



**Minutes of GHA Board Meeting
held on Thursday 29 June 2023 at 6pm**

PRESENT:

Mr C Quigley, Vice Chair
Mr Z Khan, Member
Ms A Williamson, Member
Ms A Connelly, Member
Ms A Fraser, Member
Ms K Russell, Member
Ms S Dingwall, Co-optee
Ms F Cochran, Co-optee

IN ATTENDANCE:

Ms F McTaggart, CEO
Ms C Quinn, Director of Corporate Services/Deputy CEO
Ms N Salmon, Corporate Services/HR Team Leader
Ms L Edwards, Development Consultant

1.0 Apologies

1.1 The Vice Chair advised that Mr G Maguire and Mr S McLachlan have submitted their apologies.

2.0 Declarations of Interest, Gifts and Hospitality

2.1 Mr C Quigley declared that he is a Director of the Home Team Board.

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 Minutes for Approval and Information

4.1 Draft Minutes of GHA Board Meeting 30 May 2023

4.1.1 The minutes of the GHA Board meeting held on 30 May 2023 were approved by Ms A Connelly and seconded by Mr Z Khan as a true reflection of the meeting.

4.2 Draft Minutes of Special GHA Board Meeting 30 May 2023

4.2.1 The minutes of the Special GHA Board meeting held on 30 May 2023 were approved by Ms A Connelly and seconded by Mr Z Khan as a true reflection of the meeting

4.3 Draft Minutes of Special GHA Board Meeting 22 June 2023

4.3.1 The minutes of the Special GHA Board meeting held on 22 June 2023 were approved by Ms A Connelly and seconded by Ms S Dingwall as a true reflection of the meeting.

4.4 Matters Arising

4.4.1 The CEO provided an update regarding the Regulation Plan at section 6.1 of the Minutes from the GHA Board meeting held on 30 May 2023 and advised that the SHR has been notified of the following:

- a) The outcome of the CEO recruitment;
- b) The Business and Strategic Development Plans for the new Group structure including the Water Row Company.

4.4.2 Redacted for confidentiality purposes.

4.4.3 Redacted for confidentiality purposes.

Discussion points:

Action notes:

For redaction:
4.4.2 and 4.4.3

5.0 Reports for Decision/Approval

5.1 Water Row Properties

5.1.1 This agenda item covered under agenda item 6.1.

5.2 Close Cleaning Contract: Procurement of Contractor

5.2.1 The Development Consultant advised that she is presenting the report on behalf of the Director of Customer Services.

5.2.2 Redacted for confidentiality purposes.

5.2.3 The Development Consultant advised that consideration had been given to bringing the contract in-house to the Home Team. However, the Association feels the procurement exercise will provide information to assess whether the service will be more cost effective to buy in or pass to the Home Team in the future.

5.2.4 Redacted for confidentiality purposes.

5.2.5 The Development Consultant mentioned the specific details of the contract including paying the living wage and contractors will be made aware that this area will be fully scrutinised.

5.2.6 The Development Consultant noted an error in the start date of the contract as detailed in the table at section 16 of the report; the start date will be 1 January 2024.

5.2.7 The Development Consultant highlighted the recommendations as detailed in section 2 of the report and noted that delegated authority is requested for the Director of Customer Services to progress the procurement. The Board unanimously approved the recommendations.

Discussion points:

1. How assessing quality is measured by the Association for the contract;
2. Frequency that closes will be cleaned;
3. Options for additional works;
4. The feasibility of the Home Team taking over the contract in the future.

Action notes:

Following discussion Members noted and approved the Close Cleaning Contract: Procurement of Contractor report.

For redaction:

5.2.2, 5.2.4

5.3 Gas Servicing and Maintenance Contract: Procurement of Contractor

5.3.1 The Development Consultant advised that she is presenting the report on behalf of the Director of Customer Services.

5.3.2 The Development Consultant advised that the Association is seeking approval to procure the gas servicing and maintenance contract that has been with Frews since 2019.

- 5.3.3 Redacted for confidentiality purposes.
- 5.3.4 The Development Consultant advised that the procurement is a 2 stage process and the Association is complying with all aspects of the Procurement Policy.
- 5.3.5 The Development Consultant highlighted the recommendations as detailed in section 2 of the report and noted that delegated authority is requested for the Director of Customer Services to progress the procurement. The Board unanimously approved the recommendations.

Discussion points:

- 1. Frequency of gas servicing checks and rates for maintenance/remedial works.

Action notes:

Following discussion Members noted and approved the Gas Servicing and Maintenance Contract: Procurement of Contractor report.

