



Minutes of GHA Board Meeting held on Thursday 3 July 2025

PRESENT:

Mr G Maguire, Chair
Ms K Russell, Secretary (attended virtually)
Ms A Connelly, Member
Mr Z Khan, Member (attended virtually)
Ms A Williamson, Member (attended virtually)
Ms H Bayne, Co-optee (attended virtually)

IN ATTENDANCE:

Ms C Quinn, Group CEO (GCEO)
Mr S O'Connor, Interim Deputy CEO (DCEO)
Ms M McColl, Assurance & Compliance Manager (ACM)
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 Ms A Fraser, Mr S McLachlan, Ms S Keast, Ms F Cochran, Mr A Murphy, Mr C Thomson and Ms N Pettigrew 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.

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.

At this point, the Board agreed to change the order of the agenda. Item 5.2 was brought forward.

5.0 Reports for Decision / Approval / Information

5.2 Water Row Phase 1 Update Report

5.2.1 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.

- 5.2.2 Redacted for confidentiality purposes.
- 5.2.3 In relation to defects, the DC advised that all the residential properties are at the end of their defect's liability period. Inspections have been ongoing and evening appointments have been arranged with the Clerk of Works for properties with access difficulties to provide flexibility for those tenants who are working. CCG have completed 30% of properties and no major issues have been identified.
- 5.2.4 The DC stated that there are some outstanding defects in the commercial units for CCG however, CCG are unable to address the defects until the fit-out works have been completed. CCG have confirmed that they are committed to dealing with these outstanding defects.
- 5.2.5 In terms of the lessons learned report, the DC noted that she has agreed the draft report with Collective Architecture. The draft report has now been forwarded to the design team and other partners for final comments. Once agreed, the report will be issued to the Association and Scottish Housing Regulator (SHR).
- 5.2.6 Redacted for confidentiality purposes.
- 5.2.7 The Chair stated that the development has won another award and thanked the DC and partners for their contribution.

Discussion points:

1. Estimated date that the lessons learned report will be available noting that it should be ready to be issued to the Association next week.
2. Awards that the development has won.

Action notes:

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

For redaction:

5.2.2 and 5.2.6

At this point the DC left the meeting and the agenda order reverted to that as published.

4.0 Governing Body Matters & Minutes for Approval and Information

- 4.1 Draft Minutes of GHA Board Meeting 29 May 2025
- 4.1.1 The Minutes of the GHA Board meeting held on 24 April 2025 were approved by Ms A Connelly and seconded by Ms A Williamson as a true reflection of the meeting.
- 4.2 Matters Arising
- 4.2.1 Data Sitting behind ARC Results

The GCEO remarked that the Board had asked several questions at the last meeting regarding the data that sits behind the ARC results and advised that the ACM will provide a short presentation that provides more detail and should answer the questions raised.

The ACM went on to provide information relating to data collection in the following areas:

- a) Write offs;
- b) Breakdown of rent data;
- c) Resident satisfaction questions;
- d) Increase in satisfaction levels.

There were no other matters arising.

Discussion points:

1. A Member reflected that it was more appropriate to send surveys to tenants following repairs after the event and the ACM confirmed that this is the revised process.

Action notes:

For redaction:

5.0 Reports for Decision/Approval/Information

5.1 Legal Tender – Outcome Report

5.1.1 The ACM presented the Legal Tender Outcome report sent out in advance of the meeting and advised that it provides comprehensive information regarding the procurement of legal services.

5.1.2 The ACM highlighted the following key points from the report:

- a) Redacted for confidentiality purposes.
- b) Redacted for confidentiality purposes.
- c) Redacted for confidentiality purposes.
- d) Redacted for confidentiality purposes.
- e) Redacted for confidentiality purposes.

5.1.3 Redacted for confidentiality purposes.

Discussion points:

1. Redacted for confidentiality purposes.
2. Redacted for confidentiality purposes.
3. Redacted for confidentiality purposes.

Action notes:

Following detailed discussion, the Board noted and approved the Legal Tender Outcome report.

For redaction:

5.1.2 a – 5.1.2.e, 5.1.3 and discussion points 1 – 3.

