



Minutes of GHA Board Meeting held on Thursday 24 April 2025

PRESENT: Ms A Fraser, Vice Chair (Chair for this meeting)
Ms K Russell, Secretary
Ms A Connelly, Member
Mr Z Khan, Member
Mr S McLachlan, Member
Mr A Murphy, Co-optee
Mr C Thomson, Co-optee
Ms N Pettigrew, Co-optee
Ms H Bayne, Co-optee

IN ATTENDANCE: Ms C Quinn, Group CEO (GCEO)
Mr S O'Connor, Interim Deputy CEO (DCEO)
Ms N Salmon, Group Corporate Services Team Leader (CSTL)
(Minute Taker)
Ms E Taggart, Development Consultant, C~urb (DC)

1.0 Apologies

1.1 The Chair advised that Mr G Maguire, Ms A Williamson, Ms F Cochran and Ms S Keast 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).

2.2 There were no declarations of gifts and hospitality.

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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 Co-option of Helen Bayne on to Governing Body

4.1.1 The Chair welcomed Ms H Bayne to the meeting and invited her to introduce herself and provide a brief summary of her background, following which Members unanimously co-opted Ms Bayne on to the Board.

4.2 Draft Minutes of GHA Board Meeting 27 March 2025

4.2.1 The Minutes of the GHA Board meeting held on 27 March 2025 were approved by Mr S McLachlan and seconded by Ms A Connelly as a true reflection of the meeting.

4.2.2 The Chair noted that she had submitted apologies for the meeting however she was recorded as being present. Mr S McLachlan noted that his name had been misspelt.

4.3 Matters Arising

4.3.1 The GCEO advised that in relation to the budget, a Member had asked about the number of Closes to be painted. The Head of Finance & Corporate Services has confirmed that typical costs of painting each Close range from £8k to £11k depending on the size of the Close. The budget is £95k therefore, on average the number of Closes to be painted is circa 9.

4.3.2 Redacted for confidentiality purposes.

Discussion points:

1. Redacted for confidentiality purposes.

Action notes:

1. Post meeting note – the minutes of the GHA Board Meeting on 27 March 2025 have been updated to correct the points noted in section 4.2.2 above.

For redaction:

4.3.2 and Discussion point 1

5.0 Reports for Decision/Approval/Information

5.1.1 The DC presented the Water Row (WR) Phase 1 Update Report that had been sent out in advance of the meeting and advised that there have not been many changes since last month's report.

5.1.2 Redacted for confidentiality purposes.

5.1.3 Redacted for confidentiality purposes.

5.1.4 Redacted for confidentiality purposes.

5.1.5 Redacted for confidentiality purposes.

5.1.6 The DC advised that generally, the number of defects are quite low and are being responded to effectively by CCG. CCG will action any defects in the commercial units once access arrangements are in place.

5.1.7 The DC advised that the post project evaluation meeting has taken place following which, Collective Architects have reached out to those individuals in GCC who were involved in the early stages of the project/master plan for feedback to allow the completion of the report. The report is expected next week and will be reviewed prior to being presented to the Board and the Scottish Housing Regulator (SHR).

Discussion points:

1. Redacted for confidentiality purposes
2. Awards that the development is being considered for and the overall success of the project for the community.

Action notes:

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

For redaction:

5.1.2 – 5.1.5, discussion point 1

5.2 Insurance Procurement Report

5.2.1 The GCEO stated that Members have previously discussed during the last couple of meetings how information is provided to them. The Association has looked at various options regarding format and has decided that for reports that require either Board approval or further clarification, a presentation will complement and summarise the key points from the reports. The GCEO noted that reports are distributed in advance of the meetings allowing Members time to read and consider any questions they may have that can be addressed at the meeting.

5.2.2 Redacted for confidentiality purposes.

5.2.3 Following discussion, the Board approved the procurement of the Groups insurance services and also the on-boarding of an Insurance Broker to assist in the process.

Discussion points:

1. A Member asked about the costs of onboarding an Insurance Broker. The GCEO replied that a report regarding costs will be presented to the Board however, usually it is a percentage of the overall cost of the contract.
2. A Member asked about the procedure for procuring an Insurance Broker. The GCEO replied that this will be completed via the normal procurement process.
3. Redacted for confidentiality purposes.

Action notes:

Following detailed discussion, the Board noted Insurance Procurement report and approved the procurement of the Groups insurance services and the on-boarding of an Insurance Broker to assist in the process.

