a true reflection of the meeting.
- 4.3 Matters Arising
  - 4.3.1 There were no matters arising.
- 4.4 Draft Minutes of GHA Board Meeting 28 November 2024
  - 4.4.1 The Minutes of the GHA Board meeting held on 28 November 2024 were approved by Ms A Williamson and seconded by Ms A Connelly as a true reflection of the meeting.
- 4.5 Matters Arising
  - 4.5.1 There were no matters arising.

**Discussion points:**

**Action notes:**

**For redaction:**

## 5.0 Reports for Decision/Approval/Information

*At this point the Chair advised that agenda Item 5.1 and 5.2 will be presented at the end of the meeting.*

- 5.3 GHA Draft Budget 2025-26
  - 5.3.1 Redacted for confidentiality purposes.

**Discussion points:**

- 1. Redacted for confidentiality purposes.

**Action notes:**

Following discussion, the Board noted the GHA Draft Budget 2025-26.

**For redaction:**

5.3.1-5.3.13, discussion points 1 and 2.

#### 5.4 HT Draft Budget

- 5.4.1 The GCEO advised that due to time constraints, the HT draft budget will be rolled over to the next meeting.

#### 5.5 WRC Draft Budget

- 5.5.1 The GCO advised that due to time constraints, the WRC draft budget will be rolled over to the next meeting.

#### 5.6 WRC Bad Debts Proposal

- 5.6.1 Redacted for confidentiality purposes.

**Discussion points:**

1. Redacted for confidentiality purposes.

**Action notes:**

Following discussion, the Board noted the WRC Bad Debts Proposal Report and approved the recommendations at section 2 of the report.

**For redaction:**

5.6.1 – 5.6.7, discussion points 1 and 2.

#### 5.7 Financial Management Report for the 9 months to December 2024

- 5.7.1 Redacted for confidentiality purposes.

**Discussion points:**

1. Charging owners for their share of utility costs (LL Supply and Communal).  
2. Insurance cover related to the recent storm .

**Action notes:**

Following discussion, the Board noted and approved the Financial Management Report for the 9 months to December 2024.

**For redaction:**

5.7.1 – 5.7.7

*At this point the HFCS left the meeting.*

#### 5.8 Annual Review of Rents

- 5.8.1 The HOP presented the Annual Review of Rents report distributed in advance of the meeting and described the background to the report noting that tenant consultation regarding rent increases takes place annually as detailed in section 3 of the report.

- 5.8.2 The HOP noted that tenants are informed of the reasons for the rental increase, typically as a result of the planned maintenance programme etc.

- 5.8.3 Redacted for confidentiality purposes.

- 5.8.4 The HOP noted the increased costs in relation to past service deficit for the SHAPS pension scheme and insurance costs as detailed in full at section 8 of the report.

- 5.8.5 The HOP advised that the Associations overall tenant satisfaction is 75.1% which is below the Scottish average and noted that one of the main satisfaction ratings was in housing condition which demonstrated that 36% of tenants identified poor housing conditions as a key issue primarily due to the condition of their windows. This feedback reinforces the need to prioritise the window replacement programme and allocate the resultant budget requirements.
- 5.8.6 The HOP advised that the Association is recommending 6% increase due to the requirements of the planned maintenance programme and increased costs.
- 5.8.7 The HOP discussed the affordability to tenants and advised that Arneil Johnston carried out a comprehensive rent affordability review in August 2023 as detailed in section 6 of the report and noted that a further review will be commissioned in 2025.
- 5.8.8 The HOP advised that the Association benchmarks to compare rent and rent increases with other RSL's in particular with the other RSL's in the local area as demonstrated in Appendix 1 and 2 of the report.
- 5.8.9 In relation to responses, the HOP stated that 355 responses were received from tenants, 299 of which were via digital means as detailed in section 10 of the report. Feedback from tenants indicated that 89% opted for a 5.5% rent increase.
- 5.8.10 The HOP reinforced that due to the planned maintenance programme, the Association is recommending 6% increase in rent and noted that although tenants opted for 5.5% increase, 75% of the responses indicated that the window replacement programme should be the priority for the planned maintenance programme.
- 5.8.11 Following discussion, the Board approved a 6% increase in rents.

**Discussion points:**

1. Bulk uplift and fly tipping issues around the estate noting that it is a city-wide problem.
2. Difference in cost of 5.5% and 6% increase for tenants.
3. Tenant satisfaction feedback in relation to fly tipping, bulk uplift charges and what other RSL's are charging for the service.

**Action notes:**

Following discussion, the Board noted Annual Review of Rent Report and approved the recommendations at section 2 of the report.