At this point the ACM left the meeting and the Board agreed to change the order of the agenda. Item 6.2 was brought forward.

6.0 Any Other Competent Business

6.2 Water Row Rents

- 6.2.1 Redacted for confidentiality purposes.
- 6.2.2 Redacted for confidentiality purposes.
- 6.2.3 Redacted for confidentiality purposes.
- 6.2.4 Redacted for confidentiality purposes.
- 6.2.5 Redacted for confidentiality purposes.
- 6.2.6 Redacted for confidentiality purposes.
- 6.2.7 Redacted for confidentiality purposes.
- 6.2.8 Redacted for confidentiality purposes.
- 6.2.9 Redacted for confidentiality purposes.
- 6.2.10 Redacted for confidentiality purposes.

Discussion points:

- 1. Redacted for confidentiality purposes.
- 2. Redacted for confidentiality purposes.
- 3. Redacted for confidentiality purposes.
- 4. Redacted for confidentiality purposes.
- 5. Redacted for confidentiality purposes.
- 6. Redacted for confidentiality purposes.
- 7. Redacted for confidentiality purposes.
- 8. Redacted for confidentiality purposes.

Action notes:

Following detailed discussion, the Board noted the WR Rent update.

For redaction:

6.2.1 – 6.2.10 and discussion points 1 – 8.

At this point the DCEO left the meeting and the agenda order reverted to that as published.

- 5.3 Customer Services Operations Report
 - 5.3.1 Redacted for confidentiality purposes.
 - 5.3.2 The GCEO discussed the previously distributed Customer Services report and highlighted the following key elements:
 - a) 100% compliance for key areas – except EICR's which has 6 abeyances.
 - b) Redacted for confidentiality purposes.
 - c) Community Engagement Update:
 - The Association was shortlisted however did not win, two awards at the recent Tenant Participation Advisory Service (TPAS) Annual Conference namely, Tenant of the Year and Tenant Group of the Year.
 - Benburb Football Club (Under 2013s) successfully applied for sponsorship through the Associations Community Fund and the Associations logo will now be featured on the team's shirts for the 2025/26 season.

- Dog fouling in the area – the Association is working in partnership with GCC to address this issue. GCC is committed to providing additional Environmental Warden patrols to monitor and take enforcement action as appropriate.
- d) Internal Wall Insulation with Union Technical – the Customer Services team are targeting the circa 150 outstanding properties.

Discussion points:

1. Community Engagement Strategy and the perceived duplication / cross over with CGAP – GCEO clarified that there is no duplication or cross-over and the Association’s Strategy is different to that of CGAP’s. The Director of Community Enterprises and the Community Engagement Officer will meet with CGAP to discuss the Strategy and the roles of both GGAP and the Association.

Action notes:

Following discussion, Members noted and approved the Customer Services Operations report.

For redaction:

5.3.1 and 5.3.2.b

At this point Mr Z Khan left the meeting.

5.4 Annual Loan Portfolio Return 2024/25

5.4.1 The GCEO discussed the Annual Loan Portfolio Return 2024/25 report sent out in advance of the meeting and summarised the following key areas:

- a) Board approval sought prior to submission to SHR of Annual Loan Portfolio Return by 30 June 2025. The SHR has been notified that the submission will be returned late due to the June 2025 Board meeting being rescheduled to 3 July 2025.
- b) Redacted for confidentiality purposes.
- c) Redacted for confidentiality purposes.

5.4.2 Following discussion, the Board noted and approved the Annual Loan Portfolio Return 2024/25 report and submission to the SHR.

Discussion points:

Action notes:

Following discussion, Members noted and approved the Annual Loan Portfolio Return 2024/25 report and submission to the SHR.

For redaction:

5.4.1 b and c.