For redaction:

5.3.3

- 5.4 Appointment of Consultants for 'Fit Out' of Unit 5, Water Row
 - 5.4.1 The Development Consultant advised that she is presenting the report on behalf of the Director of Customer Services.
 - 5.4.2 Redacted for confidentiality purposes.
 - 5.4.3 The Development Consultant advised that the budget for the fit out costs included elements such as fees and architects costs etc.
 - 5.4.4 The Development Consultant mentioned that the purpose of the report was to seek approval to deviate from the Procurement Policy to procure the services of an Architect and Quantity Surveyor.
 - 5.4.5 The Development Consultant explained that the Association was keen to begin the process to enable the fit out as soon as possible and clarified that the contract is not considered to be high risk.
 - 5.4.6 Redacted for confidentiality purposes.
 - 5.4.7 Redacted for confidentiality purposes.
 - 5.4.8 The Development Consultant highlighted the recommendations as detailed in section 2 of the report and noted that delegated authority is requested for the Director of Customer Services to progress the procurement. The Board unanimously approved the recommendations.

Discussion points:

Action notes:

Following discussion the Board noted and approved the Appointment of Consultants for 'Fit Out' of Unit 5, Water Row report.

For redaction:

5.4.2, 5.4.6 and 5.4.7

6. Reports for Discussion/Information

6.1 Water Row Phase 1 - Update Report

6.1.1 The Development Consultant presented the Water Row Phase 1 Update Report including Risk Register at Appendix 1 for information.

6.1.2 Redacted for confidentiality purposes.

6.1.3 In relation to community benefits, the Development Consultant advised that one resident in the G51 postcode area has secured an apprenticeship with CCG as noted in section 9.2 of the report. A plan is in place for CCG to deliver the remaining community benefits as detailed in section 9.3 of the report.

6.1.4 Redacted for confidentiality purposes.

Discussion points:

1. Reasons for the project overspend;
2. Difference in figures between Cost Consultants and CCG in relation to risk 40.

Action notes:

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

For redaction:

6.1.2 and 6.1.4

At this point the Development Consultant left the meeting.

5.5 Water Row Company Policies Report

5.5.1 The CEO presented the Water Row Company Policies report in detail and mentioned that under normal circumstances the Board would not approve these policies as they are operational and not strategic. However, as there is currently no Water Row Company Board, the policies are being presented for approval to prevent any delays.

- 5.5.2 The CEO turned to the Lettings Policy at Appendix 1 of the report and explained the difference between an Allocation Policy and a Lettings Policy particularly in relation to income and the information the Water Row Company will use to assess an applicant's suitability.
- 5.5.3 The CEO discussed the Water Row Parking Policy at Appendix 2 of the report noting that the car parking spaces will be allocated to particular properties and will remain part of the lease for that property regardless of any change in tenancy or tenant circumstances.
- 5.5.4 The CEO went through the Rent Setting Policy at Appendix 3 of the report and highlighted the differences between the Association's Rent Setting Policy and the Water Row Company Mid Market Rent Setting Policy.
- 5.5.5 The CEO noted the amenities charges in the Rent Setting Policy and stated that the Association's proposed total rent charges are above the Local Housing Allowance (LHA) due to exceptional circumstances in relation to amenities.
- 5.5.6 The CEO advised that total rent charges will differ depending on the following amenities:
- a) Car parking;
 - b) Balconies;
 - c) View from within the property.
- 5.5.7 The CEO noted that 2 parking spaces have been allocated for disabled people.
- 5.5.8 The CEO advised that mid market rent increases will be agreed by both the Water Row Company Board and the Govan Housing Group Board as the parent company. The CEO noted that no consultation is required to increase rent charges however it is likely that the Water Row Company will consult with tenants.

Discussion points:

Action notes:

Following discussion, Members noted and approved the Water Row Company Policies report and the policies detailed in section 4 of the report and the amenities charges.

For redaction:

- 5.6 Service Level Agreement between Govan Housing Association and Govan Home Team
- 5.6.1 The CEO advised that the Service Level Agreement between Govan Housing Association and Govan Home Team has previously been presented to the Board and the reason it is on the agenda is to get formal approval noting there

are no changes to the agreement. However, KPI information has now been included within the document.