**For redaction:**

5.8.3

5.9 Customer Services Operations Report

- 5.9.1 The HOP presented the previously distributed Customer Services report and drew the Boards attention to the cyclical compliance update as included in table 1 at section 4.1 of the report. All areas are 100% compliant with the exception of the Electrical Inspection Condition Report (EICRs) which is at 99.39% due to 10 abeyances for no access to properties as described at section 4.1.8 of the report.
- 5.9.2 The HOP reminded the Board that at the October 2024 Board meeting Govan Old Parish Church and SP Energy Networks had requested permission to install a substation on Association land at 20 Wanlock Street. SP Energy Networks confirmed in January 2025 that they are in the process of producing drawings and initiating the legal process with the Association's solicitors and further updates will be provided to the Board in due course.

- 5.9.3 The HOP advised that there are 62 lighting bollards at the rear of Vicarfield Place of which 42 are currently not operational due to repeated vandalism over the years, the remaining 20 may also fail in time as described in full at section 4.3 of the report. The Association's insurers have confirmed that they will not cover the cost of replacing the bollards. Residents have raised concerns about the lack of lighting in the area and believe this as a health and safety hazard.
- 5.9.4 The HOP advised that three quotes have been received for replacing the bollards. The Association is of the opinion that due to the specialist nature of this work, two bollards should be replaced as a trial to better understand the exact works involved and manage the process more efficiently. The HOP clarified that the replacement bollards are anti-vandal.
- 5.9.5 The HOP requested the Board's approval to deviate from the procurement policy for replacing the bollards due to the specialised nature, trial assessment requirements and associated costs. The replacement addresses a critical health and safety issue for customers, as there is currently no lighting in the back-court area which poses additional hazards during adverse weather conditions. The total cost of replacing the 42 bollards is £48,484.80, however the specialist contractor has been asked to purchase 62 replacement bollards on the assurance that the remaining 20 bollards will be included in the planned maintenance programme. Following discussion, the Board unanimously agreed.
- 5.9.6 In relation to Rathlin Street roof, the HOP advised that a quantity surveyor, Thomas Gray (QS), has been appointed through the Scottish Procurement Alliance (SPA) for the project and the Association has met with him to progress the works with the project team. The works are being tendered via the SPA roofing framework and contractors on the framework have requested an extension to the submission deadline. The Association has agreed to a revised closing date of 10 February 2025 for tender submissions as described in full at section 4.4 of the report and further updates will be provided to the Board in due course.
- 5.9.7 The HOP advised that the Association is conducting a review of bike sheds throughout the estate to determine if they are still required as noted in section 5.1 of the report.
- 5.9.8 The HOP provided an updated regarding the Govan Tenant Service Scrutiny Group and noted that they have agreed their key focus for 2025 are:
- a) Estate Standards Policy Review
  - b) Landscaping Review
  - c) Complaints Analysis
  - d) Annual Assurance Statement (AAS) actions
- 5.9.9 Redacted for confidentiality purposes.
- 5.9.10 Redacted for confidentiality purposes.
- 5.9.11 Redacted for confidentiality purposes.
- 5.9.12 The HOP advised that she is leaving the organised to pursue a new post with another RSL. The Chair thanked the HOP on behalf of the Board for her contribution to the Association.

**Discussion points:**

1. Nature of the damage to lighting bollards and options considered related to replacement bollards.

**Action notes:**

Following detailed discussion, the Board noted and approved the Customer Services report.

**For redaction:**

5.9.9 – 5.9.11.

*At this point the HOP left the meeting.*

## 5.10 Governance Report

5.10.1 The GCEO presented the previously distributed monthly Governance report and highlighted the following areas in the report:

- a) Redacted for confidentiality purposes.
- b) SHR Engagement Plan – Action Plan noting that the Association is up to date with submitting information required by the Regulator.
- c) Complaints as described at section 5 of the report noting that there are no complaints with the SPSO.
- d) Health and Safety at section 9 of the report noting that the Working Group is scheduled to meet on 24 April 2025 and 9 October 2025. The ACS audit scheduled for 26 November 2024 has now been rescheduled to 26 February 2025 due to resourcing issues in the Corporate Services team.
- e) Subject Access (SAR) and Freedom of Information Requests (FOI) noting that one new SAR has been received from a tenant. The previous FOI request received via the Scottish Information Commissioner's (SIC) Office is still awaiting a decision. Three new FOI's have been received as detailed in full in section 10.3 of the report.
- f) The Corporate Strategy/Business Planning Day set for 24 January 2025 did not go ahead due to the red weather warning and a new date of 14 February 2025 has been scheduled pending Board availability.
- g) Other governance matters as described at section 15 of the report noting the following:
  - a. The Local Government, Housing & Planning Committee outcome of their review into the role and impact of the Scottish Housing Regulator.
  - b. EVH updates to the Health and Safety Control Manual.
  - c. The outcome of the Scottish Housing Regulator's ARC Consultation Review.
- h) Subsidiary information and other key documents as described at section 16 of the report, noting that all of these documents are contained within Board Effect.