For redaction:

5.2.2 and discussion point 3

5.3 Strategy and Development Funding Plan 2025/26 – 2029/30

5.3.1 The GCEO discussed the Strategy and Development Funding Plan 2025/26 – 2029/30 sent out in advance of the meeting and highlighted the following:

- a) The report details the submission of the Association's annual Strategy and Development Funding bid to GCC.
- b) The bid is submitted annually, however is on a 5-year rolling programme.
- c) The figures detailed in Appendix 1 of the report are indicative and subject to change.
- d) The DC assisted the Association in developing the bid.
- e) The report seeks approval to submit the bid to GCC.

5.3.2 Following discussion, the Board approved the submission of the annual Strategy and Development Funding bid to GCC.

Discussion points:

1. A Member asked whether the Association was still considering developing on a site over the other side of the water. The GCEO advised that the site has been earmarked by a private company for development however, GCC have stated that if this falls through they will contact the Association.

Action notes:

Following detailed discussion, the Board noted and approved the submission of the annual Strategy and Development Funding bid to GCC.

For redaction:

5.4 HR Update 1 October 2024 to 31 March 2025

5.4.1 The GCEO presented the HR Update 1 October 2024 to 31 March 2025 report distributed in advance of the meeting, noting that it provides an update on all HR matters including absences, training and recruitment.

5.4.2 Redacted for confidentiality purposes.

5.4.3 Redacted for confidentiality purposes.

5.4.4 Redacted for confidentiality purposes.

5.4.5 Redacted for confidentiality purposes.

5.4.6 The GCEO noted that training costs are included in section 4.4 of the report. The Board discussed and agreed that training topics should also be contained in the report moving forward.

5.4.7 Redacted for confidentiality purposes.

5.4.8 Redacted for confidentiality purposes.

Discussion points:

Action notes:

Following discussion, Members noted and approved the HR Update 1 October 2024 to 31 March 2025 report.

For redaction:

5.4.2 – 5.4.5, 5.4.7 – 5.4.8

5.5 SHR Engagement Plan

5.5.1 The GCEO discussed the SHR Engagement Plan and highlighted:

- a) The SHR Engagement Plan is on Board Effect.
- b) There are seven actions that the Association must complete as part of the engagement.
- c) The Board will be updated via the Governance report of progress against the actions from June 2025 onwards.
- d) A log of all correspondence sent to the SHR is monitored regularly.

Discussion points:

1. Redacted for confidentiality purposes.

Action notes:

Following discussion, Members noted the SHR Engagement Plan.

For redaction:

Discussion point 1.

5.6 Governance Report

5.6.1 The GCEO discussed the Governance Report sent out in advance of the meeting and highlighted the following areas:

- a) There are no matters for approval.
- b) There are five Notifiable Events as detailed in section 4 of the report.
- c) There are no complaints with the SPSO or in the serious category that would become a Notifiable Event.
- d) Redacted for confidentiality purposes.
- e) The Health & Safety Working Group met on 24 April 2025 and feedback will be provided in next month's Governance Report.
- f) There have been two new Subject Access Requests (SARs) received from tenants.
- g) There have been three new Freedom of Information Requests (FOIs) received from the media, an information company and a Water Row tenant.
- h) The Seal has been used once for a Share Certificate.
- i) The Business Planning Day was held on 4 April 2025, the outcome will be brought to the May 2025 Board meeting.
- j) The review of the Risk Register, SWOT and PESTLE is outstanding. Corporate Services will forward meeting details to Members however, the review will be scheduled for an hour before the next couple of Board meetings.

Discussion points:**Action notes:**

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

For redaction:

5.6.1.d

5.7 Customer Services Operations Report

5.7.1 The DCEO discussed the previously distributed Customer Services report and drew the Boards attention to the following:

- a) Cyclical compliance – EICR compliance is at 99.63% due to 6 properties being in abeyance. LOLER compliance is at 90% due to a delay in inspection caused by a flood in the lift shaft at 7 Golspie Street, the inspection has now been rescheduled.
- b) GCC Health and Social Care Partnership (HSCP) Homelessness -
 - a. During a recent meeting with the Association, HSCP restated their commitment to meeting the Scottish Government Homelessness reduction target.
 - b. HSCP asked all RSL's in 2024-25 and again in 2025/26 to commit 67% of available stock to Homelessness applicants.