Discussion points:

Action notes:

Following discussion, the Board noted and approved the Service Level Agreement between Govan Housing Association and Govan Home Team

For redaction:

5.7 Governance Report

5.7.1 The Director of Corporate Services/Deputy CEO presented the monthly Governance report and highlighted the following areas in the report:

- a) Notifiable events as described in section 4 of the report noting that there are 2 outstanding notifiable events; one for the Water Row Company and the other for the CEO recruitment;
- b) Complaints as mentioned in section 5 of the report noting that there are no new live complaints with SPSO;
- c) Governing Body training as detailed in section 7 of the report. Moving forward this information will be provided in an appendix due to length of the information. The training events attended by the Board cover a range of areas;
- d) Redacted for confidentiality purposes;
- e) Health and Safety as described in section 9 of the report noting that there is no requirement for Board Members to be part of the Health and Safety Working Group. The Director of Corporate Services/Deputy CEO proposed that instead, the Board are updated following every Working Group meeting. The Working Group will be made up of staff and the Senior Management Team. The Board unanimously agreed;
- f) Redacted for confidentiality purposes;
- g) Annual Assurance Statement (AAS) as included in section 11 of the report noting that the AAS is discussed at length by the Audit Committee. The AAS is now the focus of the Assurance & Compliance Manager along with support from Corporate Services;
- h) Redacted for confidentiality purposes;

- i) Other governance matters as indicated in section 14 of the report noting that the SHR has issued a discussion paper on 'Our Regulation of Scottish Housing' which is included at agenda item 6.3.

The UK Government is undertaking a consultation exercise in relation to GDPR legislation as described in detail in section 14.3 of the report, the Board will be updated following conclusion of the consultation exercise;

- j) Tenant Service Improvement Group (TSIG) as mentioned in section 16 of the report. The CEO advised that she met with the TSIG to review the Corporate Strategy and will meet with them again in June 2023. The CEO reflected that the Group provided some good feedback regarding the Corporate Strategy.
- k) Year end reports as at 31 March 2023 presented for information for the following registers:
 - 1) Freedom of Information and Subject Access Register - Appendix 1
 - 2) Payments and Benefits Register - Appendix 2
 - 3) Notifiable Events Register - Appendix 3
- l) QEF performance outcome report and associated tables as mentioned at section 18 of the report noting the Association's achievements in relation to key performance and value for money indicators on the scorecard against last year's figures.

The KPI's that have dipped in performance from last year's ARC return are subject to performance improvement plans.

Additionally, the quarterly Staffing Report will be presented at the August 2023 Board and will include an improvement plan for staff sickness and staff turnover.

5.7.2 The Director of Corporate Services/Deputy CEO stated that the company that owns the VBR software has advised that it will no longer be supported from April 2024. The Association will investigate alternative options and report back to the Board.

Discussion points:
1. HomeMaster - A Member advised that they use the system and it can now calculate Universal Credit technical arrears

Action notes:
Following discussion Members noted and approved the Monthly Governance Report and approved the recommendations at section 2 of the report.

For redaction:
5.7.1. d, 5.7.1.f and 5.7.1.h

5.8 Customer Service Report

5.8.1 The CEO presented the Monthly Customer Services report on behalf of the Director of Customer Services and highlighted the following areas of the report:

- a) Repairs satisfaction and performance update as detailed in section 6 of the report noting that the new processes introduced in April 2023 have yielded an increase in performance as demonstrated in May 2023 customer satisfaction figures;
- b) Redacted for confidentiality purposes;
- c) Changes to the Cost of Living (Tenant Protection) (Scotland) Act as detailed in section 11 of the report noting that RSL's are unable to carry out evictions for a further 6 months due to the cost of living crisis except in the specific circumstances specified in section 11.2 of the report;
- d) Redacted for confidentiality purposes;
- e) Void performance and improvement as detailed in section 13 of the report noting that the improvement plan is proving to be effective as the year to date performance is 16 days against a target of 21 days;
- f) Arrears performance as mentioned in section 14 of the report noting that arrears have increased. An improvement plan has been implemented as detailed in Appendix 3 of the report;
- g) KPI targets and priorities as detailed in Appendix 2 of the report noting that the Operations Committee have approved the proposals. The KPI's will be monitored through the Operations Committee and minutes of the meeting will be presented to the Board for information;

Discussion points:

Action notes:

Following discussion, Members noted and approved the Customer Service Report.

For redaction:

5.8.1.b and 5.8.1.d

5.9 Lease Rent Increases (Mears Group)

Redacted for confidentiality purposes.

Discussion points:

Action notes:

Following discussion, the Board noted and approved the Lease Rent Increases (Mears Group) report and approved option 1 at section 8.