5.5 Board Annual Appraisal & Training Needs Analysis Report

5.5.1 The GCEO presented the Board Annual Appraisal & Training Needs Analysis report distributed in advance of the meeting and discussed the following key areas:

- a) Board approval sought to proceed with the Board Learning & Development Training Plan.
- b) The report details the findings of the recent Appraisal and Training Needs Analysis exercise conducted with Board Members

- c) Anonymised summary from individual Board members learning and development plans / summary of responses collated from the questionnaires completed by Board members / summary of responses collated from appraisals completed by Board members attached at Appendices 2 to 4 of the report presented for information purposes only.
- d) The Learning & Development Training Plan summarises training that Board Members identified for the Board as a whole or themselves individually.
- e) Nine topics in Training Plan. Training providers identified, mainly SHARE.
- f) Joint training with Govan, Elderpark and Linthouse Housing Associations (GEL) will be arranged wherever possible.
- g) Feedback from Members identified that Board reporting is an issue - the Association continues to review and streamline reports wherever practical.

5.5.2 Following discussion, the Board approved the Board Annual Appraisal & Training Needs Analysis report and the Board Learning & Development Training Plan.

Discussion points:

Action notes:

Following discussion, Members noted and approved the Board Annual Appraisal & Training Needs Analysis report.

For redaction:

5.6 Governance Report

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

- a) Redacted for confidentiality purposes.
- b) SHR Engagement Plan action plan is on track.
- c) There are no complaints with the SPSO. The annual complaints handling report at Appendix 3 of the report presented for information. Learning outcome analysis identified that communication with customers remains an ongoing theme for improvement as does improvement across all areas relating to Customer Services and Property Services which will be reported to Operations Committee.
- d) Redacted for confidentiality purposes.
- e) The Health and Safety working group have met and there are no significant or serious matters to report.
- f) Redacted for confidentiality purposes.
- g) Seal has been used for issuing four shareholder certificates as detailed at section 12.1 of the report.
- h) No new shareholder applications for approval.
- i) Board Effect contains Home Team and WRC governing body reports, including financial information and minutes of meetings as well as other key governance documents.
- j) SHR publication relating to its aims and objectives in 2025/26 at section 15 of the report is presented for information.

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

Discussion points:

Action notes:

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

For redaction:

5.6.1.a, 5.6.1.d and 5.6.1.f.

6.0 Any Other Competent Business

6.1 Redacted for confidentiality purposes.

6.3 GREN District Heating Update

6.3.1 The GCEO advised that the GREN district heating is progressing. Glasgow University, the National Health Service (NHS), GEL partnership, Southside Housing Association and GCC are all interested in the project. The project is looking at heating in both the North and South side of Glasgow. Further information regarding costs and how the system works in practical terms is not yet available.

6.4 Operations Committee

6.4.1 The Chair advised that Ms A Fraser has stepped down as Chair and Member of the Operations Committee and Ms A Williamson has agreed to step in as Acting Chair in the meantime.

6.4.2 The Chair advised that there is now a space on the Operations Committee and asked the Board for volunteers. Ms H Bayne volunteered.

6.4.3 The Chair advised that there will be one Operations Committee meeting prior to the AGM in September 2025.

6.5 Redacted for confidentiality purposes.

6.6 Govan Loves Christmas

Mr G Maguire and Ms A Connelly declared an interest.

6.6.1 The GCEO asked for approval for £3k for the Govan Loves Christmas event being held at the Pearce Institute. The donation is required to cover the artist that will perform at the event, materials and to make the event free for families.

6.6.2 The Board unanimously delegated approval for donations to the GCEO, although requested that future donations should still be included in a report to the Board for information purposes.

Discussion points:

1. Donation to Govan Loves Christmas – what percentage of the community budget does the £3k donation use. The GCEO advised that she will clarify and revert back to the Board.
2. Background of Govan Loves Christmas.
3. The Chair thanked Members for their contribution and support and wished them a lovely summer holiday.

Action notes:

Following discussion, the Board noted the AOCB updates and approved delegated authority for donations to the GCEO.

For redaction:

6.1 and 6.5.1.

7. Date of Next Meeting

7.1 The date of the next full Board meeting is Thursday 28 August 2025 at 6.00pm.

CHAIRPERSON'S SIGNATURE:

A handwritten signature in black ink, appearing to read "B. P. L. J. e.", is centered on the page. The signature is written in a cursive, flowing style.

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