**Discussion points:****Action notes:**

Following discussion, the Board noted and approved the Governance Report.

**For redaction:**

5.10.1.a

## 5.11 GCEO Priorities for 2025

5.11.1 The GCEO presented her reflection on what was achieved in 2024 and priorities for 2025 covering the following areas:

- a. Group Staff Teams
- b. Group Structure
- c. Ongoing Development of Group Boards
- d. Development of the Senior Management Team (SMT)
- e. Group Business Plans
- f. Water Row
- g. Home Team Growth
- h. Stock Condition Survey
- i. Planned Maintenance Programme
- k. Operational Priorities

### **Discussion points:**

1. Window replacement programme plan.
2. Costs for stock condition survey.

### **Action notes:**

Following discussion, Members noted and approved the GCEO Priorities 2025 presentation.

### **For redaction:**

*At this point, the Chair advised that in relation to timing, the meeting will shortly exceed the standing orders and asked Members for approval to carry on the meeting. Members unanimously agreed.*

## 5.12 Annual Report of the Audit Committee

5.12.1 The GCEO presented the previously distributed Annual Report of the Audit Committee and advised that the report has been delayed due to the cancellation of the August 2024 Audit Committee meeting.

5.12.2 The GCEO advised that the Audit Committee has delegated authority to monitor the Group's internal controls environment, risk management processes and audit functions on behalf of the Governing Body.

5.12.3 The GCEO summarised that the Committee has monitored the following areas during the year:

- a) Audit Committee terms of reference
- b) Internal audits
- c) Risk management
- d) Policy register
- e) Annual Return on the Charter (ARC)
- f) Insurances
- g) Review of registers
- h) External Auditor's Management Letter

### **Discussion points:**



**Action notes:**

Following discussion, Members noted and approved the Annual Report of the Audit Committee report.

**For redaction:****6.0 Any Other Competent Business****6.1 Rent Harmonisation Project**

6.1.1 The GCEO reminded the Board that Arniel Johnston previously carried out a rent affordability review in 2023 and it was agreed at the time to carry out a rent and service charge restructuring and affordability modelling review in order to harmonise rents.

6.1.2 Redacted for confidentiality purposes.

**Discussion points:**

1. Redacted for confidentiality purposes.

**Action notes:**

Following discussion, the Board noted the rent harmonisation project and approved the rent and service charge restructuring and affordability modelling review project.

**For redaction:**

6.1.2 and discussion point 1.

*At this point, Mr R Dulin, Head of Finance & Corporate Services re-joined the meeting; Ms E Taggart, Development Consultant (DC) C~Urb also joined the meeting and Ms F Cochran and Ms S Keast left the meeting. The GCEO explained the next steps related to progressing recruitment of the observers on to the Board. The GCEO thanked the observers for attending the meeting. The observers then left the meeting due to the confidential nature of agenda items 5.1 and 5.2.*

**5.1 Water Row Phase 1 Update Report**

5.1.1 The DC presented the Water Row Phase 1 Update Report that had been sent out in advance of the meeting. The DC noted that this report ties in to the Water Row Final Account Settlement report at agenda item 5.2.

5.1.2 The DC explained that the financial position will be discussed as part of the Water Row Final Account Settlement report.

5.1.3 The DC turned to defects at section 6 of the report and noted that no significant defects have been reported which demonstrates the quality related to the development.

5.1.4 The DC explained the next steps as described in section 12 of the report regarding:

- a) Mitigating actions regarding the final account at Appendix 2 of the report.
- b) Redacted for confidentiality purposes.
- c) Continued monthly reporting to the Board on progress, update of risk register approvals for any further actions as required.
- d) Active participation in Partnering Core Group Meeting and Core Group Finance Meetings.
- e) Post Project Evaluation.



**Discussion points:**

1. Lessons learned and the positive aspects of the development.

**Action notes:**

Following detailed discussion, the Board noted and approved the Water Row Phase 1 Update report.

**For redaction:**

5.1.4.b

5.2 Water Row Phase 1 – Final Account Settlement Update Report

5.2.1 Redacted for confidentiality purposes.

**Discussion points:**

1. Redacted for confidentiality purposes.

**Action notes:**

Following detailed discussion, the Board noted the Water Row Phase 1 Final Account Settlement Update Report and approved the proposed early settlement figure.

**For redaction:**

5.2.1 – 5.2.24 and discussion points 1-5.

7. **Date of Next Meeting**

7.1 The date of the next full Board meeting is Thursday 27 February 2025 at 6.00pm.

CHAIRPERSON'S SIGNATURE:



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