For redaction:

5.9

5.10 Policy Report

5.10.1 The Director of Corporate Services/Deputy CEO presented the Policy report and noted amendments to the following existing policy:

- Remit of Audit Sub-Committee

5.10.2 The Director of Corporate Services/Deputy CEO highlighted the introduction of the following new policy developed in conjunction with Indigo House:

- Board Effectiveness Policy

5.10.3 The Director of Corporate Services/Deputy CEO discussed the Indigo House policy project update as detailed in section 5 of the report noting the work both completed and currently in progress.

5.10.4 The Director of Corporate Services/Deputy CEO stated that Indigo House have identified gap analysis of policies that the Association do not have and that Indigo House recommend as noted in section 5 of the report. The Director of Corporate Services/Deputy CEO provided an update regarding next steps for these gaps.

5.10.5 The Director of Corporate Services/Deputy CEO advised that Indigo House cannot assist with several policies as described in section 5 of the report. The Association will carry out in-house review of these policies.

Discussion points:**Action notes:**

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

For redaction:

5.11 Annual Loan Portfolio

5.11.1 The Director of Corporate Services/Deputy CEO presented the Annual Loan Portfolio report noting the purpose as described in section 1 of the report. The Board have to annually approve the Loan Portfolio Return for the previous financial year prior to submission to the Scottish Housing Regulator before the deadline of 30 June each year.

5.11.2 The Director of Corporate Services/Deputy CEO advised that the SHR's loan portfolio system is used to collect information about RSL's and their borrowing arrangements in order to risk assess the financial health of organisations.

5.11.3 Redacted for confidentiality purposes.

Discussion points:

Action notes:

Following discussion, the Board noted the Annual Loan Portfolio report and approved the recommendations at section 2 of the report.

For redaction:

5.11.3

5.12 GHA Strategic Delivery Plan

5.12.1 The CEO presented the GHA Strategic Delivery Plan and advised that it has been linked in to the Corporate Strategy.

5.12.2 The CEO reminded Members that they participated in the development of the strategies and they are based on the Corporate Visions and Values.

Discussion points:

Action notes:

Following discussion Members noted and approved the GHA Strategic Delivery Plan.

For redaction:

5.13 GHT Strategic Delivery Plan

5.13.1 The CEO presented the GHT Strategic Delivery Plan and advised that it has been linked in to the Corporate Strategy.

5.13.2 The CEO reminded Members that they participated in the development of the Corporate Strategy which is based on the Corporate Visions and Values.

5.13.3 The CEO advised that Risk Registers will be created for both the GHA and GHT Delivery Plan.

5.13.4 The CEO thanked the Board for their involvement in developing the Corporate Strategy and the Delivery Plans across the group and stated that delivery plans will be reviewed on a 6 monthly basis.

Discussion points:

1. Update relating to the supply and installation of new windows. Permission is being sought from the City Council to fit UPVC windows due to the steep rise in costs of timber windows.

Action notes:

Following discussion Members noted and approved the GHT Strategic Delivery Plan.

For redaction:

6.2 CEO Workplan Update June 2023

- 6.2.1 The CEO presented the CEO Workplan and explained that it provided an update on tasks agreed by the Chair prior to her retirement.
- 6.2.2 The CEO went on to discuss each task in detail as well as the update as noted in the document.
- 6.2.3 The CEO advised that several actions have moved from green to amber and relate to the new loans. The Association is waiting for the new loan agreement information to be received from RBS and went on to explain the background and update.

Discussion points:

1. Security for the loans.

Action notes:

Following discussion, Members noted the CEO Workplan 2023 Update

For redaction:

6.3 Scottish Housing Regulator – Consultation Paper

- 6.3.1 The CEO presented the Scottish Housing Regulator – Consultation Paper and advised that it covers governance matters that relate specifically to the Scottish Housing Regulator.
- 6.3.2 The CEO noted that there are few changes to the way the SHR currently regulates. The Glasgow West of Scotland Forum have provided some initial observation feedback regarding the paper as detailed in Appendix B of the report.
- 6.3.3 The CEO advised that if any Member wants to comment on the SHR consultation paper then comments should be forwarded by 7 August 2023 for final submission by 9 August 2023. If no comments received the Association will move forward with the collaborative response from the Glasgow West of Scotland Forum.

Discussion points:

Action notes:

Following discussion, Members noted the Scottish Housing Regulator – Consultation Paper

For redaction:

7.0 Any Other Competent Business

7.1 There was no other competent business.

8. Date of Next Meeting

8.1 The date of the next full Board meeting is Thursday 31 August at 6.00pm.

CHAIRPERSON'S SIGNATURE:



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