- c. The Board decided in March 2024 that the Association was unable to meet 67% as it has a healthy waiting list, it was against the lettings plan in the Allocation Policy and was unfair to other applicants.
- d. The Association's current figure for allocation of lets to Homelessness is 47% and the year end figure will be 50%.
- e. Approval is sought to not agree to the HSPC 67% target and for the Association to continue working towards a target of 50% per annum, for the stated reasons agreed at the March 2024 Board meeting.
- f. The number of lets are fairly low as the current tenancy sustainment figure is 94%.

5.7.2 Following discussion, the Board approved to not agree to the HSPC 67% target and to continue working towards a 50% per annum target for allocation of properties to Homelessness applicants.

Discussion points:

1. A Member asked about the Association's performance in relation to homelessness lets in comparison with the other Social landlords in the area. The DCEO replied that during a recent meeting, GCC had advised if the Association reaches 50% lets to homelessness then this will be on a par with other RSLs in the area.
2. A Member complimented the Community Engagement update and asked for this to be fed back to staff.
3. A Member asked during the meeting with HSPC, what other housing options are being considered to help address homelessness. The DCEO replied that HSPC was waiting on additional funding and will re-engage with RSL's to discuss procuring properties. DCEO reflected that current grants for renovating purchased properties is 50% and this may not be attractive to RSL's due to high renovation costs.

Action notes:

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

For redaction:

5.8 Policy Report

5.8.1 The GCEO discussed the previously distributed Policy Report and highlighted the following areas in the report:

- a) Amendment to existing Recruitment policies for the Association, HT and WRC.
- b) The amendment relates to the ability to use an external Recruitment Consultant as and when required. The current policies state that a Recruitment Consultant is used for the GCEO recruitment but is silent on the use of a Recruitment Consultant for other positions.
- c) The use of an external Recruitment Consultant will require GCEO approval.
- d) The Recruitment Consultant will be used for posts that are difficult to fill or attract candidates.
- e) Board approval is sought for the policy amendments.

5.8.2 Following discussion, the Board approved the policy report.

Discussion points:

Action notes:

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

For redaction:

6.0 Any Other Competent Business

6.1 Rent Harmonisation Exercise

6.1.1 The GCEO reminded Members that they had previously approved Arneil Johnson to carry out a rent harmonisation project. Last year, Arneil Johnson conducted a rent affordability exercise and the next step is the rent harmonisation project.

6.1.2 The GCEO advised that at the start of the harmonisation project, Arneil Johnson requested a large amount of information. Analysis has identified that the Association does not have enough up to date information required by Arneil Johnson.

6.1.3 The GCEO stated that approval is sought to put the project on hold until the stock condition survey has been completed which will then allow for the Association to provide Arneil Johnson with accurate up to date information.

6.1.4 The GCEO noted that Arneil Johnson is in agreement with this approach.

Discussion points:

1. A Member asked who will consult with tenants for their feedback during the rent harmonisation project. The GCEO replied that Arneil Johnson will do this.
2. A Member asked if service charges will be included in the rent harmonisation project and the GCEO confirmed that they will be included.

Action notes:

Following discussion, the Board approved putting on hold the rent harmonisation project.

For redaction:

6.2 Redacted for confidentiality purposes

6.2.1 Redacted for confidentiality purposes.

6.2.2 Redacted for confidentiality purposes.

Discussion points:

Action notes:

Following discussion, the Board noted the (Redacted for confidentiality purposes).

For redaction:

All of 6.2

6.3 Redacted for confidentiality purposes

recommended that the Association consider other providers moving forward.

Discussion points:

Redacted for confidentiality purposes.

Action notes:

Redacted for confidentiality purposes

For redaction:

All of 6.3

6.4 District Heating

6.4.1 The GCEO advised that the GEL group – Govan, Elderpark and Linhouse Housing Associations – along with Southside Housing Association are in discussion regarding the possibility of a district heating system within the Govan area.

6.4.2 The GCEO advised that discussions are in the very early stages and Board will be updated as and when required.

Discussion points:

Action notes:

Following discussion, the Board noted the District Heating Update.

For redaction:

6.5 Redacted for confidentiality purposes

Discussion points:

Action notes:

Redacted for confidentiality purposes.

For redaction:

All of 6.5

7. Date of Next Meeting

7.1 The date of the next full Board meeting is Thursday 29 May 2025 at 6.00pm.

CHAIRPERSON'S SIGNATURE:



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